



Exeter City Council

To the Chair and Members
of the Scrutiny Committee - Community

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AGENDA FOR EXETER CITY COUNCIL SCRUTINY COMMITTEE - COMMUNITY

The Scrutiny Committee - Community will meet on **TUESDAY 8 NOVEMBER 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 Howard Bassett, Member Services Officer on **Exeter 265107**.

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 6 September 2011.

2

DECLARATION OF INTERESTS

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

It is considered that the Committee would be unlikely to exclude the press and public during consideration of the items on this agenda, but if it should wish to do so, the following resolution should be passed:-

RECOMMENDED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting of the particular item(s) on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs of Part I of 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 (01392 265107) 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.

6 **PERFORMANCE HOUSING DIGEST**

Members are requested to advise the Member Services Officer of any Questions or Issues on the Housing Performance Digest Quarter 1 by 9.00 am on the day of the meeting. The digest can be viewed on the website at

<http://www.exeter.gov.uk/index.aspx?articleid=12572>

The Intranet link is:

<http://intranet/index.aspx?articleid=2615>

7 **MINUTES OF COMMUNITY SAFETY STRATEGY GROUP**

The minutes of Community Safety Strategy Group meetings are circulated after each meeting to Members of this Committee. Members are requested to confirm that they have no queries on the latest set of minutes circulated (those of 14 September 2011).

They are circulated in advance to enable Members to raise, **before** Scrutiny Committee meetings, any issues of concern or interest which they may wish to have discussed at the Scrutiny Committee and, if necessary, referred back to the Crime and Disorder Reduction Partnership for a response. Members are also reminded that they may request individual agencies represented at the CDRP to attend a meeting of this Committee to answer any questions or address any concerns.

REPORTS OF PORTFOLIO HOLDERS

Councillor RM Hannaford (Portfolio Holder for Housing and Community Involvement) and Councillor Sheldon (Portfolio Holder for Environment and Leisure) will present half year reports and take questions.

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To consider the joint report of the Director Community and Environment and Director Corporate Services – *report circulated*

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To consider the joint report of the Director Community and Environment and Director Corporate Services – *report circulated*

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DATE OF NEXT MEETING

The next **Scrutiny Committee - Community** will be held on Tuesday 17 January 2012 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 Mitchell (Chair), Thompson (Deputy Chair), Branston, Choules, Clark, Crow, A Hannaford, Hobden, Morris, Mottram, Newcombe, 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) 265107 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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EXETER CITY COUNCIL
SCRUTINY COMMITTEE - COMMUNITY
8 NOVEMBER 2011

COMMUNITY GRANTS 2011/12

1. PURPOSE OF REPORT

- 1.1 To provide an update on the dispersal of Local Area Community Grants 2011/12.

2. BACKGROUND

Some of the main drivers for this work:

- To support Members in determining and supporting the development of community initiatives in their ward.
- To promote opportunities for residents to become more actively involved in building stronger and more resilient communities across Exeter.

3. COMMUNITY GRANTS

- 3.1 A sum of £27,000, or £1,500 for each ward, has been made available in 2011/12 via ward councillors to support groups to deliver community initiatives or towards small capital - expenditure projects. Groups can apply for a grant of up to £300 from each ward. City wide groups are able to apply across a number of wards to raise larger sums of grant funding to deliver services to a wider section of residents. The grants are intended to encourage and support community led initiatives that encourage volunteering and to provide funding towards resources and initiatives identified by community groups.

- 3.2 The grants were promoted to resident and community groups in the city from June 2011. This was achieved through targeted information to community and resident groups on the city council data base, flyers distributed through Exeter CVS newsletter – which is distributed to all registered groups with ECVS, and through press releases to local media.

Appendix I provides a breakdown of awards made in each ward (correct as of 25 October)

- 3.3 Some wards (Alphington, Priory, Newtown, Pinhoe and St. Thomas) have been active in submitting applications, predominantly because of the number of active groups in the area. In some of these wards, the amount applied for has exceeded the amount available. This situation has been eased by liaising with the relevant County Councillor who has often agreed to support the 'overflow' applications from their Devon County Council Locality Budget. These wards now have small amounts of grant money remaining (Newtown and St Thomas have none) and the councillors have been advised that they may wish to liaise with each other before encouraging more community groups to apply for what is left.
- 3.4 There is considerable disparity between wards with some areas having received more applications than can be funded (Alphington and Priory) and other wards where there are very few applications.
- 3.5 The current grant scheme runs until the end of the financial year (March 2012). Thought could now be given to how this fund might be managed over the remaining months.

4. PROPOSAL

- 4.1 To send targeted publicity to groups in areas where grant funding is still available (this has already started). To advise members of funds still available for their wards. To set a deadline for spending based on remaining ward budgets – suggested date 31st December. After this deadline, all unspent money will be put into a single, central pot and promoted again to all groups across the city to be allocated on the basis of first come, first served regardless of which ward the application comes from. The decision making process would remain the same i.e. councillors where the project would be delivered would be asked to decide if the project should receive funding. This would effectively redistribute the available funds to areas where there is most need and ensure that the grant funding is fully utilised by the end of this financial year.

5. RECOMMENDED

That Scrutiny Committee - Community note progress on the distribution of Community Grants across Exeter.

Bindu Arjoon
Assistant Chief Executive

S:PA/LP/1111SCC13
25.10.11

CHIEF EXECUTIVES'S DEPARTMENT

Date: October 2011

	Applications Received	Declined or withdrawn	Awards Granted	Amount applied for	Amount Awarded	Cash remaining
	<i>Updated manually - as at 24/10/11</i>			Updated as live from spreadsheet		
Alphington	7	2	5	£1,525	£1,245	£255
Cowick	2		1	£495	£195	£1,305
Duryard	2		1	£360	£60	£1,440
Exwick	5		4	£1,333	£1033	£467
Heavitree	5		1	£1,258	£300	£1,200
Mincinglake	5		5	£1,440	£1,300	£200
Newtown	8		8	£1,900	£1,500	£0
Pennsylvania	4		4	£1,095	£1,095	£405
Pinhoe	6		5	£1,596	£1,296	£204
Polsloe	1		1	£300	£100	£1,400
Priory	9	4	4	£1,263	£963	£537
St David's	7		5	£1,510	£910	£590
St James	3		3	£510	£510	£990
St Leonard's	5		5	£913	£913	£587
St Loyes	4		3	£1,108	£900	£600
St Thomas	7		7	£1,845	£1,500	£0
Topsham	3		1	£603	£200	£1,300
Whipton Barton	3		3	£795	£795	£705
Total	86	6	63	£19,849	£14,215	£12,785

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 8 NOVEMBER 2011

REPAIRS POLICY FOR COUNCIL HOUSING

1. PURPOSE OF REPORT

- 1.1 To seek Members' agreement to implement the amended Repair Policy for Council housing which sets out how the repairs service will be provided. A copy of the revised policy and procedures is available in the Members' room and on the website.

2. BACKGROUND

- 2.1 The repairs and maintenance service is absolutely crucial to the Council in its role as a landlord and is the benchmark that tenants use to rate the overall Housing Service. The repairs and maintenance service is the area where tenants have most interactions with the Council and because of this the relationship we have with our customers often depends on the quality of service we provide.
- 2.2 The last review of the repairs policy was undertaken some time ago and it was considered that it no longer reflected the services being provided. The draft policy was considered by the Repairs Partnership Board in July 2011.
- 2.3 The policy has the following main objectives:
- define staff responsibilities.
 - establish service standards.
 - define whether tenants or landlords are responsible for certain repairs.
 - detail how repairs can be reported.
 - provide definitions on timescales and repair response categories.
 - provide a definition of the service.
 - detail how the service will be adapted to meet the needs of vulnerable groups.
 - provide a statement of how Equality and Diversity will be promoted.
 - explain how tenants will be involved in service delivery and monitoring.
- 2.4 The new definition for the repairs service draws in all the different aspects of house maintenance, responsive repairs, major programmed works and cyclical maintenance and the policy establishes the framework in which each one of these will be provided.

3. PROPOSAL

- 3.1 In consultation with stakeholders and to reflect the diverse needs of our tenants discretion will be exercised for certain types of repairs and the way the service is provided to our more vulnerable customers. This will allow officers to authorise repairs that would normally be the tenant's responsibility or to change response periods if the need so dictates.

3.2 A couple of minor alterations to responsibilities for repairs have been made within the new policy:

- tenants will now become responsible for replacing their toilet seats. A brand new one will be provided at the start of every new occupation but after that point it will be down to tenants to replace them if required.
- at present tenants are responsible for interior door furniture, in the future this will now become the Council's responsibility.

4. FINANCIAL IMPLICATIONS

4.1 The repairs service has approved budgets for the financial year 2011/12 of 2.7m for responsive repairs, £714,000 for cyclical maintenance and 5.2m for capital works. It is not anticipated that the revised policy will have any detrimental impact on these budgets.

5. RECOMMENDED:

- 1) That Scrutiny Committee – Community supports the adoption of the amended policy document, *Repairs Policy for Council Housing*

ACTING HEAD OF HOUSING SERVICES

S:PA/LP/ Committee/1111SCC3
20.10.11

COMMUNITY & ENVIRONMENT DIRECTORATE

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

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 8 NOVEMBER 2011

HOUSING RECHARGEABLE REPAIRS POLICIES FOR TENANTED AND VOID PROPERTIES

1. PURPOSE OF REPORT

- 1.1 To seek Members' agreement to implement amended policies for rechargeable repairs for both tenanted and void Council properties. There are two distinct policies that deal with rechargeable repairs in tenanted and void properties but as they are so closely connected this report will deal with them together. The drafts are available in the Members' room and on the website.

2. BACKGROUND

- 2.1 The Council has a legal duty to undertake repairs to its properties and fully accepts that as time passes normal wear and tear will occur. However where a repair is required because of either neglect or damage caused by a tenant, their friends or family the Council reserves the right not to undertake those repairs or to carry them out but to recharge the tenants who caused the damage.
- 2.2 A review of the policies was carried out by the Council's Resident Auditor Team which came up with a number of recommendations. The revisions to the policies are the result of those recommendations.
- 2.3 The policies have the following main objectives:
- define staff responsibilities.
 - define what repairs can be recharged.
 - set how the charges will be calculated.
 - define what evidence is required.
 - to provide guidance on when discretion can be used.
 - provide guidance on how 'significant damage' will be dealt with.

3. PROPOSAL

- 3.1 Some of the more common types of rechargeable repair are:
- Gaining entry and renewing of locks, where keys are lost
 - Replacing glass where the damage is caused by the tenant
 - Replacing damaged fixtures and fittings where the damage is malicious or through neglect
 - Putting right poor DIY projects
 - Replacing floor tiles where carpets are removed.

Where possible tenants pay for damage before the repair is carried out but if this is not practical then a liability form is signed indicating the acceptance of the charge by the tenant. In the cases of void property every attempt is made to visit the property prior to vacation to let tenants know of any rechargeable items.

3.2 The policy on tenanted repairs also deals with significant damage that is caused by accident, this normally refers to property fires where a large amount of damage is caused to the property but it may not be malicious. In these cases the policy indicates that some discretion can be used if the cost of the damage is to be recharged.

4. FINANCIAL IMPLICATIONS

4.1 It is intended that the policies once adopted will provide a lot more guidance on how rechargeable repairs are calculated, the evidence required and the different responsibilities which will maximise the collection of such debts.

5. RECOMMENDED:

- 1) That Scrutiny Committee – Community supports the adoption of the amended policy documents, *Rechargeable Repairs to tenanted properties* and *Rechargeable Repairs to void properties*.

ACTING HEAD OF HOUSING

S:PA/LP/ Committee/1111SCC2
20.10.11

COMMUNITY & ENVIRONMENT DIRECTORATE

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

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 8 NOVEMBER 2011

REPORT INTO IMPACT OF SUPPORTING PEOPLE FUNDING CUTS BY DEVON COUNTY COUNCIL

1. PURPOSE OF THE REPORT

- 1.1 To update Members on the impact of the cuts made to homelessness services by Devon County Council (DCC) as requested at the Community Scrutiny Committee on 6 September 2011.
- 1.2 This report also provides an update on the proposed changes to former Supporting People Service for homelessness services and older persons' services.

2. BACKGROUND

- 2.1 In 2003 the Supporting People programme was created by government as an amalgamation of other funding streams including transitional housing benefit and probation accommodation gateway funding.
- 2.2 This funding was given to upper tier Local Authorities and therefore in Devon it was passed to DCC to hold and administer. The aim of this funding was to provide housing related support to vulnerable groups including older people, people facing homelessness, people with learning disabilities, people with sensory or physical disabilities and people with mental health problems.
- 2.3 In 2010/11 some £19million was given to DCC to administer and as part of this £6.2million was set aside for Homelessness Services.
- 2.4 For 2011/12 Central Government confirmed that the Supporting People Programme grant they provide to upper tier authorities will incur a 12% cut phased over 4 years
- 2.5 Additionally the ring-fence protecting this funding was removed and therefore the decisions on how it is spent are made locally without any central government control. Ministers have made their expectations clear on how they believe the grant should be spent. The following quote is also taken from the DCLG website:

What has the Government done to safeguard Supporting People funding at a local level?

The formula grant system includes safeguards to ensure that no authority suffers a large reduction in funding. There is therefore no reason why any authority should need to impose disproportionate reductions on its spending on Supporting People.

£6.5 billion was allocated to Supporting People for the spending review period, with councils facing a less than 1 per cent average cash reduction per year.

- 2.6 The Joint Commissioning Board (a collection of the 8 Devon districts, DCC and other agencies) who made collective funding decisions was abolished by the county council and

final decisions are now made unilaterally within DCC. In addition to this DCC no longer uses the term 'Supporting People' and now make reference to 'Targeted Support Services'.

- 2.7 The final amount for homelessness services decided by DCC for 2011/12 was £3.5million, down from £6.2 million, a cut of nearly 44%.

3. SPECIFIC CUTS IN EXETER

- 3.1 In Exeter the following services received cuts to their funding;

Accommodation Based Services which were cut completely

- Bridge Project – 14 units of dispersed, high support accommodation for roughsleepers coming straight from the street
- Washington House – 8 units of low support, 'move-on' accommodation from the YMCA
- Esther Community – 8 units of medium support, 'move-on' accommodation from the main high needs hostel.
- 24 Monkswell Road - 4 units of medium support accommodation for single homeless people
- 24 Monks Road & 50 Magdalen Street – Westcountry Housing – 8 units of 'dry' accommodation for homeless people with alcohol problems
- Westcountry 'move-on' flats – 41 dispersed units of accommodation for move on from high support hostels
- Mortimer House – 36 units of medium support accommodation for single homeless people
- Sydney Place – 6 units of young persons medium supported accommodation

Total – 127 bed spaces lost

Accommodation Based Services which were partially cut resulting in the loss of,

- The Grapevine – 3 units of Mother and Baby accommodation
- Exeter YMCA – 7 units of medium support young person accommodation
- Exeter City Council Supported Temporary Accommodation – 6 units of medium support accommodation to homeless families and single people.
- Gabriel House – 10 units of high support accommodation for roughsleepers
- Esther Community – 4 units of high support accommodation for female roughsleepers
- Bethany House – 7 units of high support accommodation for young women
- The Foyer – 12 units of medium support accommodation for young people.

Total - 49 bed spaces lost

Floating Support Services which were cut,

- Gabriel House – 5 units of high support provided to 'move on' accommodation at Mount Pleasant
- Shilhay Meaningful Occupation Project – 40 units of support
- **Oakfields Floating Support – 10 units of support provided to Northgate project**
- **Chapter One Housing – 6 units of support provided to young mothers and babies moving on from Grapevine Project**
- Homemaker Southwest – 97 units of support given to prevent homelessness and sustain tenancies
- **Devon and Cornwall Housing – 12 units of support being delivered to young people**

A proportion of these floating support contracts were delivered to people within specific accommodation services (those in bold) and therefore their cuts resulted in a loss of **28 bed spaces**.

Therefore overall the city lost 204 supported bed spaces.

3.2 There were additional reductions in services outside our area which we used:

- Amber Project in Mid Devon – 22 units of high support accommodation for young offenders

3.3 It is important to note that in some cases these services have continued despite no longer being funded by DCC. Those which received a partial cut have continued to support some unfunded bed spaces using funding from their reserves and made through efficiencies in staffing costs. However these providers have advised that this is not a long term solution and is unlikely to continue into the next financial year.

4. **IMPACT**

4.1 Since April 2011 the number of roughsleepers recorded in the city has fluctuated between 22 and 29 with no apparent trend. From 2008 to that point we had been successful in keeping the numbers below 10.

4.2 Approaches to the Homelessness Services each month have ranged between 108 and 196 over the last 6 months with no apparent trends. This compares with last year at this time where we had a similar level of approaches.

4.3 Whilst we are seeing a similar number of approaches, those approaches are more complex in nature and are coming from more vulnerable people. This is highlighted by the increase in the number of people being placed into temporary accommodation. Since April 2011 we have placed 167 people into temporary accommodation; for the same period last year we accommodated 128. These are the people who would previously have received support through the Supporting People budget.

4.4 The average financial cost to the City Council is £2,500 a year to accommodate a single homeless person and the average time spent in temporary accommodation is at least 18 months there is therefore an additional financial implication to an increase in homelessness. There is also the personal cost of living in temporary housing for the vulnerable people concerned who are already often struggling with a range of complex problems.

4.5 Therefore it would appear at the present time we have not seen a direct increase in overall numbers approaching the service as a result of these reductions in funding. However, we have seen an increase in approaches from vulnerable single people, who were the main beneficiaries of supporting people funding. As this decreases over the coming year we expect more vulnerable people to become homeless.

4.6 The number of 16 and 17 year olds placed into Bed and Breakfast as part of the DCC's duty to those in care has increased since April 2011 however DCC have been unable to provide the exact figure although we suspect it to be greater than 10. Supporting People funding had previously enabled more appropriate supported accommodation to be provided for homeless young people.

4.7 Although the removal of floating support services will not necessarily result in an immediate increase in homelessness there will be consequences for rent arrears and anti-social behaviour which will eventually lead to landlords evicting tenants.

4.8 The reduction of support services is expected to create longer term problems where support is limited for those moving into general needs social housing stock, including City Council homes. If floating support is not available for those moving on from supported housing then it is less likely that social landlords will offer a tenancy and, where they do, less likely that these individuals will maintain their tenancy. A consequence of this will be that supported housing residents move on less and those accommodation services 'silt up', not creating as many vacancies for new residents as previously available. Those who do move on and fail will end up as homeless once more.

5. FUTURE ARRANGEMENTS FOR SUPPORT SERVICES

- 5.1 DCC is proposing a new arrangement for allocating support services for both homeless and older people. These approaches are likely to be trialled from April 2012 and fully implemented by April 2013 and will have significant impact on warden services.
- 5.2 Older persons and homelessness services have traditionally been funded through block contracts which have been issued annually to providers including the City Council in the case of wardens. These contracts have provided a set price for the year and are not subject to change throughout the year. From April 2011 homelessness **spot** contracts have been introduced which 'purchase' a set number of units of support from the provider. These amounts are agreed on a quarter by quarter basis. Older persons' contracts currently remain as block contracts.
- 5.3 For both homelessness and older persons' services, from April 2012 it is proposed that a 'trusted assessor', as DCC defines it, will be contracted to manage the assessment and subsequent referrals to support providers. This assessor will assess anyone in need of support and determine the level of support required. This assessment will then inform the level of funding attached to the individual. Support providers will then be able to 'bid', through a brokerage system (as used for other DCC care services) to provide the support and the person will be able to choose the provider they prefer.
- 5.4 Currently the City Council receives a block payment of approximately £200,000 which funds the call alarm and warden service to tenants who live in our older persons' accommodation. As new tenants move into this accommodation an assessment is carried out to review the level of support required. This can be up to 3 visits (welfare checks) a week from the warden with testing of the call alarm system on a weekly basis. Moving to a spot contract makes the funding of these services uncertain. We have therefore notified DCC that we may no longer be able to provide warden services on their behalf.
- 5.5 The City Council also receives a spot contract for homelessness services worth £112,000 per year to provide supported temporary accommodation. This contract will also potentially be affected by the introduction of a trusted assessor. We will no longer have guaranteed funding to provide these services for the County Council as we will need to 'bid' to support individuals.
- 5.6 We support the principle of moving away from property-based support to an assessed person-based service as it increases efficiency and offer best value for money with a reduced budget. Officers are however concerned that DCC has not yet carried out any consultation with service users. We would of course facilitate any consultation by DCC on their proposals with our tenants and homeless service users so that they can explain their proposals and the impact.
- 5.7 We have also expressed concerns that the additional administrative burden created by the introduction of an organisation (yet to be determined) to carry out an assessment and referral function will use money that will be taken from existing budgets. This will reduce the number of people able to receive the service. DCC has indicated that there will be no increase in funding available for this additional bureaucracy.

- 5.8 Whilst the concept of providing targeted support to those who need it most and fall outside of adult social care is sound, it does potentially present a risk that those residents with low needs will fall outside of the “eligibility criteria” that will be set in order to operate a constrained budget. Officers believe the current services do provide tenants and their families with peace of mind and some security and gives many people the confidence to continue living independently. It is therefore important that any new system can still provide this low level of support rather than excluding these people and focus on those with higher level care needs.
- 5.9 We also consider it important that the trusted assessor works closely with the City Council so we can ensure that support is provided to those most in need. Given the roles we already fulfil in meeting housing need we are best placed to prevent the need for a referral to support services if the person’s actual requirement is to move homes, receive an adaptation to their property, or have help mediating with their landlord to allow them to remain in their accommodation. These options would not necessarily be available to a trusted assessor working in isolation and therefore unnecessary and expensive referrals for support may be made and the limited budget therefore exhausted by a relatively small number of those in need.
- 5.10 It is not clear at this present time whether the respective budgets for homelessness and older persons’ support will remain at their current level, be increased or reduced. It is our view that any further reduction would have considerable impact on the wellbeing on Exeter residents.

6 CONCLUSIONS

- 6.1 We have significant concerns about the likely impacts which the changes to the County Council’s funding for housing related support will have on vulnerable people in the City. These concerns have already been expressed directly to Devon County Council; the Adult Safeguarding Board; senior DCLG officials and to Grant Shapps MP the Housing Minister.

7 RECOMMENDED that

- 1) the Scrutiny Committee Community notes this report and the potential impact of any further reductions in former Supporting People funding and the possible impact of any new arrangements for how targeted support services are allocated and provided..

ACTING HEAD OF HOUSING SERVICES

S:PALP/ Committee/1111SCC4
10.10.11

COMMUNITY & ENVIRONMENT DIRECTORATE

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

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 8 NOVEMBER 2011

PROPOSED CHANGES TO THE GARDEN WASTE SERVICE

1. PURPOSE OF REPORT

- 1.1 This report brings forward proposals for consideration to improve the efficiency and environmental impact of the garden waste collection service.

2. BACKGROUND

- 2.1 Garden waste is banned from the residual waste (black) bins as this waste is sent to landfill and can be a significant fraction of the waste stream, and the biodegradable portion of the waste causes polluting gases. Householders have various options for dealing with the waste from their gardens including home composting, taking it to the Household Waste Recycling Centres or joining the Exeter City Council Garden Waste Collection Service. This is a chargeable service that offers garden waste collection in the following ways:

- 240 or 140 litre wheeled bin with an annual charge of £35;
- compostable brown bio-bags sold ad-hoc from over 20 different retailers throughout the city at £1.00 per bag (this has since changed to 2 outlets).

- 2.2 Both options are available across the whole city and collections are made fortnightly in refuse collection vehicles (RCVs) by two crews with a driver and 1 or 2 loaders. 2175 tonnes of garden waste were collected in 2010/11

- 2.3 Wheeled bin customers are registered with ECC, paying an annual fee from the date they join the scheme. Crews have lists of their addresses, which makes for efficient collections. Conversely, householders using the bio-bags are unregistered - addresses are not recorded at the point of sale, and any householder city-wide can present a bag for collection on the relevant collection day.

3. STRENGTHS AND WEAKNESSES IDENTIFIED WITH THE PRESENT SYSTEM

- 3.1 The garden bin service works well, with around 7,000 customers. Residents have a large container (wheelie bin) in which to put their garden waste, and may supplement this with additional bins or bags if they have larger gardens. The brown bins are easily seen by the crews when presented for collection, and we receive relatively few 'missed bin' complaints.

- 3.2 The bag system operates differently as bags could be purchased from around 20 outlets city wide in quantities to suit the customer (minimum 1 bag). Householders receive a door step service at a minimum cost to them of £1 per collection, and they can use this service throughout the garden waste collection months.

- 3.3 There are a number of weaknesses with the current operational arrangements. The prime weakness is that as customers using bio-bags are not registered, collection crews have to visit every household on every street in the city each fortnight to see if a bag has been left out for collection. Although the majority of bag purchases are in

rolls of 10, householders can purchase a minimum of one bag (£1) and for this they receive a fortnightly service that they may only use once a year. This need to visit every street is a significant waste of resources and has a negative impact on our carbon footprint. During the recent survey of bio-bag users the crews visited approximately 400 streets each fortnight where there were no customers, (See Appendix I).

- 3.4 The running costs of the two vehicles currently used in the service were in excess of £60,000 in the year to 31 July 2011, after allowing for periods when they were used by other services. At this stage, we do not have sufficient data to make an accurate assessment of the potential savings, both financial and environmental, which could arise from streamlining the service but we would expect these to be significant.
- 3.5 Garden waste collections are not currently aligned with refuse and recycling collection days; we know from customer feedback that householders prefer to only have to remember one day each fortnight, and would prefer alignment of collections where practicable.

4. PROPOSALS FOR IMPROVEMENTS TO EFFICIENCY OF SERVICE

- 4.1 To address the weaknesses identified with the current service the following changes are proposed:

- limit outlets for the purchase of bio-bags to the Civic Centre and Oakwood House and register name and address of customers at time of purchase to enable crews to target registered addresses only and avoid wasted street visits;
- Offer different bag sales of – 5, 10, or 20 bags. Stop sales of fewer than 5 bags per customer;
- where practicable, align the garden waste collection day with the refuse and recycling collection day;
- new in-cab technology (Project Streetwise) has been introduced to the Garden Waste Collection Vehicles; this will allow the crews to have detailed daily up to date lists of all properties registered as wheeled bin or bio-bag customers and ensure maximum efficiency is achieved in the use of the crew's time and mileage driven;
- the efficiencies achieved by registering all garden waste customers, and the introduction of the in-cab technology, means that the service potentially could be re-organised and managed by one vehicle with a driver and 2 loaders instead of the current system which uses two vehicles and 5 operatives, giving rise to substantial financial savings (Appendix III). An outline of how the collection routes may be managed by one crew are in Appendix II;
- promote the smaller 140 litre wheeled bin at a reduced cost, (presently the same as the 240 litre bin);
- consider providing a re-usable and robust sack/container for storing presented bio-bags which would protect the bags from damage, and more clearly identify the bags to the collection crew. These may be ordered by phone/on-line and delivered along with a supply of bio-bags.

5. IMPLEMENTATION CONSIDERATIONS

- 5.1 Garden waste is collected each fortnight by two crews covering every road in the city. To estimate the number of existing bio-bag users a survey was undertaken and both crews recorded the number of householders with bio-bags during a 2-week collection

cycle. This survey was repeated twice – giving a total of three collection weeks' records:

The survey shows:

- the maximum number of bio-bag customers was approximately 300 over a collection week and the minimum was 47;
- in the first two recorded survey weeks there were 1076 customers using bio-bags. Of these 144 used the service both weeks, (the third week of records did not allow this analysis because individual addresses were not recorded);
- retailers of the garden bags report that bags are sold in varying quantities with rolls of 10 being commonly bought, but records are not kept.

5.2 The detailed results of this survey are in Appendix IV.

5.3 Changes to the scheme need to be introduced as the growing season draws to a close in Autumn 2011 to be in place from Spring 2012. These changes entail:

- informing retailers selling bio-bags that the scheme is ending (September 2011)
- removing un-sold bags from the retailers October 2011. The withdrawal of bags at this stage would ensure that householders do not stock-up for next year as unregistered users;
- providing leaflets for retailers detailing the two remaining outlets where bags would still be available (Civic and Oakwood House) and that registration would be required;
- enclosing information leaflet about the changes to the scheme with 2012 refuse/recycling collection calendar sent out to every property in Exeter during January 2012, and use the ECC website and the Exeter Citizen to inform residents of changes;
- arranging to refund householders who have previously purchased bio-bags but do not want to register and join the new scheme (1/3/2012 deadline for refunds at Civic and Oakwood House).

5.4 With the agreement of the Portfolio Holder for Environment and Leisure and the chair of Scrutiny Committee Community, the first of the actions has been taken already. Once all customers are registered and the new garden waste season commences we will review rounds and make changes to collection crews (March/April 2012).

6. RISKS IDENTIFIED BY CHANGING THE SERVICE

Service users

6.1 The changes to the service maintain the option of using bio-bags as these are known to be useful for those in terraced houses with no storage for wheeled bins as well as those with small gardens.

6.2 The present system of ad-hoc purchase of any quantity of bio-bags benefits householders who produce a very small amount of garden waste. Within this group there may be those who cannot afford to sign up for the recommended minimum purchase of 5 bags, but they could share a roll with neighbours providing the bags were presented at the registered address.

Operational issues

- 6.3 Re-organisation of the rounds cannot begin until all customers are registered which would be by the start of the new garden waste collection year in March 2012. There is a risk that unexpected numbers of new bio-bag customers may join the scheme and overwhelm the capability of one crew, but numbers for the wheeled bins have remained fairly static over the last few years – between 6000 and 7000. Crew re-organisation is based on a predicted 50% increase in customers entering the scheme via the bio-bag options. Vehicle and crew numbers can be finalised once all customers are registered. Staff can be redeployed within the service so there would be no staffing issues.

Other methods for disposal of garden waste

- 6.4 Home composting remains the most environmentally beneficial option. Exeter City Council would continue to offer cost-price home composters to support this choice, or could potentially use savings made in changing the service to subsidise the cost of compost bins.
- 6.5 With the opening of the new Household Waste and Recycling Centre at Pinbrook Trading Estate, residents now have the choice taking their waste there or to Exton Road Recycling Centre at no cost.

7. FINANCIAL IMPLICATIONS

- 7.1 The potential to manage the garden waste scheme with one vehicle and crew is estimated to make an annual saving of around £57,500. However, it is not clear at this stage whether these full benefits would be realised. Any potential increase in revenue could be used to subsidise this service, used to encourage improved recycling and waste minimisation rates, or used to support other service areas.

8. SUMMARY

- 8.1 There are significant financial gains to be made by changing the service operation so that all garden waste customers are registered to allow for increased efficiency of collection avoid non-productive street visits, and rationalise the resources used.
- 8.2 There is the capacity to use part of the savings generated to subsidise compost bin sales to below cost price, introduce a reduced charge for smaller capacity wheeled bins, promote other initiatives to minimise waste and promote more recycling, or support other council service areas.
- 8.3 The new in-cab technology allows for maximum efficiency in the service as daily updated lists of customers are available to the crew. An added bonus is that there should be less 'missed bag' collections resulting in return journeys, as bio-bag users will now be registered along with the bin customers.
- 8.4 Service users will be affected by the reduction in the number of outlets for purchase of bio-bags, the new minimum requirement to purchase 5 bags, and the requirement to register. However, all the current advantages of using bio-bags will be retained, and customers will be able to have bags posted to them for a small charge.
- 8.5 The prevention of unnecessary journeys by the crew each day will greatly reduce ECC's carbon footprint as well as reducing vehicle running costs.

9. RECOMMENDED

That Scrutiny Committee Community supports the proposed changes to the garden waste service.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

S:PA/LP/ Committee/1111SCC1
20.10.11

COMMUNITY & ENVIRONMENT DIRECTORATE

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

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APPENDIX I

Details of number of streets visited over the 3 week survey (three opportunities for householders to put out garden waste for collection)

Details of the survey are in Appendix IV

Number of streets	
Total in Exeter	1400 (approx)
Streets with brown bins only	538
Streets with bio –bags and brown bins	400
Streets with bio- bags only	64
Streets visited with out any customers	398 (1400 – 1002)

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Estimate of potential registered bio bag and wheeled bin customers and proposed number of collections per day for one vehicle and crew

Garden Waste Collections

Collection Day	Total properties	Registered Brown Bin Users	50% uplift for registered sack customers	Total potential customers	Comments
Monday A	4,511	730	365	1,095	Topsham, St Loyes plus new developments, e.g. RNSD
Monday B	3,616	986	493	1,479	Topsham, St Loyes plus new developments, e.g. RNSD
Tuesday A	5,578	964	482	1,446	St James, Polsloe, Mincinglake, Pennsylvania, Duryard, Pinhoe
Tuesday B	5,329	1,103	552	1,655	St James, Polsloe, Mincinglake, Pennsylvania, Duryard, Pinhoe
Wed A	5,733	236	118	354	St Davids, and part of Polsloe
Wed B	6,333	221	111	332	St Davids, and part of Polsloe
Thursday A	5,339	865	433	1,298	Exwick, Cowick, Alphington
Thursday B	5,140	530	265	795	Exwick, Cowick, Alphington
Friday A	5,129	830	415	1,245	Newtown, St Leonards, Priory, Heavitree, Whipton Barton
Friday B	4,817	523	262	785	Newtown, St Leonards, Priory, Heavitree, Whipton Barton

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Estimated financial impact of proposed changes

	Present service	Proposed service
Costs		
Staffing costs	106,600	70,600
Processing costs	56,100	56,100
Purchase of bags	4,500	<i>2,500</i>
Purchase of bins	9,000	<i>10,000</i>
Fleet costs	61,200	53,100
Support services	49,700	49,700
Capital charges	20,500	10,300
	307,600	252,300
Income		
Bins	231,500	<i>240,000</i>
Bags	16,300	<i>10,000</i>
Recycling credits	90,800	90,800
	338,600	340,800
Net income from service	(31,000)	(88,500)
Annual saving from new proposal		(57,500)
One off costs to advertise new service - estimated		10,000

NB - figures in italics need to be confirmed

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Bio bag collection survey

						Weekly totals
Crew 13						
Schedule 1	Monday	Tuesday	Wednesday	Thursday 24th	Friday 25th	Totals
Survey date Week 1	4th April	5th April	23rd March	March	March	
No. of properties	8	7	16	11	5	47
Survey date Week 2	16th May	17th May	18th May	19th May	20th May	
No. of properties	9	14	6	11	7	47
Survey date Week 3	8th August	9th August	10th August	11th August	12th August	
No. of properties	30	8	24	25	15	102
Schedule 2	Monday 28th	Tuesday 29th	Wednesday	Thursday 31st	Friday	
Survey date Week 1	March	March	30th March	March	1st April	
No. of properties	56	13	12	11	9	101
Survey date Week 2	9th May	10th May	11th May	12th May	13th May	
No. of properties	10	15	4	9	11	49
Survey date Week 3	15th August	2nd August	3rd August	4th August	5th August	
No. of properties	25	32	42	13	20	132
Crew 14						
Schedule 1	Monday	Tuesday	Wednesday	Thursday 24th	Friday 25th	
Survey date Week 1	4th April	22nd March	23rd March	March	March	
No. of properties	69	61	69	50	74	323
Survey date Week 2	16th May	17th May	18th May	19th May	20th May	
No. of properties	67	27	56	29	34	213
Survey date Week 3	8th August	9th August	10th August	11th August	12th August	
No. of properties	40	38	45	23	40	186
Schedule 2	Monday 28th	Tuesday 29th	Wednesday	Thursday 31st	Friday	
Survey date Week 1	March	March	30th March	March	1st April	
No. of properties	82	54	46	54	57	293
Survey date Week 2	9th May	10th May	11th May	12th May	13th May	
No. of properties	63	23	18	31	35	170
Survey date Week 3	15th August	16th August	3rd August	4th August	5th August	
No. of properties	31	43	31	50	25	180

The survey was implemented over three collection weeks during the season to ensure that the results reflected the number of householders using bio-bags as accurately as possible. 2 crews operate covering the entire city - visiting properties on alternate weeks.

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 8 NOVEMBER 2011

RISK MANAGEMENT

1. PURPOSE OF THE REPORT

- 1.1 To advise the Committee of the risks identified that relate to its areas, and of the actions taken and proposed to mitigate the risks concerned

2. BACKGROUND

- 2.1 An annual risk management report is now made to both the Community and the Economy Scrutiny Committees of the risks that relate to their areas

3. RISK REGISTER

- 3.1 The Corporate Risk Management Group and relevant officers consider the hazards that have been identified and, based upon the measures already taken, assess the Impact and Likelihood of their occurrence. The Impact and Likelihood is scored on the basis of 1 (low) to 4 (high), and the resulting total is expressed as either High, Medium or Low.

- 3.2 The latest review resulted in the following changes that relate to this Committee:

5. Legislative/regulatory & legal

- **Taxi restriction** – decreased from Medium to Low risk as the policy is regularly reviewed and surveys have not identified any unmet demands

8. Financial

- **Housing Revenue Account (HRA) review** – New – Medium risk as the Government is removing the HRA from the subsidy system resulting in Exeter's HRA taking on significant debt of approx. £60m. and responsible for: managing the debt; management and maintenance expenditure; and rental and service charge income

8. Financial

- **RAMM levels of environmental control** – decreased from High to Medium risk as the further works undertaken and daily monitoring have reduced the likelihood that the levels of operation will not meet Government requirements

10. Partnership/contractual

- **Connaught in administration** – decreased from Medium to Low risk as a new contract for fitting kitchens and bathrooms to Housing stock is now in place

4. RECOMMENDATIONS

That the Scrutiny Committee – Community:

- 4.1 notes the risks relating to its areas and
- 4.2 undertakes ongoing monitoring to ensure that the risk register remains current, risk assessments are valid and that proposed mitigating actions are achieved by the agreed target dates.

Head of Audit

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

None

CORPORATE SERVICES DIRECTORATE

RiskManagement2011-12SC081111
October 2011

Exeter City Council Corporate Risk Register				Residual Risk (impact x likelihood) & Risk Priority							
Risks & benefits				What has been done to control risks (i.e. countermeasures)				What needs to be done to control risks			
I	L	Tot		I	L	Tot	H M L	Target date(s)	Responsible officer/s	Strat Obj ref	Change

3. Social

3. Social																			
1. Social Housing – Homelessness																			
a) Risks & threats:																			
<ul style="list-style-type: none"> Failure to manage: <ul style="list-style-type: none"> increased demand as a result of economy & welfare reforms single homeless figures & rough sleeping following 45% SP cuts increase in youth homelessness as a result of DCC not fulfilling its obligations Gov't targets to reduce temp accom by 50% & homeless acceptances by 25% 																			
4	4	16		<ul style="list-style-type: none"> Homelessness Strategy/ Prevention Action Plan to reduce numbers accepted as homeless Fast-track Housing Benefits claims, use of DHPs & Homeless Grant Engagement with private sector landlords & expansion of PSL scheme Increased resources for new affordable housing Closer working with neighbouring LAs through DSHG & DHOP Quarterly monitoring via Scrutiny Committee, PRC & P1E returns Increased debt outreach work for potentially homeless families & rent deposit schemes Increased use of HRA land for development In prison housing advice service funded Introduction of STAR lettings for rough sleepers Engage Homemaker for free advice & assistance re: mortgage difficulties 				3	4	12	H	<ul style="list-style-type: none"> Continue to meet Gov't Temp Accom targets Ensure adequate supply of alternative temp accom to replace B&B, either PSLs or supported accom Monitor market conditions to spot signs of trends that may affect the number of households facing homelessness Pursue opportunities on HRA land including provision of additional temporary accommodation Lobby Government for homelessness grant to continue to be paid direct to district councils. Work in partnership with Housing Benefit to target households effected by LHA changes Create multi-agency Street Outreach Team Champion Devon Home Choice to maintain partner involvement. 				<ul style="list-style-type: none"> Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing Sept 11 Ongoing 	Strategic Housing Manager Housing Needs Manager	1 4	⇒
Consequences:																			
<ul style="list-style-type: none"> Gov't sanctions, less homelessness grant legal action by any person owed statutory duty that cannot be met Council General Fund overspend unsustainable 																			
b) Benefits & opportunities:																			
<ul style="list-style-type: none"> Homelessness cases reduced by prevention Increase in CLG grant 																			
2. New Council Housing Building Programme																			
a) Risks & threats																			
3	2	6		<ul style="list-style-type: none"> Full site investigations undertaken Detailed designs agreed 				3	2	6	M	<ul style="list-style-type: none"> CORE group to continue monitoring project plan, budget & risk register 				<ul style="list-style-type: none"> Ongoing 	Head of Housing Services	1 4	⇒

Exeter City Council Corporate Risk Register				Inherent Risk (impact x likelihood)			Residual Risk (impact x likelihood) & Risk Priority							
Risks & benefits				What has been done to control risks (i.e. countermeasures)			What needs to be done to control risks				Target date(s)	Responsible officer/s	Strat Obj ref	Change
I	L	Tot		I	L	Tot	H M L							

<ul style="list-style-type: none"> Overspends or not delivered within Government timescales <p>Consequences:</p> <ul style="list-style-type: none"> impact on capital & revenue general fund hand back HCA grant reputation damaged <p>Benefits/Opportunities:</p> <ul style="list-style-type: none"> Enhanced housing stock & increased business plan income Eco-friendly housing Enhanced reputation for delivering projects New homes reduce temp accommodation 							<ul style="list-style-type: none"> Cost plans established with internal & external QS Procurement strategy agreed for contractor External consultants engaged to manage aspects of the project Detailed project/key tasks plan established Detailed risk plan agreed CORE project group established utilising a range of sections from across the authority Ongoing dialogue with the HCA Knights Place handed over July 2011 					<ul style="list-style-type: none"> On-going dialogue with HCA should problems arise Discussion with planners to ensure successful application(s) Robust procurement & project management of contractor to prevent overspends & delays 		Strategic Housing Manager		
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5. Legislative/regulatory & legal																
<p>3. Taxi restriction</p> <p>a) Risks & threats:</p> <ul style="list-style-type: none"> Retention of quantity restriction policy may be challenged in court <p>Consequences:</p> <ul style="list-style-type: none"> legal action & costs <p>b) Benefits & opportunities:</p> <ul style="list-style-type: none"> De-restriction policy benefits consumers & widen opportunities for licensed Hackney Carriage (HC) drivers to gain plates 				2	4	8	<ul style="list-style-type: none"> Licensing Committee considers all applications for new HC Licences in line with Taxi Policy Taxi policy is reviewed in conjunction with triennial taxi survey (last conducted May 2010, reported September 2010). Policy of interim top-up surveys determined. Top-up survey conducted March 2011 & concluded no significant 	2	2	4	L	<ul style="list-style-type: none"> Should a legal challenge be made it will be considered in the light of current circumstances 	<ul style="list-style-type: none"> Ongoing 	Head of Environmental Health	8	↓

Exeter City Council Corporate Risk Register			Inherent Risk (impact x likelihood)			Residual Risk (impact x likelihood) & Risk Priority								
Risks & benefits			What has been done to control risks (i.e. countermeasures)				What needs to be done to control risks				Target date(s)	Responsible officer/s	Strat Obj ref	Change
I	L	Tot	I	L	Tot	H	M	L						

& enter trade • Increase in wheel-chair accessible taxis • Increased numbers of vehicles lowers fares, copes with peak hours better (e.g. night-time) & reduce risk of unlicensed taxis (re: public safety)			unmet demand • Liaison meetings with the trade carried out • Taxi policy on restriction reviewed & maintained, based upon robust survey data											
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6. Environmental

3. Materials reclamation facility																		
a) Risks & threats: • Potential risk of fire • No sprinkler system Consequences: • fire destroys building • refit cost £6-8 million • transport recycled waste to other MRFs Benefits: • Enables recycling targets to be met & derives income • Enables control of quality of recyclates, commanding higher demand & price																		
4	4	16	• Good housekeeping • Suitable training of staff • Regular maintenance • Dust control • Fire doors • Fire alarm linked to 24/7 control centre • Building & equipment are fully insured. • Surplus recyclables sent to MRFs in S. England (that have capacity to take more if needed) • New closer MRF contracted to take portion of recyclates, thereby spreading risk				3	3	9	M	• Continue maintenance, housekeeping & training. • In the event of serious fire: <u>Short term</u> - all materials to be transported to other MRFs in S England & redeploy the 25 MRF staff within Cleansing services within Cleansing services <u>Medium term</u> - recyclables redirected to proposed new super MRF being built at Newton Abbot in the medium term future				• Ongoing review at Q'ly intervals	Head of Environmtal Health	2 7 8	⇒
4. Air quality management																		
a) Risks & threats: • Exceed air quality standard for nitrogen dioxide caused by traffic																		
2	4	8	• City declared air quality management area • Annual review of air quality undertaken • Air quality monitored on an ongoing basis				2	3	6	M	• Work in strengthening relationship with DCC required in terms of the LTP3 & developing an AQAP progress report incorporating the				• Ongoing work with DCC to minimise NOx levels	Head of Environmtal Health	2 3 5 7	⇒

Exeter City Council Corporate Risk Register				Inherent Risk (impact x likelihood)			Residual Risk (impact x likelihood) & Risk Priority								
Risks & benefits				What has been done to control risks (i.e. countermeasures)				What needs to be done to control risks				Target date(s)	Responsible officer/s	Strat Obj ref	Change
I	L	Tot		I	L	Tot	H M L								

Consequences: <ul style="list-style-type: none"> poor air quality penalties imposed by central government adverse publicity b) Benefits & opportunities: <ul style="list-style-type: none"> Improved air quality Reduces health risks 							<ul style="list-style-type: none"> Production of an air quality action plan ECC has developed with DCC an air quality action plan to reduce nitrogen dioxide levels in the City (an integral part of LTP2) now approved by DEFRA 					measures in the LPT3				
6. Recycling targets a) Risks & threats: <ul style="list-style-type: none"> Not meeting statutory & local recycling targets 2006-2011 Consequences: <ul style="list-style-type: none"> Government financial penalties incurred increased disposal costs loss of credibility as sustainability champion b) Benefits & opportunities: <ul style="list-style-type: none"> Increasing recycling reduces waste going to landfill, increases income & reduces disposal costs Reaffirms Council's environmental commitments 				4	2	8	<ul style="list-style-type: none"> Green waste compost scheme fully operational 'Roll-out' from home recycling to 48,000 households completed Eliminate side & garden waste from 'grey' bin Promote home composting of bio-degradable waste Strong campaign to promote recycling Recycling Plan 2011-16 approved December 2010 Extension of AWC to approx 14,000 properties to assist increase in recycling 	4	1	4	L	<ul style="list-style-type: none"> Implement recycling action plan 20011-16 Increase recycling rate as per the recycling plan Promote waste minimisation & recycling Enforce against waste/recycling offences Periodic reviews of the value of setting up door-step collections of organic waste stream & glass waste stream needed. Potential impact of future EfW plant on recycling needs to be quantified & mitigated 	<ul style="list-style-type: none"> Ongoing Ongoing Ongoing Ongoing 	Head of Environmental Health	7d	⇒
7. Contaminated land Council owned & other land a) Risks & threats: <ul style="list-style-type: none"> Unidentified pollutants 				2	3	6	<ul style="list-style-type: none"> Contaminated land survey Site specific reports Some remedial works 	2	2	4	L	<ul style="list-style-type: none"> Annual review of prioritised sites Planning lists screened to identify sites that may have had previous 	<ul style="list-style-type: none"> Ongoing 	Head of Environmental Health	7b	⇒

Exeter City Council Corporate Risk Register			Inherent Risk (impact x likelihood)			Residual Risk (impact x likelihood) & Risk Priority								
Risks & benefits			What has been done to control risks (i.e. countermeasures)				What needs to be done to control risks				Target date(s)	Responsible officer/s	Strat Obj ref	Change
I	L	Tot	I	L	Tot	H	M	L						

<ul style="list-style-type: none"> Costs of investigation & remedial action <p>Consequences:</p> <ul style="list-style-type: none"> injury to persons, property or health pollution of controlled waters or effects on ecological receptors claims against the Council public perception of the risk of sites blight of land <p>b) Benefits & opportunities:</p> <ul style="list-style-type: none"> Identifying such land enables hazards to be mitigated 						<ul style="list-style-type: none"> undertaken Site specific risk management plans developed for each site Sites identified from historical maps & trade directories Sites prioritised using risk based methods for further investigation Some sites remediated as they come forward in the development control process 					contaminative use & where appropriate apply conditions				
--	--	--	--	--	--	---	--	--	--	--	--	--	--	--	--

8. Financial														
1. RAMM development														
a) Risks & threats:														
<ul style="list-style-type: none"> Ongoing disputes prevent the Council from achieving financial closure & certainty on the project The physical elements of project largely complete & working. No new risks identified in development project. However existing financial risks remain unresolved awaiting detailed negotiations with other parties & allocation 	4	4	16	<ul style="list-style-type: none"> HLF funding achieved Continuous appraisal of costs vs budget undertaken by QS Contingency divided into base build & display components Presence of architect & consultant on site to deal with problems earlier & more quickly & hence mitigate delays & costs Engagement of independent expert to review calculations & work 	4	3	12	H	<ul style="list-style-type: none"> Risk management is a permanent item on the monthly project meeting, & regularly revisited Monitor timetable & costs of preliminary store Review to be undertaken of structural & mechanical design to determine if problems should have been foreseen 	<ul style="list-style-type: none"> Ongoing Ongoing Ongoing 	Head of Leisure & Museums	7	⇒	

Exeter City Council Corporate Risk Register				Inherent Risk (impact x likelihood)			Residual Risk (impact x likelihood) & Risk Priority									
Risks & benefits				What has been done to control risks (i.e. countermeasures)							What needs to be done to control risks		Target date(s)	Responsible officer/s	Strat Obj ref	Change
I	L	Tot		I	L	Tot		H	M	L						

suffer																
<p>13. Recyclates income</p> <p>a) Risks & threats Economic downturn causes:</p> <ul style="list-style-type: none"> instability & drop in recyclates prices disruption in reliability of acceptance by users negative coverage about value of recycling; risk to reputation <p>b) Consequences:</p> <ul style="list-style-type: none"> significant reduction in income (£100K) higher costs for transport & gate fees undermining public will to recycle 				3	3	9	<ul style="list-style-type: none"> Processing recyclates via MRF allows better quality control & greater flexibility to seek markets & achieve the best price Dynamic monitoring of spot market prices for recyclates allows better planning of sales Medium-term contract for waste paper affords protection to market fluctuations for this main recyclates commodity Education & communication programme to reinforce recycling message has to be honed due to decreased resources Recycling plan 2011-16 refreshed 	2	3	6	M	<ul style="list-style-type: none"> Continue existing measures, but in a more targeted way Carry out recycling action plan & review as necessary 	<ul style="list-style-type: none"> 37% recycling 20011/12 	Head of Environmental Health	27	⇒
<p>16. Renaissance grant monies</p> <p>a) Risks & threats:</p> <ul style="list-style-type: none"> Failure to meet terms of reference for the Renaissance scheme <p>Consequences:</p> <ul style="list-style-type: none"> withholding of grant or demand for return of cash 				3	3	9	<ul style="list-style-type: none"> Participated in drawing up terms & contracts Monitored performance to ensure all conditions met Ensured colleagues in other services signed up to assist with delivery ECC chairs Partnership Board All programmes & projects now well underway & achieving expected 	2	2	4	L	<ul style="list-style-type: none"> Manage any clashes between national requirements of funding body, MLA, & internal policies in respect of redundancies, IT, etc. Next review underway now for new funding agreement 	<ul style="list-style-type: none"> Ongoing 	Head of Leisure & Museums Museums Manager		⇒

Exeter City Council Corporate Risk Register				Inherent Risk (impact x likelihood)			Residual Risk (impact x likelihood) & Risk Priority								
Risks & benefits				What has been done to control risks (i.e. countermeasures)				What needs to be done to control risks				Target date(s)	Responsible officer/s	Strat Obj ref	Change
I	L	Tot		I	L	Tot	H M L								

				outcomes												
18. Procurement a) Risks & threats: <ul style="list-style-type: none"> Failure to <ul style="list-style-type: none"> adopt new practices meet e-Procurement objectives meet efficiency savings/targets Consequences: <ul style="list-style-type: none"> financial/procedural inefficiencies mean Best Value not obtained possible challenge to contracting procedures undermine progress on other strategic issues adverse affect on local economy b) Benefits & opportunities: <ul style="list-style-type: none"> Enables service improvements/provision 				3	2	6	<ul style="list-style-type: none"> Best Value Review of Procurement Oct 2004: <ul style="list-style-type: none"> procurement Strategy & action plan revised organisational structure quick wins recommended BV review & procurement strategy agreed by SMT & members November 2004 Corporate processes & contracts introduced to reduce adverse consequences occurring Procurement strategy reviewed Sustainable Procurement & Commissioning Strategy approved Annual report to Councillors with action plan 	2	2	4	L	<ul style="list-style-type: none"> Produce & monitor actions targeted to achieve National Procurement Strategy objectives 	<ul style="list-style-type: none"> Ongoing 	Director Corporate Services Head of Contract & Direct Services	11b	⇒

10. Partnership/contractual																
1. Connaught in administration a) Risks & threats: <ul style="list-style-type: none"> Loss of kitchen & bathroom contractor causes risk to programme Consequences: <ul style="list-style-type: none"> Reputational risk 				4	4	16	<ul style="list-style-type: none"> New contract in place 	2	2	4	L	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	Head of Contracts & Direct Services	3a	⇩

EXETER CITY COUNCIL
SCRUTINY COMMITTEE - COMMUNITY
8 NOVEMBER 2011

**REPORT ON YEAR ONE OF THE NEW LEISURE MANAGEMENT CONTRACT WITH
PARKWOOD LEISURE**

1 PURPOSE OF REPORT

- 1.1 To report on the first year of performance of the New Leisure Management Contract with Parkwood Leisure.

2 BACKGROUND

- 2.1 In 2009 the Council formally tendered for the management of seven leisure facilities.
- 2.2 Following the submission of tenders and evaluation of the price and quality assessment the New Leisure Management Contract was awarded to Parkwood Leisure.
- 2.3 Under the terms of the original submission the Council received a payment from Parkwood Leisure to manage our facilities on our behalf. Members will be aware that the previous Leisure Management Contractor required the council to pay for it to manage the facilities
- 2.4 The New Leisure Management Contract commenced on the 29 September 2010 and included the following sites:
- Clifton Hill Sports Centre
 - Exeter Arena
 - Northbrook Approach Golf Course
 - Northbrook Swimming Pool
 - Pyramids Swimming and Leisure Centre
 - Riverside Leisure Centre
 - Wonford Sports Centre
- 2.5 On the 1 December 2010 the Isca Bowls and Bridge Centre was included within the Leisure Management Contract and Parkwood Leisure agreed to pay the Council an additional amount to manage the facility on our behalf thereby further increasing the annual management fee..
- 2.6 In addition to the management fee paid to the Council, Parkwood Leisure also pay profit share and are exempt from NNDR providing additional savings to the Council.
- 2.7 The Council have undertaken a shared responsibility with the Contractor for maintenance responsibilities.
- 2.8 The Council has undertaken a shared risk with energy costs.

3. CONTRACT REVIEW FOR THE FIRST YEAR

Initial issues for Parkwood

- 3.1 At the commencement of the contract Parkwood Leisure had a number of issues that had been inherited from the previous contract.
- (i) The TUPE list provided by the previous contractor had been incomplete, this resulted in excess staff transferring which had not been accounted for in the bid. Parkwood Leisure absorbed these extra staff within their contract and found appropriate employment opportunities for all of them.
 - (ii) Dilapidations works had not been completed by the previous contractor resulting in higher than anticipated repair costs at the beginning of the contract. The previous contractor was subject to a fixed maintenance financial limit and therefore was except from any liability.
 - (iii) Dilapidations works by the previous tenants of Riverside Leisure Centre, were not completed. A dilapidation claim has been submitted against them through the Council's Legal Section. In the meantime both the Council and Parkwood Leisure are financing essential repair works.

Specific Issues previously raised in relation to the current contract:

Lockers

Issue

- 3.2 There are concerns to the number of lockers out of use at the Riverside Leisure Centre. This has previously been addressed with Parkwood Leisure as the contract specifies that no more than 10% of lockers within the centre should be out of action at any one time.
- 3.3 Lockers in wet areas are always an issue due to their mechanical operation. Water in the locks causes rusting and eventual seizing of the lock, once this has happened the only way to enter the locker is to force entry resulting in the need to replace the lock at a cost in the region of £70 unit.

Resolution

- 3.4 Parkwood are looking to replace all the locks in the health suite with manufacturer specific hasp and clasp locks, this area is used primarily by members only and padlocks will be provided for the lockers or members can provide their own, this is common practice in private health suites.
- 3.5 An order has additionally been placed for replacement locks for the village change area and is expected imminently.

Parking at Riverside Leisure Centre

Issue

- 3.6 Concerns have been raised to parking facilities in the retail car park at the Riverside Leisure Centre on completion of the new Marks and Spencers outlet on the retail park.

Resolution

- 3.7 The Riverside Leisure Centre car park to the rear of the facility can accommodate 76 vehicles; during off peak sessions this car park is sufficient to accommodate most of the centres customers.
- 3.8 During peak times additional parking is required and under the terms of the retail park lease customers of the Leisure Centre are permitted to use the retail park car park as long as they adhere to the rules of the car parks management, this is a maximum parking limit of one hour forty five minutes. We will however be monitoring the situation and if problems do occur we will discuss with Parkwood the option of issuing permits

On-Line Bookings

Issue

- 3.9 Concerns have been raised that the facilities on-line booking system provides too much priority to customers who are computer literate and therefore discriminates against elderly customers.

Resolution

- 3.10 The contractor is contractually required to provide an on-line booking system for customers of the leisure facilities. Users without computer access can still book up to a week in advance which mitigates any issues for them.

Legionella

Issue

- 3.11 During routine water biological testing at Exeter Arena, legionella was detected in showerheads within the changing rooms. As a precaution the changing rooms were closed whilst the showers were flushed and cleaned, then retested.
- 3.12 Unfortunately this did not eradicate the problem and further investigation was undertaken to resolve the issue.

Resolution

- 3.13 It was identified that the mixer unit for all of the showers at the Arena totalling 30 was in the plant room and at furthest point had a 25 metre run before it reached the shower heads. Current legislation states that the mixer unit should be as close to the shower heads as possible and ideally no more than 4 metres.
- 3.14 Parkwood undertook the replacement of the pipework and mixer units to meet this requirement. This unforeseen work did result in the closure of the changing room showers for a longer than anticipated period.

Closure of the Pyramids Swimming Centre Due to Green Water

Issue

- 3.15 In September 2011 the main pool at the Pyramids Swimming Centre turned a light green colour. As a precaution the pool was closed whilst appropriate action was taken to identify the cause and rectify the problem.

- 3.16 A report from the Technical Manager from Parkwood Leisure has been received but despite extensive investigations no cause of the problem was identified.

Contract Performance

- 3.17 At the time of writing this report the contract had just concluded its first twelve month period that is the 29 September 2010 – 28 September 2011. Therefore complete end of year information is not currently available.
- 3.18 The contract is monitored by a number of methods and these combined ensure that we can establish a good working partnership with Parkwood Leisure and these good working relationship will enable the contract to develop and incorporate additional benefits to the customers.

The key methods of monitoring include.

- (i) Formal Monthly Client and Contractor Meetings.
- (ii) Regular informal meetings to review issues.
- (iii) Tours of facilities.
- (iv) Provision of Key Performance Indicators (KPI) as outlined within the contract, these include:

Weekly

- Pool Water Tests Results
- Environmental Monitoring Information

Monthly

- Customer Comments
- Customer Attendances
- Accident/Incidents
- Utility Usage
- Bacteriological Water Analysis

Annual

Throughout the year Parkwood provide a fully comprehensive list of information for the Council as required in the contract.

- 3.19 In addition to these, in the coming year mechanisms will be put in place for sports clubs using the facilities to feed back directly to the Council. At the time of writing this report a number of KPIs were not available in a completed annual format for the first year of operation. It will be not be possible to make comparisons between this data and information we hold on the previous contract so trends will only start to become visible in year 2 of the contract. Once data for the first year is availability it will be put on the intranet for Members to view and raise any questions.

Contract Benefits

- 3.20 The success of the initial working partnership has enabled the Council to incorporate Club Mark into the Leisure Management Contract.
- 3.21 Club Mark is a National Accreditation that can be obtained by clubs and organisations, it ensures that accredited clubs are fully audited by an independent organisation and ensures that issues such as child protection are addressed by the club. It also provides avenues for funding and training for coaches and helps to assist in the overall development of the club.

3.22 With the agreement of Parkwood Leisure any club achieving the accreditation will receive a 10% discount off their training venue charges to encourage participation in the scheme; we are the only authority in Devon offering this to our clubs.

4 PROPOSAL

4.1 Whilst there have been some issues this is only to be expected with a change of contractor. Given the scale of the contract the first year of the contract has been largely successful. A number of the issues need to be resolved and further work undertaken to build a sustainable working relation between the Council and Parkwood Leisure.

5 RECOMMENDED:

5.1 That the Scrutiny Committee – Community note the content of this report and a further report be presented in a year's time to enable meaningful performance comparisons to be made

HEAD OF CONTRACTS AND DIRECT SERVICES

S:LP/Committee/1111SCC12
20.10.11

COMMUNITY & ENVIRONMENT DIRECTORATE

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

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 08 NOVEMBER 2011

HALF YEAR RESULTS OF PERFORMANCE MONITORING 2011/12

1. PURPOSE OF REPORT

- 1.1. To report the half year figures for those statutory and local performance indicators that relate to services provided by the Community and Environment Directorate.

2. BACKGROUND

- 2.1. Performance indicators are used to measure progress against the Council's strategic objectives. Regular monitoring ensures that the Council is on track to meet its targets. It also assures that remedial action is taken where necessary.
- 2.2. Local indicators are chosen by the Council to reflect specific priorities and to provide useful management information. National Indicators are prescribed by the Government. In October 2007, the Government published a set of 198 National Indicators which replaced all previous indicators. The majority of these apply to single tier/county councils. Currently the future of the National Indicator Set is uncertain, with many likely to be deleted.
- 2.3. Members play an important role in reviewing performance and ensuring data quality. The attached tables contain figures for those national and local indicators that relate to services supplied by the Community and Environment Directorate. Commentary is provided on the results to give context and to explain any variance from targets and any remedial action taken.

3. PERFORMANCE OVERVIEW

- 3.1 Of the 20 indicators collected by the Community and Environment Directorate, 4 are below their half year target, 4 are on target, 7 are above target and information is awaited on 5 due to staff being on leave. 6 of these indicators have performed worse in the half year 2011/12 compared with the half year 2010/11. 9 indicators have improved.

4. RECOMMENDATION

- 4.1. That Members consider the report and identify where further information is needed on any indicators.

HEAD OF POLICY UNIT

S:PA/LP/Cttee/1111SCC9
20.10.11

CHIEF EXECUTIVE'S DEPARTMENT

Local Government (Access to Information) Act 1985 (as amended).
Background papers used in compiling the report:
None

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Performance Summary Half Year 2011/12

How to interpret the performance report

Performance is shown as a comparison to the half year target. A tolerance is set for each indicator, allowing performance to be shown as on target even if it is below target by 10 percent.

The following symbols are used.

- ★ The green star shows that performance is better than target
- The blue circle shows that performance is on target, within the tolerance
- ▲ The red triangle warns that performance is below target by more than 10%

- ✓ The green tick indicates that the half year figure for 2011/12 is better than the half year figure for 2010/11
- ✗ The red cross indicates that the half year figure for 2011/12 is worse than the half year figure for 2010/11
- ? The question mark indicates we are awaiting information

Performance Summary	★	●	▲	?	✓	✗	?
Community & Environment	7	4	4	5	9	6	5







Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
NI 155 Number of affordable homes delivered (gross)	Housing	146	90	25	115	50	★	✓	100	

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SO1: Ensure that there are enough well-designed, well-maintained and affordable homes in the city										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
NI155 Number of affordable homes delivered (gross)	Housing	146	90	25	115	50	★	✓	100	
NI156 Number of households living in temporary accommodation	Housing	150	139	143	143	165	★	✓	150	
NI158 % non-decent council homes	Housing	10.25	9.31	?	?	4.5	?	?	4.5	Awaiting info
LPI HO12 Total number of homes delivered via enabling	Housing	284	73	52	125	92	★	✗	185	
SO2: Enhance and protect the environment, reducing the causes & minimising the impact of climate change										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
NI191 Residual household waste per household (kg)	Environmental Health	455.76	112.71	110	222.71	237.5	★	✓	475	Estimate - awaiting info from DCC
NI192 Percentage of household waste sent for reuse, recycling and composting	Environmental Health	35.1	36.9	36	36	37	●	✗	37	Estimate - awaiting info from DCC
BV063 Average SAP (Energy Efficiency) rating of the council's dwellings	Housing	69.44	69.44	?	?	69.95	?	?	71.5	Awaiting info
SO3: Further improve the character of the city and facilities for culture & leisure										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
BV170a Visits to / usage of museums per 1000 population	Leisure and Museums	3609.21	2283.36	?	?	4531.14	?	?	5303.03	Awaiting info - due w/b17/10
BV170b No. visits to museums in person per 1000 population	Leisure and Museums	44.73	9.92	?	?	10.94	?	?	471.38	Awaiting info - due w/b17/10
BV170c No. pupils visiting museums & galleries in organised school groups	Leisure and Museums	17850	2951	?	?	2200	?	?	2500	Awaiting info - due w/b17/10

SO4: Maximise the potential of all our citizens by tackling social disadvantage and deprivation										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
LPI HO1 Homelessness acceptances as a % of new approaches to housing advice	Housing	6.37	5.76	4.65	5.18	10	★	✓	10	
LPI HO13 Total number of homelessness preventions	Housing	495	184	157	341	250	★	✓	500	
SO7: Use resources effectively & provide high performing, value for money services that focus on customer needs										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
BV212.05 Average time to re-let local authority housing (in days)	Housing	20.46	26.23	23.82	24.81	21	▲	✗	21	Average re-let times are improving (they have dropped approx. 1.5 days since Q1). We are still over target however. This is mainly due to properties being handed back late and extensions being granted to void works by our contractors. A new process is being trialled by the Repairs Team where the contractor provides a specification for void work which is cross-checked by a Technical Officer. This should cut down on the need for extensions and late handovers
LPI HO5 % of responsive repairs completed within target timescales	Housing	94.11	93.1	97.3	96.05	98	●	✗	98	
LPI HO7 Arrears as a % of debit	Housing	0.9	1.51	1.4	1.4	1.2	▲	✓	1.1	Although technically over target, owing to the rent payment cycle (specifically the timing of the rent-free weeks) we are actually on course to meet the annual target at the end of the year. The figure is less than the corresponding figure last year.
LPI HO8 Service charge arrears as a % of the total service charge income	Housing	10.82	9.79	9.79	9.79	10	★	✓	10	
LPI HO14 % Homechoice refusals as a proportion of all offers	Housing	27.55	4.55	6.45	6.45	5	▲	✓	5	This PI is marginally over target. This is largely due to an increase in the number of hard-to-let sheltered properties. Lettings in all sheltered properties were three times higher than last quarter.
LPI HO15 Number of outstanding gas services at period end	Housing	1	3	11	11	0	▲	✗	0	All eleven outstanding gas services have been referred for legal action according to our access policy and tenancy agreement (we have been unable to gain access to these properties).

SO8: Promote an extremely positive image & reputation & ensure high levels of customer satisfaction										
Performance Indicator	Service	Year End 10/11	Actual Q1 11/12	Actual Q2 11/12	Half Year 11/12	Target Half Year 11/12	Performance Half Year 11/12	Compared to Half Year 10/11	Target Year End 11/12	Commentary
LPI CD9 % of tenants satisfied with the way housing programme works were organised by the council	Contracts & Direct Services	95	89	92	92	99			99	This last quarter includes responses from two contractors that tenants had issues with due to lack of communication. These contractors are no longer working on the kitchen/bathroom and the gas central heating programmes.
LPI CD10 % of tenants provided with the min of 2 wks notice of planned maintenance on their homes	Contracts & Direct Services	95	95	97	97	100			100	

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**EXETER CITY COUNCIL
SCRUTINY COMMITTEE - COMMUNITY
8 NOVEMBER 2011**

**HOUSING REVENUE ACCOUNT
STEWARDSHIP TO SEPTEMBER 2011**

1. PURPOSE OF REPORT

To advise Members of any major differences, by management unit, between the original budget and the outturn forecast for the six months of the financial year up to 30 September 2011 in respect of the Housing Revenue Account.

2. STEWARDSHIP TO 30 SEPTEMBER 2011

2.1 During this period the total budget variances indicate that there will be a net surplus of £154,130 which will be transferred to the HRA working balance at 31 March 2012. This represents a reduction of £345,260 compared to the budgeted reduction to the working balance of £499,390. It is estimated that the working balance will stand at £3,570,681 at 31 March 2012.

2.2 The main variations by management unit are detailed below:

	£
2011-2012 ESTIMATED TRANSFER FROM THE WORKING BALANCE	499,390
85A1 MANAGEMENT	(280,980)
<p>Savings have been made in respect salary costs which include staff vacancies and a nil pay award for 2011-12. These savings have been off set by additional agency staff to cover both maternity leave and long term sickness.</p> <p>There are savings of £200,000 in respect of the new cleaning contract and additional savings in respect of travel expenses and the support service recharge for C and E Administration.</p> <p>There is a reduction in the Supporting People funding from Devon County Council, and there are some additional costs in respect of the transfer of tenants to temporary accommodation to enable repairs to be completed for fire and water damage.</p>	
85A3 SUNDRY LANDS MAINTENANCE	(5,000)
<p>There is an estimated reduction in expenditure for initial cultivations</p>	
85A4 REPAIRS FUND CONTRIBUTION	140,000
<p>An additional £40,000 is required in order to carry out necessary Legionella testing work and £100,000 for work on void properties.</p>	

85A8 RENTS (73,000)

It is forecast that additional rent from council dwellings of £60,000 will be collected during the financial year. This is due to a combination of factors, which include; a reduction in the number of council properties sold under the Right-to-Buy scheme and loft conversions and property extensions have resulted in certain dwellings attracting a higher rental income.

Upon a change of tenancy, the opportunity is also taken to amend the rent charged to Government guideline rent levels, which will help to accelerate rent convergence with other public sector housing bodies. This has also contributed to the higher than budgeted level of rent collected.

A further £13,000 additional income is expected to be received in respect of garages

85B1 GOVERNMENT SUBSIDY 12,850

The subsidy payment we make to government has been increased for 2011/12

85B2 INTEREST 52,000

It is estimated that there will be a reduction in income from investment interest due to lower than budgeted interest rates.

2011-2012 SECOND QUARTER FORECAST DECREASE TO THE WORKING BALANCE 345,260

3. RECOMMENDED

That the Scrutiny Committee – Community note the content of this report

DIRECTOR CORPORATE SERVICES
DIRECTOR COMMUNITY AND ENVIRONMENT

S:LP/Committee/1111SCC8
20.10.11

CORPORATE SERVICES DIRECTORATE
COMMUNITY AND ENVIRONMENT DIRECTORATE

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

None

**SCRUTINY COMMITTEE - HOUSING REVENUE ACCOUNT STEWARDSHIP
2011-2012**

Appendix I

APRIL 11 TO SEPTEMBER 11

Code	Approved Annual Budget	Current Outturn Forecast	Variance To Budget
	£	£	£
85A1 Management	2,865,390	2,584,410	(280,980)
85A3 Sundry Lands Maintenance	266,190	261,190	(5,000)
85A4 Repairs Fund Contribution	9,324,720	9,464,720	140,000
85A6 Capital Charges	0	0	0
85A8 Rents	(16,117,210)	(16,190,210)	(73,000)
85B1 Government Subsidy	4,284,210	4,297,060	12,850
85B2 Interest	(123,910)	(71,910)	52,000
85B4 Variance in Working Balance	(499,390)	(345,260)	154,130
Net Expenditure	0	0	0
85B5 Council Own Build	0	0	0
Working Balance	£ 3,915,941	£ 3,570,681	
	<u>1 April 2011</u>	<u>31 March 2012</u>	

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 8 NOVEMBER 2011

COMMUNITY SERVICES STEWARDSHIP TO 30 SEPTEMBER 2011

1. PURPOSE OF REPORT

- 1.1 This report advises Members of any material differences by management unit to the revised budget.

2. STEWARDSHIP TO 30 SEPTEMBER 2011

- 2.1 The current forecast suggests that net expenditure for this committee will decrease from the revised estimate by a total of £228,550 after transfers to and from reserves, which represents a variation of 2.1% from the revised estimate.

- 2.2 The main variations by management unit are detailed below:

2011-12 REVISED ESTIMATE	£ 10,929,770
---------------------------------	-----------------

81A1 ENVIRONMENTAL PROTECTION	(52,370)
--------------------------------------	----------

There will be a saving on staff costs as a result of a vacancy which will not be filled, and two casual vacancies which have now been filled.

81A2 CLEANSING SERVICES (see separate operational accounts)	143,000
---	---------

Fleet costs in both the domestic and trade refuse collection services are expected to exceed the estimates mainly due to the increased price of diesel, the additional mileage to Greendale waste transfer station, and the costs of maintaining the fleet.

Waste disposal costs for the trade refuse service are expected to exceed the estimates. This is partially offset by increased income from trade refuse customers and the sale of recyclates collected by the trade recycling service.

These increased costs are further offset by net income from the garden waste collection service in excess of the estimates, and reduced electricity costs in public toilets.

81A3 LICENSING, FOOD, HEALTH & SAFETY (13,740)

A refund has been received in respect of a software package relating to earlier years leading to an underspend.

Following several successful prosecutions by the Commercial Team, the costs incurred in bringing about the prosecutions have been awarded to the authority by the courts.

The net cost of taxi licensing will be funded by a transfer from the earmarked reserve.

81A4 PUBLIC SAFETY 5,250

The restructure of this unit, following the necessary period of notice and consultation, was implemented later than expected when preparing the estimates, leading to an overspend in respect of pay in the unit.

Income from the Supporting People subsidy is expected to be less than included in the estimates, while income from the Home Call Alarm service is expected to exceed the estimates.

A partial refund of service charges paid for the Control Room in 2010/11 is expected to result in a saving.

ACTION POINTS: Staffing is now at the level anticipated in the estimates so no further action is required. The estimates for the Supporting People subsidy and Home Call Alarm income will be reviewed in the 2012/13 estimates.

81A6 GROUNDS MAINTENANCE 16,000
(see separate operational accounts)

Works required to maintain the Flowerpot Skate Park are expected to lead to an overspend.

Water costs in the allotments are expected to exceed the estimates as a result of the dry weather conditions experienced. In addition, the cost of emptying toilets in the allotments is expected to exceed the estimates as a result of increased use.

The planned deletion of a post in the Countryside service was not implemented until later than expected when preparing the estimates, leading to increased pay costs.

Arboricultural costs are expected to exceed the estimates, but this is offset by savings in other operational services as a result of the weather conditions experienced this year.

Expenditure on dealing with illegal campers is expected to be less than estimated.

These additional costs are partially offset by reduced recharges from the Community & Environment Administration and Leisure Management services.

ACTION POINTS :

- Staffing in the Countryside service is now at the level anticipated in the estimates so no further adjustment is required.
- A capital bid has been made to replace the Skate Park and one of the paddling pools

81A7 MUSEUMS SERVICE (59,190)

There will be a saving on staff costs as a result of the restructuring of the service agreed by Executive in January 2011. The grades established for a number of posts by the Job Evaluation exercise are lower than the budgeted grades, but in some cases pay protection will apply.

These savings will be partially offset by the agreed extension in the contract of the Head of Museums to the end of March 2012, increased overtime costs due to vacant posts, and anticipated expenditure on additional temporary staff when the museum re-opens.

Reduced recharges from the Community & Environment Administration service will arise due to vacancies in that service.

81A8 SPORTS AND LEISURE FACILITIES 41,000

Several unexpected contractual liabilities have arisen increasing the cost of this service. In particular, the government's withdrawal of the carbon reduction rebate and increased utility prices will lead to a reduction in the income from Parkwood. In addition, the cost of some equipment and essential electrical work has been incurred.

81B1 LEISURE SERVICES MANAGEMENT 0

All staffing and other costs in this unit have now been transferred to the Sports and Leisure Facilities and Grounds Maintenance units. These salaries and the resulting reduction in recharges from this unit to those services have been reflected in their respective outturn forecasts.

81B2 BEREAVEMENT SERVICES (23,630)

Income from interments is expected to exceed the estimates, although this is partially offset by a reduction in income from headstone fees.

In addition, savings have arisen on staffing costs, and increased recycling has led to savings on the hire of skips

81B3 PROPERTIES (2,700)

Additional rental income is anticipated.

81B5	SPORTS & PLAY DEVELOPMENT	(11,830)
	<p>This service ceased with effect from 1st August 2011.</p> <p>Savings have been made on pay, transport and support service costs. However additional expenditure on supplies and services will partially offset these savings.</p>	
81B6	RECYCLING (see separate operational accounts)	(300,000)
	<p>Income from the sale of recyclates continues to exceed the estimates and the cost of freight remains 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.</p>	
81B9	ADMINISTRATION SERVICE	0
	<p>There will be a saving on staff costs as a result of a vacancy which will not be filled. This is reflected in the outturn forecasts of the units which use the service.</p>	
81C2	ADVISORY SERVICES	109,600
	<p>A number of Private Sector Leaseholders will not be renewing their leases this year as due to the economic climate they need to live in the properties themselves. Under the terms of the lease ECC have an obligation to make repairs to the properties before handing them back and these costs are expected to reach £16,000 by the end of the year.</p> <p>There has been a high level of turnover on the units at Shauls Court as we have been able to house people more quickly; this has resulted in the costs of repairing and cleaning the vacated units being significantly higher than budgeted.</p> <p>At Glencoe there has been a large amount of water penetration into one of the larger rooms caused by damaged roof tiles. This has created significant damage requiring major works to rectify and a reduction in income due to the room having to remain vacant during this time.</p> <p>The Homelessness Grant from central government was increased allowing £44,000 of additional funding to be used to prevent homelessness.</p> <p>At the point of budget setting we expected to receive the full contract value of ECC's Supporting People contract with Devon County Council to provide supported temporary accommodation to homeless families. However, following budgetary reductions made by the County Council we have been advised that we will only receive 75% of this contract value for 2011/12. We have chosen to continue providing the same level of support to these families so they are not disadvantaged, however if further cuts are made for 2012/13 we will have to reconsider our position.</p>	

81C3 STRATEGIC HOUSING & ENABLING (5,000)

A saving is forecast within the salary budgets due to a combination of vacant posts during the first six months of the year and the forthcoming team restructure. The overall savings have been partially offset by redundancy costs.

81C4 PRIVATE SECTOR HOUSING (53,590)

Savings have arisen as a result of the termination of the contract for the Pan-Devon Home Improvement Agency. Further savings have arisen as a result of changes to staffing in the unit.

These savings are partially offset by an anticipated reduction in income from licences for Houses in Multiple Occupation (HMO) compared with the estimates, as some HMO landlords seek to leave this particular sector of the rental market.

81C5 SUNDRY LANDS MAINTENANCE 0

There are no material variances to report.

81C6 CONTRACTS AND DIRECT SERVICES 0

The costs of this unit are fully recharged to its clients, and there is therefore no direct impact on this committee. However, it has been necessary to employ additional staffing resources to cover increased workloads in some areas which will be recharged as appropriate.

81C7 DIRECTOR – COMMUNITY & ENVIRONMENT 0

There are no material variances to report.

2011-12 EXPECTED FINAL OUTTURN 10,722,570

EXPECTED VARIANCE ON TRANSFERS TO / (FROM) RESERVES (21,350)

EXPECTED TOTAL NET EXPENDITURE 10,701,220

3. RECOMMENDED

That Scrutiny Committee – Community note this report.

**DIRECTOR OF COMMUNITY
AND ENVIRONMENT**

S:PA/LP/Committee/1111SCC15
28 October 2011

HEAD OF TREASURY SERVICES

**COMMUNITY AND ENVIRONMENT DIRECTORATE
CORPORATE SERVICES DIRECTORATE**

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

None

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BUDGET PER BUDGET BOOK	SUPPLEMENTARY BUDGETS AND VIREMENTS	NOTIONAL CHARGES***	REVISED BUDGET	MU CODE	MANAGEMENT UNIT (MU) DESCRIPTION	OUTTURN	OUTTURN VARIANCE
£	£	£	£			£	£
559,750	(1,540)	35,960	522,250	81A1	ENVIRONMENTAL PROTECTION	469,880	(52,370)
3,863,760	(27,750)	612,790	3,223,220	81A2	CLEANSING SERVICES	3,366,220	143,000
360,040	0	14,170	345,870	81A3	LICENSING, FOOD, HEALTH & SAFETY	332,130	(13,740)
798,820	20,800	122,650	696,970	81A4	PUBLIC SAFETY	702,220	5,250
2,007,860	14,710	299,950	1,722,620	81A6	GROUND MAINTENANCE	1,738,620	16,000
2,256,740	9,100	255,920	2,009,920	81A7	MUSEUMS SERVICE	1,950,730	(59,190)
511,100	2,810	389,940	123,970	81A8	LEISURE FACILITIES	164,970	41,000
2,810	(2,810)	0	0	81A9	NON-CONTRACTED SPORTS FACILITES - MERGED WITH 81A8	0	0
0		2,450	(2,450)	81B1	LEISURE SERVICES MANAGEMENT	(2,450)	0
305,200	0	23,690	281,510	81B2	BEREAVEMENT SERVICES	257,880	(23,630)
27,890	0	4,330	23,560	81B3	PROPERTIES	20,860	(2,700)
78,500	0	10	78,490	81B5	SPORTS & PLAY DEVELOPMENT	66,660	(11,830)
481,740	(5,220)	179,330	297,190	81B6	RECYCLING	(2,810)	(300,000)
0		3,610	(3,610)	81B9	ADMINISTRATION SERVICE	(3,610)	0
971,120		15,470	955,650	81C2	ADVISORY SERVICES	1,065,250	109,600
268,700		4,450	264,250	81C3	STRATEGIC HOUSING & ENABLING	259,250	(5,000)
351,060		8,080	342,980	81C4	PRIVATE SECTOR HOUSING	289,390	(53,590)
77,960		0	77,960	81C5	SUNDRY LANDS MAINTENANCE	77,960	0
0		27,820	(27,820)	81C6	CONTRACT & BUILDING SERVICES	(27,820)	0
0		2,760	(2,760)	81C7	DIRECTOR COMMUNITY& ENVIRONMENT	(2,760)	0
12,923,050	10,100	2,003,380	10,929,770		NET EXPENDITURE	10,722,570	(207,200)

*** Includes:
 Capital Charges
 IAS 19 Pension Costs

VARIANCES ON TRANSFERS TO / (FROM) EARMARKED RESERVES	
- 81A3	(21,350)
OUTTURN AFTER ADJUSTING FOR MOVEMENTS ON RESERVES ETC	10,701,220
REVISED BUDGETS	10,929,770
ADJUSTED OUTTURN VARIANCE	(228,550)

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