



Exeter City Council

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AGENDA FOR
EXETER CITY COUNCIL
SCRUTINY COMMITTEE - RESOURCES

The Scrutiny Committee - Resources will meet on **WEDNESDAY 21 SEPTEMBER 2011**, commencing at **5.30 pm**, in the Rennes Room, Civic Centre, Paris Street, Exeter to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Sarah Selway, Member Services Officer on **Exeter 265275**.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

Pages

Part I: Items suggested for discussion with the press and public present

1

MINUTES

To sign the minutes of the meeting held on 22 June 2011.

2

DECLARATIONS OF INTEREST

Councillors are reminded of the need to declare personal and prejudicial interests, including the nature and extent of such interests, in relation to business on the agenda, before any discussion takes place on the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

3

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 -
EXCLUSION OF PRESS AND PUBLIC

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of item 14 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part I, Schedule 12A of the Act.

4 **QUESTIONS FROM THE PUBLIC UNDER STANDING ORDER 19**

A period of up to 15 minutes will be set aside to deal with questions to the Committee from members of the public.

Details of questions should be notified to the Assistant Chief Executive at least three working days prior to the meeting. Further information and a copy of the procedure are available from Member Services (265275) also on the Council web site: <http://www.exeter.gov.uk/scrutinyquestions>

5 **QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER STANDING ORDER 20**

To receive questions from Members of the Council to appropriate Portfolio Holders.

***MEMBERS ARE REQUESTED TO ADVISE THE MEMBER SERVICES OFFICER OF ANY QUESTIONS OR ISSUES ON PERFORMANCE MONITORING REPORTS BY 9.00 AM ON THE DAY OF THE MEETING.**

PERFORMANCE MANAGEMENT

6 **AIM PROPERTY MAINTENANCE PROGRESS 2011/12***

To consider the joint report of the Head of Contracts and Direct Services, Acting Head of Housing Services, Head of Treasury Services and the Acting Head of Estates Services – *report circulated (Monitoring Schedule available on request and on the Internet).* 1 - 2

7 **RESOURCES SCRUTINY STEWARDSHIP TO 30 JUNE 2011***

To consider the report of the Head of Treasury Services – *report circulated* 3 - 6

MATTERS FOR CONSIDERATION BY THE EXECUTIVE

8 **CAPITAL MONITORING STATEMENT TO 30 JUNE 2011**

To consider the report of the Head of Treasury Services – *report circulated* 7 - 18

9 **OVERVIEW OF GENERAL FUND REVENUE BUDGET 2011/12**

To consider the report of the Head of Treasury Services – *report circulated* 19 - 26

- 10 **REVIEW OF POLLING DISTRICTS AND POLLING PLACES WITHIN THE EXETER PARLIAMENTARY CONSTITUENCY**
To consider the report of the Chief Executive – *report circulated* 27 - 50
- 11 **GOVERNMENT CONSULTATION ON THE INTRODUCTION OF INDIVIDUAL ELECTORAL REGISTRATION**
To consider the report of the Chief Executive – *report circulated* 51 - 54

MATTERS FOR CONSIDERATION BY SCRUTINY COMMITTEE - RESOURCES

- 12 **CORPORATE COMPLAINTS MONITORING**
To consider the report of the Assistant Chief Executive – *report circulated* 55 - 62
- 13 **GREEN ACCORD INITIATIVE PROGRESS REPORT 2011/12**
To consider the report of the Head of Contracts and Direct Services – *report circulated* 63 - 68

PART II: ITEM SUGGESTED FOR DISCUSSION WITH THE PRESS AND PUBLIC EXCLUDED

- 14 **PROGRESS REPORT - RAMM DEVELOPMENT PROJECT**
To consider the report of the Head of Leisure and Museums – *report circulated to members* 69 - 72

DATE OF NEXT MEETING

The next **Scrutiny Committee - Resources** will be held on Wednesday 23 November 2011 at 5.30 pm

FUTURE BUSINESS

The schedule of future business proposed for this Scrutiny Committee and other Committees of the Council can be viewed on the following link to the Council's website: <http://www.exeter.gov.uk/forwardplan>
Councillors can view a hard copy of the schedule in the Members Room.

Membership -
Councillors M A Baldwin (Chair), Hobden (Deputy Chair), Branston, Bull, D J Henson, Mitchell, Morris, Mottram, Ruffle, Spackman, Taghdissian, Tippins and Wardle

Find out more about Exeter City Council services by looking at our web site <http://www.exeter.gov.uk>. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Member Services Officer on (01392) 265275 for further information.

Individual reports on this agenda can be produced in large print on request to Member Services on 01392 265111.



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Agenda Item 6

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES

21 SEPTEMBER 2011

AIM PROPERTY MAINTENANCE PROGRESS REPORT 2011/12

1 PURPOSE OF THE REPORT

- 1.1 This is the first quarterly report, covering the period from April to June 2011 (but including updated figures at 2 August 2011). The report details the financial position of the £7.8m programme of reactive and planned property maintenance and refurbishment. This report covers just Revenue funded housing and non-housing schemes as approved by Council for the financial year 2011/12. In some cases this programme further includes budgets for schemes rolled forward from 2010/11. Where necessary this report will provide specific details on significant programme variations.

2 BACKGROUND

- 2.1 The Council approved the following:

	£	
Housing budgets		
(a) Housing Reactive Repairs	4,953,780	
(b) Housing Servicing Contracts	714,900	
(c) Housing Maintenance Works	<u>430,000</u>	£ 6,098,680
Non-housing budgets		
(d) Service Recharges	343,650	
(e) Lease Requirements	55,450	
(f) AIM Priority Programme	225,500	
(g) AIM Reactive Repairs - General	513,540	
(h) AIM Service Contracts	441,980	
(i) AIM Operational Essentials	<u>82,580</u>	£ 1,662,700
Total		<u>£ 7,761,380</u>

- 2.3 The current level of spending against the specifically monitored budgets in 2011/12 above presently indicates that, despite pressures on some budgets from present rates of spend there is presently no predicted significant variation to either individual budgets for schemes or overall budget at this stage.

A copy of the full financial monitoring report is available on the Intranet.

3 RECOMMENDED

- (1) that the first quarter financial position of the £7.8m programme of reactive and planned property maintenance and refurbishment for 2011/12 as detailed above be noted.

HEAD OF CONTRACTS AND DIRECT SERVICES
ACTING HEAD OF HOUSING
ACTING HEAD OF ESTATES
HEAD OF TREASURY SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

None

EXETER CITY COUNCIL
SCRUTINY COMMITTEE - RESOURCES
21 SEPTEMBER 2011

RESOURCES SCRUTINY STEWARDSHIP TO 30 JUNE 2011

1. PURPOSE OF REPORT

This report advises members of any major differences by management unit to the revised budget.

2. STEWARDSHIP TO 30 JUNE 2011

- 2.1 The current forecast suggests that net expenditure for this committee will increase from the revised budget by a total of £418,010. Supplementary budgets of £12,000 are included but the Notional Charges budgets in respect of IAS19 Pension Costs and Capital charges have been deducted to provide the total budget for management accounting purposes.
- 2.2 The budgets for 2011/12 include a provision for a pay award of two hundred and fifty pounds to staff under spinal point 24. The current position is that the Local Government Employers have not offered a pay award in the current year which will produce an overall pay saving of about £24,000 for this Committee.
- 2.3 The main variations by management unit are detailed below:

		£
2011/2012 REVISED BUDGET		15,646,190
86A1	REVENUE COLLECTION / BENEFITS As a result of the reduction in subsidy received in 2010/11 mainly in respect of Non HRA Rent Allowances, it is estimated that there will be a similar reduction in subsidy for 2011/12, which was also not taken into account when the budget for 2011/12 was determined. This therefore shows an outturn forecast of an additional £388,190 which is a variance of 0.87% on the original budget of £44.7m.	388,190
86A5	DEMOCRATIC REPRESENTATION There will be a small overspend on Members' Expenses by the end of the financial year due to the take-up of allowances.	990
86A7	UNAPPORTIONABLE OVERHEADS The actual inflation increase in payments to the pension fund administered by Devon County Council to meet the approved cost of early retirements and redundancies, was less than provided for when setting the budget.	(2,880)
86A8	CHIEF EXECUTIVE SERVICES Additional pay costs have been incurred to cover for maternity and sickness absences.	19,850

86B1	TREASURY SERVICES An agreed reduction in working hours for some staff and vacancies within the service are expected to result in pay savings.	(16,980)
86B3	HUMAN RESOURCES An additional temporary staffing resource within Human Resources was approved by Committee.	17,930
86B4	LEGAL SERVICES There is expected to be a small underspend in pay and operational costs.	(2,610)
86B6	IT SERVICES There is expected to be an overspend on pay costs to provide cover for maternity leave.	13,520
2011/12 EXPECTED FINAL OUTTURN		£16,064,200

3. RECOMMENDATION

3.1 That the Scrutiny Committee – Resources note this report.

HEAD OF TREASURY SERVICES

CORPORATE SERVICES DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

None

**SCRUTINY COMMITTEE - RESOURCES
STEWARDSHIP**

APRIL 2011 TO JUNE 2011

ANNUAL BUDGET	SUPPLEMENTARY BUDGET	NOTIONAL CHARGES***	REVISED BUDGET	CODE	CURRENT OUTTURN FORECAST	FORECAST VARIANCE
£	£		£		£	£
1,855,670			1,855,670	86A1	2,243,860	388,190
313,900		3,380	310,520	86A2	310,520	0
897,020			897,020	86A3	897,020	0
243,210		34,280	208,930	86A4	208,930	0
881,420		310	881,110	86A5	882,100	990
1,001,900	3,000		1,004,900	86A6	1,004,900	0
354,830			354,830	86A7	351,950	(2,880)
1,158,600		29,190	1,129,410	86A8	1,149,260	19,850
0		1,110	(1,110)	86A9	(1,110)	0
3,212,710		173,580	3,039,130	86B1	3,022,150	(16,980)
198,100		2,930	195,170	86B2	195,170	0
940,980		27,710	913,270	86B3	931,200	17,930
637,820		8,750	629,070	86B4	626,460	(2,610)
2,554,100	9,000	178,860	2,384,240	86B5	2,384,240	0
2,151,230		453,820	1,697,410	86B6	1,710,930	13,520
148,270		1,650	146,620	86B7	146,620	0
<u>16,549,760</u>	<u>12,000</u>	<u>915,570</u>	<u>15,646,190</u>		<u>16,064,200</u>	<u>418,010</u>
(11,001,810)			(11,001,810)		(11,001,810)	0
<u>£ 5,547,950</u>	<u>£ 12,000</u>	<u>£ 915,570</u>	<u>£ 4,644,380</u>		<u>5,062,390</u>	<u>418,010</u>

*** Includes:

Capital Charges
FRS17 Pension Costs

Transfers to/from Earmarked Reserves

OVERALL FORECAST EXPENDITURE FOR THE YEAR AFTER MOVEMENTS TO/FROM RESERVES 5,062,390

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES 21 SEPTEMBER 2011

EXECUTIVE
4 OCTOBER 2011

COUNCIL
18 OCTOBER 2011

CAPITAL MONITORING STATEMENT TO 30 JUNE 2011

1.0 PURPOSE OF THE REPORT

- 1.1 To report the current position in respect of the Council's revised annual capital programme and to advise Members of the anticipated level of deferred expenditure into future years.

2.0 BACKGROUND

- 2.1 Local authorities are required to estimate the total of capital expenditure that they plan to incur during the financial year when it sets the prudential indicators for capital expenditure. This shows that its asset management and capital investment strategies are affordable, prudent and sustainable.
- 2.2 Capital expenditure is a significant source of risk and uncertainty since cost variations, delays and changing specifications are often features of large and complex capital projects.
- 2.3 This report is prepared on a quarterly basis in order to update Members with any known cost variations, slippage and acceleration of projects.

3.0 REVISIONS TO THE CAPITAL PROGRAMME

- 3.1 The 2011/12 Capital Programme, including commitments brought forward from 2010/11, was last reported to Scrutiny Committee - Resources on 22 June 2011. Since that meeting the following changes have been made that have increased the programme:

Description	£	Approval/funding
Capital Programme, as at 22 June 2011	21,836,950	
King William Street Car Park	900,000	Funding approved by Council 19/07/11
Energy Conservation	89,540	External funding contributions
Children's Play Areas	3,530	Interest on Section 106 monies
Social Housing Grants	1,720	Interest on Section 106 monies
Kinnerton Way Community Centre	120	Interest on Section 106 monies
Revised Capital Programme	22,831,860	

4.0 PERFORMANCE

4.1 Progress

The revised capital programme for the current financial year is £22.832 million. During the first three months of the year the Council spent £2.489 million on the programme, which equates to 10.90% of the revised programme. This compares with £3.305 million (10.99%) being spent in the first three months of 2010/11.

4.2 The current programme is detailed in Appendix 1. The Appendix shows a total forecast spend for 2011/12 of £21.430 million with £1.380 million of the programme potentially deferred to 2012/13.

5.0 VARIANCES AND ACHIEVEMENTS

5.1 The main variances, achievements and issues concerning expenditure which may be deferred to 2012/13 are as follows:

5.1.1 Community & Environment

Cultural City

- **Play Area Refurbishments (Budget £157,390)**

New play equipment has been installed at Harrington Lane Play Area, this is in addition to the MUGA style goal ends provided early in 2011.

Public consultation has been undertaken at Dickens Drive Play Area and the site will be refurbished/improved during autumn 2011.

Work has continued with the Residents' Association at Arena Park Play Area in conjunction with Exeter Parks Watch, various externally funded improvements are taking place at the site.

Cared For Environment

- **Local Authority Carbon Management Programme (Budget £129,130)**

Heating controls have been fitted at the Corn Exchange and solar panels have been ordered for Belle Isle and are due to be installed in September. It is proposed that £42,000 of the budget be carried forward to 2012/13.

Safe City

- **Replace Digital Recording Equipment at Control Centre (Budget £16,000)**

The digital recorders were bought in 2010/11 and were paid for by a grant from the Crime and Disorder Reduction Partnership. This was treated as revenue expenditure.

5.1.2 Economy & Development

Accessible City

- **King William Street Car Park Refurbishment Stage 1 (Budget £218,300)**

The King William Street Car Park Refurbishment has been split into two stages for 2011/12. The remainder of the Stage 1 Refurbishment will now be completed in 2012/13 with slippage of £196,100 to be used for London Inn Square (Paris Street, New North Road and Sidwell Street Improvements).

- **King William Street Car Park Refurbishment Stage 2 (Budget £900,000)**

The second stage of this scheme is at the pre-qualification questionnaire stage. Tenders are due to be sent out in mid September and to be returned by mid November. A contractor will be appointed mid December, with work due to start on site in April 2012. It is therefore anticipated that there will be slippage of £875,000 to 2012/13, with £25,000 to be spent on fees in 2011/12.

The programme for this project has been elongated so that completion coincides with the opening of the new John Lewis store. This stage of the project is due for completion by October 2012.

Cared For Environment

- **City Centre Enhancements (Budget £407,220)**

It is forecast that £140,000 will be spent in 2011/12 on Gandy Street, Northernhay Gate and Rougemont Garden Gate. The works planned for Northernhay Gate are due to start early in September, however it is anticipated there will be delays due to the RAMM reinstatement works. These delays are currently being assessed. The remainder of the budget (£267,220) will be carried forward to 2012/13 to be spent on London Inn Square (Paris Street, New North Road and Sidwell Street).

5.1.3 Housing Revenue Account

Everyone Has a Home

- **Kitchen and Bathroom Replacement Programme (Budget £1,500,000 and £446,690 respectively)**

The kitchen and bathroom replacements have been delayed due to the temporary contractor declining to continue with the work. The tender is due to go out by the end of August and it is planned for the new contract to be in place by December 2011.

6.0 RECOMMENDED

- 6.1 It is recommended that Scrutiny Committee – Resources notes and Council approves the current position in respect of the annual capital programme.

HEAD OF TREASURY SERVICES

CORPORATE SERVICES DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

1. None

**2011/12
CAPITAL MONITORING TO 30 JUNE 2011**

Lead Officer	2011/12 Capital Programme	2011/12 Spend to 30 June	2011/12 Forecast Spend	2011/12 Budget to be Carried Forward to 2012/13	2011/12 Programme Variances Under (0)	£	£	£	£
COMMUNITY & ENVIRONMENT									
CULTURAL CITY									
	Playing Fields General Improvements	PM	3,740	0	3,740	0			
	Bromhams Farm Changing Rooms	PM	14,960	0	14,960	0			
	Play Area Refurbishments	AC	157,390	25,447	157,390	0			
	Sports Facilities Refurbishment	AC	179,880	0	179,880	0			
	Parks Improvements	PM	210,000	11,830	210,000	0			
	Contribution to RAMM Re HLF Parks Bid	PM	176,800	0	176,800	0			
	Leisure Management Contract	AC	59,680	47,729	59,680	0			
	Exwick Community Centre	AC	20,780	0	20,780	0			
	RAMM Redevelopment	AC	1,655,610	572,612	1,655,610	0			
	RAMM Off Site Store	AC	40,740	0	40,740	0			
	Cowick Barton Changing Rooms - External Paving	PM	20,000	0	20,000	0			
	Cowick Barton Changing Rooms - External Walls etc	PM	8,000	0	8,000	0			
	Neighbourhood Parks & Local Open Spaces	PM	60,000	0	60,000	0			
	Allotments - Toilet Replacement	PM	40,000	0	40,000	0			
	St Katherine's Priory Re-Roofing	MC	47,000	0	47,000	0			
CARED FOR ENVIRONMENT									
	Home Recycling Scheme	RN	60,000	0	60,000	0			
	Public Toilet Refurbishment	PM	990	0	990	0			
	Local Authority Carbon Management Programme	PM	129,130	2,214	87,000	42,130			
	Improvements to Cemetery Roads & Pathways	PM	14,140	0	14,140	0			
	Cemeteries & Churches Storage Improvements	PM	33,920	0	33,920	0			
	Midi Recycling Banks	RN	10,000	0	10,000	0			
	Upgrade of Turf Sewage Treatment Plant	AC	9,650	5,116	9,650	0			
	General Open Space Improvements	PM	8,330	592	8,330	0			
	Green Waste Shredders	PM	36,000	0	36,000	0			
EXCELLENCE IN PUBLIC SERVICES									
	Vehicle Replacement Programme	PM	418,110	118,721	418,110	0			
	Replacement of Homecall Equipment	RN	930	0	930	0			
	New Technology for Cleansing	RN	108,040	21,530	108,040	0			
	Belle Isle Depot - Secure Equipment Storage	PM	125,000	4,000	125,000	0			

**2011/12
CAPITAL MONITORING TO 30 JUNE 2011**

	Lead Officer	2011/12 Capital Programme	2011/12 Spend to 30 June	2011/12 Forecast Spend	2011/12 Budget to be Carried Forward to 2012/13	2011/12 Programme Variances Under 0
		£	£	£	£	£
HEALTHY & ACTIVE PEOPLE						
Disabled Facility Grants	RN	321,330	99,514	321,330	0	0
EVERYONE HAS A HOME						
Warm Up Exeter/PLEA Scheme	RN	265,540	0	265,540	0	0
Wessex Loan Scheme	RN	737,120	58,852	737,120	0	0
Glencoe Capital Works	LB	20,000	9,297	20,000	0	0
ExtraLet Plus	LB	187,580	0	187,580	0	0
Social Housing Grants	LB	4,815,090	43,800	4,815,090	0	0
Whipton Methodist Church	LB	17,500	17,500	17,500	0	0
St Loyes Design Fees	LB	120,290	34,625	120,290	0	0
Private Sector Renewal Scheme	LB	100,000	45,228	100,000	0	0
Development of General Fund Housing Land	LB	1,150	0	1,150	0	0
PSL Improvement Programme	LB	31,250	180	31,250	0	0
Private Landlords	LB	200,000	0	200,000	0	0
Renovation Grants	RN	131,780	1,260	131,780	0	0
SAFE CITY						
Replace Digital Recording Equipment at Control Centre	RN	16,000	0	0	0	(16,000)
COMMUNITY & ENVIRONMENT TOTAL		10,613,450	1,120,046	10,555,320	42,130	(16,000)

**2011/12
CAPITAL MONITORING TO 30 JUNE 2011**

	Lead Officer	2011/12 Capital Programme	2011/12 Spend to 30 June	2011/12 Forecast Spend	2011/12 Budget to be Carried Forward to 2012/13	2011/12 Programme Variances Under 0	£	£	£	£
ECONOMY & DEVELOPMENT										
ACCESSIBLE CITY										
National Cycle Network	DH	21,360	440	21,360		0				
Signage / Pedestrian Interpretation	RS	31,600	0	31,600		0				
Well Oak Footpath/Cycleway	RS	80,000	0	80,000		0				
King William Street Car Park Refurb Stage 1	RC	218,300	22,197	22,200	196,100	0				
King William Street Car Park Refurb Stage 2	RC	900,000	0	25,000	875,000	0				
CULTURAL CITY										
18 North Street Panelling	RS	2,720	0	2,720		0				
Corn Exchange Enhancements	MC	7,550	0	7,550		0				
Corn Exchange - Haystack Lantern	PM	17,240	14,383	17,240		0				
Floodlighting	RS	1,120	0	1,120		0				
CARED FOR ENVIRONMENT										
City Centre Enhancements	KH	407,220	41,047	140,000	267,220	0				
Mincinglake/Northbrook Study	DH	63,730	1,859	63,730		0				
Ibstock Environmental Improvements	MC	3,240	0	3,240		0				
Planting Improvements in Riverside Valley Park	RS	14,250	0	14,250		0				
Cowick Street Environmental Works		100,000	0	100,000		0				
EXCELLENCE IN PUBLIC SERVICES										
Verney House	MC	45,000	0	45,000		0				

**2011/12
CAPITAL MONITORING TO 30 JUNE 2011**

	Lead Officer	2011/12 Capital Programme	2011/12 Spend to 30 June	2011/12 Forecast Spend	2011/12 Budget to be Carried Forward to 2012/13	2011/12 Programme Variances Under (£)
LEARNING CITY			£	£	£	£
Improvements to Quay House Visitor Centre	RB	2,010	422	2,010		0
PROSPEROUS CITY						
Basin/Quayside Redevelopment	MC	648,990	15,515	648,990		0
Science Park	RB	761,730	0	761,730		0
SAFE CITY						
Security Measures for Riverside Valley Park	DH	2,570	45	2,570		0
ECONOMY & DEVELOPMENT TOTAL		3,328,630	95,907	1,990,310	1,338,320	0

2011/12
CAPITAL MONITORING TO 30 JUNE 2011

	Lead Officer	2011/12 Capital Programme	2011/12 Spend to 30 June	2011/12 Forecast Spend	2011/12 Budget to be Carried Forward to 2012/13	2011/12 Programme Variances Under 0	£	£	£	£
CORPORATE SERVICES										
ACCESSIBLE CITY										
Equal Opportunities Improvements	PM	9,230	0	9,230						0
ELECTRONIC CITY										
Electronic Document Management	PE	8,330	0	8,330						0
Server and Storage Strategy	PE	40,000	0	40,000						0
FIMS Replacement	AS	5,130	0	5,130						0
Environmental Health System Upgrade	RN	4,590	0	4,590						0
Security Compliance for GCSx & PCI DSS	PE	48,000	0	48,000						0
Authentication Module	PE	31,000	0	31,000						0
IT Development Time	PE	37,500	13,120	37,500						0
PC & Mobile Devices Replacement Programme	PE	104,100	0	104,100						0
Corporate Network Infrastructure	PE	30,000	781	30,000						0
GIS Strategy	PE	60,000	0	60,000						0
Intranet & Internet	PE	3,000	2,070	3,000						0
Benefits & Council Tax On-Line	PE	0	(5,800)	(5,800)						(5,800)
EXCELLENCE IN PUBLIC SERVICES										
Franking Machine	JS	17,000	0	17,000						0
Capitalised Staff Costs	AS	261,000	0	261,000						0
CORPORATE SERVICES TOTAL		658,880	10,171	653,080	0	0	0	0	0	(5,800)

**2011/12
CAPITAL MONITORING TO 30 JUNE 2011**

	Lead Officer	2011/12 Capital Programme	2011/12 Spend to 30 June	2011/12 Forecast Spend	2011/12 Budget to be Carried Forward to 2012/13	2011/12 Programme Variances Under (0)	£	£	£	£	
HRA CAPITAL											
EVERYONE HAS A HOME											
Sheltered Accommodation	LB	143,540	101,593	143,540	143,540	0					
Adaptations	LB	450,000	101,746	450,000	450,000	0					
D/PS Bristol Steel Properties	LB	10,750	10,753	10,753	10,753	3					
Rendering of Council Dwellings	LB	260,000	46,328	260,000	260,000	0					
MRA Fees	LB	364,270	0	364,270	364,270	0					
Communal Door Entry System	LB	10,000	3	10,000	10,000	0					
Environmental Improvements - General	LB	25,000	19,769	25,000	25,000	0					
Programmed Re-roofing	LB	250,000	39,276	250,000	250,000	0					
Energy Conservation	LB	104,540	11,174	104,540	104,540	0					
Asbestos Survey	LB	100,000	7,665	100,000	100,000	0					
Council House Extensions	LB	30,700	12,237	30,700	30,700	0					
Plastic Windows & Doors	LB	20,000	0	20,000	20,000	0					
Kitchen Replacements	LB	1,500,000	155,206	1,500,000	1,500,000	0					
Asbestos Removal Works	LB	200,000	26,640	200,000	200,000	0					
Bathroom Replacements - Programmed	LB	446,690	21,620	446,690	446,690	0					
Other Works	LB	389,250	41,488	389,250	389,250	0					
Repointing	LB	50,000	2,874	50,000	50,000	0					
Fire Prevention Work	LB	402,420	1,283	402,420	402,420	0					
Communal Areas	LB	200,000	0	200,000	200,000	0					
Structural Repairs	LB	50,000	0	50,000	50,000	0					
Fire Alarms at Sheltered Accommodation	LB	100,000	0	100,000	100,000	0					
Replacement Concrete Canopies	LB	250,000	0	250,000	250,000	0					
Rennes House Heating Replacement	LB	200,000	0	200,000	200,000	0					
Programmed Electrical Re-wiring	LB	670,050	62,047	670,050	670,050	0					
Central Heating Programme	LB	1,340,450	186,300	1,340,450	1,340,450	0					
HOUSING REVENUE ACCOUNT TOTAL							7,567,660	848,001	7,567,663	0	3

2011/12
CAPITAL MONITORING TO 30 JUNE 2011

Lead Officer	2011/12 Capital Programme	2011/12 Spend to 30 June	2011/12 Forecast Spend	2011/12 Budget to be Carried Forward to 2012/13	2011/12 Programme Variances Under 0
	£	£	£	£	£
COUNCIL HOUSEBUILDING PROGRAMME					
COUNCIL'S OWN BUILD					
Merlin Crescent	LB	663,240	415,222	663,240	0
COUNCIL HOUSEBUILDING TOTAL					
		663,240	415,222	663,240	0

CAPITAL AND PROJECT EXPENDITURE TOTAL 22,831,860 2,489,348 21,429,613 1,380,450 (21,797)

Head of Leisure and Museums	AC
Head of Treasury Services	AS
Engineering and Construction Manager	DH
Acting Head of Estates Services	MC
Head of Environmental Health Services	RN
Director of Economy and Development	KH
Head of Corporate Customer Services	JS
Head of IT Services	PE
Head of Contracts and Direct Services	PM
Head of Economy and Tourism	RB
Head of Administration and Parking Services	RC
Head of Planning Services	RS
Acting Head of Housing	LB

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - RESOURCES 21 SEPTEMBER 2011

EXECUTIVE
4 OCTOBER 2011

COUNCIL
18 OCTOBER 2011

OVERVIEW OF GENERAL FUND REVENUE BUDGET 2011/12

1. PURPOSE OF THE REPORT

- 1.1 To advise Members of the overall projected financial position of the General Fund Revenue Budget after three months, for the 2011/12 financial year.

2. REVENUE POSITION – EXECUTIVE SUMMARY

FUND	Latest Approved Budget	Stewardship Variance June 2011	Outturn Forecast 2011/12
	£	£	£
General Fund	14,173,520	16,086	14,189,606
HRA*	(499,390)	31,800	(467,590)
* Net deficit			

GENERAL FUND – Appendix A

- 2.1 The Service Committee budgets shows a forecast overspend of £503,990 (3.9%) against a revised Service Committee Net Expenditure budget of £13,003,520 and an overall overspend of £389,165 against General Fund Expenditure including interest and funds set aside for the repayment of debt.
- 2.2 Details of the variances are being disclosed in stewardship reports to individual Scrutiny Committees during the current cycle of meetings. However the main variances are as follows:
- 2.3 **Scrutiny Committee Community – (An underspend of £135,960)**

There will be a saving on staff costs in Environmental Protection as a result of a vacancy which will not be filled. This has caused an underspend of £41,420.

Cleansing services is anticipated to overspend by £70,000 as a result of the increased price of diesel.

Within the Museums Service, there will be a saving on staff costs as a result of some grades being lower than anticipated in the estimates following the Job Evaluation exercise, although in some cases the reduction will not be fully realised in the current year due to pay protection. The anticipated saving is £46,360.

Income from the sale of recyclates is expected to exceed the estimates, and the cost of freight is expected to be less than estimated. While the prices at which materials are currently being sold exceed those assumed for the estimates, the volatility of these prices makes it difficult to predict the outturn. This will be reviewed for the half year stewardship report. It is estimated that the underspend will total £125,000.

Other variances within the Committee result in a net overspend of £6,820, leaving an anticipated total underspend for the Committee of £135,960.

2.4 Scrutiny Committee Economy – (An overspend of £221,940)

Additional expenditure will be incurred in Planning in respect of costs awarded against the Council regarding a planning appeal at Hill Barton Farm. This will result in an anticipated overspend of £68,260.

There is an anticipated overspend in respect of the closure of the Archaeological Field Unit. The cost of £286,120 was reported to the Executive in March 2011.

Additional income is expected in respect of livestock sales, commission and rental income, contributing to an estimated underspend of £74,900.

Other variances within the Committee result in a net underspend of £57,540, leaving an anticipated total overspend for the Committee of £221,940.

2.5 Scrutiny Committee Resources – (An overspend of £418,010)

It is anticipated that there will be a reduction in the amount of Housing Benefit Subsidy received, mainly in respect of non HRA rent allowances. This has resulted in an estimated overspend of £388,190 (0.87%) against the £44.7 million budget.

Other variances within the Committee result in a net overspend of £29,820, leaving an anticipated total overspend for the Committee of £418,010.

3. OTHER FINANCIAL VARIATIONS

- 3.1 There is a net transfer from Earmarked Reserves of £140,350, an increase of £21,350 from budget.
- 3.2 The Council has been awarded £389,165 in the form of the New Homes Bonus. This is an unringfenced grant that the Council may use as it chooses.
- 3.3 After the completion of the final accounts for 2010/11, the provision for the repayment of debt has been calculated and is £118,739 lower than the estimate. It is anticipated that net interest paid will be £20,000 higher than anticipated.
- 3.4 The overall net transfer to the General Fund Working Balance is estimated to be £85,794 at 31 March 2012 after accounting for July approved supplementary budgets of £147,170.

4. HOUSING REVENUE ACCOUNT (HRA) (APPENDIX B)

- 4.1 During this period the total of the budget variances indicate that there will be a net deficit of £467,590 which will need to be funded from the HRA working balance at 31 March 2012. However, this represents a reduction of £31,800 compared to the budgeted reduction to the working balance of £499,390. It is estimated that the working balance will stand at £3,448,351 at 31 March 2012.
- 4.2 Details of the variances are being disclosed in stewardship reports to Scrutiny Committee Community during the current cycle of meetings.

5. OUTSTANDING SUNDRY DEBT

5.1 The Council issues invoices for a range of sundry debts, including :-

- Commercial rent
- Trade waste
- Service charge and ground rent for leasehold flat owners
- Home call alarms
- Housing benefit overpayments
- A range of other services such as room rental.

This does not include housing rent, council tax or business rate debt.

5.2 An aged debt analysis of the Council's sundry debts is shown in the table below. Debt over 30 days old has decreased during the year from £2.204 million in June 2010 to £1.973 million in June 2011. Debts over 5 years old relate in the main to three services, Housing Benefit overpayments (£143,945), Engineering (£33,729) and Housing (£15,671).

Age of Debt	June 2010	June 2011
Up to 29 days (current)	£1,068,689	£774,075
30 days – 1 Year	£1,076,971	£962,441
1 – 2 years	£416,336	£366,265
2 –3 years	£228,996	£235,630
3 – 4 years	£108,025	£155,317
4 – 5 years	£112,007	£58,104
5 + years	£261,603	£194,831
Total	£3,272,627	£2,746,663

5.3 Of the outstanding debt, the table below sets out the main services and debts owing:

	Outstanding debt – 30 June 2011 £
▪ Commercial rent	569,275
▪ Markets & Halls	42,071
▪ Trade waste	84,214
▪ Service charge and ground rent for leasehold flat owners	75,617
▪ Home call alarms	5,917
▪ Housing benefit overpayments*	995,349
▪ Engineering	33,729
▪ AFU	193,888
▪ Economy & Tourism	63,486
▪ HRA	177,240
▪ General Fund Housing	105,267
▪ River & Canal	38,866

* These overpayments occur largely due to claimants' change of circumstances which leads to a lower benefit entitlement once a reassessment is made. This figure represents about 2.2% of the total annual benefits paid and more than 90% of these overpayments are usually recovered. The housing benefits overpayments as at 30 June 2010 were higher at £1,091,055.

6. CREDITOR PAYMENTS PERFORMANCE

6.1 During the first three months of 2011/12, the percentage of invoices paid within 30 days was 97.0%, which is significantly higher than last year's first quarter performance of 92.9%.

7. CONCLUSION

7.1 The forecast increase in Service Committee net expenditure for 2011/12 totals £503,990 including the supplementary budgets of £147,170. This together with transfers from Earmarked Reserves, net interest paid, the New Homes Bonus and provision for the repayment of debt will result in a transfer of £85,794 to the General Fund Working Balance.

7.2 The forecast General Fund Working Balance at 31 March 2012 is £4,278,691 and equates to 30.3% of the General Fund net expenditure.

7.3 It is estimated that the HRA working balance will be £3,448,351 at 31 March 2012.

7.4 The creditor's payment performance has improved and is currently 97%.

8. RECOMMENDATION

8.1 It is recommended that Scrutiny Resources Committee note and Council note and approve:

- The General Fund forecast financial position for the 2011/12 financial year
- The HRA forecast financial position for 2011/12 financial year
- The outstanding Sundry Debt position as at June 2011
- The creditor's payments performance

HEAD OF TREASURY SERVICES

CORPORATE SERVICES DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling the report:

None

APPENDIX A

EXETER CITY COUNCIL
2011/12 REVENUE ESTIMATES - SUMMARY
as at 30 June 2011

	Annual Budget £	Supplementary Budgets £	Revised Annual Budget £	Year End Forecast £	Variance to Budget £
SCRUTINY - COMMUNITY	12,923,050	10,000	12,933,050	12,797,090	(135,960)
SCRUTINY - ECONOMY	(2,256,560)	125,170	(2,131,390)	(1,909,450)	221,940
SCRUTINY - RESOURCES	5,547,950	12,000	5,559,950	5,977,960	418,010
less Notional capital charges	(3,024,690)		(3,024,690)	(3,024,690)	0
FRS17 Pension Adjustment	(333,400)		(333,400)	(333,400)	0
<u>Service Committee Net Expenditure</u>	12,856,350	147,170	13,003,520	13,507,510	503,990
Net Interest	100,000		100,000	120,000	20,000
Minimum Revenue Provision	1,070,000		1,070,000	951,261	(118,739)
<u>General Fund Expenditure</u>	14,026,350	147,170	14,173,520	14,578,771	405,251
Transfer To/From(-) Working Balance	227,700		80,530	85,794	5,264
Transfer To/From(-) Earmarked Reserves	(119,000)	(147,170)	(119,000)	(140,350)	(21,350)
<u>General Fund Net Expenditure</u>	14,135,050	0	14,135,050	14,524,215	389,165
Formula Grant	(9,279,790)		(9,279,790)	(9,279,790)	0
Council Tax Freeze Grant	(118,456)		(118,456)	(118,456)	0
New Homes Bonus	0		0	(389,165)	(389,165)
<u>Council Tax Net Expenditure</u>	4,736,804	0	4,736,804	4,736,804	0

Working Balance March 2011

£ 4,192,897

£ 4,278,691

March 2012

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APPENDIX B

HOUSING REVENUE ACCOUNT - SUMMARY
2011/2012

as at 30 June 2011

	Approved Annual Budget	Current Outturn Forecast	Variance To Budget
	£	£	£
85A1 Management	2,846,390	2,800,590	(45,800)
85A3 Sundry Lands Maintenance	266,190	263,190	(3,000)
85A4 Repairs Fund Contribution	9,324,720	9,364,720	40,000
85A6 Capital Charges	0	0	0
85A8 Rents	(16,098,210)	(16,171,210)	(73,000)
85B1 Government Subsidy	4,284,210	4,284,210	0
85B2 Interest	(123,910)	(73,910)	50,000
85B4 Variance in Working Balance	(499,390)	(467,590)	31,800
Net Expenditure	0	0	0
85B5 Council Own Build	0	0	0
Working Balance	1 April 2011	31 March 2012	£ 3,448,351
	£ 3,915,941		

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES 21 SEPTEMBER 2011

EXECUTIVE
4 OCTOBER 2011

COUNCIL
18 OCTOBER 2011

REVIEW OF POLLING DISTRICTS AND POLLING PLACES WITHIN THE EXETER PARLIAMENTARY CONSTITUENCY

1 PURPOSE OF REPORT

This report sets out for consideration by the Scrutiny Committee - Resources proposals for new polling districts and polling places arrangements recommended as a result of the Council's responsibilities under the Electoral Administration Act 2006.

2 BACKGROUND

- 2.1 The Electoral Administration Act 2006 requires each Council to carry out a review of polling districts and places for all of the existing Parliamentary Constituencies contained within its boundaries.
- 2.2 The review must be completed by 31 December 2011. Each Council is subsequently required to carry out a further polling district and polling places review before the end of a period of no longer than four years has expired; beginning with the date of the end of the previous review. The last review was approved by the Council on 11 December 2007.
- 2.3 A public consultation phase was carried out between 26 May and 1 July 2011. Additionally, all Exeter City and Devon County Councillors, political parties and other stakeholders such as disability charities were contacted (see list at Appendix A). Further opportunity to comment on the proposals put forward by the Acting Returning Officers for the Exeter Parliamentary Constituency and the part of the East Devon Parliamentary Constituency which falls within Exeter City Council, was carried out up until 22 July 2011.
- 2.4 Since the last polling district review carried out in 2007, Exeter has grown slightly in terms of residential housing (up 3%) and registered electors (up 2%). There are though several anticipated housing developments in the pipeline.
- 2.5 Due to its urban nature, to afford the maximum flexibility in selecting polling stations (particularly if required at short notice), Exeter City Council has always defined its polling places as being coterminous with its polling district boundaries. The only exception to this rule being where the polling station may be located just outside of the ward boundary. It is recommended that this practice be continued.

3 PROPOSALS

3.1 POLLING DISTRICTS /PLACES

Following the completion of the consultation phase, the following proposals for the designation of polling districts and places are put forward. Comments received as a result of the consultation are available on the internet and a hard copy in the member's room. These have been taken into consideration as far as reasonably practicable.

3.1.1 St. Loye's Ward (Map A)

St. Loye's Ward is currently made up of 4 polling districts, QA, QB, QC and QD. The QD district was created at the last polling district review in 2007 to take account of the general development of housing in the Clyst Heath area. However, this development now appears to have reached its peak in terms of electors. Thus a more accurate assessment of the numbers of electors allocated to polling stations can be made.

The polling station for QA is the South West MS Centre at West Grange, Clyst Heath and the polling station for QD is Clyst Heath Nursery and Primary School in Royal Crescent. They serve 660 and 1300 electors respectively. They are situated only a few hundred yards apart and therefore combining the two polling districts QA and QD into a new larger polling district designated QA, with the polling station at the Nursery School, should not cause too much inconvenience for the electors in the current QA district. It is proposed that the polling place should be defined as the whole of the new QA district.

3.1.2 Topsham Ward (Map B)

The largest residential development currently under way, is the housing being built and steadily occupied on the site of the Old Royal Navy Stores. In particular, the site at the Upper Store already has 200 or more new residential properties, with a further 200 to be commenced at the Lower Stores. Additionally, up to 400 new properties are due to be built near Old Rydon Lane, with 700 due on the 'Dart Land'.

Along with further longer term substantial development, it is estimated that up to 3,500 additional properties will be built over the next few years. At the present time, the area bordered by Rydon Lane, the A379, the M5 and the River Exe, already has approximately 750 electors (some of whom have to make a journey of almost 2 miles), who vote at their current polling station at Matthew's Hall. It is therefore proposed that a new polling district be created in this area and be designated SC.

Topsham AFC has been contacted and is prepared to allow the use of its club house as a polling station. (There are currently no community facilities located within the Old Royal Navy Stores).

Given the expected rate of growth over the next few years, the number of electors in this new polling district area will be monitored. Therefore, this may require a further specific review before the next statutory polling district review is due (2015).

3.1.3 Whipton Barton Ward (Map C)

During the consultation period, in response to a matter raised in the 'Particular Known Concerns' section of the consultation fact sheet (appendix A); the Exeter Labour Party made a suggestion regarding polling district TD (See appendix B PDR009). The suggestion proposed altering the boundaries between polling districts TA and TD, to reduce the number of electors currently allocated to the Rennes House polling station.

Whilst this suggestion has merits it is felt that the number of electors involved (approx. 252), would not be of sufficient benefit when weighed against the potential disruption for the electors concerned. The railway line provides a natural boundary in this respect and the electors have been used to accessing a polling station in the Vaughan Road area for a significant period of time.

3.1.4 All other Wards

No changes proposed.

4. **RECOMMENDATION**

It is recommended that Scrutiny Committee – Resources notes and Council approves:

- 4.1 To adopt the proposals above (at 3.1.1 and 3.1.2) for implementation from a revised register of electors to be published on 1 December 2011.
- 4.2 For the Council to formally publish its final report on the Review of Parliamentary Polling Districts and Places within the Exeter Constituency on 11 October 2011, as required by the Electoral Administration Act 2006.
- 4.3 For the Council to complete a further review by 11 October 2015, as required by the Electoral Administration Act 2006.

CHIEF EXECUTIVE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

Electoral Administration Act 2006
& Consultation Responses

Appendices/Attachments

Appendix A - Copy of Original Consultation Document

Appendix B - Copies of correspondence received – *available to view in the member's room and on the internet*

Appendix C - Maps A - C

Appendix D - Acting Returning Officer Comments

Appendix E - List of proposed new polling stations and estimated numbers of electors (including postal voters)

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Exeter City Council

Philip Bostock, Chief Executive

Please reply to: Jeff Chalk, Electoral Services Manager

Civic Centre, Paris Street, Exeter, EX1 1JN
Tel: 01392 277888 www.exeter.gov.uk

Direct dial: 01392 265141

Fax: 01392 265060

email: electoral.services@exeter.gov.uk

Our ref:

Your ref:

25 May 2011

REVIEW OF POLLING DISTRICTS & POLLING PLACES/STATIONS

The Electoral Administration Act 2006 requires each local authority to undertake a review of all Parliamentary polling districts and places and to consider access arrangements at polling stations. The review must be carried out every four years. The last review was conducted in 2007.

To this end I am writing to you as a stakeholder, to ask for your assistance in this matter. I would be most grateful, if you have any observations or comments on the current arrangement of polling districts and access to polling stations, that you would let me know by **1 July 2011**.

I have attached a fact sheet, which may help you to consider the issues.

If you have any queries would you please direct them to the Electoral Services Office in the first instance.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Philip Bostock', with a long horizontal flourish extending to the right.

Philip Bostock
Chief Executive

EXETER CITY COUNCIL
REVIEW OF POLLING DISTRICTS & POLLING PLACES/STATIONS 2011

Information Sheet

General Information

- The last full review of Parliamentary polling districts and places, was undertaken in 2007. The Electoral Administration Act of 2006, requires each local authority to undertake a review every four years.
- Since 2007, Exeter's electorate has risen slightly to about 88,000 (up 2%) and the number of properties has grown to 51,600 (up 3%).
- The Parliamentary polling districts and places are replicated for local government elections.
- It should be noted that Ward boundaries cannot be changed.
- The final decision on the situation of polling stations rests with the Returning Officer.
- A **polling district** is a geographical sub-division of an electoral area, i.e. a UK Parliamentary constituency, a European Parliamentary electoral region, a ward or an electoral division.
- A **polling place** is a geographical area in which a polling station is located. In Exeter polling places are the same as the polling district to allow a greater degree of flexibility in deciding where a polling station should be .
- A **polling station** is the actual room or building where the process of voting takes place, and must be located within the polling place designated for the particular polling district. The Returning Officer for the particular election must provide a sufficient number of polling stations, and allot the electors to those polling stations in such manner as he or she thinks the most convenient.

List of Current Polling Stations

REGISTER	WARD	POLLING STATION
AA	Alphington	St Andrews Church Hall, Alphington Road
AB	Alphington	Exeter Sea Cadet HQ, Canal Banks, Haven Road
AC	Alphington	Westexe Technology College, Hatherleigh Road
AD	Alphington	Alphington Sports Club, Church Road
AE	Alphington	Alphington Village Hall, Ide Lane
BA	Cowick	Buddle Lane Hall, Merrivale Road
BB	Cowick	Bowhill, Dunsford Road
CA	Duryard	University of Exeter, Common Room, Lopes Hall, St Germans Road
CB	Duryard	University of Exeter, Common Rm, Moberly House, Lwr Argyle Rd
DA	Exwick	Redhills Primary School, Landhayes Road
DB	Exwick	Exeter Civil Service Club, Exwick Road
DC	Exwick	Exwick Community Centre, Kinnerton Way *
EA	Heavitree	Scout Hut, South Lawn Terrace *
EB	Heavitree	South West Baptist Assoc, Wonford Street
FA	Mincinglake	Beacon Heath Church, King Arthur's Road
FB	Mincinglake	Whipton Community Hall, Pinhoe Road
FC	Mincinglake	The Knight Club, Beacon Lane
GA	Newtown	Belmont Chapel, Western Way
GB	Newtown	School of Education, College Road (St Luke's)
GC	Newtown	Fountain Community Education Centre, St James Road
HA	Pennsylvania	Stoke Hill Infant & Nursery School, Stoke Hill *
HB	Pennsylvania	Sylvania Community Hall, Mincinglake Valley Park
JA	Pinhoe	Mobile Station, Orwell Garth
JB	Pinhoe	Trinity Community Centre, Arena Park, Beacon Heath
JC	Pinhoe	The Hall Church, Main Road, Pinhoe
JD	Pinhoe	Pinhoe C of E School, Harrington Lane
KA	Polsloe	Ladysmith Junior School, Pretoria Road, (Parent Room)
KB	Polsloe	St Mark's Church Hall, St Mark's Avenue
KC	Polsloe	Baptist Church Hall, Pinhoe Road
LA	Priory	100 Club, Wear Barton Road
LB	Priory	St Luke's Church Rooms, School Lane
LC	Priory	Wonford Methodist Church Hall, Burnthouse Lane
LD	Priory	Wynstream Primary School, Burnthouse Lane
MA	St. David's	Community Room, 66 Weaver's Court, Shilhay
MB	St. David's	Wesley Room, Mint Methodist Church, Fore Street
MC	St. David's	St. David's Church, Queen's Terrace (off Hele Road)
NA	St. James	St. Sidwell's C of E School, York Road *
NB	St. James	Community Room, York House, Longbrook Street
PA	St. Leonard's	Abbeville Community Room, Abbeville Close
PB	St. Leonard's	Church Hall, Roberts Road
PC	St. Leonard's	St Leonards Church Centre, Topsham Road
PD	St. Leonard's	Victoria Park Tennis Club, Lyndhurst Road
QA	St. Loye's	The South West MS Centre, West Grange, Clyst Heath
QB	St. Loye's	Walter Daw Primary School, Woodwater Lane
QC	St. Loye's	St. Peter's High School, Quarry Lane

REGISTER	WARD	POLLING STATION
QD	St. Loye's	Clyst Heath Nursery & Community School, Royal Crescent
RA	St. Thomas	Montgomery Primary School, Manor Road
RB	St. Thomas	Exeter Karate Centre, Church Road
RC	St. Thomas	West Exe Childrens Centre, Cowick Street
SA	Topsham	Matthews Hall, Fore Street *
SB	Topsham	Community Room, Grandisson Court
TA	Whipton Barton	Hamlin House, Hamlin Gardens
TB	Whipton Barton	Community Centre, Bodley Close
TC	Whipton Barton	Community Room, Russet House, Russet Avenue
TD	Whipton Barton	Community Room, Rennes House, Vaughan Road*

* Double station

Current Arrangement of Polling Districts

See attached map(s).

(If maps are not attached but copies are required please contact the Electoral Services Office).

What the Rules say*.

- (a) the authority must seek to ensure that all electors in a constituency in its area have such reasonable facilities for voting as are practicable in the circumstances;
- (b) the authority must seek to ensure that so far as is reasonable and practicable every polling place for which it is responsible is accessible to electors who are disabled;
- (c) the authority must have regard to the accessibility to disabled persons of potential polling stations in any place which it is considering designating as a polling place..
- (d) the polling place for a polling district must be an area in the district, unless special circumstances make it desirable to designate any area wholly or partly outside the district;
- (e) the polling place must be small enough to indicate to electors in different parts of the district how they will be able to reach the polling station.

**(Electoral Administration Act 2006(pt 4)(18B)(4))*

Please also note that the Council must publish any correspondence submitted in respect of this review.

Access

All polling stations should have access facilities for disabled electors. This includes wheelchair users. There are various building regulations which determine how adaptations can be made. It is not always possible for the owners of buildings to make permanent structural changes. Where permanent facilities are not possible, Electoral Services try to make temporary provision, usually by means of a portable ramp. However, it must be remembered that, on occasion these ramps can cause a hazard and thus it is not always a practical solution.

A polling station should be within reasonable walking distance for most electors.

Practical Considerations

Availability

There is no such thing as a purpose built polling station. We have to adapt and use the buildings which are available in the locality. Whilst regulations permit the Returning Officer to use schools, the owners of other buildings (Church halls, sports clubs etc.) have no such obligation.

Suitability

When selecting a polling station there are some basic criteria which need to be considered.

- Geographically central for the majority of the electorate.
- Appropriate for democratic use.
- Health and safety arrangements
- Enough useable space.
- Exclusive use.
- Access (including parking)
- Welfare facilities for staff
- Cost

Topography

Considerations such as steep hills and other natural boundaries, railway lines, busy main roads etc. need to be taken into account.

Other Factors

Use of Schools

The current policy is that schools should not be used, where there is a reasonable and viable alternative.

Overall Number of Polling Stations

The number of polling stations in Exeter was relatively constant over the decade prior to the 2007 review, when two new polling stations were added. Over the past four years the level of new developments has slowed. However there are still some areas where new residential properties are beginning to become occupied and will do so over the next few years.

There are no legislative limits on the number of polling stations an authority can provide.

Timetable

Publication of Notice of the Review – 26 May 2011

Consultation period - 27 May – 8 July 2011

Publication of the Returning Officers representations – within 30 days of receipt

Report to Executive Committee – 4 October 2011

Submit to Council – 18 October 2011

Publication of Review Report – 25 October 2011

Implementation of report recommendations – from Register of Electors published on 1 December 2011, to take effect for any subsequent election and for the City Council elections due 3 May 2012

Particular Known Concerns

There are some situations which are already known and these are shown below, with a suggestion where solutions may have already been considered. Additionally, some questions are raised for consideration and comment.

1. Alphington Ward – A new polling station was introduced at the Exeter City Council elections and National AV Referendum in May 2011. This was due to the closure of Willey's Athletic and Sports Club. It is not currently proposed to change the boundaries of the polling district.
2. Heavitree Ward – The only available polling station in polling district EB is actually slightly outside of the Ward boundary. The building currently used is suitable in most aspects but it is not geographically well situated. There are currently no known viable alternatives.
3. St. Loye's Ward – The QA polling district is fairly small in terms of electors. The numbers of electors in the neighbouring QD district appears to have stabilised. On this basis it would be possible to absorb QA into QD and use the existing polling station (Clyst Heath Nursery and Community Primary School) in Royal Crescent. Although it may be marginally less convenient for the electors who currently use the South West MS Centre.
4. Pennsylvania Ward – The Head teacher and the School Governors, along with some of the parents, have vigorously expressed their desire for Stoke Hill Infant School (polling district HA) not to be used as a polling station. There are two alternative buildings in the area, Toronto House in Prince Charles Road and St. James Church Centre in Mount Pleasant Road. Both of these buildings have been designated as polling places in the past on different ward arrangements and Toronto House was discontinued due to access difficulties. Additionally Stoke Hill Junior School has been used but was discontinued for the same reasons as those now being cited in respect of the First School. Should either Toronto House or St. James Church now be considered for inclusion within the designation of polling places for HA?
5. Pinhoe Ward – The current mobile polling station in Orwell Garth (JA) is unsatisfactory and presents a number of logistical and access problems for disabled electors, along with significant costs. The only known alternative is Willowbrook School. It is suggested that this is adopted as the polling station for JA.
6. Whipton Barton Ward – The current polling station at Rennes House is located on one side of a fairly large polling district and the room itself just about accommodates the number of electors allocated to this polling station. If a venue could be found, would an additional polling district/polling station in the area east of Vaughan Road help to improve accessibility?
7. Topsham Ward - Significant development has taken place on the site of the Old Royal Navy Stores over the past few years and is expected to continue in the next few years. These electors currently have to go to the polling station at Matthews Hall in the centre of Topsham. It is suggested that a new polling district is created, in the area between Rydon Lane and the M5. However, this is only feasible if a polling station site can be found. It is suggested that initially Topsham Town FC may be able to provide a room at their clubhouse until such time as a community building is available in the area of greatest development.

Point of Contact

Electoral Services Office
Exeter City Council
Civic Centre
Paris Street
EXETER
EX1 1JN

(01392) 265141

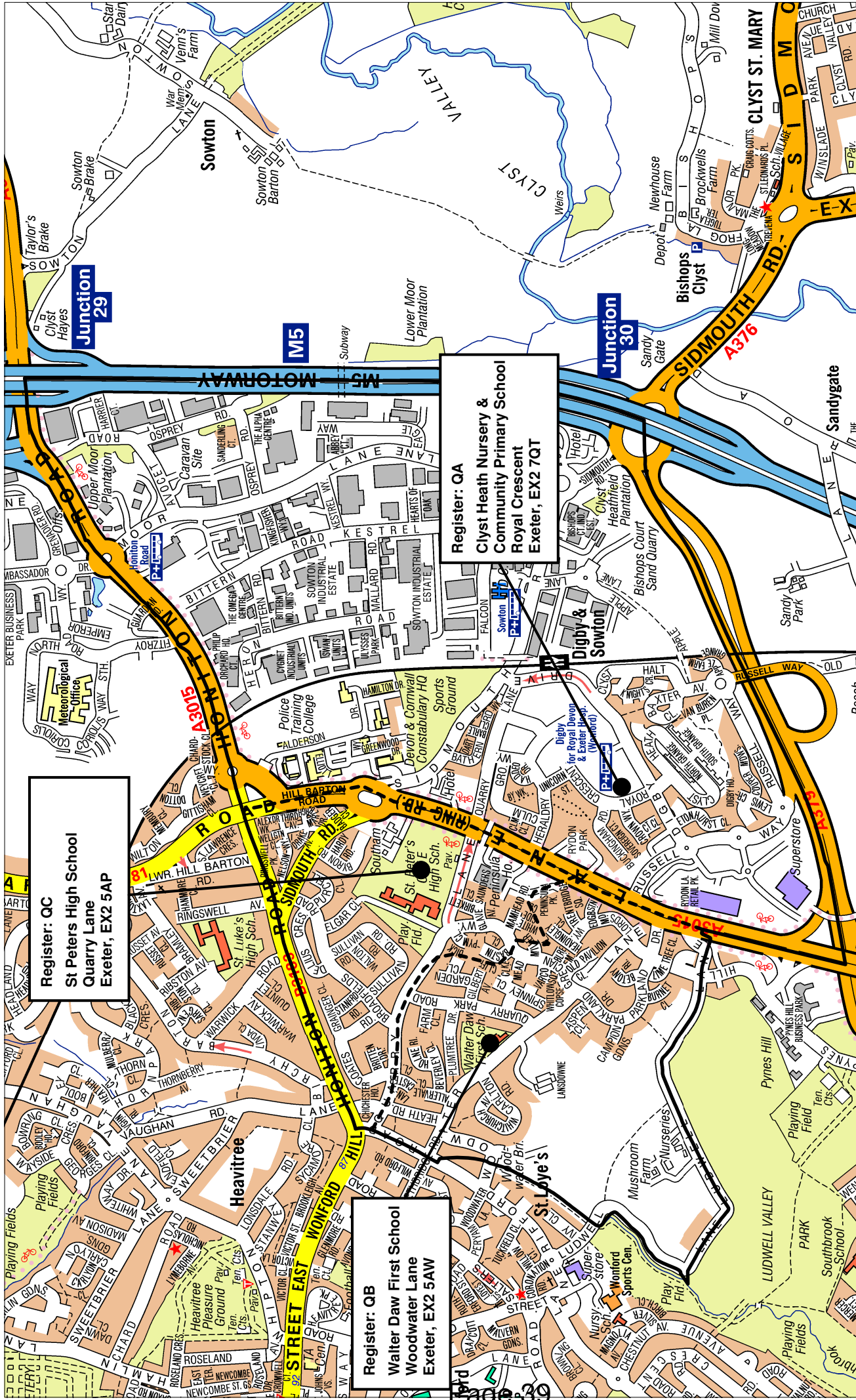
electoral.services@exeter.gov.uk

www.exeter.gov.uk

List of Consultees

The (Acting) Returning Officer, Exeter City Council (Exeter Constituency)
The (Acting) Returning Officer, East Devon District Council (East Devon Constituency)
The Returning Officer, Devon County Council
All Exeter City Councillors
All Devon County Councillors for Exeter
Ben Bradshaw MP (Exeter Constituency)
Hugo Swire MP (East Devon Constituency)
Exeter Labour Party
Exeter Conservative Association
Exeter Liberal Democrats
Exeter Liberal Party
Exeter Green Party
Exeter UKIP
East Devon Labour Party
East Devon Conservative Association
East Devon Liberal Party
East Devon Liberal Democrats
East Devon Green Party
East Devon UKIP
Age UK Exeter
RNID South West
Devon County Association for the Blind
Exeter Society for the Blind
Living Options Devon
St.Loye's Foundation, Exeter
Scope

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St Loyes Ward : Proposed polling districts and Polling Stations from 1st Dec 2011

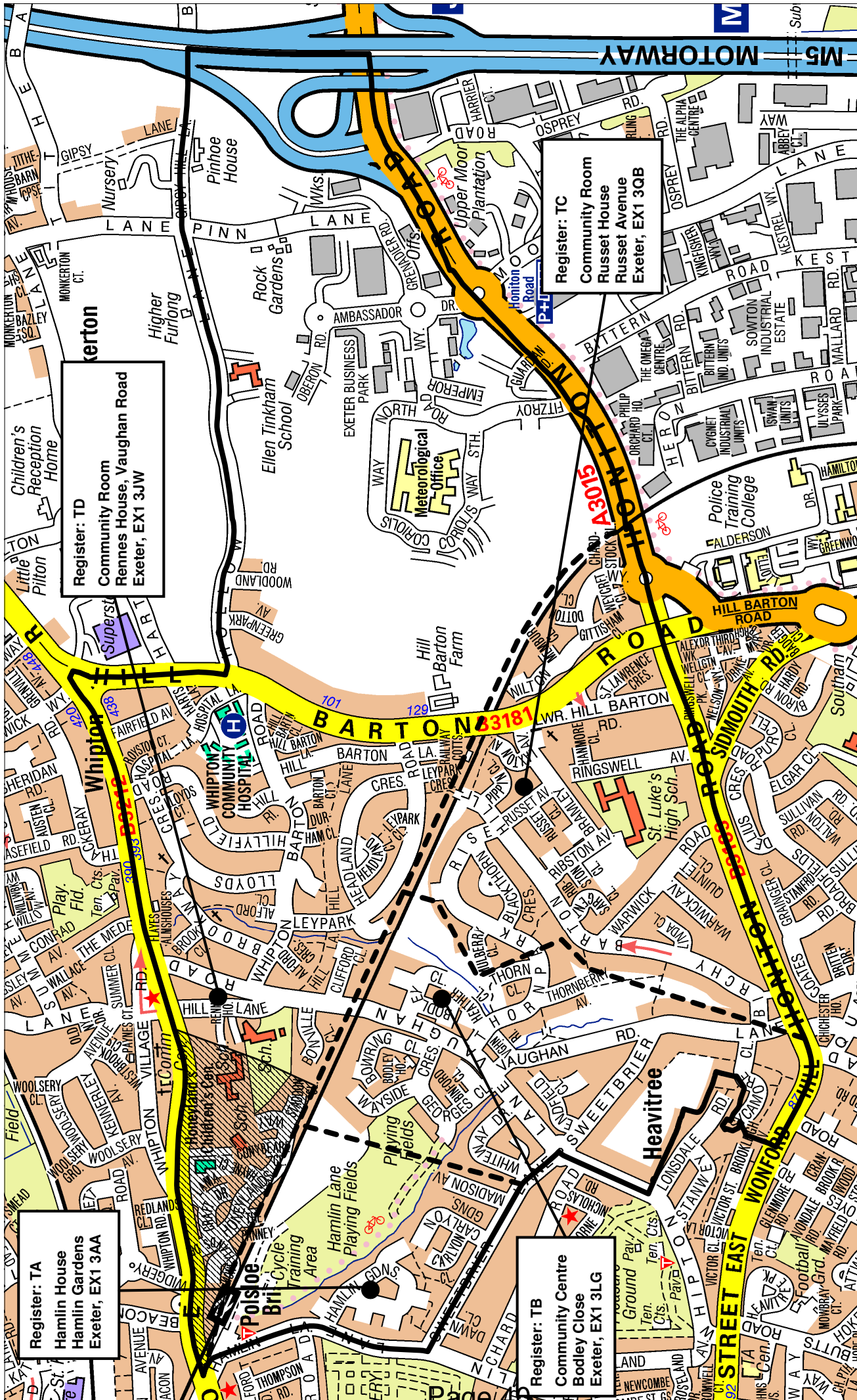
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Exeter City Council



Whipton Barton Ward : Location of Polling Stations

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Register: SB
Community Room
Grandison Court
Off Bishop Westall Road
Exeter, EX2 6NJ

Register: SC
Topsham Town FC
Coronation Field
Topsham Road
Exeter, EX2 7DT

Register: SA
Matthews Hall
Fore Street
Topsham
Exeter, EX3 0HF

Topsham Ward : Proposed polling district and Polling Stations from 1st Dec 2011

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ELECTORAL ADMINISTRATION ACT 2006

Review of Parliamentary Polling Districts & Polling Places June 2011Report of the Returning Officer concerning existing polling arrangements in the Exeter Constituency

Polling District	Polling place	Station	Comments	Proposals
AA	Alphington	St Andrews Church Hall, Alphington Road	Satisfactory	None
AB	Alphington	Exeter Sea Cadet HQ, Canal Banks	Satisfactory	None
AC	Alphington	Westex Technology College, Hatherleigh Road	Satisfactory	None
AD	Alphington	Alphington Sports Club, Church Road	Satisfactory	None
AE	Alphington	Alphington Village Hall, Ide Lane	Satisfactory	None
BA	Cowick	<i>Buddle Lane Youth Centre, Merrivale Road</i>	Satisfactory	None
BB	Cowick	Bowhill, Dunsford Road	Satisfactory	None
CA	Duryard	University of Exeter, Common Room, Lopes Hall, St Germans Road	Not an ideal polling station, but no readily available alternatives	None
CB	Duryard	University of Exeter, Common Room, Moberly House, Lwr Argyle Rd	Not an ideal polling station, but no readily available alternatives	None
DA	Exwick	Redhills Primary School, Landhayes Road	Satisfactory	None
DB	Exwick	Exeter Civil Service Club, Exwick Road	Satisfactory	None
DC	Exwick	Exwick Community Hall, Kinnerton Way	Satisfactory	None
EA	Heavitree	Scout Hut, South Lawn Terrace *	Satisfactory	None
EB	Heavitree	South West Baptist Assoc, Wonford Street	Satisfactory polling station but is not centrally located. Currently no viable alternatives	None
FA	Mincinglake	Beacon Heath Church, King Arthur's Road	Satisfactory.	None
FB	Mincinglake	Whipton Community Hall, Pinhoe Road	Satisfactory	None
FC	Mincinglake	Knight Club, Beacon Lane	Satisfactory	None
GA	Newtown	Belmont Chapel, Western Way	Satisfactory	None

Polling District	Polling place	Station	Comments	Proposals
GB	Newtown	School of Education, College Road (St Luke's)	Satisfactory polling station, but situated a long way from main college entrance. No viable alternative	None
GC	Newtown	Fountain Community Education Centre, St James Road	Satisfactory polling station, but situated just outside Ward	None
HA	Pennsylvania	Stoke Hill First School, Stoke Hill*	Satisfactory but the school have expressed dissatisfaction at the use of their premises as a polling station. However, the two possible alternate premises, at St. James's Church and Toronto House, are much less satisfactory in terms of accessibility and size of accommodation respectively.	Propose to retain existing polling station arrangements.
HB	Pennsylvania	Sylvania Community Hall, Mincinglake Valley Park	Satisfactory	None
JA	Pinhoe	Mobile Station, Orwell Garth	Unsatisfactory. Mobile station used, numerous complaints received from candidates, agents, electors and staff. No disabled access. Currently no viable alternative situated within Ward	Whilst the use of a mobile station is not ideal, the site it is situated upon is conveniently located. Possible consideration could be given to moving to Willowbrook School, but this is much less conveniently located.
JB	Pinhoe	Trinity Community Centre, Arena Park, Beacon Heath	Satisfactory	None
JC	Pinhoe	The Hall Church, Main Road, Pinhoe	Satisfactory	None
JD	Pinhoe	Pinhoe C of E Primary School, Harrington Lane	Satisfactory	None
KA	Polsloe	The Parent Room, Ladysmith Junior School, Pretoria Road	Satisfactory but disabled access could be improved	Consider improvement of disabled access as circumstances allows
KB	Polsloe	St Mark's Church Hall, St Mark's Avenue	Satisfactory	None
KC	Polsloe	Baptist Church, Pinhoe Road	Satisfactory	None

Polling District	Polling place	Station	Comments	Proposals
LA	Priory	100 Club, Wear Barton Road	Satisfactory	None
LB	Priory	St Luke's Church Rooms, School Lane	Satisfactory but disabled access could be improved	Consider improvement of disabled access as circumstances allow.
LC	Priory	Wonford Methodist Church Hall, Burnthouse Lane	Satisfactory	None
LD	Priory	Wynstream Primary School, Burnthouse Lane	Satisfactory	None
MA	St. Davids	Community Room, 66 Weaver's Court, Shilhay	Satisfactory	None
MB	St. Davids	Lecture Room, Mint Methodist Church, Fore Street	Satisfactory	None
MC	St. Davids	St. David's Church, Queen's Terrace	Satisfactory polling station, some access difficulties.	<u>None</u>
NA	<u>St. James</u>	St. Sidwell's C of E Primary School, York Road *	Satisfactory	None
NB	St. James	Community Room, York House, Longbrook Street	Satisfactory polling station, but location could be improved however no known viable alternatives in this polling district	None
PA	St. Leonard's	Abbeville Community Room, Abbeville Close	Satisfactory	None
PB	St. Leonard's	Church Hall, Roberts Road	Satisfactory	None
PC	St. Leonard's	St Leonards Church Centre, Topsham Road	Satisfactory	None
PD	St. Leonard's	Victoria Park Tennis Club, Lyndhurst Road	Satisfactory but some issues with access for wheelchair users	None
QA	St. Loye's	The South West MS Centre, West Grange, Clyst Heath	Satisfactory polling station but relatively small number of electors (661)	Consider merging this polling station with QD (Clyst Heath Nursery School).
QB	St. Loye's	Walter Daw Primary School, Woodwater Lane	Satisfactory	None
QC	St. Loye's	St. Peter's High School, Quarry Lane	Satisfactory	None

Polling District	Polling place	Station	Comments	Proposals
QD	St. Loye's	Clyst Heath Nursery & Primary School, Royal Crescent	Satisfactory	None
RA	St. Thomas	Montgomery Primary School, Manor Road	Satisfactory but school advise that new school building will not allow polling station use without closing the school on the day.	Consider alternative premises if possible
RB	St. Thomas	Exeter Karate Centre, Church Road	Satisfactory	None
RC	St. Thomas	West Exe Children's Centre, Cowick Street	Satisfactory	None
SA	Topsham	Matthews Hall, Fore Street †	Satisfactory but there has been significant growth in population on the site of the old Navy Stores and this area is some distance from the current polling station. A new polling district based around this area should be strongly considered.	A new polling district should be created using the ward boundaries north and south and the Motorway and Rydon Lane, east and west. The facilities at Topsham FC should be investigated as a polling station premises pending any future developments of community buildings within this proposed new polling district.
SB	Topsham	Community Room, Grandisson Court	Satisfactory	None
TA	Whipton Barton	<u>Hamlin House, Hamlin Gardens</u>	Satisfactory	None
TB	<u>Whipton Barton</u>	Community Centre, Bodley Close	Satisfactory	None
TC	Whipton Barton	Community Room, Russet House, Russet Avenue	Satisfactory	None
TD	Whipton Barton	Community Room, Rennes House, Vaughan Road	Satisfactory but the room used as a polling station is a tight squeeze at elections with a reasonably high turnout, especially Parliamentary elections.	Consider investigation of additional venue to serve as an additional station/district in the east of the current polling district.

* Double station at Parliamentary election.

† Double station at all elections

N.B. Comments regarding polling districts/places and polling stations located in St. Loye's Ward (QA, QB, QC, QD) and Topsham Ward (SA, SB) are made with regard to local government elections.

Comments received from (Acting) Returning Officer East Devon Constituency:

'East Devon District Council has no comments regarding the current Polling Station Review beyond the fact that we have noted the comments regarding St Loye's and Topsham Wards and support the observations and comments made'.

Philip Bostock
Acting Returning Officer
Exeter Constituency
Civic Centre,
Paris Street,
EXETER
EX1 1JN

20 June 2011

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APPENDIX E

List of Proposed Polling Stations incl. Numbers of electors

REGISTER	NO. OF ELECTORS	WARD	POLLING STATION
AA	671	Alphington	St Andrews Church Hall, Alphington Road
AB	1,357	Alphington	Exeter Sea Cadet HQ, Canal Banks, Haven Road
AC	1,221	Alphington	Westexe Technology College, Hatherleigh Road
AD	1,204	Alphington	Alphington Sports Club, Church Road
AE	2,087	Alphington	Alphington Village Hall, Ide Lane
BA	2,012	Cowick	Buddle Lane Hall, Merrivale Road
BB	2,352	Cowick	Bowhill, Dunsford Road
CA	1,489	Duryard	University of Exeter, Common Room, Lopes Hall, St Germans Road
CB	2,589	Duryard	University of Exeter, Common Rm, Moberly House, Lwr Argyle Rd
DA	2,118	Exwick	Redhills Primary School, Landhayes Road
DB	2,057	Exwick	Exeter Civil Service Club, Exwick Road
DC	2,403	Exwick	Exwick Community Centre, Kinnerton Way *
EA	2,738	Heavitree	Scout Hut, South Lawn Terrace *
EB	1,676	Heavitree	South West Baptist Assoc, Wonford Street
FA	1,507	Mincinglake	Beacon Heath Church, King Arthur's Road
FB	794	Mincinglake	Whipton Community Hall, Pinhoe Road
FC	1,776	Mincinglake	The Knight Club, Beacon Lane
GA	1,649	Newtown	Belmont Chapel, Western Way
GB	1,339	Newtown	School of Education, College Road (St Luke's)
GC	900	Newtown	Fountain Community Education Centre, St James Road
HA	2,384	Pennsylvania	Stoke Hill Infant & Nursery School, Stoke Hill *
HB	1,813	Pennsylvania	Sylvania Community Hall, Mincinglake Valley Park
JA	1,300	Pinhoe	Mobile Station, Orwell Garth
JB	564	Pinhoe	Trinity Community Centre, Arena Park, Beacon Heath
JC	1,510	Pinhoe	The Hall Church, Main Road, Pinhoe
JD	1,476	Pinhoe	Pinhoe C of E School, Harrington Lane
KA	1,115	Polsloe	Ladysmith Junior School, Pretoria Road, (Parent Room)
KB	2,040	Polsloe	St Mark's Church Hall, St Mark's Avenue
KC	1,174	Polsloe	Baptist Church Hall, Pinhoe Road
LA	1,629	Priory	100 Club, Wear Barton Road
LB	694	Priory	St Luke's Church Rooms, School Lane
LC	2,003	Priory	Wonford Methodist Church Hall, Burnthouse Lane
LD	2,328	Priory	Wynstream Primary School, Burnthouse Lane
MA	488	St. Davids	Community Room, 66 Weaver's Court, Shilhay
MB	2,196	St. Davids	Wesley Room, Mint Methodist Church, Fore Street
MC	1,597	St. Davids	St. David's Church, Queen's Terrace (off Hele Road)
NA	2,279	St. James	St. Sidwell's C of E School, York Road *
NB	1,600	St. James	Community Room, York House, Longbrook Street
PA	1,141	St. Leonard's	Abbeville Community Room, Abbeville Close
PB	903	St. Leonard's	Church Hall, Roberts Road
PC	828	St. Leonard's	St Leonards Church Centre, Topsham Road
PD	1,139	St. Leonard's	Victoria Park Tennis Club, Lyndhurst Road

REGISTER	NO. OF ELECTORS	WARD	POLLING STATION
QA	1,950	St. Loye's	Clyst Heath Nursery & Community School, Royal Crescent
QB	1,534	St. Loye's	Walter Daw Primary School, Woodwater Lane
QC	1,266	St. Loye's	St. Peter's High School, Quarry Lane
RA	1,642	St. Thomas	Montgomery Primary School, Manor Road
RB	1,861	St. Thomas	Exeter Karate Centre, Church Road
RC	1,109	St. Thomas	West Exe Childrens Centre, Cowick Street
SA	2,892 [∞]	Topsham	Matthews Hall, Fore Street *
SB	755	Topsham	Community Room, Grandisson Court
SC	750 [∞]	Topsham	Topsham AFC, Coronation Field, Topsham Road
TA	616	Whipton Barton	Hamlin House, Hamlin Gardens
TB	1,201	Whipton Barton	Community Centre, Bodley Close
TC	1,570	Whipton Barton	Community Room, Russet House, Russet Avenue
TD	2,313	Whipton Barton	Community Room, Rennes House, Vaughan Road*

* Double station

[∞] Estimate

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES 21 SEPTEMBER 2011

EXECUTIVE
4 OCTOBER 2011

GOVERNMENT CONSULTATION ON THE INTRODUCTION OF INDIVIDUAL ELECTORAL REGISTRATION

1. PURPOSE OF REPORT

This report sets out the Government's consultation proposals on the introduction of individual electoral registration (IER) and the issues they raise.

2. BACKGROUND

- 2.1 At present, electoral registration is undertaken by an annual household canvass, where all eligible electors' details are returned to the Electoral Registration Officer (ERO) for entry onto the electoral register, which is published on 1 December each year. The return of this household form is compulsory and failure to provide the information requested is a criminal offence, punishable by a fine of up to £1,000. A declaration is required to be signed by the person completing the form.
- 2.2 Additionally, electors can update their entry on the register each month between January and September each year. Unlike the annual canvass, this is not compulsory.
- 2.3 In July 2009, the Political Parties and Elections Act legislated for a move to IER via a voluntary phase with pilots of data-matching schemes that would aim to improve the quality of the register.
- 2.4 In May 2010, the Conservative – Liberal Democrat Coalition agreement made a commitment to speed up the introduction of IER and to achieve this before the next scheduled General Election in 2015. In June 2011 the Cabinet Office published its White Paper setting out the draft legislation and inviting comments and views, by Friday 14 October 2011.
- 2.5 The White Paper drops the previous Government's plans for a voluntary phase of IER and speeds up the implementation of IER to 2014, so that it is in place before the next Parliamentary election. It makes proposals on all aspects of the intended process for the implementation of IER. The main points can be summarised as follows:
- (i) IER will be introduced with a canvass of all registered electors from 1 July 2014. This will be about 3 weeks after the planned European Parliamentary election, which may be combined with Exeter City Council elections. In Exeter, this will require the ERO to send a form to about 90,000 electors requesting two personal identifiers, which are intended to be a date of birth and national insurance number. A revised register will be published on 1 December 2014.

- (ii) The White Paper states that it is not the intention to require electors to provide a signature, though the legislation retains an option for a signature to be prescribed.
- (iii) It will not be compulsory for electors to return the form which requests the provision of the two identifiers. Indeed an elector can return the form instructing the ERO not to make any further requests for the provision of identifiers. For the first canvass, anyone not providing identifiers will have their entry on the register carried over, so that they will not be disenfranchised for the planned 2015 Parliamentary election.
- (iv) A household form will be sent to any property which does not have any registered electors. The household form will require the householder to notify the ERO of any registered electors in residence. The return of the household form will remain compulsory. The ERO will then be required to write to those electors shown on the household form, requesting identifiers before they can be added to the register. The return of the form requiring identifiers will not be compulsory.
- (v) From the canvass held in 2015 and for subsequent canvasses, the ERO must send a household form to every property. If the form is returned showing electors who have already provided their identifiers, they will not be required to provide further information and they will remain on the register. Only new electors will be required to provide identifiers but will not be compelled to do so. The ERO, in keeping with his statutory duty, will be required to follow up the non-return of forms, including making house-to-house enquiries where necessary.

2.6 The aim of the move to IER is to make electoral registration and access to democracy a personal responsibility, rather than it being potentially reliant on the actions of another person. It also aims, through accompanying systems of data matching, to improve accuracy and completeness and to tackle fraud.

2.7 The following paragraphs outline some of the main administrative consequences and issues in implementing IER:

- (i) It is likely that a move away from a registration system based on the compulsory theme attached to the current household canvass, to one where registration will depend on the non-compulsory provision of identifiers, will mean a decrease in the number of registered electors, at least in the first few years. In urban areas with a mobile population this effect may be particularly marked. In Exeter, for example, many of the electors currently registered by means of a bulk household return at Student Halls of Residence, would have to be written to and asked for their identifiers. It is probable that a large number of students, who will also potentially be registered at their home addresses, may decline to do so. There are currently just under 4,000 students registered in Halls, the majority of whom are within the Duryard ward. This could have an effect on not only the numbers of registered electors for the Duryard Ward (which has total electorate of about 4,300) but also the City as a whole. This may cause an electoral imbalance. Fewer registered electors may also affect the numbers to be considered in any Parliamentary boundary reviews.
- (ii) Currently, electors can register up to 11 working days before an election and it is very likely that anyone not registering at any other time of year will leave their registration to be completed just before an election. If unsolicited applications are received the ERO will be compelled to establish a connection between an individual and an address to determine residence. To do this it is proposed that a unique identifying number be posted to the applicant's address. The applicant

will be required to return the unique identifying number to activate their registration. This may delay the process and will inevitably place a large operational burden on the ERO. At the Parliamentary election of 2010, 2,500 applications were received in the Electoral Services office within a 2-week period.

- (iii) The electoral register is used by the Courts Service to select jury members. A further consequence of non-compulsory registration could have an effect on the numbers of people available to serve on a jury.
- (iv) It is inevitable that the levels of administrative work carried out by the ERO will increase significantly. Whilst the City Council has been proactive in this approach by ensuring robust levels of staffing within the electoral services office following the passing of the Political Parties and Elections Act of 2009; the levels of work are likely to increase significantly. Some of this additional work may be absorbed through careful management of staffing resources but inevitably overall costs will increase.
- (v) The White Paper estimates that the overall cost for implementation of IER will be £108.3 million. The Government is committed to fully funding implementation costs to local authorities but does not appear to make any provision for ongoing costs from 2015 onwards.

3. PROPOSALS

- 3.1 As the forward to the White Paper states, 'the electoral register is a key building block for our democracy' and the implementation of IER is the biggest change to the system in a hundred years.
- 3.2 It is proposed that the Chief Executive respond to the Government's consultation on IER regarding the issues raised in this report and particularly Exeter City Council should comment on:
 - (i) The potential effect that non-compulsory registration will have on the late registration facility available during the election timetable and the affect on, for example, student registration.
 - (ii) The consequences relating to the selection of juries.
 - (iii) The effect that the implementation of IER will have on resources and the need to ensure that adequate funding for the initial and on-going additional costs are adequately provided for.

4. RECOMMENDATION

- 4.1 That the Chief Executive submits a response along the lines suggested in paragraph 3.2 above.

CHIEF EXECUTIVE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

Individual Electoral Registration – White Paper and draft legislation – Cabinet Office June 2011
<http://www.cabinetoffice.gov.uk/sites/default/files/resources/individual-electoral-reform.pdf>

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES 21 SEPTEMBER 2011

CORPORATE COMPLAINTS MONITORING

1. PURPOSE OF REPORT

- 1.1 This report presents a summary of complaints received by the Council from the public during the financial year 2010/11 and provides an update on changes to the complaints management system.

2. BACKGROUND

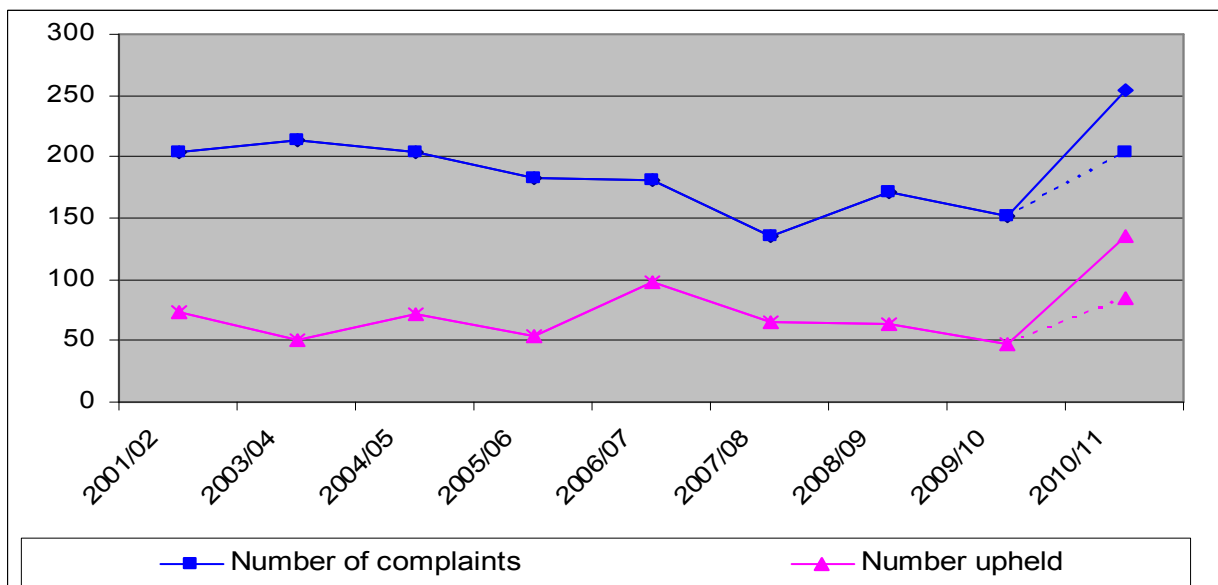
- 2.1 As part of the corporate complaints procedure each directorate records the number and type of complaint received for each service, what stage in the process the complaint reaches, and the outcome of that complaint.
- 2.2 Corporate complaints are those where the customer is complaining about dissatisfaction with a service rather than a request for service. For example, if a customer complains about a fly tipping incident this would be considered as a request for a service to remove the items. If however the Council failed to remove the items and the customer complained then this would be considered as a corporate complaint about the level of service we have provided.
- 2.3 In April 2011, following a review, the Council agreed to start recording other types of feedback in order to provide a better and more useful picture of customers concerns. Up until now there has been no consistent recording and reporting of general comments and 'grumbles'. Some services do record these but they are not shared across the council and others are dealt with on an individual basis.
- 2.4 A consistent approach to recording and analysing other types of feedback will give the Council a broader picture of the issues of concern to customers and:
- provide a guide to those areas where improvements to service delivery need to be made
 - highlight areas where customer expectation and perception could be better managed
 - support the systems review work that the Council is undertaking supported by Vanguard
- 2.5 Representatives from each directorate attend the Complaints Monitoring Group, facilitated by the Policy Unit, twice a year. This group identifies and discusses trends in complaints, to improve both the process and the results, and to learn lessons to develop service delivery.
- 2.6 In analysing the data from directorates for this report, officers have not identified any issues of concern which would warrant a change in the way services are delivered. However there are areas for improvement identified in the way complaints are handled by the Council. These are discussed in more detail in section 4.

3. RESULTS

Total Number of Complaints Received and Number Upheld

3.1 During 2010/11, a total of 255 complaints were received under the Council's corporate complaints procedure. This is an increase of 69% on 2009/10 when 151 complaints were received.

Figure 1: Total complaints and number upheld by year



3.2 At the same time the percentage upheld also increased from 31% in 2009/10 to 53% in 2010/11.

3.3 This increase is largely accounted for by Planning where 52 complaints were received about the same issue namely the proposed Gypsy and Traveller site. However if this case is removed from the overall figures the total stands at 203. Although still a 34% increase on 2009/10, with 42% of these found to be justified or part justified, this figure is well within the normal range that would be expected. The chart above shows both scenarios with the dotted line representing the total without the Gypsy and Traveller site complaints.

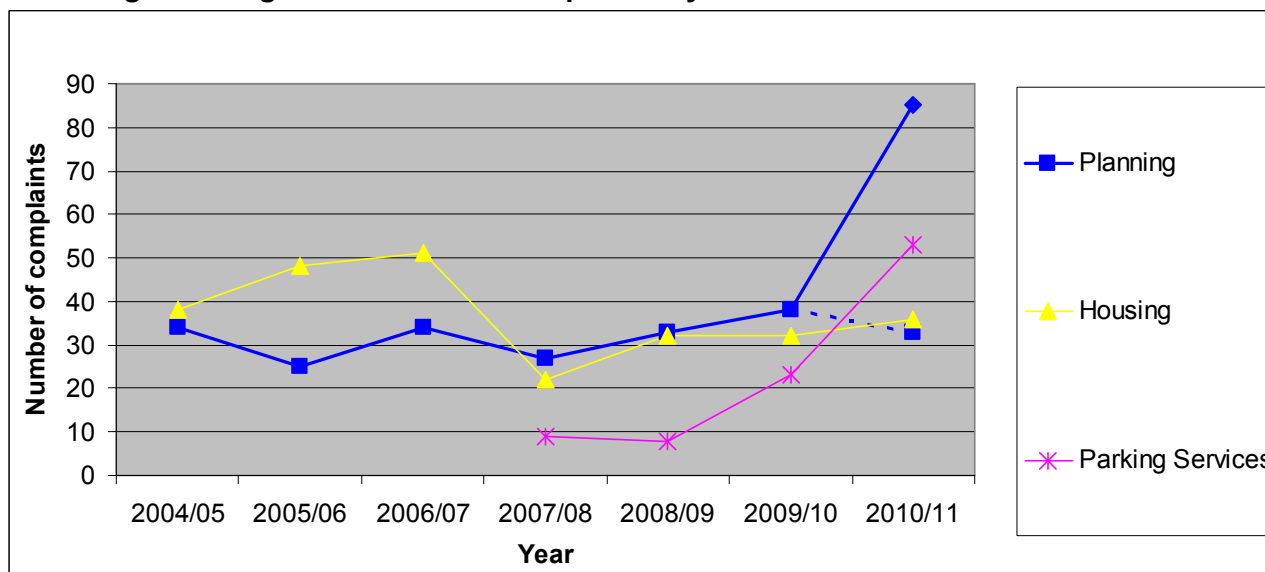
Breakdown by Service

3.4 Parking, Transport, River and Canal Services received 53 complaints during 2010/11, the highest figure for the year. Of these 30% were found to be justified or part-justified and 26% indeterminate. 21 of the complaints related to the perceived attitude of the Parking Civil Enforcement Officers. Other reasons include dissatisfaction with Penalty Charge Notice appeals, car park signage, malfunctioning car park machines and car park conditions.

3.5 The Service that received the third highest number of complaints during 2010/11 was Housing with 36. This is a 6% increase on 2009/10 when the service received 34 complaints. The majority of these related to the standard or of service received but they cut across a number of functions within Housing and no particular themes have emerged.

3.6 Figure 2 below shows the year on year comparison for these services with the dotted line representing the Planning complaints with those related to the Gypsy and Traveller site removed.

Figure 2: Highest Number of Complaints by Service 2004 -2009



3.7 Other services which experienced an increase in complaints include Benefits which went up from 4 to 10, although this number still only represents 0.08% of the service’s caseload..

3.8 The number of complaints dealt with by the Customer Service Centre doubled from 6 in 2009/10 to 12 in 2010/11. Many of these cut across a number of services including Council Tax, IT, Grants and Accounts but because the initial cause for complaint was about the CSC the Head of Customer Services lead on the response to the customer. The issues raised regarding the CSC were generally about staff attitude and quality of signage and where appropriate have been rectified.

3.9 The number of complaints received by Economy & Tourism rose from zero in 2009/10 to 15 in 2010/11. 14 of these were made to the Visitor Information Centre about quality and lack of signage.

Ombudsman

3.10 In 2010/11, the Local Government Ombudsman investigated 17 complaints compared to 18 during 2009/10. None of these was upheld.

Improvements to Services

3.11 The majority of complaints have required only minor adjustments or improvements to be made to services. Examples include:

- Council Tax have responded to complaints related to communication issues by reminding staff of correct internal procedures and in some cases their attitude towards customers and ensuring that the website is updated more frequently. A review of the Council Tax telephony procedure was also undertaken to improve call handling processes and paperless Direct Debits are soon to be implemented.
- Where there have been issues with the refuse collection and litter left behind, the Operations manager has spoken to the crews in question to remind them of the need to

take care with split bags and to clear up or arrange for the cleaning of any spillage. Procedures have also been reviewed and staff briefed.

- Following complaints to the Visitor Information Centre, improvements were made to signage in the city centre.

Complainant Satisfaction and Equalities Monitoring

3.12 During 2010/11 figures for complainant satisfaction and equalities monitoring returns were too small to make any useful analysis as they account for less than 10% of complaints.

Response Rate

3.13 Table three below gives figures for the percentage of complaints that were sent an acknowledgement within the standard five working days and the percentage who then received a full reply within the standard three weeks, by directorate. It is not always possible to respond in this timescale where the issue is complex or specialist advice or comment is required. However, in these circumstances the complainant should be advised that an extended timescale is required.

3.14 Each directorate shows an improved acknowledgment rate with Community & Environment achieving 100%.

3.15 Corporate Services' full response rate at 89% is an improvement on 83% for 2009/10. In this case the delay occurred because a specialist response was required and the manager was on holiday. When this happens the customer is given an interim response and a reason for the delay.

3.16 Economy & Development's full response rate dropped from 86% in 2009/10 to 62% in 2010/11. This is accounted for by the complaints regarding the proposed Gypsy and Traveller site as these all went to Stage 2 and took a longer time to investigate and respond to.

Figure 3: Acknowledgment of Complaints

	2010/11		2009/10		2008/09	
	% acknowledged within standard	% sent full reply within standard	% acknowledged within standard	% sent full reply within standard	% acknowledged within standard	% sent full reply within standard
Community & Environment	100%	94%	91%	98%	95%	91%
Corporate Services	96%	89%	83%	85%	88%	83%
Economy & Development	91%	62%	86%	91%	88%	86%
Chief Executive's Department	*100%	*100%	*100%	50%	*100%	*100%

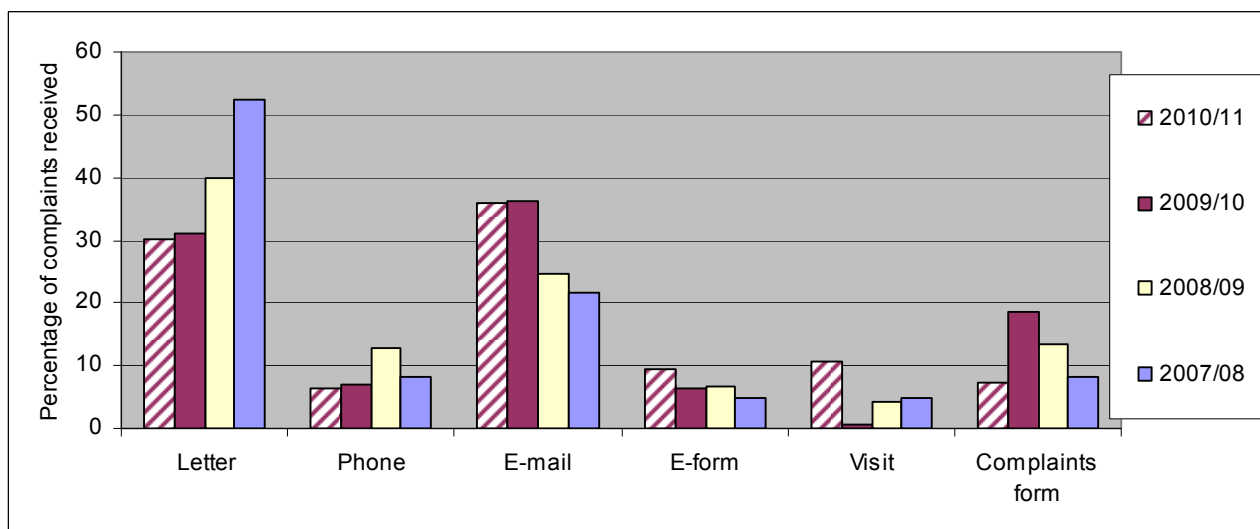
*only 1 complaint received

Method of Receipt

3.17 During 2010/11, 36% of new complaints were lodged via e-mail, while 30% were received by letter. The rise in the number of visits to council offices appears to be accounted for by a number of complaints by tourists about the quality of city centre signage.

3.18 The chart below shows the methods by which the Council has received complaints over the last four years.

Figure 4: Method of Receipt



Contractors

3.19 Complaints made about services provided by contractors are generally dealt with in the first instance by the organisation providing the service. If this cannot be resolved then it will be escalated to the Council's Corporate Complaint System.

3.20 Parkwood Leisure are required to provide monthly information on any complaints they have received. The Council monitors the complaints and looks to identify any persistent issues that customers may be raising at any of the facilities. Overall, since the start of the contract in September 2010, there have been 77 complaints made all of which were dealt with through the management of the contract. These were mainly about:

- Cold showers at the Riverside Leisure Centre following which Parkwood Leisure replaced the hot water system.
- Complaints about the closure of the changing rooms at Exeter Arena. This was due to poor water biological results on the shower system and Parkwood responded by upgrading the number of mixer units to showers.
- The other main complaint across a number of centres was related to customers being unable to get into workout classes due to their popularity and restrictions on numbers due to the size of the rooms. Parkwood responded by arranging extra classes.

3.21 Minor complaints regarding repairs to Council Housing are initially dealt with as contract failures which require a quick resolution for the tenant. As such they do not enter the formal corporate complaint procedures. Any more persistent or significant failures are entered into the corporate system. The number of complaints received is monitored on a monthly basis. Since the current contract started in November 2010, 335 complaints regarding this service have been received, which have all been related to the standard of repairs carried out or

missed appointments. To put this figure in context, during the same period there were 12,894 work orders for repairs.

4 CHANGES TO THE COMPLAINTS MANAGEMENT SYSTEM

- 4.1 In July 2010 the Complaints Monitoring Officers (CMO) Group began a review and revision of the Complaints Management System with the aim "To ensure the Council's arrangements for complaints management are sufficient to provide information on customer needs and satisfaction with our services, in order to drive improvement."
- 4.2 Evidence from a number of different sources including focus groups with customers and staff, had identified inefficiencies due to:
- Inconsistent use of electronic and paper copy paper processes across different services
 - Inconsistency in the quality of responses to complainants
 - Lack of information on lessons learnt and consequent improvements to service delivery
 - Lack of information about customer satisfaction and demographics
 - Inconsistent recording of feedback from customers that is not marked as a 'corporate complaint'.
- 4.3 In co-operation with other stakeholders across the council including IT, the Consultation Officer and Heads of Service, the CMO group have now been able to put in place a number of amendments to the way complaints are handled across the Council.

Recording of complaints

- 4.4 IT Services have developed a database which considerably speeds up the process of dealing with complaints and is also capable of producing sophisticated analysis reports. An e-form has also been developed that is available for all staff, customers and councillors to complete and is automatically linked to the database.

Developing good practice

- 4.5 A good practice guide to investigating complaints has been produced and is available on the intranet. This is based on advice from the Local Government Ombudsman and includes hints and tips to helping an investigation process to run smoothly. Where appropriate, the CMOs are also producing standard documents and paragraphs to improve the quality and consistency of responses across the council.

Stages

- 4.6 Following a pilot in Economy & Development, the number of stages in the council's complaints process has reduced from 3 to 2. All Stage 1 complaints must be responded to by a Head of Service. Investigations may continue to be carried out by other officers and they may draft a response on behalf of the Head of Service but the emphasis is on the Head of Service to review and sign off the investigation. Stage 2 complaints are responded to by the Chief Executive, who may enlist the help of Directors to collate the information required for a further review.
- 4.7 Figures for April to July 2011 already appear to show that the previous 3 stage process was unnecessary with 18% of the 57 complaints so far received, progressing to Stage 2. This compares with 2009/10 when, having already gone through Stage 2, 19% of complaints went to Stage 3 and 2010/11 when 30% of all complaints progressed to Stage 3.

Complaint Form

- 4.8 To reflect these changes a new paper copy leaflet called “We’re Listening” has been produced. This is available in the Customer Service Centre and Visitor Information Centres. The new form is much shorter and cheaper to print and although the emphasis is on encouraging customers to use the e-form, it is felt that a paper copy form still helps to promote the service.

Customer Satisfaction

- 4.9 Following research into how other councils gather this information, a survey has been developed which is automatically sent out to all complainants two weeks after the closure of the case. The responses are analysed by the Policy Unit to help make further improvements and will be published as part of the annual report to committee.
- 4.10 The survey also includes equality and diversity questions which is hoped will provide a better idea as to whether the complaints system is being used by all sections of the city. Previously the only method for collecting this information was via the previous paper copy complaints form which resulted in a less than 10% return rate.

Learning from complaints

- 4.11 The new database makes provision for recording the outcome of complaints. CMOs check with investigating officers what, if any, improvements have been made as a result of the complaint. This information will be included in the annual analysis report to committee as well as being published on the website in a similar way to Govmetric, so that customers can see what the council has done as a result of their feedback.

Incorporating Comments, Grumbles and general Feedback

- 4.12 General feedback such as comments, compliments and informal complaints can tell us a lot about how a service is being delivered without requiring the customer to commit to a lengthy complaint investigation. There may be a number of reasons why a customer does not want to make what they consider to be a formal complaint. Perhaps they think they will be getting staff into trouble or perhaps they are not really sure that what they are telling us is serious enough to warrant an investigation. It may be that the individual incident is quite minor but if a lot of similar comments are made across one particular service there would be a benefit in addressing it.
- 4.13 The new system for dealing with complaints also incorporates the ability to record general feedback. This means that when a service receives feedback they simply pass this on to the CMO as they would a complaint and this can be logged. Feedback is not subject to a full investigation but customers will receive a response, should they request one.
- 4.14 Where a high volume of informal complaints are received in a short space of time it may only be possible to record an overview of the situation and provide a general response to the public. Any information that we can collect about how services are being delivered and how our customers perceive the council will be useful in helping us understand where improvements need to be made. Results from the feedback database are analysed and reported to relevant services on a regular basis, having the potential to provide an early warning system on where issues may arise in the future. Results will also be included in future editions of this annual report to committee and will form part of the evidence gathered for the systems review work undertaken by the Council with support from Vanguard.

4.15 The Complaints Monitoring Group will continue to develop an analysis of the Council's corporate complaints and feedback. This will enable a clearer link to be established between complaints and service improvements and in particular will help the Council demonstrate that it learns from, and improves, as a result of complaints.

5. RECOMMENDATION

5.1 That Scrutiny Committee – Resources note the report and the work being done to improve services as a result of complaints received from our customers.

ASSISTANT CHIEF EXECUTIVE

CHIEF EXECUTIVE SUPPORT UNIT

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

None.

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – RESOURCES

21 SEPTEMBER 2011

GREEN ACCORD INITIATIVE PROGRESS REPORT 2011/12

1 PURPOSE OF THE REPORT

- 1.1 To provide an update on the progress made by the Green Accord accreditation initiative since the business plan was approved by Executive Committee in September 2009.

2 BACKGROUND

- 2.1 The Green Accord is a supplier accreditation mark awarded to organisations that achieve a designated level that evidences that they operate in a practical “green” way such that they do not adversely affect the environment or contribute to climate change. The intellectual property rights of the scheme rest with Exeter City Council and the Green Accord is trademarked.
- 2.2 The Green Accord was developed by officers within Contracts and Direct Services initially to achieve compliance with the national sustainable standard of supplier engagement prescribed by the Governments Sustainable Task Force’s “Flexible Framework” measure. The Green Accord ensured that the council met and then exceeded the requirements placed on public sector bodies by the “Flexible Framework”, a feat attained by few other public sector bodies.
- 2.3 The scheme was developed purely with the intention of applying to City Council suppliers with no fee paid by those suppliers. However after receiving national recognition from the Audit Commission, who cited it as best practice, the scheme attracted considerable interest from organisations throughout the country. It was considered that as organisations would derive commercial benefit by adopting the accreditation they should pay a contribution to the development of the scheme and allied auditing costs.
- 2.4 Organisations who properly introduce the practical operations and procedures required to achieve accreditation, such as recycling and encouraging staff involvement in sustainability, realise considerable savings. Case studies demonstrate that organisations implementing the Green Accord inevitably save on waste. Two organisations have reported that, since achieving the Green Accord, they have verified savings of between £20,000 and £40,000 per annum. <http://www.green-accord.co.uk/case-studies.html>
- 2.5 In the light of these obvious business benefits a fee scale was devised and implemented. Applicants pay a fee to the council of £100, £200, or £500 for the accreditation for a two year period. This fee is set at a level to cover the costs associated with the scheme, such as web-site development and maintenance and the cost of evaluating applications. The level of fee paid is related to the size of the organisation by reference to the number of employees. This approach is modelled on the Contractors Health and Safety (CHAS) accreditation scheme, developed and hosted by Merton council, which is now the nationally recognised accreditation scheme. In developing the initiative the team worked closely and developed formal partnerships with, Government financed environment experts Envirowise and Zero2050 (formerly Global action Plan).

3 BUSINESS AND MARKETING APPROACH

- 3.1 The initiative has generated wide interest because the Green Accord is an affordable "green" accreditation, based on organisations making relatively simple practical changes to their operations. Three levels of accreditation can be achieved making the scheme particularly attractive to all types of Small and Medium Enterprises (SME's), even the "one-man band". This sector has been the main focus of the marketing strategy with the Federation of Small Businesses being very supportive of the scheme. There is no comparable sustainability scheme. The European standard ISO14001 is the nearest equivalent scheme but can cost as much as £15,000 and is therefore beyond the reach of most organisations. It is also largely a paper based system dependent on procedures and systems, rather than positive operational action.
- 3.2 Applications are made on a self-assessment form and submitted with supporting evidence to back any claims made. The applications are audited against pre-determined standards. In accordance with the business plan the audit fee is fixed such that the net benefit to the council from the fees paid is £45, £90 or £410 respectively per application. As the scheme has targeted SME's this is reflected in the fee amounts received which are largely at the £45 and £90 per application level. However increasingly larger organisations are showing interest in implementing the accreditation throughout their supply chain.
- 3.3 The decision to set a fixed fee for audit work was determined after consultation with CHAS and agreed as part of the business plan. CHAS argued that an hourly rate-based fee would not make the auditor focus on assessing the application in an effective manner as their fee could be maximised by maximising the time to assess an application. However following concerns raised during one of the audits the Green Accord as to the probity of this approach the auditing role is being considered under the council's job evaluation scheme such that an appropriate hourly rate can be determined. Again, in accordance with the business plan, audits are presently carried out by three members of staff within Contracts and Direct Services, largely outside their normal working hours. These staff are the core team who developed the Green Accord and their attained qualifications and experience is particularly relevant to the role of auditor.
- 3.4 The Business Plan, and the accompanying report to Executive, was very explicit in identifying that for the Green Accord to be successful it would need a dedicated website <http://www.green-accord.co.uk/home.html>. The original scheme, although electronically operated through the council website, required audits to be carried out largely by hand, which was not particularly efficient. Operating through the council web-site also confused potential customers as they understandably thought they could only apply for the accreditation if they supplied or worked for Exeter City Council. Potential income and business opportunities were therefore lost. The establishment of a separate dedicated web-site including an electronic auditing suite has given the accreditation a more commercial profile, attracting wider interest and income and, its now somewhat separate identity, has overcome previous confusion.
- 3.5 Ensuring that the Green Accord website could safely interlink with the council's systems gave rise to concerns and it was necessary to demonstrate that it provided the required level of security and an appropriate level of control was in place. This is symptomatic of a number of issues faced in developing what is essentially an entrepreneurial and innovative business idea within the confines and controls imposed within the council. A number of audits and legal tests have been performed to establish that any risk and probity issues have been identified. All of the recommendations arising from these have now been implemented such that the Green Accord can operate in accordance with the Business Plan.

4 PROGRESS TO DATE

- 4.1 The Green Accord has received an impressive range of national and international awards in the field of sustainability and procurement since its inception. These include awards from Association of Public Service Excellence, the Society of Procurement Officers, the Environmental Data Interactive Exchange, Government Business Awards and Government Opportunities. It has also been awarded a coveted Green Apple award resulting in the council being recognised as a Green Hero for 2011.
- 4.2 The business plan, as approved in September 2009 remains largely unchanged. The main objective at that time being that the Green Accord achieves a financial break even position following three full years of operation, which because of the due diligence issues identified in 3.5 above, effectively began in April 2011. Attached is a financial analysis of the current and predicted performance. The first column summarises the actual financial position from the inception of the Green Accord until 26 August 2011. The second column projects the financial position forward to the year end assuming that income and revenue projections continue at the predicted levels. The third column is the Year 1 extract from the approved business plan to provide a comparison. The final column shows the projected variance from the business plan. As can be seen from the table whilst some of the costs have increased against those set out in the business plan so has the projected level of income. The overall effect of this is that if the projections hold true the Green Accord will have largely matched the business plan projections for Year 1 and will be on target to achieve break even before the end of the third year of full operation
- 4.3 The Green Accord's unique selling point is that it is generic and inclusive and as such can be applied to all types and sizes of organisations. Since its inception a diverse range of organisations have successfully achieved the accreditation ranging from building contractors to printers to IT and recruitment organisations. The Green Accord has also been introduced by larger organisations in order to drive the accreditation through their supply chains. These clients currently include the Met Office, Sir Robert McAlpine, Exeter University and TATA. The number of organisations currently registered with the Green Accord is 226.
- 4.4 At this time the number of auditors is sufficient to process applications because they tend not to arrive in large blocks. However, in accordance with the business plan, arrangements are in place to source and train additional auditors as the demand arises.

5 RECOMMENDED

- 1) That progress of the Green Accord against the Business Plan be noted and members be invited to comment on the progress to date.

HEAD OF CONTRACTS AND DIRECT SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

None

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GREEN ACCORD

Comparison of Actual and projected income and expenditure against Business Plan

	Actual 31.3.2009 to 26.08.11	Projected 31.3.2009 to 31.3.12	Year 1 Business Plan	Projected Variance from Business Plan
Income from Applications	(9,399)	(45,000)	(40,500)	(4,500)
Direct Expenses; Audits, Transaction fees	3,704	22,500	20,655	1,845
Net Income	(5,695)	(22,500)	(19,845)	(2,655)
Annual Revenue Costs; Website maintenance, Publicity, Promotional Travel	5,148	10,000	10,000	0
Capital and Set Up Costs; Brand Development Website Development, Data base maintenance, hosting Legal costs	25,164	27,000	23,550	3,450
Net Cash (Inflow) / Outflow for the period	24,617	14,500	13,705	795

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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