



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 6 NOVEMBER 2012**, 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 **APOLOGIES**

To receive apologies for absence from Committee members.

2 **MINUTES**

To sign the minutes of the meeting held on 4 September 2012.

3 **DECLARATION OF INTERESTS**

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

Office of Corporate Manager Democratic & Civic Support

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4 **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:-

RESOLVED 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.

5 **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 Corporate Manager Democratic and Civic Support 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>

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

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

7 **EXETER CITIZENS ADVICE BUREAU**

To welcome Steve Barriball, Chief Executive of Exeter CAB. Presentation on work and future challenges.

<u>MATTER FOR CONSIDERATION BY EXECUTIVE</u>

8 **WELFARE REFORM**

To consider the report of the Assistant Director Housing and Contracts and Assistant Director Business Transformation - *report circulated*.

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9 **CCTV CONTROL ROOM**

To welcome Roger Crane, Control Centre Manager.

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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. 29 - 44

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PARKWOOD LEISURE MANAGEMENT CONTRACT

Minutes of the meeting of the Parkwood Leisure Services Working Group of 25 September 2012 attached. 45 - 48

MATTERS FOR CONSIDERATION BY THE EXECUTIVE

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TENANCY STRATEGY AND TENANCY POLICY

To consider the report of the Assistant Director Housing and Contracts - *report circulated.* 49 - 72

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PROPOSAL TO DE-ACCESSION ITEMS FROM RAMM'S COLLECTION

To consider the report of the Assistant Director Economy - *report circulated.* 73 - 84

MATTER FOR CONSIDERATION BY SCRUTINY COMMITTEE - COMMUNITY

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SATISFACTION WITH HOUSING LANDLORD SERVICES

To consider the report of the Assistant Director Housing and Contracts - *report circulated.* 85 - 86

PERFORMANCE MONITORING

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HOUSING REVENUE ACCOUNT - BUDGET MONITORING TO SEPTEMBER 2012

To consider the joint report of the Strategic Directors and Assistant Director Finance - *report circulated.* 87 - 98

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COMMUNITY - BUDGET MONITORING TO SEPTEMBER 2012

To consider the joint report of the Strategic Directors and Assistant Director Finance - *report circulated.* 99 - 110

DATE OF NEXT MEETING

The next **Scrutiny Committee - Community** will be held on Tuesday 15 January 2013 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 Shiel (Chair), Mitchell (Deputy Chair), Branston, Bowkett, Choules, Clark, Dawson, Donovan, Laws, Morris, Mottram, Payne and Tippins

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.

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE 6 NOVEMBER 2012

EXECUTIVE 20 NOVEMBER 2012

WELFARE REFORM

1 PURPOSE OF REPORT

- 1.1 To identify the anticipated impact of the proposed welfare reforms and to approve the activities identified in the risk assessment to mitigate the impact of the changes.

2 BACKGROUND

- 2.2 The Government's aim to reduce the national welfare budget by means of a series of far-reaching welfare reforms is in the process of implementation. So far the changes that have been introduced, while affecting some individuals significantly, have had a relatively low-level impact on benefits claimants in Exeter and on their interaction with the services that the council provides. These changes are:

- Removal of the Local Housing Allowance excess of £15 from those paying less than LHA-level rent
- Removal of the Local Housing Allowance rate for a 5 bedroom house
- Reduction of Local Housing Allowance rates from median rents to 30th percentile rents
- Increases to non-dependant charges
- Loss of extra benefit to households with children under 12 months old
- Shared room rate extended to single people between 25 and 35 years old

- 2.3 From April 2013 a raft of new changes to benefits will be introduced. These are set out in Appendix A, together with the anticipated impact on both the Council and our benefits claimants, but in summary they are:

- Council Tax Benefit to be abolished and replaced with a local scheme
- Local Housing Allowance to be increased by Consumer Price Index not Retail Price Index
- Benefit reductions for working-age social housing tenants under-occupying their homes
- Community Care Grants and Crisis Loans to be abolished and replaced with a local scheme
- Introduction of Universal Credit between 2013 and 2017 which rolls together separate benefits into a single payment

- 2.4 The impacts of these changes could be serious and far-ranging, impacting on claimant's income in general and specifically on their ability to meet the cost of the house they currently live in. There are potential implications for the Council's general fund and housing income and on the demand for certain services such as the debt-collection, debt advice, council tax, benefits, housing options and homelessness and tenants' services.

2.5 The risk assessment attached at Appendix B identifies the key risks for the Council and its residents and sets out suggested interventions to mitigate the risks.

3 RESOURCE IMPLICATIONS

3.1 The risks of the welfare reform changes impacting on the Council's income and staff resources have been identified and mitigated but will need to be closely monitored. Many of the suggested interventions can be resourced within existing budgets and some transitional funding is available.

4 RECOMMENDED

4.1 That the Committee notes the implications of welfare reform for the Council's services and our benefits claimants and request Executive to approve the proposed interventions.

SARAH WARD
ASSISTANT DIRECTOR HOUSING AND CONTRACTS

BINDU ARJOON
ASSISTANT DIRECTOR BUSINESS TRANSFORMATION

S:PA/LP/Cttee/1112SCC7
29.10.12

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

DWP Circulars:

A4 2012 – social sector size restriction

A8 2012 – LHA & CPI

G3 2012 – Benefit Cap

G6 2012 – Benefit Cap

Date being introduced: 01 April 2013

Change	Impact on Local Authority	Impact on claimants
<p>1 Council Tax Benefit is to be abolished and replaced with a localised scheme.</p> <p>The local scheme, although subject to fluctuating demand, will be funded from a fixed non-ring fenced grant payment. Overall, council tax benefit expenditure is to be reduced by 10%.</p> <p><u>Principles of the scheme</u></p> <ul style="list-style-type: none"> • Pensioners have no change in the current level of award. • Vulnerable to be protected (Child Poverty Act 2010, the Disabled Persons Act 1986, the Chronically Sick and Disabled Persons Act 1970 and the Housing Act 1996). • Local schemes need to support work incentives. • Requirement to meet our general equalities duty. <p>Protection for pensioners will be achieved by keeping in place the current national rules used for determining eligibility. Therefore, pensioners will not gain or lose because of the new scheme.</p> <p>In order to achieve a 10% saving on current expenditure, savings of more than 10% will be required from working age claimants.</p> <p><u>Consultation</u> The Local Authority is required to consult with the major precepting authorities before a scheme is designed and then to consult with the public before a scheme can be adopted.</p> <p><u>Adoption of the scheme</u> The scheme must be in place by 31 January 2013 otherwise a default scheme</p>	<p>Local scheme needs to be agreed by full Council in December 2012 at the latest, in order to meet current budget setting timetable.</p> <p>Will be running two schemes – one for pensioners and one for working age.</p> <p>Also ongoing maintenance of Council Tax Benefit legacy claims and ongoing Housing Benefit claims – 4 benefit schemes in total.</p> <p>ECC working with authorities across Devon to develop similar schemes for year one. This process will have to continue for future years.</p> <p>Scheme adopted for 2013 in order to meet timescales, likely to change each following year.</p> <p>Ongoing consultation with major precepting authorities. Public consultation running 6 August to 1 October 2012. This process will need to be repeated every time the scheme is revised.</p>	<p>Current caseload is 9900 at an annual cost of £8.1m</p> <p>Pensioner caseload 4500 cost of £3.8m</p> <p>Working age caseload 5400 cost of £4.3m</p> <p>Reduction in funding equates to over £1m.</p> <p>Reduction in grant of 10% whilst protecting pensioners (who will neither gain nor lose from the changes) could require all working age claimants to pay up to 30% of their CT liability.</p> <p>Working age claimants could have less income.</p> <p>Could create a greater number of working age claimants going into debt.</p> <p>Working age claimants will have little time to prepare for the cut in their current</p>

based on current Council Tax Benefit legislation will be imposed. This will be a more costly option.

Revisions to the scheme

Local authorities will be able to revise schemes between years and be able to make transitional provisions as they see fit.

Funding

The grant will be paid to the billing and precepting authorities in proportion to their share of council tax. After the first year, allocations for Council Tax Support will not be identified within overall settlement.

Grant allocations to be published Autumn/Winter 2012

Risk sharing

Where demand for support increases or falls below local forecasts, billing authorities will collect less or more council tax than has been estimated at the start of the financial year. This will result in a deficit or surplus to the collection fund.

The risk will be shared amongst the precepting authorities. The Government is looking to enable billing authorities to vary the amount of precept to be paid in-year to reflect fluctuations in collection levels, so cash flow risks do not fall solely on the billing authority.

Administering local schemes

Local Authorities to define the application process

Appeals to be considered first by Local Authority then by Valuation Tribunal in common with Council Tax appeals.

Legislation

Primary legislation due Summer 2012

Secondary legislation due Autumn/ Winter 2012

All existing letters, leaflets, bills, website, etc that refer to 'Council Tax Benefit' will need to be rewritten before 1 April 2013.

Scheme documentation will have to be changed each time scheme is revised.

Forecasting demand on the available budget will be difficult and could result in surplus /deficits, which will impact on budgets & cash flow.

Collection rates are likely to suffer and will result in having to recover small amounts of council tax that will be administratively expensive to collect.

Any legal challenge against the scheme will fall to the local authority.

Central government funding may not cover the full cost of setting up and administering the scheme.

Provision of work focussed support and on-line inclusion for affected claimants.

Increased hardship, resulting in greater demand for debt and counselling services.

Will take money out of the local economy as affected claimants have

entitlement.

Working age vulnerable groups will be protected by retaining the framework of the CTB means test.

All equality groups will be equally impacted by the reduction.

A new fund for cases of exceptional financial hardship is proposed.

		less to spend.	
2	<p>Housing Benefit (HB) - Local Housing Allowance (LHA) for private sector tenants are to be uplifted on the basis of Consumer Price Index (CPI)</p> <p>LHA rates will be uplifted on the basis of CPI rather than by reference to local rents. As CPI excludes housing costs and rent inflation it therefore generally runs at a much lower rate than normal inflation.</p> <p>From April 2012 LHA rates have been changed annually rather than monthly.</p> <p>In the South West of England between 1994 and 2008 the average annual increase in private rents was 5.45%. In the same period the average annual increase in CPI was 1.75%.</p> <p>Currently LHA rates make 30% of private tenancies affordable on Housing Benefit. If rents continue to increase by more than CPI, this change will mean that LHA rates fall below the bottom 30% of rents.</p>	<p>Increased numbers of claimants seeking social housing if private sector becomes unaffordable.</p> <p>Increased hardship, resulting in greater demand for debt and counselling services.</p> <p>Will take money out of the local economy as affected claimants have less to spend.</p> <p>Benefit claimants could become increasingly confined to low cost areas.</p> <p>Greater demand on homelessness and housing services. – NB it is estimated that housing a single homeless person costs the council £2k over the period where they require temporary housing and it costs at least £2.5k to accommodate a homeless family.</p> <p>Requirement for increased intervention in landlord / tenant disputes with arrears and rent shortfalls.</p> <p>Greater levels of overcrowding.</p> <p>Increased applications for Discretionary Housing Payments (DHPs) to meet shortfall or fund moves to affordable</p>	<p>We currently have 2363 claimants claiming HB under the LHA scheme.</p> <p>Where there is a shortfall claimants will either need to move to a cheaper home or will have to make up the difference using other sources of income.</p> <p>Claimants at increased risk of becoming homeless or getting into debt.</p> <p>Not all claimants have the capacity to increase their income by working.</p>

		accommodation.	
3	<p>HB restrictions - Social Housing</p> <p>Size restrictions will be introduced for working age tenants on HB in the social sector. The new rules will apply to council tenants and housing association tenants and will include properties that have been adapted for the tenant's needs.</p> <p>Claimants who have one spare bedroom will see a 14% reduction in the rent allowed for HB. Claimants with two or more spare bedrooms will have 25% of their rent disallowed when calculating HB.</p> <p>Size restrictions already apply to private sector tenants claiming HB.</p> <p>This change does not apply to pensioners.</p>	<p>Increased rent arrears affecting local authority rent collection.</p> <p>This in turn could lead to higher demand on homelessness services including temporary accommodation.</p> <p>Increased hardship, resulting in greater demand for debt and counselling services.</p> <p>Will take money out of the local economy as affected claimants have less to spend.</p> <p>Higher demand for smaller properties.</p> <p>Changes to Housing Policy may be necessary as it becomes less desirable to allow people to under occupy.</p> <p>Increased applications for DHPs to meet shortfall.</p> <p>New data required for size of social housing properties. Will have to be gathered for existing claims and system updated.</p>	<p>ECC owns 5038 properties and has 919 leasehold properties. There are just over 3000 housing association properties in the city.</p> <p>We currently have 6254 claimants on HB in the social sector. Of these 4000 (64%) are working age claimants.</p> <p><u>Working age on HB</u></p> <ul style="list-style-type: none"> • Council tenants – 1990 • Housing associations – 2010 <p>We have approx 329 council properties that are under occupied by working age claimants.</p> <p>Where there is a shortfall claimants will either need to move to a smaller home or will have to make up the difference using other sources of income.</p> <p>Claimants at increased risk of becoming homeless or getting into debt if they do not wish to move.</p>
4	<p>HB - Household Benefit Cap</p> <p>There will be a total maximum amount that can be claimed in all benefits for</p>	<p>The local authority will be responsible for administering this as the cap will be applied to the HB.</p>	<p>This is likely to affect larger families rather than smaller families.</p>

non- working families. It is proposed that the threshold will be set at the median net earnings for working age households:

- £500 per week (£26,000 p.a.) for couple and lone parent households
- Lower rate of £350 per week will apply for single adult households.

Final details of this change will not be known until regulations are laid later this year. However draft regulations indicate:

- a 39 week ‘grace period’ where claimants who lose their jobs through no fault of their own will not be subject to the cap
- Any families entitled to Disability Living Allowance will be exempt from the cap.

Local Authorities will initially be responsible for administering the cap which is to be applied to HB until the move to Universal Credit is complete. This responsibility could stay with local authorities until 2017 which is the anticipated migration end date to universal credit.

This means that when processing a HB claim details of the total value of the all the Benefits will need to be known so the cap can be applied.

Increased applications for DHPs

Will take money out of the local economy as affected claimants have less to spend.

Increased hardship, resulting in greater demand for debt and counselling services.

Increased rent arrears affecting local authority rent collection.

This in turn could lead to higher demand on homelessness services including temporary accommodation.

Difficulty in sourcing affordable private rented accommodation for larger households meaning a reliance on social housing as the only means of housing large families.

If Housing Associations wish to offer their properties at an affordable rent level (80% of the market rent) this may well take them out of the reach of large families in receipt of benefit.

Currently we have approximately 587 families with 3 or more children on HB of which 334 (57%) neither partner is working.

Without knowing the individual make-up of income /circumstances it may be that some of these will be affected by the cap.

As of April 2012 there were 47 households expected to be affected by this change. This figure will change as the caseload make up changes.

Claimants affected will have less income and may have to move to cheaper accommodation. This could mean moving to a different area or moving to smaller accommodation.

Where there is a shortfall claimants will either need to move to a smaller home or will have to make up the difference using other sources of income.

Claimants at increased risk of becoming homeless or getting into debt or further debt.

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 8</p>	<p>5 Community Care Grants and Crisis Loans for living expenses (part of the Discretionary Social Fund) will be abolished and replaced with a locally-based provision.</p> <p><u>Current scheme</u></p> <p>Community Care Grants are non-repayable grants awarded for a range of expenses including household equipment. They are primarily to help vulnerable people live an independent life.</p> <p>Crisis loans for general living expenses are interest-free loans available to anyone (whether on benefit or not) who cannot meet their immediate short term needs in an emergency or as a consequence of a disaster.</p> <p>Repayments are made directly from benefit where possible. DWP are currently responsible for administering these. This also includes an out of hours service (via referrals from Police or Social Services) in emergency situations.</p> <p>Currently these payments are repayable via deductions from welfare benefits, under Universal Credit these payments cannot be deducted, the Government suggest that local authorities do not administer a loan system</p> <p>DWP currently receive 11,000 applications across Devon per year of which 3,600 applications are for community care grants with a total cost of £907,000 and 7,500 applications for crisis loans with a total cost of £411,000</p> <p><u>Proposed New Scheme</u></p> <p>New support to replace Community Care Grants and the general living expenses of Crisis Loans will end in April 2013. The current annual funding of £178m will be allocated to Local Authorities who will be responsible for administering a new scheme. This will be a non-ring fenced payment.</p> <p>It is expected that new assistance will be aligned with existing local services.</p>	<p>Devon County Council are working with the district LAs and other interested groups to establish the nature of a local scheme. Work is still at an early stage. Contact Chris Hancock for more information.</p> <p>There is appetite from DCC that districts administer this fund, which would provide increased opportunities for us to manage the fund to prevent homelessness.</p> <p>However the scheme works it is likely to need additional resources including changes to working environment, methods of working, fraud awareness considerations, an out of hours service and increased security due to intimidation of staff from current DWP experience.</p> <p>*The pressure on this type of support is likely to be exacerbated at least in the short term as people adjust to the new welfare agenda. Therefore the level of need for this form of temporary support can be expected to increase across all low income groups</p> <p>*Of all the Devon district local authorities the highest demand for 2010/11 came from Exeter at 21%.</p>	<p>Under the current scheme administered by DWP the majority of crisis loan applications are made by the under 35's in receipt of JSA</p> <p>A local scheme will be more reflective of the needs of our claimants and provide a better targeted service than the current remote telephone service.</p> <p>It will enable a more holistic approach when dealing with claimants.</p>

	Local authorities that were consulted were clear that emergency provision would not be in the form of cash payments.	*DSF Discussion Paper August'12	
6	<p>Single Fraud Investigation Service</p> <p>The service will operate from April 2013 and will investigate and sanction all benefit and tax credit offences which combine resources across Local Authorities, HMRC and DWP. The service will investigate Universal Credit as well as legacy benefit and Tax Credit offences.</p> <p>For an interim period 2013 -2015, Council Fraud employees will remain an employee of the Council but will be required to work in accordance with DWP requirements, Policies, targets, etc.</p>	<p>Loss of investigation capacity for Council fraud, such as Council Tax Support (from April 2013).</p> <p><u>Management issues</u></p> <ul style="list-style-type: none"> Local Authority management of DWP Policies and procedures. Staffing resources as currently only one permanent Fraud officer. <p>Long term uncertainty for fraud employee.</p>	<p>If compliance & investigation activities are not undertaken, income for the CTS scheme will be compromised.</p>
Council Tax Changes			
Page 9	<p>Council Tax discount and exemption reform</p> <p>The Government proposes to change the following:</p> <ul style="list-style-type: none"> Billing Authorities to be able to charge up to 100% on second homes (currently the maximum is 90%). Allow Billing Authorities to levy an 'empty homes premium' (1.5 times) over and above full council tax charge where they have been left empty for two years or more. Replace existing Class A and C exemptions* with discounts up to 100%, the amount of discount will be for the Billing Authority to determine. <p><i>*Class A = Unfurnished & unoccupied properties requiring/undergoing major repair/structural alterations. Maximum period 1 year.</i> <i>Class C = Unoccupied & unfurnished for up to 6 months since last occupied.</i></p>	<p>It is not clear whether the Billing Authority will benefit from a higher proportion (currently 8.5% of tax base) of the additional revenue that could be generated as a result of implementing these changes once they become a discretionary discount.</p>	<p>Second homes - 483 properties currently subject to 90%. Removing the 10% discount would generate approximate £63k additional council tax.</p> <p>Long term empty – 241 properties. By charging the empty homes premium could generate approximate £183k. However, this would be subject to properties remaining as long term empty.</p> <p>Class A Exemption – 55 properties. The current value of this exemption is in the region of £57k.</p>

			Class C Exemption – 153 properties. The current value of this exemption is in the region of £97k.
8	<p>Council tax instalments will be available by right over 12 months instead of the current 10.</p> <p>The current scheme of 10 monthly instalments remains with the option of 12 monthly instalments by request.</p>	<p>Will need to communicate this change to existing claimants.</p> <p>This is likely to have an adverse impact on collection levels and could reduce income received from interest.</p>	<p>All tax payers will have the option to spread instalment amounts over the 12 month period</p>

Date to be introduced: 01 October 2013 to 2017

Change	Impact on Local Authority	Impact on claimants
<p>9 Introduction of Universal Credit (UC)</p> <p>The aim of UC is to simplify the benefits system by bringing together a range of working-age benefits into a single streamlined payment. It aims to:</p> <ul style="list-style-type: none"> • Simplify the system, making it easier for people to understand, and easier and cheaper for staff to administer • Improve work incentives • Smooth the transitions into and out of work • Reduce in-work poverty • Cut back on fraud and error. <p>UC replaces:</p> <ul style="list-style-type: none"> • Income related Job Seeker's Allowance • Income related Employment & Support Allowance • Income Support • Child Tax Credits • Working Tax Credits 	<p>No longer responsible for processing HB once claims migrated to UC.</p> <p>Migration timetable still unclear on how HB cases will be transferred which makes it difficult to plan staffing especially when dealing with other changes.</p> <p>No details on staff TUPE arrangements, etc.</p> <p>If Local Authorities are given responsibility for face to face enquiries but without the ability to</p>	<p>Difficulty accessing the on-line claim channel.</p> <p>Applying on-line is likely to cause delays in claimants getting paid if they have not completed the application form correctly or provided the required supporting evidence, etc.</p> <p>Hardship for the customer when chasing progress, repeating previously submitted information or not understanding what is required.</p>

<ul style="list-style-type: none"> • Housing Benefit <p>On-line will be the main channel of contact for UC claimants with DWP estimating around 75% using this method.</p> <p>UC will be administered by the DWP although there may be a role for Local Authorities in delivering face to face support. However, it is unlikely that Local Authorities will be able to process claims.</p> <p>Entitlement will be based on the whole household with payment going to one individual.</p> <p>Payments likely to be calendar monthly and paid in arrears.</p> <p>Payments to go to the tenant not the landlord, unless vulnerable.</p> <p>Payment on account will be available to support claimants where there are delays in assessing eligibility for UC.</p> <p><u>Migration arrangements for claimants moving on to UC</u></p> <p>Implementation from October 2013 and roll out to be completed by October 2017</p> <ul style="list-style-type: none"> • New Claims – will start in October 2013. • Natural changes - these claims to UC occur when someone undergoes a change of circumstances, for example when finding a job or the birth of a first child. These will start in April 2014. <p>Migration of people already on benefits whose circumstances do not change will start from April 2014 and is planned to be complete by 2017 when 12 to 13 million tax credit and benefit claims will have been transformed into 8 million households receiving Universal Credit by</p>	<p>process this does not allow authorities to be able to control or influence demand.</p> <p>Provision of work focussed support and assistance with on-line inclusion for UC claimants.</p> <p>Local Authorities will not be able to make payments of UC.</p> <p>Paying the tenant direct could result in higher levels of rent arrears and increase administrative costs in collection.</p> <p>Greater demand placed on Housing Services.</p> <p>Risk of increased hardship, resulting in greater demand for debt and counselling services.</p> <p>Increased rent arrears affecting local authority rent collection.</p> <p>This in turn could lead to higher demand on homelessness services including temporary accommodation.</p>	<p>Claimants will need to budget very carefully as will only get one payment whereas currently will get paid separately for HB, tax credits, job seekers allowance.</p> <p>Claimants who currently have their HB paid direct to the landlord, may have to make this payment themselves from their UC payment.</p> <p>Claimants at increased risk of becoming homeless or getting into debt or further debt.</p>
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	<p>2017.</p> <p><u>Pilots</u></p> <p>A Universal Credit pathfinder will begin in April 2013 in the north west of England ahead of national rollout. Pilot schemes are already operating to look at the impact of making single payments in arrears to claimants. In Autumn this year a further pilot will begin looking at the role that LAs may play in supporting the delivery of UC.</p>		
<p>Other changes</p>			
<p>The changes below do not directly affect our service provision but may affect the same customers impacted by the changes detailed above. This could therefore also reduce their ability to meet their rent and Council Tax liabilities and reduce their disposable income. Their impact should not be underestimated.</p>			
10	<p>Child Support Fees Regulations 2013</p> <p>The introduction of fees for users to access the statutory services of the Child Support Agency.</p>	<p>April 2013</p>	
11	<p>Independent Living Fund</p> <p>This national fund provides money to help people with disabilities live independently in the community. The fund has already closed to new applicants and in 2015 will transfer responsibility for meeting the care and support needs of ILF users within a single care and support system. This would be administered by local authorities.</p>	<p>Now impacting on new claimants New responsibility for LAs from 2015</p>	
12	<p>Sure Start Maternity Grant</p> <p>Eligibility criteria extended to recognise that even where there are already children in the family, additional items will be needed where there is a subsequent multiple birth. A Sure Start Maternity Grant will be provided for these requirements.</p>	<p>13 August 2012</p>	

13	<p>In Work incentives</p> <p>The following payments are being withdrawn to prepare for the introduction of Universal Credit.</p> <p>Job Grant Payments – one off payment to eligible claimants who have been on benefits for at least 26 weeks</p> <p>In Work Credit – 52 weekly payments made to lone parents leaving benefits to start work</p> <p>Return to Work Credit – 52 weekly payments made to disabled claimants who leave benefits to start work</p>	<p>April 2013</p> <p>October 2013</p> <p>October 2013</p>
15	<p>Personal Independence Payments</p> <p>Disability Living Allowance for working age claimants is being replaced beginning in April 2013. DWP estimate that this will reduce the number of qualifying claimants by over 20%¹. As well as the direct monetary loss there will be knock-on effects accessing other help and support for customers who lose their entitlement to DLA.</p> <p>¹ http://www.dwp.gov.uk/docs/dla-reform-wr2011-ia.pdf</p>	<p>April 2013</p>

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Exeter City Council Welfare Reform Risk Map

APPENDIX B

Key to Risk Ratings:

Likelihood (L)			Impact (I)		Risk Level (likelihood x impact)
Very Likely	(75%+)	4	Very Serious	4	12-16 = High
Probable	(50%+)	3	Major	3	6-9 = Medium
Possible	(10%+)	2	Material	2	1-4 = Low
Unlikely	(<10%)	1	Minor	1	

(NB: risk levels shown INCLUDE existing risk mitigation measures but are assessed BEFORE any proposed additional actions have been implemented)

No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
1.	New CAPITA system for the Council Tax Support Scheme is not operational by April 2013 (Council Tax)	Exeter City Council will not be able to reduce council tax bills. There will be delays in the collection of information from customers. The expected income stream from council tax will be less than predicted.	2	4	8 (Medium)	Exeter City Council is relying on the software being available. CAPITA are working on the system for every administering authority so the required changes are not unique to Exeter. The risks that they do not deliver on time are minimal. If required, the residual benefits system could be utilised if there are any delays in the software. Assess the Revs and Bens CAPITA system in line with system review principals to establish where the system can be slimmed down and savings made to assist with its smooth running.	Dec 2012 when release available from CAPITA

No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
2.	Working age clients now required to pay up to 30% of their council tax bill do not pay (Council Tax)	Exeter City Council collect on behalf of Devon County Council, Police and Fire so income from council tax for ECC could be reduced Increased staff resources required to collect council tax from individuals who have never had to pay before. Council Tax collection procedures will need to change to effectively collect smaller amounts	4	3	12 (High)	Revisit and revamp procedures to encourage those who have not had to pay council tax before to pay in line with learning from systems review work. Council tax systems need to be set up to take payments using as many methods as possible.	Start planning Nov 2012
3.	Systems review of benefits is not completed in time to put systems in place for April 2013 (Council Tax)	Exeter City Council will not be prepared for the abolition of council tax benefits	4	3	12 (High)	Anticipate and act to change the processes before the end of the systems review.	Ongoing

Likelihood			Impact		Risk Level (likelihood x impact)
Very Likely	(75%+)	4	Very Serious	4	12-16 = High
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Unlikely	(<10%)	1	Minor	1	

No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
4.	Universal Credit forces claimants to choose between paying their rent or council tax (Council Tax / Universal Credit)	Increased council tax and rent arrears for those who have never had to pay either and for those who are now required to pay a rent and council tax top-up. As of September 2012 there were 2,507 individuals of working age who were on current council tax benefits so will be required to top up and circa 3,202 people who have never had to pay before.	3	2	6 (Medium)	Identify individuals' affected, particularly vulnerable individuals, and provide appropriate help, advice and support to assist them with payments. This may include direct payments. Increase self-service capacity for customers to be able to access accounts online if they choose to do so. Increase availability of direct debit payments for rent and council tax. Proactively help residents to set up payment frequencies which help them pay rent and Council Tax in amounts that residents will be able to make.	Jul 2013 in readiness for UC go live in Oct 2013
5.	Literature for new council tax support systems is not ready in time for April 2013 (Council Tax)	No information to provide the public over the changes from April 2013.	2	2	4 (Low)	Literature and new bills are being developed and should be complete by April 2013.	Dec 2012
6.	The amount required to budget for council tax support is unknown (Council Tax)	Funding runs out and no more council tax support claims can be processed. Increased financial hardship for individuals who would normally receive support.	2	2	4 (Low)	Modelling has allowed for a projected surplus at the end of the first year therefore it is unlikely there will be a deficit in 2013.	Changes announced by Govt on 13.10.2012 require re. modelling of the budget Oct 2012

Likelihood			Impact		Risk Level (likelihood x impact)
Very Likely	(75%+)	4	Very Serious	4	12-16 = High
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No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
7.	Exeter City Council receives successful legal challenges from claimants or advocacy groups acting on the claimants behalf regarding their personal council tax support allocations (Council Tax)	The Council is required to change the individual council tax support offered to the individual in light of a court decision. Increased resources required to deal with appeals. Negative publicity.	3	2	4 (Low)	The Council has already engaged with local advocacy groups through the impact assessment process to ensure the correct information is available and to take their concerns into account. Work with the Job Centre+, registered providers and customer representation groups to assess the needs of vulnerable customers and provide necessary support. Using established Council Tax Benefit Regulations framework for Council Tax Support scheme rules that have been subject to legal challenge from 1992. Using established Council Tax Benefit Regulations framework for Council Tax Support scheme rules that have been subject to legal challenge from 1992.	In place for April 2013
8.	Exeter City Council receives a successful legal challenge over the new council tax support system (Council Tax)	The Council is required to change the scheme in light of a court decision, incurring further administrative costs. Negative publicity.	2	4	8 (Medium)	The Council can evidence robust scheme modelling and audit files and have worked closely with advocacy groups when setting the scheme. Every scheme around the country will be different so case law from other areas should not affect Exeter unless the schemes are identical.	In place for April 2013

Likelihood			Impact		Risk Level (likelihood x impact)
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No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
9.	Central government funding does not cover the full cost of the Council Tax Support Scheme (Council Tax)	Funding runs out and no more council tax support claims can be processed. Increased financial hardship for individuals who would normally receive support.	1	4	4 (Low)	Full grant figures will be available in November 2012 but the modelling has been based on indicative figures released so far therefore should cover the amount required to subsidise the scheme for 2013.	Changes announced by Govt on 13.10.2012 require re modelling of the budget Oct 2012
10.	Exeter City Council does not take advantage of the changes to council tax discounts and exemptions (Council Tax)	Loss of revenue for Exeter City Council	1	2	2 (Low)	It is anticipated that the Council will take advantage of the changes to Council Tax discounts and exemptions which will increase Council Tax revenue. A report seeking Members' approval will go to Executive.	Jan 2013
11.	Individuals decide to pay their Council Tax over 12 months instead of 10 months (Council Tax)	Income lower than predicted until the end of the year. Reduced income from interest on council tax payments. Any arrears will run into the next year instead of being resolved during the two months at the end of the financial year.	2	2	4 (Low)	There is nothing the Council can do with regard to these issues – legally we will have to offer 12 instalments from 1 April 2013. With regard to arrears we will continue to recover as normal but accept that there will be arrears that may now take longer to collect.	March 2013

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No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
12.	A substantial minority cannot access support and benefit systems electronically through lack of access to the internet or knowledge of information technology (Council Tax / Universal Credit)	Older and more vulnerable clients are disadvantaged. Delays in processing support claims. Increased financial hardship for individuals who would normally receive support. Increased resources required to help individuals access support systems and use the internet	4	2	8 (Medium)	Access to the systems will be provided in the civic centre reception, with customer service advisors on hand to help those who require it. This will be a gradual change where Universal Credit is concerned. ECC are working closely with the Exeter CVS to provide extra support for people who are not confident with computers. Look at setting up community hubs in strategic locations in the community where people can go to access computers and the support systems.	Start work on this now & review at regular frequencies
13.	Increased demand for debt and counselling services (Council Tax / Universal Credit / LHA reforms)	Current service cannot cope with the number of debt referrals. Increased costs for Exeter City Council when resourcing these services. Costs for Homemaker are currently £10,000 per year for a quarter of a post per week.	4	4	16 (High)	Closer working with partners to increase the provision of debt advice and provide pro-active offers of help. Develop a corporate debt policy to consider types of debt, recovery methods and write-off values. Investigate links to credit unions and support people to set up and manage bank accounts. Investigate corporate support available such as mortgage rescue schemes and continue to fund.	Start work on this now and review at regular frequencies

Likelihood			Impact		Risk Level (likelihood x impact)
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No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
14.	Increased number of claimants seeking social housing when private sector housing rents in Exeter become unaffordable (LHA reforms)	Decrease in local housing allowance from the 30 th percentile to the Consumer Price Index (CPI) will further contribute to the private sector being unaffordable for individuals on benefits. Increase in numbers on the Devon Home Choice list for Exeter.	2	2	4 (Low)	Exeter City Council has a finite amount of homes available every year, currently around 300 lets per year. The Housing Service will continue to negotiate securing affordable homes in Exeter through private development. Increase number of EXtraLet properties available. Support work incentives and create new working opportunities within Exeter to increase earnings through partnership working with Jobcentre+ etc.	Monthly review
15.	Greater demand for homelessness and housing advice services (LHA reforms / Universal Credit)	Exeter City Council's temporary accommodation costs increase Greater demand on staff resources to assess homelessness and provide housing advice	4	3	12 (High)	Systems review is looking at the housing advice service to increase efficiency and customer focus. Increase number of EXtraLet properties available. Further negotiations with private sector landlords to prevent evictions and advertise service to landlords. Continue to update and maintain staff skills to ensure quality of advice and service. Increase pro-active work to target households likely to be affected. Build on outreach work at JobCentre+ and identify other places where early intervention work can be achieved, e.g. Children's Centres.	Needs monthly review

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Unlikely	(<10%)	1	Minor	1	

No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
16.	Discretionary Housing Payments (DHP) do not meet customer shortfalls (Council Tax / Universal Credit / LHA Reforms)	DHP will no longer apply to council tax therefore more individuals may be threatened with court action. Staffing resource implications for advice and debt counselling	3	2	6 (Medium)	Investigate a bond or guarantee scheme and a social fund and explore the opportunities to administer this in a targeted way. Liaise with other organisations and companies to help maximise claimant's income as opposed to financial payouts. Raise awareness and utilise initiatives such as Wessex Home Improvement loans to help address fuel poverty and energy efficiency.	Start work on Nov/Dec and review at regular frequencies

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No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
17.	Loss of benefits for under-occupation of social housing (LHA Reforms)	Increased rent arrears affecting the repairs, improvements and neighbourhood management programmes. Increased number of tenants seeking to downsize to a smaller home.	4	2	8 (Medium)	Contact the 326 families this affects in ECC properties and explore the issue on a one-two-one basis. Place more emphasis on the downsizing scheme and explore employing a dedicated officer to guide individuals through the process. Explore increases to the downsizing budget. This is currently £50,000 per year and once it is spent the scheme is unavailable until the beginning of the next financial year. Provide additional priority for tenants of working age wishing to downsize. Establish what action will be taken if tenants cannot move to more suitably sized accommodation and begin to build up arrears.	Ongoing review
18.	Registered providers do not provide the data required on the size of their social homes (LHA Reforms)	Staffing resource implications for information collection. Exeter City Council cannot accurately assess the families in the social sector impacted on by welfare changes.	1	2	2 (Low)	Ongoing cooperation and contact with registered providers in Exeter to increase information sharing.	Contact already made and data received from most HAs review Dec 2012

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No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
19.	Universal Credit benefit caps increase homelessness (Universal Credit)	10 families in Exeter City Council stock and 47 Exeter families overall will see increased financial hardship. Increased staff resources required to give housing advice	4	2	8 (Medium)	All affected families have been written to with offers of advice on work and budgeting. The risks for the individual are serious but for Exeter City Council, the numbers are so small that this does not present a significant risk. Mike Hopton will liaise with Chris Hancock over further contact with the 10 Exeter City Council households.	Ongoing review
20.	Larger families not yet housed through Devon Home Choice may not be able to afford 'affordable rent' properties due to benefit caps (Universal Credit)	Larger families may wait longer to be housed, leaving them in overcrowded and unsuitable conditions Larger homes may fall into the E to H council tax bands, making them more expensive to live in	3	3	9 (Medium)	Exeter City Council will seek to charge rent based on the individual's ability to pay. Therefore families in this situation may be assessed for social rent levels. <i>Note: Affordable rent is any figure up to 80% of market rent. Typically though the figures are around 67% of market rent.</i>	Ongoing review
21.	Uncertainty over how many housing benefit cases will switch to Universal Credit (Universal Credit)	Inability to plan staffing levels. As more claimants switch to Universal Credit, staffing levels will need to reduce. This will be a gradual process.	4	1	4 (Low)	If required, explore a similar housing support scheme.	Review DWP updates on progress to Oct 2013

Likelihood			Impact		Risk Level (likelihood x impact)
Very Likely	(75%+)	4	Very Serious	4	12-16 = High
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Unlikely	(<10%)	1	Minor	1	

No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
22.	Lack of access to the new Universal Credit system for Exeter City Council (Universal Credit)	Public service dissatisfaction will increase incrementally as new claims are made. Increased public anxiety over the status of their claims. Possible verbal abuse to staff. Housing no longer able to access the system to assess the levels of tenant debt and offer advice. This will increase as new claimants come forward. Increased staff to cope with the increased number of tenant in arrears and the labour-intensive process this will become without access to benefit systems.	4	4	16 (High)	Limited information will be available from DWP database if tenants are claiming council tax support. Increased need for contact with residents to collect rent and offer debt advice.	Review DWP updates on progress & data sharing to Oct 2013

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Probable	(50%+)	3	Major	3	6-9 = Medium
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Unlikely	(<10%)	1	Minor	1	

No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
23.	Universal Credit payments made direct to the tenant (Universal Credit)	Increased rent arrears for Exeter City Council. 1,414 working age tenants will be expected to pay rent where they have not done so before. Payment dates will not be aligned to rent due dates, which will increase evictions in both the social and private rented sectors Increased staff costs chasing payments.	4	4	16 (High)	Increased negotiations with private rented landlords to prevent evictions. Housing Service to consider charging rent over 52 weeks of the year and not 48 weeks as part of a systems review; abolish the rent free fortnight to cope with arrears.	Review DWP updates on progress to Oct 2013 Review DWP pilot sites feedback
24.	Increased rent collection costs for Exeter City Council (Universal Credit)	£16,000 per year extra collection costs once everyone on benefits has switched to Universal Credit. This will be a gradual change.	4	4	16 (High)	Publicise payment by direct debit, including the use of paperless direct debits and increase the flexibility on processing direct debits. Encourage tenants to set up basic bank accounts. Consider implications on current IT systems and assess changes required.	Ongoing review

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No.	Risk	Possible consequences	L	I	Risk	Mitigation	Target / review date
25.	Exeter City Council to administer Community Care Grants and Crisis Loans	The crisis service may deal with more chaotic individuals. This increases staff protection issues. Staff resource implications as the service will require a 24 hour on call availability.	3	3	9 (Medium)	No cash would be handled on the premises, crisis payments would be offered through vouchers for services e.g. food. Or potential for payments into bank accounts or use of credit unions. Administering this fund ourselves would give us better identification of customers to understand whether currently duplicate payments are being made from DWP and ECC to same customers – so potential for savings to be made. Additional savings to be made on void costs / temporary accommodation costs as this fund will allow us to expedite moves into more suitable accommodation by covering removals / furniture costs.	Devon Leaders and Chief Executive meeting on 19 October 2012
26.	Loss of in-house staff with the introduction of the Single Fraud Investigation Service	No in-house capacity to check for fraud.	1	2	2 (Low)	The scheme has slipped and it is unlikely that any impact will be seen until April 2014. Fraud investigations for the Council Tax Support Scheme will not be included in the service; therefore the current support will remain in place for at least the first year.	Review information & updates from SFIS

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PFH Housing and Community Involvement Cllr Rob Hannaford – reporting to Scrutiny COMMUNITY 06 November 2012

Build communities where everyone has a home

- **Continue to offer a professional and flexible approach to developers seeking to build new homes in the City and to negotiate the provision of affordable housing that meets the identified housing needs of local residents.**

Council Tax records identify over 850 new homes delivered in the year to 1 October 2012. Senior Members in quarterly meetings with major house-builders.

A number of key developers and house builders are now members of the Growth Board.

Changes in affordable housing policy reflects feedback from development industry.

City Development is being redesigned using systems thinking to “delivering good development”. This is focused on working with the private sector to deliver houses.

A number of strategic sites at Newcourt, Monkerton and Hill Barton are making good progress and early starts on site are evident with Persimmon Homes on the Lower RNSD site. Draft SPD prepared, considered by PMWG. Agreed for public consultation by Executive on 18 September 2012. 6 week consultation underway. Government announcement 6 September 2012 on renegotiations of S106’s unlikely to have significant impact.

- **Provide new affordable homes across the city and in the urban extensions at Newcourt , Monkerton and Alphington.**

Exeter is currently delivering significantly more affordable housing than the South West average. Affordable housing will be delivered in line with the requirements set out in the Affordable Housing SPD in the urban extensions to the east and south west of the City ensuring that the mix of affordable housing meets the identified housing need and contributes to the creation of a sustainable community.

Four current applications at Monkerton reported to Planning Committee in October. Three current applications at Newcourt reported to Planning Committee in October. Two applications determined and a further two recently received. Alphington brief due to follow publication of SW Exeter masterplan. Dates for Workshops with residents now proposed to Alphington Forum.

There remain outstanding a number of funding issues associated with the highway infrastructure around Junction 29. These are being explored by officers to find a solution.

- **Seek to deliver at least 5% of all new affordable housing stock to meet the Council’s wheelchair design standards and we shall produce a wheelchair housing strategy for the city.**

Five wheelchair design standard homes completed since 1 April 2012. A further two homes are in the pipeline for delivery later this year. The percentage of wheelchair standard homes is proposed to be increased to 10% under new proposed revisions to the Affordable Housing SPD.

Introduced a fast track scheme to deliver stair lifts and level access showers with minimal delays. Working with other Devon LAs to introduce a Devon wide scheme.

The procurement is being handled by Plymouth CC who will shortly be going out to tender in order to develop a select list of builders.

9 fully wheelchair accessible homes at the RNSD site will be brought into Council's stock on completion.

- **Continue to assist in the facilitation and development of 150 Extra-Care homes across the City.**

St Loyes Extra-Care scheme (50 homes) is awaiting formal tender through Devon County and Wiltshire Council Framework Agreement.

Use a range of measures to solve housing problems

- **Accessing funding and land for more social, shared ownership, affordable and shared equity housing after massive government cuts to grant funding and the abolition of the SWRDA and regional spatial strategy.**

Ongoing meetings with Cooperative Housing UK, financial modelling details awaited to ascertain delivery model.

Initial discussions have commenced with HearthUK.

Meetings have taken place with pension funds to establish willingness to fund new housing. Clarification has been sought on whether the City Council can enter into lease with pension funds to provide new housing.

- **Review and monitor the pressures on the Council's existing housing stock and Housing Revenue Account (HRA) from the new discounted Right To Buy proposals.**

The new Right to Buy proposals have generated new enquires but to date no homes have been bought with the enhanced discount

- **Ensure that we make best and prudent use of any funding that becomes available through the new HRA, to maintain existing stock and build new units.**

Self-financing is proving very valuable for the Council, allowing intelligent investment decisions to be made. Issues with planned kitchen and bathroom replacements have already been addressed by doubling the funding available for the next three years. A new policy approach has been taken which refurbishes and retains the remaining 21 Laings homes at Buddle Lane within the Council's stock. 16 new build affordable homes on the RNSD site and at Dean Clarke House have been added to the Council's stock at a total cost of £212,546. A strategic approach to new build and stock improvement is being developed and will be in place for 2014 once we know whether private finance is available for our own build sites.

- **Maintain and enhance our existing good work through the Tenants and Leaseholders Committee, Exeter Homes Partnership and Performance Review Committee.**

As a result of work undertaken by the TALC, improvements have been made to the tenants and leaseholders newsletter making the content more relevant to the audience. Changes have also been made to the Older Persons Housing Forum. The new Independent Living Forum will work with the Warden Service and Neighborhood Management Team to understand the needs and expectations of these tenants and review how we deliver landlord services to them. High levels of satisfaction from our tenants are being maintained.

- **Manage additional pressures and work loads from the cuts and changes to housing benefit, government imposed reductions in Council tax benefits, and the Coalition's back to work agenda.**

A multi-disciplinary team has been established to assess and review the impact of changes in national welfare policy and interventions to mitigate risk have been identified.

- **Work with the Environmental Health staff to monitor and drive up standards in private sector properties, especially for vulnerable groups and young people.**

Achieved through the ongoing HMO licensing regime and inspection of smaller HMOs. Joint working with Housing is also taking place to ensure high standards in properties procured for Extralet/PSL properties.

- **Look at establishing a scoring system for private sector properties to encourage landlords to improve their stock using energy saving grants etc.**

The University of Exeter has launched an accreditation scheme for student landlords; accreditation schemes give the basis for differential standards (e.g. bronze, silver, gold) and landlords can then aspire to achieve a higher standard. However, with the very low level of take up to date, ECC is working with the University to promote the scheme.

- **Make further representations and support the private members bill to give greater rights and protection to park home owners.**

Representations made and the Mobile Homes Bill is currently going through its second reading in Parliament. If enacted the Bill will strengthen the licensing regime for mobile home sites.

- **Make the best use of the new funding streams from the revised planning systems for both housing and community initiatives.**

The New Homes Bonus is one of the key incentives to communities and councils to welcome new housing. Part of the Bonus is available as a Local Infrastructure Fund and 50% of the funding will be ring-fenced for major infrastructure works to meet city wide priorities such as the provision of a new swimming pool and affordable housing.

- **We will also commit to Exeter being a city where no-one needs to sleep out on the streets for a second night.**

Since the project started in June 12, 26 individuals have been helped to avoid a second night out.

- **Ensure that a hotline number is available on behalf of all Devon districts and ensure appropriate provision is made to cope with extreme cold weather periods**

The hotline has been running since April 2012 and has received over 100 calls for Devon and Cornwall. We are prepared to provide cold weather provision services from St Petrocks and Gabriel House as has worked well in the previous 2 years. However we are confident that given the success of the No Second Night Out project we will be accommodating less individuals in emergency provision.

- **Continue to grow the Private Sector Leasing and EXtralet schemes to provide a wider pool of affordable accommodation in conjunction with the private sector**

Since 1 April 2012, five new Extralet and PSL homes have been secured. There are a further 32 homes in the pipeline and it is hoped that delivery will be increased once the proposed new procurement procedures have been adopted and implemented.

Standards in private sector properties are being monitored and increased through the ongoing HMO licensing regime and inspection of smaller HMOs. Joint working between Environmental Health and Housing is taking place to ensure high standards in properties procured for Extralet/PSL properties.

- **Maintain our Council properties well and continue to meet the Decent Homes Standard or similar standards**

Some major investments have been delivered. The kitchen and bathroom replacement budget will deliver an additional 926 kitchens and 448 bathrooms over the next 3 years and the communal heating system at Grandisson Court has been replaced. We are also in the process of reviewing our 30 year Housing Business Plan to ensure that we take sound investment decisions taking into account changes in the self financing regulation, increased Right to Buy discounts and the option of further Council Own Build projects. The systems review of how we maintain our assets has begun which will drive efficiencies and improve customer outcomes.

- **Provide up to £400,000 in renovation grants to those most in need to make private sector homes fit for habitation**

Wessex Home loans available to enable low income households to deal with disrepair in their homes. Although funding is available, take up is low currently with seven loans amounting to £60,000 being processed in the quarter. Wessex Home Loans has developed a Devon wide marketing strategy to increase take-up which was launched in October.

- **We will build upon recent work to cut down the time it takes to install Disabled Facility Grant adaptations in private dwellings by use of approved builders lists and modular pricing of standard works.**

Have now launched a fast track scheme to deliver stair lifts and level access showers with minimal delays. Working with other Devon local authorities to introduce a Devon wide scheme, the procurement of which is being handled by Plymouth City Council who will shortly be going out to tender in order to develop a select list of builders.

- **We will work to strengthen to Protocol all the Devon Councils have with Registered Providers (Housing Associations) through which they undertake to contribute to the cost of disabled adaptations to their homes.**

The Protocol has been adopted by some RPs, but there is a lack of consistency, some having agreed to forgo DFGs, others agreeing to pay a percentage or fixed amount towards adaptations funded through DFGs. A new governance structure to oversee sign up to the protocol has recently been agreed.

- **We will continue to work in partnership with Wessex Home Improvement Loans to develop innovative loan products, and improve marketing in order to encourage greater take up. We will also seek to expand the work of Wessex to include debt advice to clients in need.**

Wessex Home Loans available to enable low income households to maintain their homes. Monies are available but take up is low with 7 loans amounting to £60K being processed in the first 3 months of the financial year. Wessex Home Loans have developed a Devon wide marketing strategy.

A marketing plan is in place but has been delayed.

Provide homes for rent that people can afford

- **Ensure that we continue to take a lead role on the issue of homeless in Exeter and neighbouring areas, and when needed advocate for more funding, resources, and understanding of the often complex issues that are affecting people.**

The housing options service has recently been peer reviewed and is considered to be the best performing in Devon. Exeter is also the lead authority for DCLG projects for Devon and Cornwall and continues to promote good practice nationally with 2 officers speaking at the annual Chartered Institute of Housing, Homelessness and Lettings Conference.

We are also leading on the implementation of a community hub model (which involves a partnership of statutory agencies tackling homelessness e.g. Mental health, probation etc). to target the spend of former Supporting People funding on behalf of the County Council, which will result in a much more effective use of this reduced fund.

- **Facilitate the reuse of privately owned empty homes and properties ensuring they are fit for habitation**

Since 1 April 2012, seven long term empty homes have been brought back into use. 85 long term empty homes are currently under investigation and 120 initial visits to potential empty homes have been programmed to be completed by October 2012. In addition, we will be taking a much more proactive and robust approach to this issue to ensure that existing empty properties can be brought back into use as homes , and reduce the problems and concerns that disused houses often bring to local neighbourhoods.

- **Build on our existing good work with the private sector to expand our portfolio of private properties which we manage on behalf of private landlords and use to proactively prevent homelessness.**

In addition to the 5 houses of multiple occupation we have taken on to manage (which amounts to 24 rooms) we have taken on 10 family homes in the last 6 months to manage and use to prevent homelessness. We are also developing good links with letting agents in the city to improve relations and their confidence in offering houses to those people with low incomes.

- **Following the enactment of the Localism Act there will be considerably more flexibility offered to Local Authorities to decide how we allocate affordable housing in Exeter.**

The current systems review into 'help me solve my housing problem' has identified a number of areas where the Devon Home Choice scheme does not help us to meet housing need. For example someone who is in a 'temporary accommodation' property suitable for their needs and owed a homeless currently has a higher priority on Devon home choice than someone who is lacking one bedroom, this is due to previous government policy which is being relaxed under the Localism Act. The Devon Home Choice policy is due to be reviewed, in May 2013, and this will give us the opportunity to make the changes driven by the systems review and to make sure any allocations system is helping us best achieve our purpose of helping people to solve their housing problem.

The Localism Act will also enable us to discharge our homelessness duty to the private rented sector and we are extremely keen to take up this opportunity and to break the automatic link between homelessness and an allocation of social housing.

- **A group of senior officers and members are looking at how we can use increased flexibilities to adapt the allocations policy to ensure our social housing always goes to those most in need with a strong local connection to Exeter.**

This group has influenced the allocations policy as outlined above and has gone on to consider revisions to our Tenancy Policy to drive optimum use of our social housing. Revisions have also been made to our succession and assignment policy to ensure a balance between optimum use and a sensitive approach to tenants who have suffered a family bereavement.

Retain current system of setting Council rent

- **Set Council rents in line with the Housing Revenue Account Business Plan**

Social rent policy has continued following the move to HRA self-financing. The aim is to achieve rent convergence with housing associations by 2015-16, in accordance with the Government's social rent reform.

Provide 35% of all new build development as social housing

- **Where viable, make 35% of all new homes built across the City affordable**

Draft SPD prepared, considered by PMWG. Agreed for public consultation by Executive on 18 September 2012. 6 week consultation underway. Government announcement 6 September 2012 on renegotiations of S106's unlikely to have significant impact.

- **Provide advice and a range of affordable housing options designed to help local people solve their housing needs**

We continue to provide access to the innovative EXtraLet scheme and have recently procured 5 houses of multiple occupation under the scheme to help prevent the homelessness of single people who don't necessarily meet statutory thresholds.

We continue to provide specialist debt and mortgage advice and this broader remit is further enhanced by the changes being made to frontline services as part of the systems review titled 'Help me with my Housing Problem'.

Introduce a co-operative and mutual model of home ownership where people are given stability and equity while retaining housing stocks

- **We are working with the CDS Co-operative to introduce a cooperative and mutual model of home ownership, where people are given stability and equity while retaining housing stocks. This is an imaginative solution to meeting a need, and we are keen to support what would be one of the first scheme of its kind in the country**

We are working closely with the Welsh Assembly to share good practice and awaiting financial modelling details to ascertain delivery model.

Install solar panels on Council houses

- **Identify and maximise opportunities to increase the Council's own housing stock to high energy sustainability standards. Install 249 solar panels this year.**

284 PV panels installed to Council tenants homes.

- **We will continue to work in partnership with E.on to deliver energy efficiency grants and loans to ensure a smooth transition into the Green Deal and Energy Commitment Obligation (ECO).**

Continuing to work in association with E.on to install solar PV onto Council properties up until Dec 2012

Empower residents to have a greater say

- **Build upon the new community grants system that has been recently set up and ensure new homes bonus funding empowers community groups.**

Local area grants and city grants promoted for use by groups across the city. Major grants provide £654,399 to Arts, Community Associations and Voluntary sector groups in the city in 2012/13. £360,800 available through the New Homes Bonus Local Infrastructure fund to support localised community infrastructure to address deficiencies in existing facilities and to meet additional needs due to increasing population.

- **Ensure through the Council's community strategy that we continue to support and encourage with other partner organisations social inclusion, tolerance and diversity in Exeter, and also work to tackle poverty.**

Priory Community First resident panel established. Year one funding spent on priorities. Year two priorities also identified with residents now taking a lead on taking the programme forward. Connecting Communities initiative developed in Beacon Heath. Residents working to identify priorities. Support offer to resident groups to address issues in their communities regarding new developments and Localism agenda. Connecting Communities initiative progressed in Beacon Heath. Partnership developed in Newcourt with residents and partner agencies. Community Association established with bid made to NHB LIF for funding for new community centre.

- **Working to develop the new scrutiny role for our existing TALC committee in line with new government legislation.**

A Performance Improvement Panel has been developed to provide an enhanced scrutiny role across the housing service. The panel will provide a tenant and leaseholder perspective to the decision making process by reviewing performance and making recommendations for service improvement. The panel will start this work in April 2013.

- **We will further develop the Residential Park Forum in order to support those many Exeter householders who have additional housing challenges to deal with as park home residents.**

The forum, under the chair of a Member, has Terms of Reference have been agreed. And will meet three times per year to provide support to residents and will keep them informed of relevant issues relating to their sites

Community Engagement

- **Work to support more joined up cost effective work between the city and county Councils through the new Exeter Board on community and housing issues , where there is overlap, such as supporting people funding , community facilities etc.**
- **Work within the localism agenda in terms of community consultations and neighbourhood plans.**
- **Continue to support existing joint work with community groups, the voluntary sector, charities, community associations and faith groups across the city.**

1. National and Regional Recognition

- The Council has been leading the work for the District Councils' Network Localism work stream, which has included contributing to a national event to share best practice.
- We are an active member of a regional group that developed a 'Localism In Action' pack. This has opened opportunities for the council to be highlighted as an example of best practice and involved/represented in regional events and training on the localism agenda.
- Regional Community Rights event - we have been working with the organisers, Urban Forum, Locality and Exeter CVS to identify speakers for a community rights and neighbourhood planning event in Exeter on 5 December.

2. New Homes Bonus Local Infrastructure Fund (HNB LIF)

- £360,800 available through the New Homes Bonus Local Infrastructure fund to support localised community infrastructure to address deficiencies in existing facilities and to meet additional needs due to increasing population.
- Promotion of NHB LIF and information community organisations across the city.
- Capacity building support for community groups – this has included support for Newcourt Community Association in preparation for their application for NHB funds, also Exeter Football in the Community project for a future round. Ongoing support for Alphington for proposals to develop village hall.

3. Community Grants

- Local area grants and city grants promoted for use by groups across the city. Major grants provide £654,399 to Arts, Community Associations and Voluntary sector groups in the city in 2012/13.
- City and Ward grants: £2,000 available for each ward. To date fourteen out of eighteen wards have considerably more than a £1,000 still available. The grant will be heavily promoted to community groups/schools over the next few weeks, but any help in doing this would be appreciated. The city grants funding had £20,000. Seventeen groups have been supported. £820 remaining.
- Some good recent examples of Councillors using their delegated community ward funding have included a community composting scheme, partnership work with local place teams on graffiti removal , new play equipment for local nursery and primary school children , and regenerating a neglected area into a new community garden.
- In support of the Council's commitment to equality and diversity Exeter's next Pride Festival (Saturday 23rd March 2013) the Council's city-wide grants panel has provided a grant of £1,000 with other funding secured or being secured from the NHS, Police,

Devon and Somerset Fire Authority, unions, city businesses, and commercial sponsors

4. Neighbourhood Planning

- Work with planning colleagues to provide information on neighbourhood planning for community groups.
- Support for Exeter St. James Forum in the development of their neighbourhood plan.
- Information for : Topsham, Digby, Alphington, Countess Wear. The latter have successfully applied for lottery funding to employ a researcher for 12 months to consult with residents and prepare a baseline to be able to deliver a community or neighbourhood plan in the future.

5. Support for Community Capacity Building in New Developments

- **Newcourt** – 3,500 new homes projected for this area. Community Involvement Officer has co-ordinated a partnership group to address development issues for the area. It includes members, developers, social landlords (DCH/Tor Homes), police, city council officers – parks and open spaces, estates & planning, DCC officers (roads adoption & transport issues & education) and residents. A community association has been established after an initial meeting (23 Jan 2012) where 75 residents attended. Newcourt Community Association (NCA) has established a committee with six sub-groups that are working on a range of issues including the new community centre. The building sub group has recently submitted an application to the NHB LIF to enable NCA to employ a p/t centre coordinator/development worker and to furnish the new community centre.
- **Alphington** – work starting on a series of workshops with Alphington Forum to enable residents to contribute to a development brief for new housing development in the area (500 properties) First workshop 11.10.12
- **Whipton Hill Barton** – preliminary meetings have started with councillors and residents with a view to establishing a new residents association. Primary purpose to have a constituted group to address issues related to new housing development in the area.
- Similar role expected for other new bigger developments e.g. Monkerton where 2,500 new homes are expected.

6. Community Centres

- A review process has been established to identify maintenance and capacity building support for a number of centres owned by the Council and managed by community groups. To date, this has included Wonford CLC and Exwick Community Centre. Estates are working with the centres to address outstanding maintenance issues, and to identify where additional support can be given.
- Wonford - organising a review to identify any spare capacity of community facilities in the area and opportunities for joint working to meet community needs.
- Part of a longer-term piece of work to review the maintenance issues for all Council-owned community centres, and to develop a framework to encourage community centres to develop their services to build stronger links with their local community and neighbourhood.

7. Community development: (Enable me to have my say and be heard)

- **Beacon Heath - Connecting Communities C2** - Priorities identified by local residents after a listening event held in May : transport, anti-social behaviour,

activities for young people, communication . Residents are now starting to take a lead in identifying some quick wins and ways to take these issues forward.

- **Priory – Community First** - Priory will receive £33,910 over four years as part of a Community First government funded programme that will run until March 2015. The first year's funds (£5,624) were successfully spent on three different community initiatives. This included a Community Action Week in Wonford, and a separate week in Countess Wear. Over 50 residents – (young people and adults who contributed over 500 hours) were engaged in working together with officers from the council, local councillors, PCSO's and volunteers to do litter picks, use speed cameras, clear gardens and cut down hedges and overgrown bushes on walkways, also to paint the Home zone area. Even though the weather was very mixed, around 30 people turned out every day to contribute their time, energy and skills to the project. Feedback since has been that residents felt really proud of what could be achieved by people working together, that the work has helped to transform the area and they want to see the good work continue. A panel of residents are working together to take this work forward for the area with support from Exeter CVS and ECC.

8. Communities Living Sustainably – Community Energy Fit

- e.on and National Energy Action (NEA) are piloting the Community Energy Fit project in Exeter, in partnership with the Exeter and Heart of Devon Employment and Skills Board. Dawn Rivers chairs the Community Energy Fit Steering group. The “Community Energy Fit” programme will offer up to 160 unemployed local people the opportunity to increase their knowledge and employability skills by participating in a range of training options, which lead to either a certificate or a nationally recognised City & Guilds qualification. Approximately 40 trainees can also opt to progress to the next stage of the programme and become volunteer “Community Energy Champions”. Volunteers will be supported to deliver an individual community engagement activity plan, passing on their knowledge to others and helping local residents to reduce their fuel bills and access hardship funds. The programme will run between March and December 2012.

9. Address Crime And Anti-Social Behaviour Across The City

- ASBAT meetings. Multi Agency ASB Tasking meetings are held monthly to deal with the most difficult cases in Exeter. 40 Cases have been referred in the last 12 months with 31 having been resolved.
- Troubled Families Project ongoing. Initial multi agency meeting held on 17 Sept 12. Operational management; Project co-ordinator will report to ASBAT, with input also to SHIP.
- Two places funded by Community Safety Partnership for trainers to attend Teen Relationship Toolkit Training to work with teenagers to break patterns of domestic violence and sexual violence.
- Night Time Economy Forum running the H2O project in partnership with five pubs and clubs to reduce problems related to excessive alcohol consumption in licensed establishments in the city centre.
- £7,000 grant from Baroness Newloves Alcohol fund secured for a voluntary taxi marshall project which would provide SIA licensed staffing at bust taxi ranks in the city centre on a Friday and Saturday night.

Cllr Rob Hannaford
Portfolio Holder for Housing and Community Involvement
November 2012

PORTFOLIO HOLDER FOR ENVIRONMENT & LEISURE PRIORITIES FOR 2012/13

Public Realm

- in line with the Administration's manifesto commitments around 'Quality of Life', and in recognition of the importance of providing free, high quality and year-round amenities, we will upgrade play facilities in St Thomas and Heavitree parks and progress the refurbishment of Flowerpot skatepark.

Heavitree Park works completed but unfortunately vandalised. We are monitoring ongoing security issues.

The upgrading of the St Thomas play facilities has been pushed back to summer 2013 to allow for consultation on the options for spending the budget available. Consultation is now underway.

Consultation around the skatepark is ongoing and progressing well. The estimated date for the opening of new the skatepark is Spring 2013.

- we will enhance the range of services provided by the Bereavement & Cemeteries team which will include extending Higher Cemetery Garden of Remembrance, developing natural burial options and organising a programme of memorial and other events in the city's three cemeteries throughout the year.

Work to extend the garden of remembrance at Higher Cemetery is at the final stage of preparation and it is anticipated the project will be completed by Christmas. The programme of events and memorial days is being delivered as planned and work on natural burial options ongoing. Feedback from the community regarding various events and tours of the cemetery continues to be extremely positive

- we will undertake a systems review of the parks & open spaces function to ensure it is meeting customer demands as efficiently and effectively as possible.

This is now being progressed alongside the "systems thinking" review into "keeping my City safe and looking good".

The review commenced at the beginning of October and is presently progressing. The aim is to provide the PH with high-level findings mid November, with redesign work commencing December and piloting of some of the recommendations to take place during the beginning of the following calendar year.

Environment

Sustainability & Environment

- We will proactively manage and reduce the amount of business miles our fleet operations carry out in order to reduce carbon emissions from our vehicles, promote more sustainable forms of transport and help reduce the impact on air quality.

Controls on fleet use out of office hours progressing. Consultation with Unions carried out - notice to staff given in September 2012.

Procurement of 2 RCVs with electric bin lifts scheduled. Demonstrator vehicle was provided from 15 - 19 October and results of the trial are being assessed. Electric bin lifts are claimed to reduce fuel consumption by avoiding the surge in engine revs

that occurs when a standard bin lift is operated. This is also quieter, reducing the nuisance to residents. The electric bin lift option has been included in our tender for the next replacement refuse collection vehicle.

Fuel economisers to be trialled on RCVs (engine and gearbox management system). This optimises the timing of gear changes on automatic RCV gearboxes, improving fuel consumption through the reduction in over- and under-revving.

Extension of trackers to fleet ongoing - to better analyse journey/fuel use. GPS trackers have been removed from 13 refuse collection vehicles, enabling the trackers to be fitted to other fleet vehicles. RCVs can be tracked on the Bartec system.

Online booking system (via Outlook) for pool cars and vans will be completed by March 2013, optimising the use of the existing pool fleet.

- In order to promote waste minimisation and enhance our recycling, we will survey a cross-section of Exeter citizens to establish attitudes to recycling and use this information alongside operational data, to help reduce the amount of rubbish produced and collected per household in the City.

Survey completed in June 2012 and final report received. Briefing report with action plan being developed for November. A draft copy of the survey report indicates a high level of recognition and use of the annual waste collection calendar, and a leaflet is the most popular form of communication for waste and recycling issues. This validates our current plan, annual leaflet + waste collection calendar, due to go to all households in Q4.

- At our Bring Banks, we will extend the range of items that can be recycled and diverted from landfill, such as small electrical goods and textiles, and seek to improve the attractiveness of such sites to users.

WeeeCare - SLA agreed for up to 6 banks (currently reduced to 4 pending outcome of Sainsbury providing banks on its own sites) . Additional textile bank at one major supermarket being negotiated. New driver/collector in post since August 2012 has one day per week dedicated to hot-washing of recycling banks, improving cleanliness. Tatty or damaged recycling banks are gradually being replaced by recently refurbished ones. Ongoing programme of changing bottle banks for clear glass from white to purple to look smarter.

- We will continue to support our successful 'Green Team' partnership initiative in schools, extolling waste minimisation and recycling, and build upon it to reach out to other groups, particularly the younger generation.

Green Team awards took place on 8 October. 200 school children and staff from 29 schools attended. Sponsorship covered the cost of the event and prizes. Next Green Team awards will take place in February 2014 (this suits the academic year better than the October date) and Express & Echo and Gregory Distribution are continuing as partners supporting the project. An additional 'Seeds In, Veg Out' project, offering a £1,000 prize to encourage school children to plant, grow, reap and cook a meal, will run until June 2013.

- We will introduce a greater range of domestic waste receptacles, encouraging householders to down-size their bins and minimise their waste, as well as providing sea-gull proof sacks to protect and contain bagged waste, and help prevent spillage and litter from rubbish.

New 'Standard' size black bin introduced (180 litre), which encourages more waste minimisation (138 delivered to date).

Sea-gull proof sacks being offered when changes in collection are made to bag collections, on individual request, and where we identify sea-gull issues (650 delivered to date).

- We will seek to reduce fly-tipped rubbish by better targeting resources and improved working with partners, landlords and residents to bring about sustainable resolutions.

The process for dealing with fly-tipping has been streamlined. A single point of contact for reporting fly-tipping has been set up and officers are using a single integrated computer system to manage fly-tipping reports. The system will also be used to provide the data for the Council to meet its obligation to report monthly to the Environment Agency. Single point data entry for fly-tipping now carried out, improving data capture.

The system will identify "hotspots" where further intervention and possible legal action may be required.

With over 400 households moved from back to front collection, we have seen a significant reduction in back-lane fly-tipping.

Number of reported fly tips Apr-Sep 2012 was 558, down from 588 for the same period last year.

- We will submit an Air Quality Action Plan to Defra which details actions to be taken to improve the air quality in Exeter and seek to increase awareness of the health impacts of poor air quality, as well as identifying synergies between improving air quality and other Council objectives, such as carbon management and sustainable development.

The Air Quality Action Plan (AQAP) has been drafted but officers are awaiting further input into the Plan from Devon County Council before submitting the document to Defra.

An application for an air quality grant has been made to Defra which will significantly impact on the outputs from the AQAP. The primary focus of the bid is a project to identify and implement measures that will reduce emissions of NO_x and contribute towards meeting the EU limit value for NO₂. The application has been accepted by Defra and the Terms and Conditions of the offer have been signed by the Assistant Director Environment. Officers are now working on preparing the Tender document for Consultants to bid for the work. The proposed start date for the project is February/March 2013.

The AQAP will be amended to reflect the successful bid for funding and submitted to Defra by the end of the year (2012).

- To support greener transport, we will introduce a policy that encourages taxi proprietors to replace their taxis with vehicles that have lower emissions.

Policy now approved by Licensing Committee in September with a rolling programme of implementation. From 7 January 2013 all new hackney carriages will be Euro Standard 5 or higher and all existing licensed Hackney Carriages to upgrade to Euro Standard 4 as a minimum on next renewal of licence. Policy to be reviewed 5 yearly to seek to upgrade to higher standards as they become available.

The policy could not be implemented in regard to Private Hire vehicles at this time as the effects of the Law Commission Review into taxis and Private Hire vehicles are not clear, but currently would appear to preclude any application to this sector. A policy could be introduced at a later stage when clarification on the review is available.

Support for Business

- Through the new Taxi Forum, we will seek to strengthen our policies in order to improve and enhance taxi provision for the travelling public in Exeter.

The Taxi Forum has been extended to include the Private Hire trade, and 2 forums have now taken place. Consultation is about to embark on the provision of taxi ranks and their respective siting.

The problematic situation with the location of ranks in Sidwell Street have now been resolved with the new John Lewis rank in place from 12/10/12; there has been positive feed-back from the trade.

- When regulating businesses we will seek to engage with them in a positive manner and assist them in achieving compliance to ensure that their premises are safe places for people to work and visit, and that their business processes do not harm the environment.

A large amount of work has taken place with swimming pool operators regarding the safe management of swimming and spa pools following routine water quality sampling.

Food Hygiene courses were organised for October in Bengali, Cantonese and Mandarin following requests from a number of businesses.

- Through training, advisory visits and production of guidance documents, we will provide businesses with the tools to assist them to meet their legislative requirements.

A revision has been made to the food safety handbook, which has been printed at no cost to the authority.

The authority is also working closely with other authorities in the county to develop sector specific awareness sessions and other compliance methods covering food and health and safety issues, to ensure that businesses meet their legislative requirements.

Staff from the service have also been involved in a number of safety and food awareness sessions at Exeter University, Exeter College and with a supported living provider.

- We will build upon the success of the Food Hygiene Rating Scheme, and work closely with businesses to engender a positive increase in the number of higher-rated food premises.

Currently 97% of businesses are rated 3 or above on the Food Hygiene Rating Scheme. This is compared to a national average of 88.9% published by the Food Standards Agency for the 2010/11 statistical return, which is due to be updated in November 2012 following the publication of the 2011/12 statistical return.

Programme of free training sessions for newcomers and low compliers in place with 41 business representatives attending over the 3 sessions held since April 2012.

Due to the positive feedback received this pilot has been extended and these seminars will now be open to established businesses.

Further continuation of a targeted intelligence led sampling programme focusing on areas identified at inspection. Officers are also using their Adenosine Triphosphate (ATP) meter to analyse the effectiveness of cleaning in food establishments, and where deficiencies are found are able to demonstrate corrective action to ensure that food business operators are aware of the level of cleaning required and how effective it can be.

- We will use Exeter City Council's expertise to support businesses in complying with relevant legislative requirements. Operating nationally, on behalf of signed up businesses, as the Primary Authority.

The partnership with Lloyd Maunder is going well, with managers from across the business receiving Level 3 Award in Food Safety training as a result of a training deficiency being identified

The Primary Authority Partnership application with Abode Hotels is still under consideration with the Better Regulation Office due to the legal complexities of the company structure. This is likely to be resolved through a legislative change currently making its way through the parliamentary process.

There are a number of businesses that have expressed an interest in pursuing a Primary Authority partnership.

- We will work with partner agencies and businesses to help reduce the negative impact of alcohol-fuelled anti-social behaviour and disorder, and ensure that existing and new licensing tools are used proportionately and effectively.

The Exeter Night-time Economy Forum has been one channel of progress in relation to this priority. Notable advances include the potential provision of taxi marshals through University Officer Training Corps (OTC) volunteers.

The Licensing team now hold bi-monthly meetings with the Licensed Victuallers Association (LVA) and Police – the issue of late night levy and early morning control orders have been discussed.

From 31 October 2012 the Government will have introduced two new discretionary tools to help control negative impacts of late night alcohol consumption; these are the Late Night Levy (NVL) and Early Morning Restriction Order (EMRO). In essence, one is a blanket 'tax' on those premises opening after midnight, and the other a curfew on opening, and as such are quite draconian tools. As such their application has to be carefully considered, and fully justified with evidence.

The licensed trade are worried about the implications of the Late Night Levy (LNL) as a four fold increase in licensing fees for those opening after midnight, is likely to see the demise of a number of premises and a potential stigma for the City and its Evening and Night Time Economy if it is identified as having an out of control alcohol related disorder problem. It is likely that challenges from the organisations representing the licensed trade will arise wherever such tools are being implemented.

During the October meeting with the Exeter Licensed Victuallers Association and Police, the trade very much see these tools used as a last resort when all other

options have been used and failed; in addition there is a concern that imposing such tools will have a negative effect on the partnership working that takes place currently.

Leisure

- Drive forward the feasibility and project planning work for a new swimming pool, leisure centre and quality public space as part of the redevelopment of the bus station.

Executive have considered the recommendations arising from an assessment of need and the business case for a new swimming and leisure complex as part of the bus station redevelopment. It was agreed to continue to progress proposals for the replacement of the existing Pyramids Swimming and Leisure Centre with a new facility on the Bus and Coach Station site, and that detailed capital cost estimates for the facility be obtained. The Assistant Director Economy is addressing project management capacity and modeling capital funding options.

- Leisure contract - develop a level of service and customer experience which exceeds that as set out in the contract with Parkwood Leisure.

The Working Group set up by Scrutiny Committee is working well in looking at specific customer related issues with Parkwood staff. In addition to ensuring that the terms of the contract were being met, that day to day issues were being dealt with promptly and that equipment was being replaced as agreed, it was important to identify and work towards longer term aspirations and goals in terms of continuous improvement. The importance of commercial considerations were recognised but developing the leisure product on offer to the people of Exeter is most important. New themes and targets need to be identified and these could be developed following analysis of the recent customer survey as well as action plans to address the outcomes from the Quest assessments (industry quality standards) at each site. Initial Improvement Plans for each site had been prepared by Parkwood and these are to be taken further forward to be agreed by the Working Group.

There are encouraging signs that the number of paying members joining to use the facilities was increasing and that complaints were being monitored more effectively.

- RAMM - look to gain as much benefit for the city following the very successful first months of its operation from continued high numbers of visitors, and its contribution to the image and cultural life of the city.

Visitor numbers continue to be high - reaching 310,106 to date. RAMM is continuing to attract people to the city encouraging longer and repeat visits and provides opportunities for reference to the city in many different ways. An economic impact study is nearing completion and will be reported to Members once received.

Cllr Greg Sheldon
26 October 2012

PARKWOOD LEISURE SERVICES WORKING GROUP

Tuesday 25 September 2012

Present:-

Councillors Shiel, (Chair) Morris and Sheldon

Also Present representing Parkwood

James Coulton, Regional Director South West
Darren Parrot, Assistant Regional Director South West
Stephen Hughes, Exeter Contact Manager

Also Present

Assistant Director Economy, Leisure Facilities Manager and Member Services Officer (HB)

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TOUR OF LEISURE CENTRE

Charlie Tregedeon conducted Members on a tour of the Riverside Leisure Centre.

19

APOLOGIES FOR ABSENCE

This was received from Councillor Mitchell.

20

MINUTES OF THE MEETING HELD ON 9 JULY 2012

The minutes of the meeting held on 9 July 2012 were agreed.

21

MATTERS ARISING FROM THE MINUTES

In response to a Member, Stephen Hughes confirmed that, in the week leading up to recent Customer Forums, email reminders had been sent to centre members to remind them of the date and venue etc., although he was unable to confirm that all had been contacted. Although six had attended the Riverside Forum, only one or two had attended the other Forums.

James Coulton, recently appointed as Parkwood Regional Manager for the South West and previously the Assistant Director of Leisure at Plymouth City Council, confirmed that public meetings of this kind were of value and that it was the intention to persevere with them. It was hoped that improved advertising, messaging etc. would increase attendance above the core attendees. He agreed that interest could be increased if the forums were themed around development issues or focused on single issues such as Children's' activities or gym. Attendance at Forum's would continue to be monitored.

Stephen Hughes advised that managers often 'walked the floors' to ensure day to day interaction and he referred to conversations he had held recently with customers regarding the gym floor at Riverside and air conditioning in the Clifton Hill dance studio.

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CUSTOMER FEEDBACK

More detailed customer comment tables had been circulated, broken down by category for each Leisure Centre.

Steve Lyon reported that a number of measures had been taken to improve feedback including notice boards at each Leisure Centre and that, as a result, the total number of comments received had increased from 36 and 24 in January and February to 44 and 55 in July and August respectively. These included a number of compliments (13 in July). Few comments had been received in respect of the Arena, the ISCA Centre or the Northbrook Golf Course but there had been a significant pick up for the Riverside. Of the eight comments relating to maintenance at this centre, seven had been in respect of problems with the lockers, mostly in the "Changing Village", and one relating to a leaking toilet.

The 14 comments under the 'environment' heading for Clifton Hill related to the air conditioning breaking down in the dance studio, which had been replaced by the Council as part of its contractual obligation.

Darren Parrott stated that these issues had also been brought up at Forum meetings. He confirmed that the comment cards could be improved and that these would be replaced when the existing stock ran out in December. Ideally, the customer should leave a phone number for the Centre managers to respond and Stephen Hughes gave an example of a customer who had been pleased to receive a call.

A customer survey had been undertaken recently with 800-900 people responding across all the Centres. In many cases these had been distributed in the gyms and to parents watching their children swim etc. These were to be analysed and would be reported to the next meeting.

23

INDIVIDUAL SITE BY SITE IMPROVEMENT PLANS

Stephen Hughes presented the improvement plans which had been produced on a site by site basis. It was noted that these were in addition to the Quest Improvement Plan and the financial audit. He advised that a health and safety audit had been undertaken at the Riverside on 24 September and at Pyramids on 25 September by Jason Stalon, a Parkwood Assistant Regional Director and that initial feedback had been good.

He reported that interviews for two managers, one for Clifton Hill and one for the two pools would be undertaken in the week commencing 1 October 2012. They would replace Peter Cheesman who had managed Clifton Hill and the Pyramids. He confirmed that he and Darren Parrott would discuss the suggestion for a survey of customers of preferred locker arrangements in the Riverside.

Richard Ball emphasised that, in addition to ensuring that the terms of the contract were being met and that equipment was being replaced as agreed, it was important to identify and work towards longer term aspirations and goals in terms of continuous improvement. The importance of commercial considerations were recognised but developing the leisure product on offer to the people of Exeter was also important. New themes and targets would need to be identified and these could be developed following analysis of the recent customer survey as well as action plans to address the outcomes from the Quest assessments at each site.

Darren Parrott and James Coulton agreed that setting targets above meeting the basic requirements of the contract was important. They referred to the success of the GP referral sessions and to the potential for further work in conjunction with NHS Devon and the RD&E. Parkwood staff were appropriately qualified for these referrals.

Two of Exeter's Centre's had received top scores for Parkwood sites in the South West from internal audits.

The report was noted and it was agreed that Richard Ball and Steve Lyon meet with the Parkwood Management to identify themes/targets for improvements over and above the maintenance requirements for report back to the next meeting of this group.

24

DATE AND TIME OF NEXT MEETING

The next meeting would be held at 2.30pm on Tuesday 20 November 2012 at the Pyramids Leisure Centre.

(The meeting commenced at 2.30 pm and closed at 3.52 pm)

Chair

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE 6 NOVEMBER 2012

EXECUTIVE 20 NOVEMBER 2012

TENANCY STRATEGY AND TENANCY POLICY

1 PURPOSE OF REPORT

- 1.1 To adopt a Tenancy Strategy and Tenancy Policy as required by the Localism Act 2011.

2 BACKGROUND

- 2.1 The Localism Act 2011 requires all local authorities to adopt a Tenancy Strategy by January 2013 to guide Registered Providers in developing tenancy policies for their own stock, especially around the use of fixed-term or flexible tenancies. Registered Providers are expected to have regard to the local authority's Tenancy Strategy when determining their own policies.
- 2.2 In addition, all Registered Providers, including Exeter City Council as a stock holding landlord, are expected by the Regulator to have a Tenancy Policy which details their approach to tenancy management. The regulation of Registered Providers is now undertaken by the Homes and Communities Agency. There is no statutory deadline for the introduction of a tenancy policy but it does make sense to introduce one alongside the tenancy strategy.
- 2.3 In summary, the Tenancy Strategy sets out our expectations for how all social tenancies in Exeter should be managed and the Tenancy Policy sets out how we will specifically use the new range of options available to us to manage our stock.
- 2.4 Our Tenancy Strategy is expected to:
- Describe the high level objectives that registered providers should have regard to in their tenancy policies
 - Have been developed in conjunction with the authority's allocations policy and homelessness strategy
 - Have been developed in consultation with registered providers
 - Be reviewed every five years
- 2.5 Our Tenancy Policy should include our approach to:
- The kinds of tenancies we will grant
 - The length of those tenancies
 - When tenancies will be renewed (and when not)
 - How tenants can appeal against negative decisions
 - How we will take into account the needs of vulnerable households
 - What housing advice we will give to people whose tenancies are not being renewed
 - Our policy on discretionary succession rights
 - How we will tackle tenancy fraud

- 2.6 The draft Tenancy Strategy and Tenancy Policy are attached at Appendix A and Appendix B respectively.

3 POLICY CONTEXT

- 3.1 The Government has identified a number of issues associated with the social housing sector, including:

- the sector is not being used as effectively as it might to meet housing need
- some low income households are living for too long a time in expensive temporary accommodation
- some households living in social housing no longer need it
- the housing benefit bill is increasing
- there are high levels of unemployment in the sector
- there are inflexibilities in meeting need and demand
- the sector has a poor reputation among the wider public
- more homes are needed but there is a lack of public investment to produce them

- 3.2 As the strategic housing authority we are required to take on a more significant role in setting the local agenda around deciding which families should live in the social sector and for how long. Social housing is expected to be “a springboard into work and self-sufficiency for households in need, rather than encouraging welfare dependency.” (*Localism Bill: A Fairer Future for Social Housing, CLG 2011*)

- 3.3 With the other local authorities in Devon, we have agreed to a *Framework for Local Tenancy Strategies in Devon*. This document describes those areas of policy where broad principles are shared by some, or all, of the local authorities in Devon. Our own Tenancy Strategy is consistent with the Framework.

4 THE TENANCY STRATEGY

- 4.1 The Tenancy Strategy sets out broad principles and our expectations of Registered Providers but it cannot be prescriptive. Ideally, we would prefer an entirely harmonised array of rent levels, tenancy terms and conditions for tenancy renewal across the City which reflect local needs and conditions and which are easy to explain and understand. However, we recognise that Registered Providers are independent organisations often working across local government boundaries and we accept that they will have their own objectives and priorities. Nevertheless, we would expect them to follow the guidance in the Tenancy Strategy unless there was a very good reason for not doing so.

- 4.2 The principal objectives of the attached Tenancy Strategy for Exeter are to:

- Ensure that those most in need are housed
- Make the best use of our housing stock
- Offer tenancies which are compatible with the purpose of the housing and the needs of the household.
- Improve tenant mobility
- Encourage people who do not need social housing to leave or pay a higher rent
- Support Exeter’s communities and neighbourhoods
- Provide stability and security for vulnerable people
- Tackle worklessness
- Make managing rents and tenures as simple and straightforward as possible

4.3 The principal points of the Strategy are that:

- The Council supports the use of fixed term tenancies for most new tenants
- We expect five year fixed term tenancies to be the norm but we accept that there will be circumstances where a minimum of two years will be appropriate
- We consider 'lifetime' tenancies appropriate for people over 55 in older persons' accommodation and for people with disabilities in supported housing
- We support the charging of 'affordable rents' up to 80% of market rents so long as they do not exceed local housing allowance levels
- We set out the criteria to be taken into account when deciding to renew tenancies and under what terms. These criteria include:
 - The size of accommodation
 - The tenants' income
 - Adaptations made to the home
 - The previous behaviour of the tenants
- We support incentives for downsizing
- We encourage the provision of adaptations to properties for households who need them, but we also support the transfer of people from adapted properties who no longer need those adaptations
- We support one right of succession to a spouse or partner and the granting of a two year fixed term tenancy to other relatives of the deceased who have been living in the property for five years

5 THE TENANCY POLICY

5.1 The Tenancy Policy is in line with the Tenancy Strategy but sets out in more detail how we will implement the guiding principles of the Strategy in our day to day housing management operations.

5.2 The main features of the attached Policy are:

- Flexible tenancies will be given to most new tenants in general needs properties. There will be some exemptions: e.g. some tenants with secure tenancies who are transferring properties or carrying out mutual exchanges
- Secure tenancies will be given to people aged 55 or older in older persons' accommodation and to disabled people in supported accommodation
- Most flexible tenancies will be for five year periods but some may be for two years (e.g. for those who have committed anti-social behavior, or for those with clearly identified temporary requirements)
- We will normally renew the flexible tenancy unless there are reasons not to
- Flexible tenancies will not be renewed on properties that are significantly (i.e. two or more bedrooms in excess of requirements) larger than the household needs
- All tenants whose tenancies are not to be renewed will be given help and advice to access alternative forms of accommodation
- If necessary, we will take steps to end the tenancy of a household who is living in an adapted property when no-one in that household any longer requires the adaptations
- The level of affordable rents charged will be determined once we have reviewed our Allocations Policy in line with the opportunities allowed by Government legislation
- A change in our succession policy to allow succession to a spouse or partner, but only to allow other successions on a discretionary basis: and then only to allow a fixed term tenancy of two years to family members who had been living in the property for five years

6 CONSULTATION

- 6.1 The Tenancy Strategy has been informed by, and is consistent with, the *Framework for Local Tenancy Strategies in Devon* which was widely consulted on, both with partner local authorities and Registered Providers between March 2011 and March 2012.
- 6.2 Council tenants were consulted on a range of tenancy matters, including the Strategy, at the last Tenants' Conference in September 2011. The Council's Resident Auditor Team (a group of residents who undertake independent research) interviewed over 70 residents face-to-face and by telephone in April 2012 in order to gather their views. Exeter's Tenant and Leaseholder Committee (TALC) were also consulted. Our tenants have not yet been consulted on the tenancy policy but it will be considered by the Tenant and Leaseholder Committee before the Executive meeting in November and their response will be reported to Members.
- 6.3 A group of Members and Council Managers discussed both Tenancy Strategy and Tenancy Policy in September 2012 and all Registered Providers in Exeter have been given a chance to comment on the Strategy.

7 RESOURCE IMPLICATIONS

- 7.1 The granting of flexible tenancies will create more work for the housing team in terms reviewing and renewing flexible tenancies when they are drawing to an end. However, at present, with only around 300 new lets a year, the extra work can be phased in gradually and delivered within existing resources.

8 RECOMMENDED that the Committee note the report and requests Executive to:-

- 1) approve the new Tenancy Strategy; and
- 2) approve the new Tenancy Policy.

SARAH WARD ASSISTANT DIRECTOR HOUSING AND CONTRACTS

S:PA/LP/Cttee/1112SCC1
18.10.12

Local Government (Access to Information) Act 1972 (as amended) Background papers used in compiling this report:-

The practical implications of tenure reform. Chartered Institute of Housing 2011

Writing an effective tenancy strategy. Local Government Association 2012

Local decisions on tenure reform. Shelter 2012

Managing the impact of housing reforms in your area: Working towards the tenancy strategy. CIH 2011

The regulatory framework for social housing in England from April 2012. HCA 2012

How to develop your tenancy policy. CIH 2011

Exeter City Council Tenancy Strategy

1. Introduction

The Localism Act 2011 obliges all local authorities to develop a Tenancy Strategy to guide Registered Providers (including local authorities that retain their own housing) in developing tenancy policies for their own stock. Registered Providers (RPs) are expected to have regard to this Strategy when determining their own policies.

We consider “have regard to” in this context to mean that RPs should be aware of what this Strategy contains, and use it to inform their own purposes, business models and policies. This is not to say that every point in this Strategy should be followed without question, but if an RP wishes to depart from it, they should have good reasons for doing so. A strategy alone is never enough to guarantee purposes are achieved; we are also committed to effective working relationships with our partners and a continuing fruitful dialogue to ensure we are all working towards the same ends.

As the strategic local authority it is our responsibility to understand, plan for and manage (as far as we can) change in the City so that local needs are met and wider health, economic, social and environmental outcomes are achieved. These wider aims are set out in our **Corporate Plan 2012-2014**.

The Government has identified a number of problems with social housing, including:

- The sector is not being used as effectively as it might to meet housing need
- Some low income households are living for too long a time in expensive temporary accommodation
- The housing benefit bill is increasing
- There are high levels of unemployment in the sector
- There are inflexibilities in meeting need and demand
- The sector has a poor reputation among the wider public
- More homes are needed but there is a lack of public investment to produce them.

Broadly speaking, the Government wants to encourage local decision-making to determine which families should live in the sector and for how long. Social housing should be seen as “a springboard into work and self-sufficiency for households in need, rather than encouraging welfare dependency.”¹

Each local authority’s Tenancy Strategy is expected to:

- Describe the high level objectives that registered providers should have regard to in their tenancy policies
- Have been developed in conjunction with the authority’s allocations policy and homelessness strategy
- Have been developed in consultation with registered providers
- Be reviewed every five years.

¹ *Localism Bill: A Fairer Future for Social Housing. CLG 2011.*

Each Registered Provider's Tenancy Policy is expected to explain:

- The kind of tenancies they will grant
- When these tenancies will be granted
- The length of the tenancy terms
- When further tenancies will be granted.

Ideally we would prefer to see a harmonised array of rent levels, tenancy terms and conditions for tenancy renewal across the City which reflect local needs and conditions and which are easy to explain and understand. However, we recognise that RPs are independent organisations often working across local government boundaries. We acknowledge that changes to the funding of new affordable housing have led to RPs adopting a more business-focused approach which can impact on their ability to meet housing need. This Strategy, therefore, sets out broad principles and expectations rather than a set of prescriptive policies.

This Strategy will be complemented by the Council's Tenancy Policy which will have more detail about our approach as a landlord to granting and renewing council tenancies.

2. Devon-wide Tenancy Strategy

A Framework for Local Tenancy Strategies in Devon was adopted by the local authorities in Devon in February 2012. This Strategy complements the Framework but provides more detail specific to Exeter. Widespread consultation took place before the adoption of the Framework throughout Devon involving key stakeholders such as other local authorities, developers, the voluntary sector and registered providers.

3. The City of Exeter

According to the latest 2011 census, Exeter has a population of almost 118,000. The City has a healthy economy and is well connected by the M5 motorway, mainline rail stations and an International Airport.

These advantages attract people to the City and increase the pressure on existing housing stock. The city is compact with limited land available for new housing and with high densities in many of the existing built-up areas.

Exeter's black and minority ethnic (BME) population reached 7.3% in 2009². Largest minority groups are 'Asian/Asian British' and 'Chinese/Other'.

There are 50,725 dwellings in the City³. Currently social housing comprises nearly 18% of this figure. Exeter City Council owns and manages just over 5,000 properties; other RPs manage around a further 4,000 dwellings. Almost 14% of the City's population rent privately and around 66% are owner-occupiers.

² Office of National Statistics Resident Population estimate

³ Housing Strategy Statistical Appendix 2010

There were 7,238 households on the housing register on 31 March 2012; but only 1,455 in high or medium need. 1,176 people approached the Housing Options service last year, 793 households were prevented from becoming homeless and 99 households were accepted as homeless as per Part VII of the Housing Act 1996.

In November 2011 the average property price in Exeter was around £210,000 (around ten times average salary).⁴

For Exeter the weekly rental breakdown for a two bedroomed property is as follows:⁵

Market rent	£161
Local Housing Allowance	£138.46
80% market rent (highest level that can be classed as 'affordable')	£128.80
Average social rent	£71.45

The mean gross annual salary for those people resident in Exeter is £21,956.⁶

A household is often considered able to afford market rents in cases where the rent payable is up to 25 per cent of their gross household income.

Nationally the median length of residence in social housing was seven years (12 years for owner occupiers, one year for private renters). For Exeter City Council tenants the average figure for the last five years was also seven years.

4. Consultation

As mentioned above, this Strategy has been informed by, and is consistent with, the Framework for Local Tenancy Strategies in Devon which was widely consulted on during the period March 2011 to March 2012.

Council tenants were consulted on a range of tenancy matters, including this Strategy, at the last Tenants' Conference in September 2011. The Council's Resident Auditor Team (a group of residents who undertake independent research) interviewed over 70 residents face-to-face and by telephone in April 2012 in order to gather their views. Exeter's Tenant and Leaseholder Committee (TALC) were also consulted.

5. Objectives of the Tenancy Strategy

The principal objectives of the Strategy are to:

- Ensure that those most in need are housed
- Help others find somewhere suitable to live
- Make the best use of our housing stock
- Offer tenancies which are compatible with the purpose of the housing and the needs of the household

⁴ Hometrack January 2012

⁵ Figures from Devon Homechoice, Hometrack and Rightmove January 2012

⁶ ONS Annual survey of hours and earnings 2011

- Improve tenant mobility
- Support people's financial independence
- Support Exeter's communities and improve neighbourhoods
- Provide stability and security for vulnerable people
- Help reduce worklessness
- Make managing rents and tenures as simple, straightforward, and cost effective as possible.

6. Tenancies

The Council supports the use of introductory or probationary tenancies followed by fixed term tenancies for most new tenants. Fixed term or flexible tenancies provide a way of making the best use of limited stock and of linking tenancy renewal to status and conduct. Flexible tenancies will not apply to existing tenants.

Ideally all new social tenancies across the City should be on similar fixed terms, rather than there being a plethora of tenancies which would be difficult to explain to customers. In the same way, including too many options in a Devon Home Choice advert could well lead to confusion and a reluctance to bid.

Any 'introductory tenancy' period will be regarded as being in addition to the length of any flexible tenancy term.

Factors to be taken into account when determining the length of a flexible tenancy include:

- The security of the current tenancy and its affordability
- The need for tenants who are transferring to be no worse off after a move
- The need to make best use of existing stock by encouraging, for example, downsizing from larger under-occupied properties to smaller properties
- The age and health of the prospective tenant
- The vulnerability of the prospective tenant and their household.

Five year tenancies

These are expected to be the norm as they give a significant measure of security and provide a balance between stability for tenants and the ability of landlords to make the best use of their stock.

Two year tenancies

These should only be granted in exceptional circumstances, for example:

- Where a tenancy is being offered to a young person as part of training or an employment initiative
- Where a tenancy is being offered to someone not normally eligible for social housing
- As a short term measure for discretionary successors (see section on succession)
- Where a five year term is coming to an end but a further five year tenancy is not appropriate (if the previous tenancy has not been conducted well, for example)
- To address other specific short term issues or needs.

If an RP wishes to provide a tenancy for less than 5 years, it must demonstrate valid reasons for the shorter period. These should be agreed with the Council. The RP will be expected to demonstrate how any tenancy of less than five years can be managed in order to minimise adverse impacts on local community cohesion and the sustainability of that community. An equality impact assessment will also be required in order to show how any adverse impact on the equality groups will be prevented.

Lifetime tenancies

Appropriate for older people (over 55) in older persons' accommodation or people with disabilities in supported housing. Also appropriate for those who were secure or assured tenants before the Localism Act came into force; for those with secure or assured tenancies carrying out mutual exchanges or other reciprocal moves; and for those moving from secure/assured tenancies as a result of major works being carried out.

7. Rents

Affordability and rents are major issues in Exeter as a result of high house prices, high private rents and relatively low incomes. Affordability is a key issue for the local economy, particularly for low paid workers.

It is the Council's view that:

- Affordable rents should be such that they do not contribute to long term welfare dependency
- Although some variance may be required, the Council's preference is that rents and service charges should not exceed Local Housing Allowance (LHA) levels either now or in the future
- RPs should have regard to any requirements of section 106 agreements, nomination agreements, as well as wider welfare benefit issues when setting rents
- RPs need to carry out some form of assessment of affordability particularly where rents are at or close to LHA levels
- We will expect to benefit from development opportunities brought about through the adoption of affordable rents.

8. Tenancy renewal

Policies concerned with renewing tenancies must be clearly explained and available before any tenancy is signed. There should be a right of appeal against a negative decision.

New tenants should be encouraged to feel settled members of their communities and to be able to invest in their homes and contribute to their local neighbourhoods. However, social housing is an important benefit and holding a tenancy involves responsibilities and commitments on both sides.

Tenancies can be:

- Renewed on the same terms (e.g. for a further fixed term)
- Renewed on different terms (e.g. for a different length of time or rent)
- Ended but with the offer of alternative social housing elsewhere
- Ended with no alternative accommodation provided but with advice on the best options available.

The Council expects the following principles to apply to tenancy renewal:

- There should be a link between tenancy behaviour and renewal which should be explained at the start of a tenancy
- Tenancies should not be renewed if there have been serious breaches of the tenancy conditions
- There should be no disincentive to people to improve their financial situation
- If a tenancy is to be ended, a housing options assessment should be undertaken to include low cost home ownership, accessing the private rented sector and any other relevant options. These options should be offered in line with the agreed standard to be proposed under the Devon-wide Tenancy Strategy Framework
- Support should be given to enable tenants, especially vulnerable tenants, to sustain their tenancies
- Impact assessments should be carried out before deciding not to renew any tenancy (e.g. impact on family members, neighbours and the wider neighbourhood).

When deciding to renew a tenancy the following factors should be taken into account:

- **Size:** Tenancies should not normally be renewed for properties that are larger than the household requires unless this can be justified. Exceptions might include where it is necessary to accommodate a full or part-time live-in carer. Any under-occupation should have regard to local housing market conditions. Alternative options can be offered.
- **Income:** Income, capital and other assets should be taken into account along with other housing options. Over time tenants may well improve their individual circumstances but still wish to live in their local neighbourhood for family, employment, health or school reasons. They may still not have the resources to own their own homes, however. For these reasons it may be more appropriate to renew an existing tenancy but charge a higher rent rather than end a tenancy outright.
- **Extensive adaptations:** Tenancies should not be renewed if the properties include the provision of extensive adaptations that are no longer required (see section headed 'Properties with adaptations' below).

When offering advice and support to households whose tenancies are not to be renewed, RPs should consider:

- Identifying private landlords who accept tenants on housing benefit
- Supplying references (where appropriate)
- Providing loans (for deposits, rent in advance etc.)

- Providing financial incentives to tenants to move earlier.

Possession proceedings

Possession proceedings should start well before the date for renewal of a tenancy if breach of tenancy is to be a reason for non-renewal. Each case should be looked at individually on its own merits and other options and remedies should be explored.

9. Downsizing

'Downsizing' means tenants moving from properties which they are under-occupying, to smaller properties. Such tenants may be older people whose families have grown up and left the home or any other household that has reduced in size.

The Council supports the promotion of downsizing through incentives and active intervention including the award of extra priority under the Devon Home Choice scheme. We have our own downsizing policy which pays significant incentives to people to encourage them to move to smaller accommodation. We encourage RPs to adopt their own schemes and welcome working with them to promote downsizing in Exeter and throughout Devon.

We would not expect RPs to renew a fixed term tenancy where the property is under-occupied and where there is a reasonable possibility that alternative appropriate accommodation can be found for the household.

10. Properties with adaptations

There is always a balance to be struck between helping people in a vulnerable situation and making the best use of scarce resources. RPs should ensure that when tenants are first allocated an adapted property, they are notified of the possibility of being required to move to alternative accommodation should the household no longer require the adaptations. This would apply to extensive adaptations only (see definition below).

RPs are strongly encouraged to audit their adapted properties to determine whether they are occupied by households needing those adaptations. Where the household does not require those adaptations, RPs should offer every encouragement to that household to move voluntarily to an appropriate property. Where a voluntary move cannot be facilitated, landlords should consider using an appropriate discretionary ground for possession (e.g. Ground 13 for secure tenancies). This would have to be on a case by case basis, where adaptations are extensive (see paragraph below) and where suitable alternative accommodation can be provided, taking into account the:

- Circumstances of the tenant(s) and their entire household
- Needs of dependant children
- Disruption that could be caused, its effect on the stability of the household and the likely effect on the sustainability of the proposed alternative tenancy.

RPs who are considering possession proceedings on this basis should liaise with the Council. The court will want to see that the adapted property is needed for another household who requires those adaptations.

The phrase '**extensive adaptations**' usually means items such as permanent ramps, through-floor lifts or major changes to internal layouts. However, a combination of individual adaptations may well qualify. For example, having an adapted shower, a stairlift or a non-permanent ramp on its own would not qualify, but a combination of these items could. RPs should consult the Council where there is any doubt.

11. Transfers

The Localism Act 2011 requires landlords to offer existing tenants who are transferring to another social rent property, a tenancy with the same rights as their existing tenancy. This protection does not apply to existing tenants who choose to bid for a property let on affordable rent terms, or for new tenancies let after the Act became law. However, landlords have discretion to offer another similar tenancy where they choose to do so. Landlords should ensure that transferring tenants are well aware of the tenancy terms applying to their new homes.

The Council encourages landlords to offer transferring tenants a tenancy with the same rights and rent level as their existing tenancy wherever possible (it would be almost impossible, for example, to promote downsizing if tenants faced increased rents and a reduction in their security of tenure if they moved).

If required, the property the tenant is transferring from could be converted to affordable rent (see section below on Conversions to Affordable Rent).

12. Succession

The Council supports one right of succession to a spouse or partner. Where other immediate relatives of the deceased have been living in the household for at least five years we support discretionary succession to a suitable property for a non-renewable fixed term of two years maximum. This is to give sufficient time for the bereaved relatives to find more permanent accommodation elsewhere.

13. Disposals of Social Rented Housing Stock

The Council recognises that there may be occasions when it makes sense to dispose of property that has previously been available for social renting.

Registered Providers must work with the Homes and Communities Agency (HCA) if they wish to dispose of any stock (the HCA, acting through its Regulatory Committee, has now taken on the consent functions of the Tenant Services Authority). Where an RP intends to pursue this option, they should consider whether other RPs (including Exeter City Council) might wish to purchase this stock, before contemplating a disposal out of sector.

Any RP must consult with the Council if any major disposal is required. This is necessary to enable us to take into account the potential impact on meeting local housing need.

We will not support the disposal of the following types of housing without a very strong case being made:

- Larger homes, which are defined as:
 - Three bedroom houses with potential for use as 4 bedroom homes
 - Larger homes capable of accommodating 6 people or more
- Properties that may be suitable for downsizing initiatives (see section on Downsizing)
- Properties which have had extensive adaptations (see section on Properties with adaptations)
- Supported or specialist housing.

14. Conversions to affordable rent

The Council recognises that in practice the number of conversions has been pre-determined by the HCA through their National Affordable Housing Programme (NAHP) contracts with RPs. However, RPs do have some flexibility when considering which specific properties to convert.

RPs should have regard to the following when considering the proportion of properties which will be re-let at affordable rents:

- The pattern of re-lets by location, property size and type
- The need to ensure that under-occupiers wishing to downsize are not put off by having to pay a higher rent or by being offered reduced tenancy rights
- The need to ensure a reasonable supply of family-sized accommodation at social rents
- The shortage of wheelchair accessible accommodation.

We do not expect RPs to consult the Council over each conversion, but they should agree with us criteria for conversion or their overall approach.

RPs are reminded that they can offer flexible tenancies let at a social rent where this supports the aims of this Strategy: for example, offering a larger property for a fixed term in order to minimise future under-occupation.

15. Appeals and complaints

The housing regulator (now the HCA) has stated that RPs should explain how tenants or prospective tenants may appeal or complain about the type, and length, of the tenancy offered, and against a tenancy not being renewed.⁷

The Council expects RPs to:

- Have appropriate appeals procedures with timescales that clearly set out how tenants can appeal against decisions affecting their tenancies
- Make the appeal system simple and accessible

⁷ Regulatory Framework 2.1.6

- Have a system whereby appeals are made to officers or managers more senior and not involved in the original decision
- Link the appeal system to their complaints system so that tenants have the option to take their case further if they are dissatisfied with the result (e.g. a 'designated person' or tenant panel and ultimately the Housing Ombudsman from April 2013).

16. Equality and diversity

The Equality Act of 2010 places a duty on public bodies to consider the needs of all individuals in carrying out their day-to-day work. Specifically the duty covers the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race – including ethnic or national origins, colour, or nationality
- Religion or belief – including lack of belief
- Sex
- Sexual orientation
- Marriage and civil partnership (to the extent that public bodies should have due regard to the need to eliminate discrimination).

The duty comprises having due regard for the need to:

- Eliminate unlawful discrimination – e.g. harassment, victimisation
- Advance equality of opportunity for all
- Foster good relations – e.g. between people who share a protected characteristic and those who do not.

The Council expects all RPs to think consciously about the three aims of the equality duty and to consider equality issues when developing, evaluating and reviewing policy.

Producing an Equality Impact Assessment on each individual RP's Tenancy Policy would be helpful, but the emphasis should be on consciously thinking about the three aims of the equality duty whenever making policy or decisions, and evidencing that such thought has taken place.

17. Monitoring and Reviewing the Strategy

The Council will review this Tenancy Strategy every five years and report any issues or changes to our Scrutiny – Community Committee and Executive meetings. Any alterations to the Strategy will be publicised both on our website and elsewhere.

Exeter City Council Housing - Tenancy Policy

1. Introduction

- 1.1 Tenancy policies were introduced as part of the wider package of social housing reforms set out by the Government in "*Local decisions: a fairer future for social housing*". The reforms include the introduction of fixed term tenancies and affordable rent, changes to allocations and homelessness and the promotion of increased mobility for social tenants. These proposals are being implemented through the Localism Act and changes to the regulatory standards that all social landlords are expected to meet.
- 1.2 The Tenancy Policy, which the regulator's new tenure standard require all housing providers to publish, sets out how Exeter City Council (ECC) will use the new range of options that are available to us. It also clarifies how we will support tenancy sustainment and prevent unnecessary eviction, tackle tenancy fraud and grant discretionary succession rights. The purpose is to provide clarity to tenants, ensure consistency and transparency of approach protecting the Council from potential legal challenges. It has been written with reference to the ECC Tenancy Strategy.
- 1.3 It will be used to ensure that the right type of tenancy is allocated to each tenant, that the under-occupation of properties is addressed effectively and that we can provide family and/or adapted housing where this is required. It also sets out the circumstances in which we will charge affordable rents and use flexible tenancies.
- 1.4 The ways in which each type of tenancy can be let and brought to an end are set out in law (Housing Acts 1985 and 1996, and the Localism Act 2012.)
- 1.5 The Assistant Director Housing and Contracts will be responsible for applying this policy so as to ensure that the right people are placed in the right property on the right type of tenancy. The Tenancy Services Manager will also be responsible for ensuring that tenants are given support to maintain their tenancy and that the appropriate action is taken where problems occur and where tenancy fraud is suspected.
- 1.6 The Executive Committee will be responsible for sanctioning any changes to this policy.

2. Purpose

This policy aims to ensure that:

- The right people are living in the right property on the right type of tenancy
- Households can be moved from properties which are no longer suitable for their needs
- Tenants will be encouraged to move to more suitable accommodation if the property becomes too big or if their needs or circumstances change
- Tenants will be helped to sustain their tenancies for the fixed or long term, but where problems occur, particularly at the start of the tenancy, action can be taken quickly to either change the behaviour, or, failing that, the tenancy can be ended and the property offered to someone more likely to comply with the tenancy terms and conditions
- Tenancy fraud is identified and tackled
- We balance the needs of individual tenants against the need to manage a scarce public resource which is in high demand.

3. Policy Consultation

ECC has taken part in the Devon-wide consultation regarding the Tenancy Strategy. The Tenants have been consulted about the proposed policy through the tenants conference in September 2011 and through an extensive survey carried out by the Resident Auditor Team.

4. Related Policies and Strategies

This policy is related to the following Exeter City Council policies:

- Tenancy Strategy
- Allocations and Lettings Policy
- Neighbourhood Management Policy
- Devon Home Choice Policy
- Starting Tenancies Policy.

5. Tenancy Types and Conditions

Currently we have five different types of tenancies.

5.1 Introductory Tenancy

Generally all tenants new to ECC are initially given an introductory tenancy. The purpose of an introductory tenancy is to allow ECC to be satisfied that the tenant or tenants are suitable to have either a lifetime secure tenancy or a flexible fixed term tenancy.

However tenants transferring from another social landlord may go onto either a secure or flexible tenancy.

This does not apply to tenants given temporary accommodation who will be given a non- secure tenancy.

Introductory tenancies usually last for twelve months from the tenancy start date but if the tenants conduct raises concerns then the introductory tenancy can be extended for a further 6 months, giving 18 months in all.

Before the start of the introductory tenancy, tenants will be told which kind of tenancy (secure or flexible) they will be granted at the end of the introductory period.

After the introductory period the tenancy automatically becomes either a secure tenancy or a flexible tenancy, unless we have begun proceedings to end the tenancy due to a breach of the tenancy agreement.

Introductory tenants have most of the same rights as secure or flexible tenants but there are some rights that they do not have. They do not have right to:

- Take in lodgers
- Sublet part of the home
- Make any improvements to the property

- Be compensated for any improvements to the property
- Exchange their home with another tenant.

Introductory tenants do not have the Right to Buy their property, but the period spent as an introductory tenant will count towards the qualifying period for the Right to Buy.

5.2 Secure Tenancy

Most of our tenants have a secure tenancy. If ECC wish to end this type of tenancy then a ground for possession is needed (see Schedule 2 of the Housing Act 1985) followed by a possession order from the courts.

Under the Housing Act 1985 secure tenants have a number of rights which include:

- The right of succession
- The right of assignment in certain cases
- The right to take in lodgers and sublet part of the property
- The right to request a transfer to alternative accommodation
- The right to exchange their home with another council or housing association tenant
- The right to information
- The right to be consulted and involved
- The right to make improvements to their home
- The right to compensation for improvements
- The right to repair
- The Right to Buy in certain cases.

5.3 Flexible Tenancy

Introduced through the Localism Act, a flexible tenancy is one that is offered for a specific period of time, as opposed to the traditional 'lifetime tenancies'. The period of time is known as the 'fixed term'.

From **date to be agreed** ECC will start to grant its prospective tenants a flexible tenancy, rather than a secure tenancy, after the introductory tenancy has ended. These flexible tenancies will be granted to most tenants in general needs housing. There will be some exceptions: for example, certain tenants transferring from secure tenancies or some mutual exchanges, these people will be granted secure tenancies. Older tenants (that is tenants over 55 years old in older persons' housing) and disabled tenants in supported housing will also be granted secure tenancies.

The length of the flexible tenancy will be for five years in almost all cases. But the tenancy can be reissued for another fixed term at the end of this period. The first five year period will commence at the end of the introductory tenancy.

In exceptional circumstances we will consider offering a flexible tenancy on less than five, but more than two, years. The decision to do so will be made on a case by case basis. Examples of this may include where a tenant has committed anti-social behaviour and we are not able to put them on an introductory tenancy.

The length and terms of the flexible tenancy will be explained to all tenants concerned before they take on the introductory tenancy.

Tenants on a flexible tenancy have the Right to Buy their property (after a qualifying period).

Tenants on a flexible tenancy have the right to make improvements to the property if they have obtained written permission from the Council, or to be compensated for any improvements. The Council reserves the right to seek compensation from the tenant where no permission has been granted.

Flexible tenancies are subject to the same grounds for possession and succession as secure tenancies.

To end the flexible tenancy we must apply to the court for a possession order.

5.4 **Demoted Tenancy**

Where there have been incidents of antisocial behaviour we may elect to go to court to obtain a demoted tenancy. Demoted tenancies last for one year.

Where a secure tenancy is demoted and the demotion period completed successfully, the demoted tenancy will automatically become a secure tenancy.

Where a flexible tenancy is demoted and the demotion period completed successfully, the demoted tenancy will automatically become a secure tenancy. If a flexible tenancy is required, we must serve a notice on the tenant prior to the end of the demotion period, informing them that the tenancy is to be a flexible tenancy and specifying the length of the fixed term and other express terms of the tenancy. The length of the fixed term after the demotion period has ended will be determined as set out above.

Demoted tenants do not have the same rights as secure tenants. For example they do not have:

- The right to exchange
- The right to succession
- The right to take in lodgers
- The right to sublet.

Also the Right to Buy is suspended until the tenancy is no longer demoted. The time spent as a demoted tenant does not count towards any discount.

5.5 **Non-secure Tenancy**

Very few of our tenants will have a non-secure tenancy. These tenancies are only given to tenants living in temporary accommodation, such as private sector leased accommodation, in discharge of a homelessness duty or function under Part VII of the Housing Act 1996 (as amended).

These tenancies do not have the same security of tenure or rights as secure tenants.

6. Tenancy Agreements

- 6.1 Our tenancy agreements will be written in plain English, in a style easily understood by tenants. It has been accredited by the Plain Language Commission as a clear English Standard winning document. They will set out the rights and obligations of both the tenant and the landlord.
- 6.2 Tenants will be given a copy of the tenancy agreement at the start of the tenancy and will have the terms explained to them at the sign up meeting.

7. Affordability and Affordable Rent

7.1 Definition of affordability:

A household can be considered able to afford market renting in cases where the rent payable is up to 25 per cent of their gross household income (Communities and Local Government). The Tenants and Leaseholders Committee (TALC) has recognised the use of the Local Housing Allowance (LHA) as a standard definition of affordability. Service charges, if applicable, will be additional and reflect the cost of the service provided to each tenant.

7.2 Definition of social rent:

The level of rent that ECC charge for the majority of its properties (excluding those charged at 'affordable rent'). Social Rent is currently calculated using guideline target rents which are determined through the national rent regime. Currently the annual rent increase is based on RPI in September + 0.5% (+/- £2). It is anticipated that Exeter City Council will achieve target rents by 2015/16. Members approve any rent increase annually and are applied from April.

7.3 Affordable rent:

This is defined as up to 80% of market rent. ECC will charge affordable rent at levels no higher than the relevant Local Housing Allowance at the time as we believe that this is a fair reflection of affordability.

The level of affordable rent charged will be established once we have reviewed our Allocations Policy in line with Government legislation and the needs of the City.

8. Reviewing the tenancy

- 8.1 We will normally renew a flexible tenancy unless there are specific reasons not to.
- 8.2 We will begin the review period of all flexible tenancies at least 12 months prior to the end of the fixed term. We will write to tenants to tell them the outcome of the review. Where the tenant(s) circumstances have not changed significantly over the course of the fixed term we will renew the flexible tenancy for a further fixed term, which may or may not be for the same period, it could be more or it could be less depending on the circumstances of the household at the time of renewal.
- 8.3 A different rent may also be charged on a tenancy review depending on individual circumstances.
- 8.4 The following factors either in isolation or in combination will be taken into account in deciding whether to renew the flexible tenancy and on what terms:

- The property has become larger than the household requires (two or more bedrooms in excess of requirements)
- The property has become overcrowded
- The level of income of the household
- The property has adaptations which are no longer required by the current tenant or a member of their household
- The rent account is in arrears at the time of the review or has been in arrears for at least six out of the last twelve months. Exceptions can be made for tenants getting assistance with their rent from Housing Benefit, those who we consider to have only minor rent arrears, or those who have made an agreement to pay by instalments and have kept to this agreement
- There has been a serious breach or breaches of a tenancy condition or conditions
- We intend to demolish, redevelop or dispose of the property within the next five years. In these situations we will consider offering a short term tenancy of the property or suitable alternative accommodation.

8.5 In cases where the flexible tenancy is not being renewed, we will give at least six months notice that the fixed term is coming to an end, and a formal notice seeking possession will be served at least two months prior to the end date. We will make it clear that we do not propose to grant another tenancy and the reason or reasons for that decision.

9. Ending the tenancy

- 9.1 When the tenant gives notice or dies we carry out pre-termination visits with all our tenants, or with the next of kin. During this visit we:
- Check the condition of the property and garden
 - Ensure the rent account is up to date
 - Agree with the outgoing tenant which items can be left in the property and which must be removed
 - Ensure that the outgoing tenant is aware that the property must be left in a good and clean state, and all rubbish and personal items (except those agreed above) must be cleared from the property
 - Read the meters
 - Request a forwarding address, contact details and phone numbers
 - Determine any recharges that may be due.
- 9.2 If there is any rent due to the end of the tenancy we will inform the tenant and expect the amount due to be paid in full before the tenancy ends.
- 9.3 We will provide details for relatives of deceased tenants explaining to them the steps that need to be gone through to end the tenancy and the information we require from them.
- 9.4 All tenants whose flexible tenancies are not going to be renewed will be offered advice and assistance from the Council's Housing Options service. The factors set out at paragraph 8 will all be taken into consideration and where the tenancy is coming to an end through negative tenant behaviour (e.g. arrears or anti-social behaviour) the Housing Options Team will advise on options to secure private rented accommodation or to make a homeless application in line with our existing policy and procedures. If the tenancy is coming to an end as the property would be better used by another tenant (e.g. under-occupation, no longer requiring adaptations)

the Housing Options team/Tenancy Services Team will be make 3 reasonable offers of alternative accommodation (depending on the tenants circumstances) this could include:

- An alternative Exeter City Council property
- A property with a Registered Provider
- A Shared Ownership property
- Private Rented through the council's EXtraLet scheme.

9.5 If three reasonable offers are made and then refused we will then seek to take possession of the property.

9.6 We will give at least six months notice that the tenancy is coming to an end, and a formal notice seeking possession will be served at least two months prior to the end date. At the end of the tenancy we will carry out a pre-termination visit as outlined above.

10. Sustaining Tenancies

10.1 We are very keen that tenants are able to manage their tenancies properly. We are also keen that tenants do not breach the terms and conditions of their tenancy and that they do not get into rent arrears or carry out acts of anti-social behaviour.

10.2 We carry out an in-depth sign up interview with all new tenants. This covers:

- Ensuring the tenant understands the terms and conditions of the tenancy agreement
- Methods and frequencies for paying their rent and accessing benefits
- Checking if they have any particular support needs
- Highlighting opportunities to get involved
- Explaining how to report repairs and our service standards.

10.3 We aim to visit all new tenants within six weeks of moving into their property to check that everything is going well. We will check whether they are paying their rent regularly, whether they are receiving their benefits, and that they are keeping to the terms of their tenancy conditions.

10.4 When tenants move into one of our older persons accommodation we carry out an assessment with them to determine what they require and the level of individual support they might need, for example whether it is a visit every other day, or a phone call once a week.

10.5 We will visit or telephone any tenants who are identified as having problems managing their tenancy. We will seek to discuss the problems with them. We will seek to explain that it is important that they stick to the terms of the tenancy agreement.

10.6 For tenants who are struggling to pay their rent we will seek to discuss what options are available to help them, and put them in touch with other agencies that may also be able to help. With any reminder notices, or when notices for rent arrears are served, we send out contact details for our own Income Officers and other independent debt advice agencies. Our newsletters contain regular articles stressing the importance of contacting us as early as possible if a tenant is having difficulty in paying their rent.

- 10.7 Where we identify that a tenant needs particular support to manage in their home and tenancy we will put them in touch with the relevant agencies such as social services.
- 10.8 Where there are issues of anti social behaviour we will follow the guidelines set out in our Anti-Social Behaviour Policy and Procedure when dealing with and tackling reports of anti social behaviour.

11. Tackling Under-occupation

- 11.1 We recognise that we have a large number of family properties, particularly three bedroom properties, which are under-occupied.
- 11.2 Changes to Housing Benefit regulations through Welfare Reform where properties are under occupied could see restrictions to levels of housing benefit, resulting in tenants having a greater rent burden.
- 11.3 We have a downsizing scheme which provides financial assistance to people who move to a smaller property and so free up a family sized property. This scheme also provides help and support with moving arrangements.
- 11.4 We give priority on Devon Home Choice to people wishing to downsize. Anyone wishing to downsize will be placed into Band B.

12. Adapted Properties

- 12.1 Under our current secure tenancy agreement, if a tenant is living in a property which has been built or adapted for a person with a disability, and the tenant or their family no longer needs that type of home, we may take steps through the Courts to end the tenancy. We will offer the tenant other suitable accommodation.
- 12.2 For tenants on a flexible tenancy living in a property which has been built or adapted for a person with a disability, the presumption will be that we will only renew the tenancy if there is still a requirement within the household for that kind of property (subject to the points set out at paragraph 8 above). This is where an adaptation has costs more than £1000.

13. Transfers

- 13.1 For Exeter City Council secure tenants who transfer to another property, we will ensure that they are given another secure tenancy.
- 13.2 This does not apply to tenants who choose to move to accommodation let on affordable rent terms. In these circumstances existing tenants may be offered a flexible tenancy.

14. Mutual Exchanges

- 14.1 Mutual exchanges take place via a deed of assignment where each tenant steps into the other's shoes and takes over the other tenant's tenancy type and terms. New tenancies are not signed.
- 14.2 Under the Localism Act if at least one of the tenants has a secure tenancy begun before April 2012 and at least one of the tenants is on a flexible tenancy, then such exchanges must be done by surrender and granting of new tenancies.

- 14.3 In these circumstances, we will grant the tenant whose secure tenancy predated April 2012 a secure tenancy. This will ensure that existing tenants (before April 2012) retain similar security of tenure to that of their original tenancy.
- 14.4 As a landlord we can still refuse an exchange of this nature (see Schedule 3 of the Housing Act 1985). We have 42 days to make that decision.
- 14.5 We subscribe to Home Swapper; an internet based mutual exchange service.

15. Succeeding to a Tenancy

- 15.1 For our secure tenancy agreements that commenced before **date to be agreed** the following people can succeed to the tenancy, if they have been living in the property as their principal or only home:
- The tenant's spouse or civil partner; or
 - If no spouse or civil partner, another member of the tenant's family that has lived with the tenant throughout the period of twelve months ending with the tenant's death.
- 15.2 Only one succession is allowed by the Housing Act 1985.
- 15.3 If the property is not suitable for the relative, or it is under-occupied, we may request that they move to a more suitable property. We will provide advice and assistance with such a move in a sensitive manner but in line with our succession and assignment policies in such cases such as of extreme under occupation, a legal notice will have to be served between six and twelve months after the previous tenant's death, if agreement can not be reached.
- 15.4 For flexible tenancies and secure tenancies that commenced after **date to be confirmed** there will only be a statutory right of succession to a spouse or civil partner or co-habitee. Legislation gives Local Authorities the power to grant additional succession rights. As such we may allow a two year non-renewable fixed term tenancy to a family member who would have succeeded under the former system to give them sufficient time to find alternative accommodation.

16. Tackling Tenancy Fraud

- 16.1 It is important that the people living in our properties are those who need them most. We take various steps to ensure that this is the case, from ensuring we allocate the property to the most appropriate person, to following up allegations of alleged misuse.
- 16.2 For all new tenants we take copies of photo identification such as passport or driving licence. Where there is no available photo ID we will take a photograph of each tenant.
- 16.3 From time to time we may undertake an "illegal sub-letting tenancy audit" with a series of in-depth visits to a number of properties to check identification and to ensure that the occupant is indeed the tenant.
- 16.4 We follow up any reports of unoccupied properties or sub-letting and take action if cases of abuse are discovered. As well as this we carry out tenancy checks when visiting some of our properties. We encourage staff and tenants to report any suspected incidents of tenancy.

16.5 We issue press releases about tenancy fraud and have articles in our newsletters.

17. Appeals and requests for reviews of decisions

17.1 Tenants have the right to request a review of a decision, within 21 days, as to the length of the flexible tenancy being offered. Such a request should be made in writing to an independent and more senior officer who was not involved in the original decision.

17.2 Tenants have the right to request a review of a decision not to renew a flexible tenancy within 21 days of the first notice. Such a request should be made in writing to an independent and more senior officer who was not involved in the original decision.

17.3 The review procedure will be that as set out in the 'Flexible Tenancies (Review Procedures) Regulations 2012'.

18. Equality Impact Considerations

We will carry out an equality impact assessment of this policy.

19. Performance Monitoring

We will review the number of each type of tenancy annually. In the future we will review what happens at the end of a flexible tenancy, how many are terminated and for what reasons. We will also review the assistance given to these tenants.

20. Policy Review

The policy will be reviewed at least every three years or sooner if new guidance or legislation is published.

S:PA/LP/Cttee/1112SCC1 Appx B
18.10.12

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 6 NOVEMBER 2012

EXECUTIVE 20 NOVEMBER 2012

PROPOSAL TO DE-ACCESSION ITEMS FROM RAMM'S COLLECTION

1 PURPOSE OF REPORT

- 1.1 This report sets out proposals to de-accession selected items from RAMM's permanent collection. As RAMM's governing body, Exeter City Council must formally approve de-accessions. This report summarises the context, reasons and outcomes sought in de-accessioning these items.

2 BACKGROUND

- 2.1 Museum collections are held in trust for the community. Once an object is accessioned (formally accepted) into a museum collection, a museum has legal and ethical responsibilities in relation to the object. De-accessioning is the process by which museums permanently remove items from their collections. De-accessioned items may or may not be physically disposed of. Sometimes they are transferred to other institutions or to a different use.
- 2.2 Disposals and de-accessions are only normally undertaken under exceptional circumstances and are governed by the Museums Association's Code of Ethics. In 2007 the Museums Association changed its Code of Ethics to permit responsible, curatorially-motivated de-accessions as part of a museum's long-term collections policy, in order to maximise the public benefit derived from museum collections generally.
- 2.3. A Museum's approach to collecting and disposing of items from its collections is determined by its Acquisitions and Disposals Policy. In May 2012 Scrutiny Committee granted an extension of RAMM's Acquisitions and Disposal Policy 2005-2010 until December 2013, while a wholesale, strategic review of the collections is carried out. This review is progressing well and will provide an in depth assessment of the collections' strengths, weaknesses, gaps and potential.
- 2.4 An early outcome of the Collections Review has been the identification of certain material which falls outside the scope of the Acquisitions and Disposals Policy. In addition, there is little public benefit in these items remaining a legal part of RAMM's collections.
- 2.5 In recommending these items for de-accession, RAMM has identified a number of desired outcomes. These include improved public access to the items and improved context for them by relocating some objects to more relevant collections. In other instances the long-term storage, management and conservation needs of the items has also been balanced against the public benefit of retention. De-accessioning selected items from the collection is intended to free up resources for improved curation and usage of the majority of RAMM's collection.
- 2.6 In making these recommendations, RAMM has considered any risk to the public reputation of museums and adjudged the risk to be minimal.
- 2.7 RAMM has confirmed its legal ownership of the items proposed for de-accession.

3 CURRENT POSITION

3.1 230 items are recommended for disposal. These have been determined collectively by the curatorial team in accordance with the Museums Association's Code of Ethics. The 230 items are listed in Appendix I. In summary, they comprise:

- 159 birds eggs of unknown species. These unidentified specimens lack provenance and are damaged beyond the Museum's reasonable ability to repair. It is proposed that these are transferred to RAMM's handling collection or disposed of.
- Four commonly available antiquarian books which are outside the scope of RAMM's Acquisitions and Disposals Policy and were accessioned in error by previous staff members. It is proposed that these are transferred to RAMM's curatorial reference library.
- 44 reference books which are outside the scope of RAMM's Acquisitions and Disposals Policy and were accessioned in error by previous staff members. It is proposed that these are transferred to RAMM's curatorial reference library.
- 23 items relating to Iceland and the Victorian artist and writer William Morris. These items are not rare and are outside the scope of RAMM's Acquisitions and Disposals Policy. They are unlikely to be used by RAMM. It is proposed that these items are transferred to the William Morris Gallery, London.

3.2 It is anticipated that further de-accessions and disposals will be proposed as the Collections Review progresses.

3.3 For the future, the process of consideration and approval of de-accession could be streamlined by delegating it to the Assistant Director Economy in consultation with the Portfolio Holder responsible for the Museum unless the item concerned is of a significant nature or monetary value.

4 PROPOSAL

4.1 It is proposed to de-accession 230 items from RAMM's collection, these items being those listed in Appendix I.

5 RESOURCE IMPLICATIONS

5.1 The purpose of the current collections review, and the new Collections Development Policy which will result, is to re-examine the nature, extent and sustainability of our collecting activity. This exercise along with RAMM's approach to disposals and de-accessions is being undertaken with a very specific awareness of the long-term responsibilities and resource implications involved in housing, management, care and conservation of material now and in the future.

6 RECOMMENDED

- 1) That Committee Members approve the de-accessioning of the items listed.
- 2) That Executive be requested to approve the proposal that future recommendations and approval of items for de-accession be delegated to the Assistant Director Economy in consultation with the Portfolio Holder responsible for the Museum.

RICHARD BALL - ASSISTANT DIRECTOR ECONOMY

S:PA/LP/Cttee/1112SCC2
29.10.12

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:- None

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
NATURAL HISTORY SPECIMENS					
1	521/2005	Bird eggs x 159	Improved public access to items Resources freed up	No reasonable expectation of items being used Damaged / deteriorated beyond reasonable ability to repair Insufficient / unsatisfactory relevant context for items	Transfer to handling collection
ANTIQUITIES: ANTIQUARIAN AND REFERENCE BOOKS					
2	3/1995	Book (reference): Remarkable Antiquities of the City of Exeter, 1681, Richard Izacke	Resources freed up	Falls outside ECC A & D Policy ¹ Accessioned in error	Transfer to RAMM Curatorial library
3	39/1927/34	Book (reference): John Hooker Chamberlain of the City of Exeter 1555, An Original MS (3520) now in possession of the Dean Chapter of Exeter Cathedral, 1883, Herbert Edward Reynolds	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
4	186/2005	Book (reference): Shortt, W T P. 1841: Collectanea Curiosa Antiqua Dunmonia, London	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
5	515/1987	Book (reference): Memorials of the City of Exeter, 1681, Izacke	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
6	1/1948/3	Book (reference): Corpus of Prehistoric Pottery and Palettes, 1921, W M Flinders Petrie	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library

¹ Exeter City Council Acquisitions and Disposals Policy 2005-2010, extended to 2013

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
				Accessioned in error	
7	18/1975/8	Book (reference): Exeter Official Guide of the City Council (early 20 th century)	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
8	34/1971	Book (reference): Early Brittany, 1969, N K Chadwick	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
9	39/1927/27	Book (reference): The History of the City of Exeter, 1861, Rev. George Oliver	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
10	39/1927/32	Book (reference): Letters and Papers of John L Shillingford, Mayor of Exeter, 1447-50, 1871, S A Moore	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
11	41/1946/1	Book (reference): Ancient Stone Implements, Weapons and Ornaments of Great Britain, 1872, J Evans	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
12	41/1946/2	Book (reference): Ancient Bronze Implements, Weapons and Ornaments of Great Britain and Ireland, 1881, J Evans	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
13	43/1932	Book (reference): English coins from the seventh century to the present day	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
14	43/1972	Book (reference): Guide Catalogue to the Neolithic and Bronze Age Collections in Devizes Museum, 1964, Stuart Piggot	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
15	49/1937/1	Book (reference): Rambles in Old Exeter, 1927, Beatrix F Cresswell	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
				Accessioned in error	
16	49/1937/2	Book (reference): The Churches of Exeter, 1908, Beatrix F Cresswell	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
17	50/1922	Book (reference): La Trouvaille de Deir-el-Bahari, 1881, Brugsch and Maspero	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
18	50/1968	Book (reference): Roman coins and their values, D R Sear	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
19	51/1968	Book (reference): Standard catalogue of British coins	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
20	52/1968	Book (reference): British copper coins and their values	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
21	53/1968	Book (reference): Coins and medals 1968 album	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
22	54/1970	Book (reference): Seventeenth century Exeter, 1958, W B Stephens	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
23	55/1970	Book (reference): The Ports of the Exe Estuary 1660-1860, 1960, E A G Clark	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library
				Accessioned in error	
24	56/1970	Book (reference): The Maritime History of	Resources freed up	Falls outside ECC A & D	Transfer to RAMM

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
		Devon, 1968, M M Oppenheim		Policy Accessioned in error	Curatorial library
25	57/1969	Book (reference): Roman Exeter, Exeter, Excavations in the war damaged areas, 1952, Aileen Fox	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
26	57/1970	Book (reference): Industry, Trade & People in Exeter 1688-1800, 1935, W G Hoskins	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
27	78/1970	Book (reference): West Country Friendly Societies, 1964, M Fuller	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
28	80/1971	Book (reference): Metallurgical Reports on British and Irish Bronze Age Implements and Weapons at Pitt Rivers Museum, 1970, Allen, Britton and Coghlan	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
29	81/1939	Book (reference): Roman Coins, Harold Mattingly	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
30	83/1936	Book (reference): Exeter Civic Seals, Lloyd Parry	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
31	84/1969	Book (reference): Victorian Exeter, 1968, R Newton	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
32	89/1936	Book (reference): The History of the Exeter Guildhall and the Life within, 1936, H Lloyd Parry	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
33	94/1936	Book (reference): Barclay V Head, 1881, Ancient Coins in the British Museum	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
34	152/1970	Book (reference): The Pre Reformation History of St Katherine's Priory, 1934, E Lega-Weekes	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
35	156/1970	Book (reference): 32 Views of Exeter, Exmouth and South Devon [?1920s]	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
36	165/1970	Book (reference): Science in Archaeology, 1969, D Brothwell and E Higgs	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
37	216/1968	Book (reference): Greek Bronzes, 1962, J Charbonneaux	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
38	218/1971/1	Book (reference): Dinas Powys: An Iron Age, Dark Age and Early Medieval Settlement in Glamorgan, 1963, L Alcock	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
39	219/1971/1	Book (reference): The Prehistory of Wales, 1951, W F Grimes	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
40	219/1971/2	Book (reference): Caerleon: Fortress of the Legions, 1970, D Moore	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
41	227/1970	Book (reference): The Archaeology of Exmoor, 1970, L V Grinsell	Resources freed up	Falls outside ECC A & D Policy	Transfer to RAMM Curatorial library

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
				Accessioned in error	
42	284/1971	Book (reference): Council of British Archaeology Report 6: Romano-British Coarse Pottery, 1976, Ed. Graham Webster	Resources freed up	Accessioned in error	Transfer to RAMM Curatorial library
43	320/1971/1	Book (reference): The Saints of Cornwall, part 1, Gilbert H Doble, 1960	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
44	320/1971/2	Book (reference): The Saints of Cornwall, part 3, Gilbert H Doble, 1960	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
45	320/1971/3	Book (reference): The Saints of Cornwall, part 4, Gilbert H Doble, 1960	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
46	320/1971/4	Book (reference): The Saints of Cornwall, part 5, Gilbert H Doble, 1960	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
47	339/1971	Book (reference): Museum of London Medieval Catalogue, D B Harden and R E M Wheeler, 1954	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
48	357/1914	Book (reference): Royal Visits to Exeter, 1863, Gidley	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
49	1001/1974	Pamphlet: History and description of the New Bampfylde copper mine, 1869	Resources freed up	Falls outside ECC A & D Policy Accessioned in error	Transfer to RAMM Curatorial library
ETHNOGRAPHIC COLLECTION: MARY FRANCIS VIVIENNE LOBB COLLECTION (WILLIAM MORRIS ICELANDIC					

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
MATERIAL)					
50	23/1939	16 th Century Bible, Iceland	Improved public access to item Improved context for item Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
51	104/1939/1+2	Woven belts x 2, Iceland	Improved public access to items Improved context for items Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
52	104/1939/3/1	Bodice, Iceland	Improved public access to item Improved context for item Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
53	104/1939/4	Girdle, Iceland	Improved public access to item Improved context for item Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
54	104/1939/5/1	Cap, Iceland	Improved public access to item Improved context for item	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
			Resources freed up		
55	104/1939/12/1+2	Slippers, Iceland	Improved public access to items Improved context for items Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
56	104/1939/14/1+2	Slippers, Iceland	Improved public access to items Improved context for items Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
57	104/1939/26+27	Carved horn containers, Iceland	Improved public access to items Improved context for items Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
58	104/1939/28	Carved drinking vessel, Iceland	Improved public access to item Improved context for item Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
59	104/1939/29-36, 40-48	Carved horn spoons, Iceland	Improved public access to items Improved context for items	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London

	ACCESSION NUMBER	NAME	DESIRED DISPOSAL OUTCOME	REASON FOR DISPOSAL	PROPOSED METHOD OF DISPOSAL
			Resources freed up		
60	104/1939/49	Fork, Iceland	Improved public access to item Improved context for item Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
61	104/1939/3/2	Corded sash, Iceland	Improved public access to item Improved context for item Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London
62	104/1939/5/2	Apron string, Iceland	Improved public access to item Improved context for item Resources freed up	Falls outside ECC A & D Policy No reasonable expectation of item(s) being used.	Transfer to William Morris Gallery, London

S:PALP/Cttee/1112SCC2 Appx I

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 6 NOVEMBER 2012

SATISFACTION WITH HOUSING LANDLORD SERVICES

1. PURPOSE OF THE REPORT

- 1.1 To advise Members of the results of the latest satisfaction survey for housing services and the service improvements identified to increase satisfaction with the service provided to tenants and leaseholders.

2. BACKGROUND

- 2.1 The housing service, in line with other social landlords, has undertaken regular satisfaction surveys with the Council's tenants and leaseholders. These surveys help the service to:

- understand whether it is providing a good service for its tenants and leaseholders and enable satisfaction with services to be tracked over time
- benchmark performance of key services with its peers, enabling comparisons on quality and value to made, alongside cost and performance
- understand resident priorities and expectations
- inform service improvements

The last survey was carried out in 2008.

- 2.2 An independent research company was commissioned to carry out satisfaction surveys with our tenants in general needs, temporary and older person's accommodation and our leaseholders between February and April 2012.

3. THE RESULTS

- 3.1 Overall satisfaction with the housing service has increased by 3% since 2008.

General needs tenants

- 3.2 Priorities: The majority (78%) of respondents reported repairs and maintenance as a priority. More than half (54%) highlighted the overall quality of their home, while over a third (36%) included dealing with anti-social behaviour.

- 3.2 Satisfaction: 87% of respondents are satisfied with the service provided. The results for the key indicators (satisfaction with the overall service, satisfaction with repairs and maintenance and satisfaction with the quality of the home) are all broadly stable, changing by between one and three percentage points since 2008. Three other indicators (satisfaction with the neighbourhood, satisfaction with how enquiries are dealt with and satisfaction with the final outcome of contact) have seen larger increases (seven, 15 and five percentage points respectively).

Older persons housing tenants

- 3.3 Priorities: 96% of these respondents are satisfied with the service provided. Again, most (73%) of respondents reported repairs and maintenance as a priority, while half

(50%) highlighted the overall quality of their home and 44% included keeping residents informed as a priority.

- 3.4 Satisfaction: The results for the key indicators (satisfaction with the overall service, satisfaction with repairs and maintenance and satisfaction with the quality of the home) are stable or have increased since 2008.

Temporary accommodation tenants

This is the first year that tenants in our private sector leased accommodation have been surveyed and 82% are satisfied with the service provided. This is a very positive result considering the instability that these tenants are often experiencing in their general lives.

Leaseholders

- 3.5 Satisfaction: Satisfaction with the service has increased by 9% since 2008 so that 66% of respondents are satisfied with the service provided. Social landlords providing services to both tenants and leaseholders usually find a distinct disparity between the levels of satisfaction for similar services between the two groups. It is therefore not surprising to find that the satisfaction levels for leaseholders are below those observed from the equivalent Tenants Satisfaction Surveys.
- 3.6 A number of key areas were highlighted in the results:
- Tenants and leaseholders below the age of 35 are more likely to be dissatisfied with the service
 - The management of expectations has a major impact on tenants' satisfaction with the service being delivered
 - The key driver of satisfaction with the repairs and maintenance service relate to how we listen to tenants and act on their views rather than the physical aspects of the service.

The top three issues that tenants cite as a problem in their neighbourhoods are car parking, dog fouling and rubbish or litter and the results have been made available so that consideration can be given to how they can be addressed

4. PLANNED ACTIONS

- 4.1 Managers, staff and the Tenant & Leaseholder Committee have all taken part in workshops to discuss the results of the surveys and generate ideas on how the results can be used to improve the service. This has produced a list of 'quick wins' that can be implemented immediately, at little or no cost to the Council, and other improvements which will require more detailed planning to incorporate into the Service Improvement Plan. The list is attached at Appendix A.
- 4.2 This exercise will be repeated in two years time.

SARAH WARD ASSISTANT DIRECTOR HOUSING AND CONTRACTS

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

None

S:PA/LP/Cttee/1112SCC6
18.10.12

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 6 NOVEMBER 2012

HOUSING REVENUE ACCOUNT BUDGET MONITORING TO SEPTEMBER 2012

1. PURPOSE OF REPORT

1.1 REVENUE BUDGET MONITORING

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 2012 in respect of the Housing Revenue Account and the Council's new build schemes.

1.2 CAPITAL BUDGET MONITORING

Previous capital budget monitoring updates in respect of the HRA have been reported to Scrutiny Committee – Resources as part of reporting the progress of the Council's overall Capital Programme.

Budget monitoring updates in respect of the HRA Capital Programme are now incorporated into this report, which is prepared on a quarterly basis, in order to improve financial reporting to this Committee and help to provide a more comprehensive financial update in respect of the Housing Revenue Account.

2. REVENUE BUDGET MONITORING TO SEPTEMBER 2012

2.1 HOUSING SELF-FINANCING

The Government made significant reforms to council housing finance within the Localism Act 2011, which resulted in the commencement of self-financing and the abolition of the Housing Revenue Account subsidy system from 1 April 2012.

Under the HRA subsidy system rents were pooled and redistributed by central government. Exeter City Council was a net contributor to the central pot, whereby it paid more into the central pot than it received back in subsidy. Over the last few years we have paid around £4m per year to the Government and had an annual budgeted deficit on the HRA.

Self-financing enables each stock owning local authority to retain their own income collected from rents, service charges and other sources at a local level to deliver housing services to tenants and to maintain their housing stock. Under self-financing it is anticipated that local authorities will achieve a surplus each financial year, which will help facilitate service improvements, repay debt and to provide investment in the stock.

2.2 PROJECTED SURPLUS

During this period the total budget variances indicate that there will be a net surplus of £414,200 in 2012-13 which will be transferred to the HRA working balance. This represents a decrease of £1,906,070 compared to the budgeted transfer to the working balance of £2,320,270. This reduction is predominantly due to an approved increase to the kitchen and bathroom replacement programmes, which is explained in more detail below.

It is estimated that the working balance will stand at £6,178,623 at 31 March 2013.

2.3 VARIANCES FROM BUDGET AS AT SEPTEMBER 2012

The main variations by management unit are detailed below. Please also refer to Appendix 1.

	£
2012-2013 ESTIMATED TRANSFER TO THE WORKING BALANCE	(2,320,270)
85A1 MANAGEMENT	(84,420)
<p>Savings are projected in respect of employee costs due to a lower than budgeted pay award for 2012-13 and from the outcomes of the Senior Management Review. Further savings will be achieved in respect of a vacant Neighbourhood Manager post, as recruitment to this post is pending the outcome of the Housing systems review.</p> <p>These savings will be partially offset by additional staff resources required to backfill a Technical Officer post, so that the post holder could devote time to undertaking housing stock condition surveys for 6 months. Unbudgeted redundancy costs have also been incurred in respect of five posts.</p> <p>Savings have also been made in the cost of procuring new mobile working devices, as implementation of new mobile working systems in Housing Services are pending the outcome of the systems review.</p> <p>Additional income is also forecast in respect of solar panels installed on council dwelling. This income will be set aside to help finance future investment in energy efficient measures for other council dwellings.</p>	
85A3 SUNDRY LANDS MAINTENANCE	0
<p>There are no overall variances from budget to report in respect of this management unit.</p> <p>A minor overspend is expected in the cost of the Garden Assistance Scheme, as the scheme has taken on the regular maintenance of more gardens. Garden assistance is provided to help the vulnerable, elderly and disabled maintain their gardens.</p> <p>A compensating saving is expected to be made in the cost of initial cultivations, as fewer gardens will need an initial tidy up prior to joining the Garden Assistance Scheme following a reduction to the waiting list.</p>	
85A4 REPAIRS FUND CONTRIBUTION	2,087,550
<p>The forecast overspend in this management unit reflects the additional revenue contribution to capital which will be required to finance the 2012/13 HRA Capital Programme.</p>	

On 18 September Executive approved an increase of £1,775,000 to the kitchen and bathroom replacement programmes and also approved the purchase of 16 new affordable homes at Dean Clarke House and the Royal Navy Stores Depot at a cost of £212,550 during 2012/13.

In addition to making a revenue contribution to capital, this management unit also provides for the cost of annual repairs and maintenance to council dwellings. A £100,000 overspend is forecast in respect of works to empty properties, which is due to a change in the Void Standard following consultation with tenants.

85A6 CAPITAL CHARGES 0

There are no variances from budget to report in respect of this management unit, which comprises the depreciation of HRA dwellings, garages, IT software, vehicles, plant and equipment.

85A8 RENTS (153,800)

Additional rent of £150,000 is anticipated from council dwellings. This is due to a combination of factors, which include; a lower than budgeted number of council properties sold under the Right-to-Buy scheme, recent acquisitions of new council dwellings and achieving earlier rent convergence on properties that have a change of tenancy.

In accordance with the Government's 'rent convergence' policy, the Council is required to increase its rents to guideline rent levels by 2015-16, so that council tenants and housing association tenants will pay similar rents for similar properties in similar areas. Upon a change of tenancy, the opportunity is therefore taken to amend the rent charged to Government guideline rent levels.

Minor additional income is also forecast from lease agreements relating to other council assets, such as parking spaces and access rights.

85B2 INTEREST 56,740

Interest payable on the £56.884m loan with the Public Works Loan Board is higher than budgeted, due to a rise in interest rates between the time the budgets were set and the commencement of the loan on 28 March 2012.

However, the additional interest costs have been partly offset by a forecast increase in investment interest receivable on HRA balances.

2012-2013 2nd QUARTER FORECAST TRANSFER TO THE WORKING BALANCE (414,200)

3. **COUNCIL OWN BUILD (COB) BUDGET MONITORING TO SEPTEMBER 2012**
The Council's new properties at Rowan House and Knights Place form part of the overall Housing Revenue Account, but separate income and expenditure budgets are maintained in order to ensure that they are self-financing.

3.1 **COB WORKING BALANCE**

During this period the total budget variances indicate that there will be a net surplus of £49,140 achieved in 2012-2013, which will be transferred to the COB working balance. This represents an increase of £31,570 compared to the budgeted transfer to the working balance of £17,570. It is estimated that the working balance will stand at £77,346 at 31 March 2013.

- 3.2 The main variations are detailed below, please also refer to Appendix 1:

	£
2012-2013 ESTIMATED TRANSFER TO THE WORKING BALANCE	(17,570)
85B5 COB INCOME AND EXPENDITURE	(31,570)
Savings in employee costs are projected due to a lower than budgeted pay rise and from fewer members of staff participating in the superannuation scheme.	
Savings are expected to be made in respect of repair and maintenance costs at Knights Place, as recent works have been undertaken by the building contractor as part of resolving snagging issues.	
Additional income is also forecast in respect of service charges, such as communal cleaning, lighting, door entry systems and ground maintenance.	
Savings in interest costs are also projected, due to lower short-term borrowing costs.	
2012-2013 2nd QUARTER FORECAST TRANSFER TO THE WORKING BALANCE	(49,140)

4. **CAPITAL BUDGET MONITORING TO SEPTEMBER 2012**

To report the current position in respect of the Housing Revenue Account Capital Programme and to update Members with any anticipated cost variances, acceleration of projects or slippage of schemes into future years.

4.1 **REVISIONS TO THE HRA CAPITAL PROGRAMME**

The 2012/13 HRA Capital Programme was last reported to Scrutiny Committee – Resources on 19 September 2012. Since that meeting the following changes have been made that have increased the programme:

Description	£	Approval / Funding
HRA Capital Programme, as at 19 September 2012	6,661,500	
Acquisition of Social Housing – 4 Gareth Crescent	139,380	Delegated authority – funded from capital receipts
Acquisition of Social Housing	136,350	Delegated authority – funded

– 9 Stoke Hill Crescent		from capital receipts
Smoke Detector Replacements	200,000	Executive 2 October 2012 – funded from the Major Repairs Reserve
LAINGS Home Refurbishment	5,000	Executive 3 July 2012 – funded from the Major Repairs Reserve
Acquisition of Social Housing – new homes at Dean Clarke House and the Royal Navy Stores Depot	212,550	Executive 18 September 2012 – funded by a revenue contribution to capital
Kitchen Replacement Programme	1,250,000	Executive 18 September 2012 – funded by a revenue contribution to capital
Bathroom Replacement Programme	370,000	Executive 18 September 2012 – funded by a revenue contribution to capital
Asbestos Surveys	30,000	Executive 18 September 2012 – funded by a revenue contribution to capital
Capitalised Staff Costs – associated with increased Kitchen and Bathroom Replacement Programmes	50,000	Executive 18 September 2012 – funded by a revenue contribution to capital
Asbestos Removal Works	75,000	Executive 18 September 2012 – funded by a revenue contribution to capital
Revised HRA Capital Programme	9,129,780	

4.2 PERFORMANCE

The current HRA Capital Programme is detailed in Appendix 2. The appendix shows a total forecast spend of £8,883,074 in 2012/13 with £260,000 of the programme expected to be deferred until 2013/14. Below are explanations for the main variations from the approved programme:

- Programmed Re-roofing (Budget £300,000)**
 In order to save reactive repair costs the roofs of four properties have been replaced in order to resolve problems with multiple leaks. These properties were not included in the programmed re-roofing works for 2012-13 and have therefore been accelerated. This has resulted in a forecast overspend of £20,000, but will result in future savings in the cost of programmed works.
- Energy Conservation (Budget £133,240)**
 Significant further spend of this budget is pending the outcomes of a pilot to super insulate properties and identification of suitable energy efficient measures to council dwellings. It is projected that £80,000 of this budget may need to be carried forward into 2013-14 to allow time for a plan of works to be formulated.
- Re-pointing (Budget £73,850)**
 This budget provides for reactive re-pointing works to council dwellings in order to alleviate problems with water ingress and damp. It is anticipated that £30,000 of this budget may need to be carried forward into 2013-14, due to a lower than budgeted level of properties identified as requiring re-pointing works by the Technical Officers.

- **Communal Areas (Budget £198,110)**
This budget is intended to be spent on improvements to communal areas of flats including the provision of new flooring. Specifications are currently being prepared so that the tender process can commence. It is currently projected that £50,000 of the budget may need to be deferred into next financial year.
- **Structural Repairs (Budget £71,490)**
Major structural repairs at 13 West View Terrace are planned to be undertaken this financial year. The uncommitted balance of the budget will therefore be carried forward into future financial years to provide for major repairs to council dwellings as and when they are identified.
- **Fire Alarms at Sheltered Accommodation (Budget £140,000)**
The specification and tender documents are currently being prepared for fire alarms to be installed at ten sheltered accommodation sites. It is hoped that the appointed contractor will start work on site early in the new year. However, it is projected that £80,000 of this budget will need to be deferred into next financial year.
- **Rennes House Heating Replacement (Budget nil)**
A minor overspend will occur in 2012-13 in respect of the heating replacement at Rennes House. However, a compensating saving will be made from the Other Works budget.
- **Other Works (Budget £133,540)**
Additional works associated with the demolition of properties at Chestnut Avenue have been carried out and treated as revenue expenditure, as such works do not qualify as capital expenditure. The saving shown against this budget reflects the transfer of these costs to revenue plus the saving required relating to heating at Rennes House.

5. COUNCIL OWN BUILD CAPITAL PROGRAMME

Following the successful completion of the Council Own Build (COB) sites at Rowan House and Knights Place, the Council now has a COB Capital Programme for developing Phase 2 and Phase 3 sites.

5.1 PERFORMANCE

The COB Capital Programme is detailed in Appendix 2. The appendix shows a total forecast spend of £155,100 in 2012/13 with £300,000 of the programme expected to be deferred until 2013/14.

The options available to the Council for delivering new council housing and regeneration are currently being assessed following the introduction of self-financing. The £300,000 budget approved for the acquisition of land for the development of affordable housing is therefore unlikely to be spent until the options appraisal has been undertaken and the preferred delivery model/s identified.

A report is due to be presented to Executive in December to provide Members with an update on the Councils Own Build schemes.

6. RECOMMENDATION

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

ASSISTANT DIRECTOR FINANCE

S:PA/LP/Cttee/1112SCC4
25.10.12

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

S:PA/LP/ Committee/
Date

COMMUNITY & ENVIRONMENT DIRECTORATE

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

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APRIL 2012 TO SEPTEMBER 2012

Code	Approved Annual Budget	Current Outturn Forecast	Variance To Budget
	£	£	£
85A1 Management	2,992,070	2,907,650	(84,420)
85A3 Sundry Lands Maintenance	262,170	262,170	0
85A4 Repairs Fund Contribution	9,924,020	12,011,570	2,087,550
85A6 Capital Charges	0	0	0
85A8 Rents	(17,387,550)	(17,541,350)	(153,800)
85B2 Interest	1,889,020	1,945,760	56,740
85B4 Variance in Working Balance	2,320,270	414,200	(1,906,070)
Net Expenditure	0	0	0
Working Balance	1 April 2012	31 March 2013	
	£ 5,764,423	£ 6,178,623	

COUNCIL OWN BUILD SITES

Code	Approved Annual Budget	Current Outturn Forecast	Variance To Budget
	£	£	£
H006 Rowan House	(6,450)	(6,630)	(180)
H007 Knights Place	(36,400)	(52,510)	(16,110)
H008 Capital Financing	15,000	10,000	(5,000)
H009 Capital Charges	10,280	0	(10,280)
Variance in Working Balance	17,570	49,140	31,570
	0	0	0
Working Balance	1 April 2012	31 March 2013	
	£ 28,206	£ 77,346	

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**2012-13
CAPITAL MONITORING TO 30 SEPTEMBER 2012**

		2012-13 Capital Programme	2012-13 Spend	2012-13 Forecast Spend	2012-13 Budget to be Carried Forward to Future Years	2012-13 Programme Variances Under ()
		£	£	£	£	£
HRA CAPITAL						
7HHOME	EVERYONE HAS A HOME					
Z4212	Adaptations	450,000	169,584	450,000		0
Z4402	Rendering of Council Dwellings	260,000	63,002	260,000		0
Z4502	MRA Fees	350,720	0	350,720		0
Z4702	Communal Door Entry System	14,740	3,740	14,740		0
Z4703	Environmental Improvements - General	55,060	10,531	55,060		0
Z4705	Programmed Re-roofing	300,000	263,298	320,000		20,000
Z4709	Energy Conservation	133,240	11,579	53,240	80,000	0
Z4711	Asbestos Survey	180,000	44,717	180,000		0
Z4716	Plastic Windows & Doors	20,000	6,573	20,000		0
Z4717	Smoke Detector Replacements	200,000		200,000		0
Z4718	LAINGS Refurbishments	5,000	0	5,000		0
Z4719	Kitchen Replacements	2,663,260	438,071	2,663,260		0
Z4723	Asbestos Removal Works	325,000	131,626	325,000		0
Z4724	Bathroom Replacements - Programmed	887,350	174,883	887,350		0
Z4740	Other Works	133,540	6,430	125,530		(8,010)
Z4741	Repointing	73,850	13,303	43,850	30,000	0
Z4742	Fire Precautionary Works to Flats	331,050	148,675	331,050		0
Z4743	Communal Areas	198,110	5,230	148,110	50,000	0
Z4745	Structural Repairs	71,490	0	51,490	20,000	0
Z4746	Fire Alarms at Sheltered Accommodation	140,000	2,491	60,000	80,000	0
Z4747	Replacement Concrete Canopies	243,150	44,405	243,150		0
Z4748	Rennes House Heating Replacement	0	1,670	1,670		1,670
Z4749	472 Topsham Road Adaptations	55,000	54,634	54,634		(366)
Z4750	Acquisition of 16 Chanter Court	75,000	75,000	75,000		0
Z4751	Acquisition of Social Housing	488,280	274,380	488,280		0
Z4802	Programmed Electrical Re-wiring	510,000	221,587	510,000		0
Z4901	Central Heating Programme	705,940	366,973	705,940		0
Z4903	Boiler Replacement Programme	260,000	144,365	260,000		0
HOUSING REVENUE ACCOUNT TOTAL		9,129,780	2,676,749	8,883,074	260,000	13,294
COUNCIL OWN BUILD CAPITAL						
Z3248	Phase 3 Professional Fees	135,300	27,447	135,300		0
Z3249	Phase 2 St Andrews Road	19,800	4,633	19,800		0
Z3250	Land Purchase	300,000	0		300,000	0
COUNCIL OWN BUILD TOTAL		455,100	32,080	155,100	300,000	0

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 6 NOVEMBER 2012

BUDGET MONITORING REPORT TO 30 SEPTEMBER 2012

1. PURPOSE OF REPORT

1.1 REVENUE BUDGET MONITORING

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

1.2 CAPITAL BUDGET MONITORING

Previous capital budget monitoring updates in respect of Community have been reported to Scrutiny Committee – Resources as part of reporting the progress of the Council's overall Capital Programme.

Budget monitoring updates in respect of the Community Capital Programme are now incorporated into this report, which is prepared on a quarterly basis, in order to improve financial reporting to this Committee and help to provide a more comprehensive financial update in respect of the Scrutiny Committee – Community budgets.

2. BUDGET MONITORING TO 30 SEPTEMBER 2012

2.1 The current forecast suggests that net expenditure for this committee will increase from the revised budget by a total of £80,150 after transfers to and from reserves, which represents a variation of 0.7% from the revised budget. This includes supplementary budgets of £55,200. Capital charges have been deducted from this to provide the total budget for management accounting purposes.

2.2 Provision for a pay increase of 2.5% has been included in the 2012/13 budgets. The Council proposed a payment of £250 to staff earning a full time equivalent salary of under £21,000 per annum; the proposal was approved at the Executive on 19 June 2012. This has resulted in a saving on salary budgets; these savings have been included in the variance for each individual management unit.

2.32 The main variations by management unit are detailed below:

2012-13 REVISED ESTIMATE Less CAPITAL CHARGES	£ 11,720,930
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81A1 ENVIRONMENTAL PROTECTION

Staff costs in this unit are expected to be approximately £40,000 less than the estimates due to the reduced pay award, a vacancy and a secondment. This is partially offset by an estimated reduction in income of £16,000, particularly in respect of stray dogs, litter fines and the treatment of wasp nests .	(23,000)
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81A2 CLEANSING SERVICES

109,500

Pay is expected to exceed the estimates by approximately £57,000 due mainly to high levels of long term sickness in the Street Cleaning and Refuse Collection services and the delayed implementation of revised garden waste collection procedures, partially offset by the reduced pay award and some savings in the office based staffing due to vacancies. The additional staffing costs in the garden waste service are further offset by approximately £26,000 more income from the service due to an increase in the number of customers.

A voluntary redundancy will result in an additional cost of approximately £22,000 in this service; however, this will be funded from an earmarked reserve.

The final invoice for waste disposal costs in respect of the trade waste service relating to the year ended 31 March 2012 was more than estimated due to tonnages having been higher than estimated throughout 2011/12. Tonnages remain high, and these factors will lead to an overspend of approximately £60,000 in 2012/13.

- **Action points**
 - The estimated cost of trade waste disposal in 2013/14 will be increased to reflect tonnages currently being collected by the service.
 - The staffing requirements for the garden waste service are being reviewed in view of the increased take up of the service as well as the changes in the way the service is delivered, and this will be reflected in the 2013/14 estimates.

Water saving measures have resulted in a reduction in utility costs in public conveniences.

Additional costs for printing and stationery are offset by a reduction in those costs in Recycling (81B6 below)

81A3 LICENSING, FOOD, HEALTH & SAFETY

23,500

The Asbestos Safety Officer has been transferred into this unit from the Contracts Unit (81C6 below). His salary costs would have been recharged to the Asset Improvement and Maintenance (AIMS) service under the previous arrangements. The budget for AIMS will therefore be reduced by this cost, offsetting the overspend in this unit.

This will be partially offset by savings arising from the reduced pay award and increased income in respect of gambling licences and legal costs recovered.

The anticipated saving on the net cost of taxi licensing will be transferred to the earmarked reserve.

81A4 PUBLIC SAFETY 4,500

Maintenance costs for the new home call alarm system were not included in the estimate and this will result in an overspend of approximately £15,000.

- **Action point**
 - The way in which the service is delivered is being reviewed which should lead to reduced costs in 2013/14; this will be reflected in the estimates for that year.

The reduced pay award has resulted in savings of £9,000 in this unit .

A £2,000 refund of service charges paid for the Control Room in 2011/12 has resulted in a saving.

81A6 GROUNDS MAINTENANCE (19,750)

The reduced pay award and other factors are expected to reduce pay costs in this unit by approximately £15,000. In addition, rental income is expected to exceed the estimate by approximately £10,000.

These savings will be partially offset by an increase in the cost of dealing with illegal campers which is expected to exceed the budget by £7,000.

81A7 MUSEUMS SERVICE 115,500

The rateable value for the Royal Albert Memorial Museum (RAMM) set by the Valuation Office is 50% more than was originally estimated, resulting in the National Non Domestic Rates (NNDR) for the facility being £81,000 more than was estimated.

- **Action point**
 - The council is appealing against the valuation, which may result in a refund, but it will take some time for this to be agreed. The 2013/14 estimates will be based on the best information available at the time.

The cost of utilities and cleaning is expected to exceed the estimates by £64,000.

- **Action point**
 - The 2013/14 estimates will reflect the utility costs being experienced in the RAMM.

An estimated £24,000 legal costs in respect of the RAMM redevelopment have been included, further increasing the overspend.

Total pay costs across the unit are expected to be £20,000 less than the estimates due to the reduced pay award, reduced superannuation costs and a voluntary redundancy. These savings will be partially offset by the redundancy payment of £6,500; however this will be funded from the earmarked reserve.

The high number of visitors to the Museum has resulted in income being above the profiled budget; it is therefore anticipated that income will exceed the estimate by £10,000

The costs in respect of Rougemont House are included in this management unit. The council is considering the options available for this property and depending on the decision taken savings may be made on the budgets in respect of the property. The outturn forecast reflects a reduction in anticipated maintenance costs of £27,000

81A8 LEISURE FACILITIES (28,500)

Accounting regulations require that the cost of the discretionary element of the NNDR charge for the facilities in this unit should be allocated to the budget for Discretionary Non Domestic Rates. The budget for this is held in the Scrutiny Resources Committee which will mean that the overspend will be reported in that committee, while resulting in a reduction of £58,000 in the cost to this Committee.

- **Action point**
 - The 2013/14 estimates will be amended to take account of this change.

£30,000 anticipated expenditure in respect of the new pool project has been included in this management unit. A transfer from the New Homes Bonus earmarked reserve will be made at year end to cover this expenditure.
will be made at year end to cover this expenditure.

81B2 BEREAVEMENT SERVICES 5,000

The estimated income receivable as at 31 March 2012 proved to be too high, resulting in reduced income being recognised in the current year. This is partially offset by reduced pay costs as a result of the reduced pay award (see 2.2 above).

81B3 PROPERTIES (9,000)

Additional rental income is anticipated.

81B6 RECYCLING 0

As previously reported, the income generated by the sale of materials is dependent on market forces, making them volatile. Recent reductions in the prices available for recycled paper and card have reduced the forecast income. However, prices for plastic, metals and glass have increased, which will partially offset this. Also, the cost of processing co-mingled materials is expected to be less than estimated. Pay costs in the Materials Reclamation Facility (MRF) are less than estimated, partly as a result of the reduced pay award, and the cost of running the vehicle used to collect materials from bring banks is also below the budget. Taken together, it is anticipated that net cost of the MRF operation will exceed the estimates by approximately £15,000

This additional net cost will be partially offset by expenditure on printing and stationery being less than estimated to offset additional costs in Cleansing (81A2). In addition, a contribution from Devon

County Council towards the cost of the Green Team award and a reduction in office pay costs due to a vacancy and the pay award are expected to enable this service to remain within budget.

81C2 ADVISORY SERVICES

(3,750)

A reduction in salary costs will arise from the voluntary redundancy of a member of staff who works in this unit and Strategic Housing & Enabling (81C3 below). Additional savings are anticipated on the superannuation and national insurance budgets. The reduced pay award has also resulted in savings in this unit. These savings have been partially offset by costs incurred in respect of agency staff and the redundancy payment (which will be funded from the earmarked reserve). The net saving in pay costs, before the transfer from reserves, is expected to be £24,000.

Higher than expected spend on emergency temporary accommodation will mean the budget for this will be overspent at the end of the financial year. This is due to an increase in complex cases approaching the service. This overspend is being addressed by entering into additional contractual arrangements with temporary accommodation providers.

The above has also resulted in an overspend on Serviced Accommodation which covers contracted temporary accommodation. Given that the council receives additional subsidy from DWP for contracted temporary accommodation it is preferable to enter into arrangements rather than 'spot purchase' accommodation. Therefore any overspend within Serviced Accommodation is less than what would be incurred if 'spot purchasing' was undertaken.

Figures to date show an overspend within the EXtraLet budget as a number of former student Houses in Multiple Occupation (HMOs) have been procured. These HMOs are shared houses and were not fully filled immediately, however this overspend should be rectified by the end of the financial year as the HMOs become fully occupied.

The above mentioned additional expenditure will be partially covered by the additional Housing Benefit received which also means the respective income budgets will be exceeded. The additional net cost as result of these pressures is estimated at £20,000.

81C3 STRATEGIC HOUSING & ENABLING

16,250

A reduction in salary costs will arise from the voluntary redundancy of a member of staff who works in this unit and Advisory Services (81C2 above). Additional savings are anticipated on the superannuation and national insurance budgets. The reduced pay award has also resulted in savings in this unit (see 2.2 above). These savings have been partially offset by costs incurred in respect of agency staff and the redundancy payment (which will be funded from the earmarked reserve). The net saving in pay costs, before the transfer from reserves, is expected to be £14,000.

This management unit is part funded by Section 106 money. The saving on the staffing costs will result in a £33,000 reduction in the amount of section 106 funding required for this service.

81C4 PRIVATE SECTOR HOUSING (13,250)

The reduced pay award and the secondment of an employee are expected to result in a reduction in the pay costs of this unit of £33,000.

An additional £35,000 for a condition survey was approved at the June 2012 meeting of the Executive, which will result in an approved overspend in this unit. However, the capital budget included in the 2012/13 estimates will not be required resulting in a saving in the capital programme.

£17,000 additional income is anticipated from the recovery of legal costs and the licensing of Houses in Multiple Occupation (HMO).

81C6 CONTRACTS AND DIRECT SERVICES 0

The reduced pay award has resulted in savings in this unit. In addition two employees have been transferred to other units.

The costs of this unit are fully recharged to its clients, and there is therefore no direct impact on this committee.

2012-13 EXPECTED FINAL OUTTURN **11,897,930**

EXPECTED TRANSFERS TO / (FROM) RESERVES **(96,850)**

EXPECTED TOTAL NET EXPENDITURE **11,801,080**

3. CAPITAL BUDGET MONITORING TO 30 SEPTEMBER 2012

To report the current position in respect of The Scrutiny Capital Programme and to update Members with any anticipated cost variances, acceleration of projects or slippage of schemes into future years.

3.1 REVISIONS TO THE COMMUNITY CAPITAL PROGRAMME

3.2 The 2012/13 Community Capital Programme was last reported to Scrutiny Committee – Resources on 19 September 2012.

3.3 A review of the 2012/13 Capital Programme has been undertaken by the Strategic Management Team in consultation with portfolio holders. Resulting from this review various capital schemes have either been reduced or removed completely. These proposed variations to the capital programme are detailed in appendix 2 to this report and will go forward to Executive on 20 November for approval.

3.4 PERFORMANCE

The current Community Capital Programme is detailed in Appendix 2. The appendix shows a total forecast spend of £6,465,029 in 2012/13 with £307,440 of the programme expected to be deferred until 2013/14. Below are explanations for the main variations from the approved programme and a general update on the schemes is also included:

Cultural City

- **Parks improvements (Budget £52,760)**

A capital receipt for the completion of a cycle path will offset the overspend of £25,000.

- **RAMM Redevelopment (Budget £2,200,000)**

This budget was approved at Council in October 2012 to cover any outstanding liabilities in respect of the redevelopment.

Everyone has a home

- **22 St David's Hill Conversion (Budget £100,000)**

Negotiations are ongoing with NHS Devon and other statutory bodies to co-locate relevant rough sleeper services. This will be subject to planning consent and statutory agency commitment but it is intended that subject to planning; the agreement and therefore reconfiguration of the building will start before April 2013.

4. RECOMMENDED

That Scrutiny Committee – Community note this report.

STRATEGIC DIRECTOR

ASSISTANT DIRECTOR FINANCE

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	CAPITAL CHARGES	PLANNED MOVEMENTS ON RESERVES	REVISED BUDGET EXCLUDING CAPITAL CHARGES	MU CODE	MANAGEMENT UNIT (MU) DESCRIPTION	OUTTURN	OUTTURN VARIANCE 30.9.12
£	£	£		£			£	£
541,870				541,870	81A1	ENVIRONMENTAL PROTECTION	518,870	(23,000)
3,922,760		463,830		3,458,930	81A2	CLEANSING SERVICES	3,568,430	109,500
345,770			15,900	361,670	81A3	LICENSING, FOOD, HEALTH & SAFETY	385,170	23,500
840,530				840,530	81A4	PUBLIC SAFETY	845,030	4,500
2,028,910	2,000	187,340		1,843,570	81A6	GROUND MAINTENANCE	1,823,820	(19,750)
2,268,920	38,200	233,860		2,073,260	81A7	MUSEUMS SERVICE	2,188,760	115,500
909,840		694,400		215,440	81A8	LEISURE FACILITIES	186,940	(28,500)
283,050		11,540		271,510	81B2	BEREAVEMENT SERVICES	276,510	5,000
24,740		6,850		17,890	81B3	PROPERTIES	8,890	(9,000)
263,560	15,000	152,650		125,910	81B6	RECYCLING	125,910	0
1,453,490		9,340		1,444,150	81C2	ADVISORY SERVICES	1,440,400	(3,750)
270,740				270,740	81C3	STRATEGIC HOUSING & ENABLING	286,990	16,250
317,610		134,930		182,680	81C4	PRIVATE SECTOR HOUSING	169,430	(13,250)
80,300				80,300	81C5	SUNDRY LANDS MAINTENANCE	80,300	0
0		7,520		(7,520)	81C6	CONTRACT & BUILDING SERVICES	(7,520)	0
13,552,090	55,200	1,902,260	15,900	11,720,930		NET EXPENDITURE	11,897,930	177,000

VARIANCES ON TRANSFERS TO / (FROM) EARMARKED RESERVES

- 81A2	(22,020)
- 81A3	900
- 81A7	(6,590)
- 81A8	(30,000)
81C2	(17,140)
- 81C3	(22,000)

OUTTURN AFTER ADJUSTING FOR MOVEMENTS ON RESERVES ETC	11,801,080
REVISED BUDGETS	11,720,930
ADJUSTED OUTTURN VARIANCE	80,150

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**2012-13
CAPITAL MONITORING TO 30 SEPTEMBER 2012**

	2012-13 Capital Programme	2012-13 Spend	2012-13 Forecast Spend	2012-13 Budget to be Carried Forward to Future Years	2012-13 Programme Variances Under/(Over)
	£	£	£	£	£
COMMUNITY & ENVIRONMENT					
CULTURAL CITY					
Play Area Refurbishments	301,640	6,903	301,640		0
Sports Facilities Refurbishment	175,330	0	67,000	108,330	0
Parks Improvements	52,760	53,201	77,760		25,000
Contribution to RAMM Re HLF Parks Bid	65,200	39,107	65,200		0
Exwick Community Centre	20,880	0	20,880		0
RAMM Redevelopment	2,200,000	0	2,200,000		0
RAMM Off Site Store	40,740	0	40,740		0
Neighbourhood Parks & Local Open Spaces	33,530	11,647	33,530		0
Allotments - Toilet Replacement	23,440	84	23,440		0
Replacement of Flowerpot Skate Park	250,000	5,228	250,000		0
Refurbishment and Upgrade of Paddling Pools	200,000	62,777	200,000		0
CARED FOR ENVIRONMENT					
Public Toilet Refurbishment	990	0	990		0
Local Authority Carbon Management Programme	107,910	40,015	107,910		0
Improvements to Cemetery Roads & Pathways	11,950	0	0		(11,950)
Cemeteries & Churches Storage Improvements	26,330	0	0		(26,330)
Midi Recycling Banks	10,000	0	0		(10,000)
EXCELLENCE IN PUBLIC SERVICES					
New Technology for Cleansing	14,190	7,270	14,190		0
Belle Isle Depot - Secure Equipment Storage	11,820	11,919	11,919		99
HEALTHY & ACTIVE PEOPLE					
Disabled Facility Grants	299,780	167,812	299,780		0
EVERYONE HAS A HOME					
Warm Up Exeter/PLEA Scheme	325,540	52	100,000		(225,540)
5 Year House Condition Survey	50,000	0	0		(50,000)
Renovation Grants	126,140	0	50,000		(76,140)
Wessex Loan Scheme	784,380	648,883	784,380		0
Glencoe Capital Works	5,670	0	5,670		0
St Loyes Design Fees	69,110	0	20,000	49,110	0
Private Sector Renewal Scheme	349,180	70,430	150,000		(199,180)
WHIL Empty Properties	200,000	200,000	200,000		0
HCA Empty Properties	100,000	0	0	100,000	0
The Haven	250,000	0	250,000		0
Social Housing Grants	1,707,630	0	0		(1,707,630)
St Paul's Church PC	100,000	0	0	0	(100,000)
Exwick & Foxhayes School SOS	300,000	0	0	0	(300,000)
Steps Acquisitions	50,000	0	50,000		0
Laings	50,000	0	0		(50,000)
11-13 Stepcoote Hill	60,000	0	60,000		0
22 St Davids Hill Conversion	100,000	0	50,000	50,000	0
Hennis Project St Sidwells	32,340	0	0		(32,340)
Other Temp Accom Improvement	50,000	0	0		(50,000)
Temporary Accom Purchase	170,000	0	170,000		0
Conversion 23 Longbrook Terrace	25,000	0	0		(25,000)
Wheelchair Homes in RNSD Depot	250,000	0	0		(250,000)
Sprinklers	141,000	0	0		(141,000)
Coronation Road / Wonford Street	50,000	0	0		(50,000)
Infill Sites	350,000	0	350,000		0
Sovereign Infill - Shakespeare Road	375,000	375,000	375,000		0
Sovereign Infill - Leypark Road	135,000	135,000	135,000		0
Sovereign Infill - Residue	255,000	0	0		(255,000)
SAFE CITY					
Replace Digital Recording Equipment at Control Centre	48,000	0	0		(48,000)
COMMUNITY & ENVIRONMENT TOTAL	10,355,480	1,835,326	6,465,029	307,440	(3,583,011)

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