

SCRUTINY COMMITTEE - COMMUNITY

Date: Tuesday 16 June 2015

Time: 5.30 pm

Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting to consider the items of business.

If you have an enquiry regarding any items on this agenda, please contact Howard Bassett, Democratic Services Officer (Committees) on 01392 265107.

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

Membership -

Councillors Brimble, Bull, Buswell, George, Hannan, Holland, Morse, Newby, Packham, Raybould, Robson, Shiel and Vizard N

Agenda

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 3 March 2015.

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.

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:-

RECOMMENDED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting of the particular item(s) on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs of Part I of Schedule 12A of the Act.

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 Democratic Services (Committees) (01392 265115) also on the Council web site.

6 **Questions from Members of the Council under Standing Order 20**

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

PRESENTATION TO COMMITTEE

7 **Portfolio Holders' Statements**

Councillors R.M. Hannaford (Portfolio Holder for the Housing Revenue Account), Councillor H Morris (Portfolio Holder for Customer Access) and Councillor K. Owen (Portfolio Holder for Health and Place) to present priorities for 2015/16. (Pages 5 - 14)

8 **Investing in Communities**

Presentation by the Community Involvement and Inclusion Officer on the ways that the City Council is investing in funding for communities to deliver initiatives and activities that help to promote volunteering and address local priorities.

ITEMS FOR DISCUSSION

9 **Annual Scrutiny Report - 2014/15**

To consider the report of the Corporate Manager Democratic/Civic Support (Pages 15 - 32)

10 **Council's Role in the Community and Tackling Isolation Task and Finish Group**

To consider the report of the Task and Finish Group. (Pages 33 - 36)

11 Transport Strategy for Exeter

To consider the report of the Assistant Director City Development. (Pages 37 - 52)

12 Housing Revenue Account - Final Accounts - 2014/15

To consider the report of the Assistant Director Finance. (Pages 53 - 66)

13 Community Services Final Accounts - 2014/15

To consider the report of the Assistant Director Finance. (Pages 67 - 78)

ITEMS FOR EXECUTIVE

14 Environmental Health and Licensing Statutory Service Plan

To consider the report of the Assistant Director Environment. (Pages 79 - 160)

15 Amendments to the Mandatory Licensing Scheme for certain types of Houses in Multiple Occupation (HMO's) throughout Exeter

To consider the report of the Assistant Director Housing. (Pages 161 - 164)

ITEM FOR INFORMATION ONLY

16 Private Sector Home Energy Conservation Strategy

To consider the report of the Assistant Director Housing. (Pages 165 - 180)

Date of Next Meeting

The next scheduled meeting of the Scrutiny Committee - Community will be held on **Tuesday 8** September 2015 at 5.30 pm in the Civic Centre.

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 Democratic Services Officer (Committees) on (01392) 265107 for further information.

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SCRUTINY COMMITTEE (COMMUNITY)

16th June 2015

Update on Portfolio Holder Priorities 2014/15 (Covering Note)

A progress update against the Portfolio Holders' priorities for 2014/15 is set out in the attached document (Appendix A).

The update has been presented in a table format and sets out the following information:

Portfolio Holder Priority	Portfolio Holders' priorities for 2014/15
Target/Milestone	What the Council aims to deliver during the year
Progress December 2014	What has been achieved against the priority up until December 2014
Progress May 2015	What has been achieved against the priority up until May 2015
Owner	Assistant Director who is responsible for delivering the priority
PH	Portfolio Holder who is responsible for delivering the priority.

Over the coming months, Portfolio Holders will be working closely with officers to develop their priorities for 2015/16. Once finalised, these will be published in the Council's Corporate Plan 2015/16.

Contact for enquires: Howard Bassett
Democratic Services (Committees)
Room 2.3
01392 265275

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	A	B	C	D	E	F
1	Portfolio Holder Priorities 2014/15 - Annual update					
2						
3						
4	PH Priority	Target/Milestone	Progress - December 2014	Progress - May 2015	Owner	PH
5	Continue to require that all new housing developments include 35% social and affordable housing	By June 2015 we will: <ul style="list-style-type: none"> ensure that 35% of all new housing developments is affordable (this applies to developments of 10 or more homes) have completed 300 affordable homes and transferred to either a registered housing provider or the City Council. 	35% policy took effect from December 2013. Where this is viable, 35% is being achieved, unless a commuted sum is taken (in exceptional circumstances). To date since April 1st 2014, 58 affordable homes have been delivered with 241 further affordable homes consented and in the pipeline for national house builders.	62 affordable homes (46 social rent, 16 shared ownership) were delivered on S106 sites in 2014/15. Financial contributions for off site provision are negotiated where appropriate such as at Magdalen School. Government has now prevented affordable housing requirements from being applied on sites of ten or less homes or 1,000 sq m of floorspace	AD CD	RH
6	Build 20 new council houses on council-owned land and continue to look for funding to increase this number	By June 2015 we will: <ul style="list-style-type: none"> have provided 20 new, defect-free council homes have a programme and timetable for providing additional council homes and we will have identified feasible sources of funding. 	20 new Council homes will be completed by June 2015, with a further 26 under construction for completion later in the year. A Council Own Build Wave 3 programme has been identified and a number of funding sources reviewed.	20 new council homes to be completed by July 2015, with a further 26 scheduled to start on site subject to planning in Autumn 2015.	AD Housing	RH
7	Explore new solutions to providing affordable homes, including co-operative housing and self-build housing	By June 2015 we will: <ul style="list-style-type: none"> be able able to provide a summary of potential solutions for providing affordable homes, including co-operative housing and self-build housing. 	Co-operative housing scheme awaiting Devon County Council land coming forward in Alphington.	No further progress - Devon County Council have yet to bring forward their land for development and a planning application which has been imminent for them for the last 6 months remains imminent. Exeter Eco-Homes remain active and keen to progress their cooperative housing scheme pending a s106 opportunity on DCC land. Since December 2014, meetings have taken place in February with a small group of Exeter residents who were interested in setting up a self build project. A number of potential sites were put to them but rejected on the grounds that they were seeking to self-build on land allocated for landscape protection (contrary to planning policy).	AD Housing	RH
8	Introduce schemes to improve the quality of private rented accommodation.	By June 2015 we will: <ul style="list-style-type: none"> introduce an additional HMO licensing scheme. 	Additional HMO Licensing Scheme agreed by Executive for introduction in February 2015. Also working with Exeter CVS to establish a multi-agency Private Rented Sector Forum to identify issues facing tenants and promote effective solutions. Research underway to identify policy interventions in other cities and their applicability for Exeter.	Additional HMO Licensing Scheme introduced. Multi-agency Private Rented Forum has also been established in partnership with Exeter CVS and draft Landlords' Guide produced for publication in the coming months.	AD Housing	RH
9	Continue to work towards the redevelopment of the Bus and Coach Station and the delivery of a new energy-efficient swimming pool that is fit for a growing population and future climate change.	By June 2015 we will: <ul style="list-style-type: none"> set up the arrangements for overseeing the programme appoint a design team for the project prepared a feasibility study and options and selected a preferred design option have received an outline planning application from Crown Estates for the scheme and the new bus station and depot. 	Programme Board set up and governance structure in place for the leisure complex and design consortium to be selected by 17th December 2014 and thereafter. Feasibility study anticipated May 2015. An outline application for Princesshay Leisure development, including a replacement bus station, is expected to be submitted in January 2015.	The Programme Board has been established. There are three principal project work streams - Estates, Build and Operations and each work stream has been appointed a client lead. The Sub Committee has been established and is made up of Council Members and Officers who meet at specific Gateway Points ensuring that the project maintains its aims, budget and timescales. The Sub Committee meetings are open to the public. To date EC Harris have been appointed Project Mangers, QS and CDM Co-ordinators for the project and they would work alongside Emma Osmundsen to ensure the Build is delivered successfully. One of their tasks has been to assist in the lengthy OJEU procurement process to appoint a Design Consortium to design the new facility. AFLS+P were appointed in January of this year to lead the design team which consists of Arup as engineers, Gale and Snowden as Building Biologists, Climate Change Advisors and Passivhaus designers, LDA, as planning consultants, Continuum as Leisure Business Advisors and SLM as Consultant Operator Advisors. Between them, the Design Consortium had successfully delivered over 150 leisure centre and pool projects including the Aquatic Centre at the London Olympic Park. The Design Consortium are currently working up their design feasibility work which included examining the options for the new facility to be as low energy as possible. This work will be completed in May of this year with the intention of more detailed design being developed through the summer ahead of a planning submission in autumn 2015. Works are scheduled to start on site in autumn 2016 with anticipated completion set for summer 2018.	Emma Osmundsen	RD

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4	PH Priority	Target/Milestone	Progress - December 2014	Progress - May 2015	Owner	PH
10				anticipated completion set for summer 2018. The property considerations for the comprehensive redevelopment of the Bus and Coach Station site will be considered by Executive on 23 June 2015.		
11	Support the development of a local currency (e.g. Exeter Pound) to support local small businesses and independent traders	By June 2015 we will: • support our partners to create an independently constituted organisation that will take the project forward.	Accommodation, ongoing support and £12,000 pump priming funding being provided to help establish the project. It is anticipated that the organisation and currency will be up and running by September 2015.	The scheme is still on track to be launched in September 2015 to coincide with the Rugby World Cup and the design of the £15 note will incorporate an Exeter Chiefs related image. The project will help to boost the local economy, encourage people to use local businesses and build a stronger community identity for the City. A key feature will be to keep money within the local economy.	AD Economy	RD
12	Work with the University and others to develop the knowledge economy to create more graduate and higher paid jobs and help businesses and residents benefit from developing, attracting and retaining a highly skilled workforce.	By June 2015 we will: • set up three sector working groups to implement actions from the Knowledge Economy Strategy • develop three sector plans to develop the knowledge economy within and surrounding Exeter • implement inward investment marketing activity to attract more business interest in investment in the city	Working groups being created involving the University and businesses to develop and take forward actions related to the Water and Health sectors. Science Park Centre construction progressing well which will increase the availability of start up space and accommodation for growing knowledge based businesses providing new employment opportunities. Programme of business advice, support and increased access available for businesses with the high level knowledge base of the University will be put in place. Initiative to identify and progress opportunities arising from the Met Office supercomputer investment underway.	The Innovation Exeter initiative will now take this agenda forward with the involvement of the University, MetOffice, County Council and RD&E Hospital Trust committing to support it. Richard Ball seconded to team to drive this forward with the intention of making proposals to Government for significant funding. Outline programme of proposals developed and being worked up in more detail.	AD Economy	RD
13	Recognise the contribution that Arts and Culture make to the Exeter economy and encourage initiatives to support the city centre	By June 2015 we will: • submit funding bid(s) to secure additional capacity to support the work of the Cultural partnership to deliver its priorities to support and grow cultural activity, increase awareness of the high level of cultural activity already existing in the city and work collaboratively to support organisations against the difficult funding background	A bid is being made together with the University and led by Exeter Cultural Partnership for funding for a Coordinator to develop and deliver a communications plan to raise the profile of cultural activity in the city; also overseeing the development of a cultural brand and growing digital communication channels. The City Council is making a contribution of £10k from an underspend in the Arts and Events budget. This will be critical not just to the city's image and presentation nationally and internationally but also to improved communications and networking within the city, leading to stronger collaboration and management of collective opportunities. Initiatives supported include the Unexpected festival, Respect Festival, the opportunity to have a large programme of activity using the fanzone infrastructure and the programme of grant funding enabling a range of organisations in the city to deliver a wide ranging programme of visual and performing arts.	A successful application to the Arts Council England's Grants for the Arts Scheme is enabling a programme of work titled 'Exeter Cultural Connections'. Led by Exeter Cultural Partnership, the work includes the appointment of a Culture Director; development and implementation of a communications strategy linked to the creation of a 'cultural brand' for the city. Recruitment to the role of Culture Director is underway. A full progress update report on the Exeter Cultural Action Plan has been prepared for the Scrutiny Economy Committee meeting 18th June 2015.	AD Economy	RD
14	Promote the Living Wage amongst Exeter employers	By June 2015 we will: follow up the research undertaken by the University exploring strategies and possible solutions to the range of identified problems with a number of stakeholders.	• Eight areas have been identified for further investigation as covered by the report going to Scrutiny Committee including working with the LEP to access funding to support initiatives, including working with young people in schools to provide better careers advice, greater availability of sound financial advice and access to more affordable, ethical credit.	Improvements to the careers advice given to young people has become a priority of the LEP across both Devon and Somerset and the Employment and Skills Board have made this one of their priorities. Agencies such as the Citizens Advice Bureau continue their good work to promote and provide sound financial advice to those who need it. As time allows other initiatives raised by this report will be looked at to see how they can be progressed.	AD Economy	RD

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4	PH Priority	Target/Milestone	Progress - December 2014	Progress - May 2015	Owner	PH
15	As part of the planning application process, negotiate with developers to employ local workers and provide training opportunities for local people	<p>By June 2015 we will:</p> <ul style="list-style-type: none"> • have adopted a DDDPD and SPD • have put in place and implemented a policy and guidance framework to enable negotiation of agreements requiring developers to employ local workers and provide training opportunities for local people • signed agreements within criteria reflecting provisions • reviewed compliance by developers with S106 agreement 	<p>The DDDPD has been delayed by the need to consider the implications of the Home Farm appeal decision and await the results of the Council's legal challenge. The SPD can come forward once it is adopted. In the meantime officers are in a position to continue local labour agreements on a development by development basis.</p> <p>ECC, EDDC and MDDC are due to sign a Construction Skills Concordat. The Concordat will ensure that when the Councils award contracts for capital programme and maintenance work, they give favourable consideration to those companies that have a clear and well evidenced approach to supporting the development of the skilled workforce, for example in terms of taking on apprentices and recruiting locally.</p> <p>In addition the Councils have agreed to work with partners to support the roll out of the Construction Industry Training Board's Client Based Approach which enshrines and enforces commitments to employment and skills in construction projects over £1 million in value. The Councils will also support and promote the roll out of the South West Shared Apprenticeship scheme. By providing flexible access to a pool of people this will overcome a key barrier to increasing the use of apprentices cited by the industry.</p>	The DDDPD and therefore SPD remains unadopted. Officers are however, working with developers to agree labour and skills agreements with client based approach.	AD CD	RS/RD
16	Work with employers and training providers to make sure local residents have the right skills to take advantage of new jobs at the Exeter Science Park and other areas of growth	<p>By June 2015</p> <ul style="list-style-type: none"> • Exeter and the Heart of Devon Employment and Skills (EHOD ESB) will have provided 160 workers from the hospitality industry with free training and the opportunity of accreditation in preparation for Rugby World Cup. • will have held an event for 80 Big Data practitioners, academics, influencers and businesses to design solutions to the Human Capital shortages which are potential barriers to growth • will have planned, proposed and begun the implementation of a aligned approach to Construction Skills and Employment across East Devon, Exeter City Council, Devon County Council and Teignbridge District Councils and have sought funding for a Project Manager to implement the Construction Industry Training Board's Client Based Approach which contractually requires construction contractors to deliver local employment and skills training to pre-set Key Performance Indicators. EHOD ESB will have facilitated the implementation of the South West Shared Apprenticeship Scheme for construction. Local employment and skills opportunities will increase for projects valued at over £1 million. • EHOD ESB partners will have worked with 12 NEETs (not in education, employment and training) from Exeter and Heart of Devon to progress them in to employment with training, traineeships, the Hitz Programme or full-time education. • EHOD ESB members will have begun to pilot a new 	<p>Programme in place for the RWC training. Arrangements in place for the Big Data event. Joint approach agreed between Exeter, East Devon and Teignbridge Councils to progress the aligned approach to require construction contractors to be involved in delivering employment and skills training</p>	<p>* HOSPITALITY - 160 free places have been provided by 20th May for hospitality sector on one day courses at Sandy Park with the option of a Level 2 C&G qualification which 97% have opted to take so far. A further 100 free places are being offered due to our successful bid to the Skills Funding Agency of which 32 can be for employees within business of 250+. Feedback has been excellent.</p> <p>* BIG DATA - 80 Big Data practitioners and influencers participated in a successful free event at the Met Office which has subsequently informed the HoSW LEP Digital strategy and built new links within the industry. Funding for this event was secured via the DCC in their capacity as HOSW LEP PEOPLE strand. There is a demand to do more work to build upon this event.</p> <p>* CONSTRUCTION - EDDC, TDDC and ECC have signed a concordat to align approaches to employment and skills in construction. They have agreed to adopt the Construction Industry Training Board's Client Based Approach (CITB CBA) which sets KPI for contractors around training and local employment. Joint funding for a CITB CBA post is being pursued by Cllr Edwards from EDDC and TDDC for a coordinator post. Until the CITB CBA is operational 106s will be used. South West Apprenticeships has been formed to employ construction apprentices for contractors to the industry.</p> <p>* NEETS – The first Rugby Empowering Employment Programme (REEP) funded by RWC 2015 Legacy Fund achieve 100% completion of the 10 day programme by the Young People. 4/9 now have full-time jobs and the remainder are on track undergoing training etc. They are all</p>	Oenone Thomas	RD

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4	PH Priority	Target/Milestone	Progress - December 2014	Progress - May 2015	Owner	PH
17		carousel or multiple employer host approach to an apprenticeship in Business Administration for five apprentices. • EHOD ESB will represent the best interests of local residents within the Heart of South West Local Enterprise Partnership (HoSW LEP) PEOPLE group and other skills and employment fora, and sought funding for skills development initiatives.		being mentored by volunteers trained by the programme. The generosity of in-kind support meant that REEP came in under budget and a second REEP has just started. Any further projects will need to find alternative funding. *APPRENTICESHIPS – EHOD ESB with partners successfully ran an Apprenticeships Summit and an evening event at River Cottage HQ at the start of National Apprenticeship Week. Funding was from the National Apprenticeship Scheme. The EHOD ESB employers are now working together to develop a carousel apprenticeship model for trial.		
18	Continue to offer apprenticeships, develop work experience for those with disabilities, mental health problems and other barriers to work, and work with employers to expand these schemes	By June 2015 we will: • have provided 8 apprenticeship posts and helped them to achieve a minimum of a Level II qualification in their chosen field • Have provided permanent employment to two apprentices	We have eight apprentices working across the Council. We have appointed two apprentices into full-time employment. We have worked with Devon County Council and The Brandon Trust (an organisation which helps to find employment opportunities for young people with learning difficulties) to provide a two week work experience placement at the MRF. We are continuing to liaise with Exeter College and other agencies to explore further options for work experience for those with disabilities and mental health problems.	We have 3 vacant apprentice posts which we will be recruiting into during the summer to start in September 2015. We continue to work with Devon County Council and The Brandon Trust (an organisation which helps to find employment opportunities for young people with learning difficulties). We will also continue to liaise with Exeter College and other agencies to explore further options for work experience for those with disabilities and mental health problems.	David Knight	PE
19	Continue to invest in community projects through community grants and the Local Infrastructure Grant schemes, and work with communities to build the capacity for new projects in the future.	By June 2015 we will: • implement the Devon Local partnership • have fully allocated the Local Infrastructure Fund towards 19 projects.	We have received 64 ward grant applications, so far, during 2014/15 and awarded a total of £11,200. There is still £24,800 remaining in the budget. Local Infrastructure Grant Fund fully allocated for 2014/15. The Council is considering how best to assist community projects in the future. The Grants process will be reviewed during 2015/16. As part of that process, the Council will be appointing a Funding Officer who will be responsible for identifying funding to support Council priorities and community groups and organisations. Planning to implement Devon Local in partnership with other statutory and voluntary and community sector partners in the city in the New Year. This will enable the council to liaise with residents/community groups/partners via community forums and ensure that good communication systems are established at the earliest opportunity to enable collaborative approaches to new models of service delivery.	Work is progressing on implementing Devon Local in Exeter through supporting Exeter Community Forum to develop a community engagement strategy and through discussions with ICE (Integrated Care Exeter) on enabling people to improve and promote their own health and wellbeing. Community grants - Ward grants - £25,420 awarded , £10,580 c/f to city grants for 2015/16. The position regarding Local Infrastructure Fund grants remains the same as in December.	Dawn Rivers	PE
20	Continue to protect our parks and play areas as important community hubs, and work with communities to explore creative uses for parks and other open spaces	By June 2015 we will: • endorse the principle of asset transfer to community organisations • Consider and progress any expressions of interest for asset transfer • Hold discussions with clubs associated with council-owned facilities with a view to supporting them to take on responsibility for these assets over the next two years • Highlight to Government the barriers that the high cost of insurance can create for community groups.	The principle of asset transfer to community organisations was endorsed in November 2014 • Expressions of interest for asset transfer have been considered and committee approval was given in November to progress transfers to three organisations •The principle of granting a lease or licence on the tennis facilities at Heavitree Park to Tennis for Free was agreed in November • Approval to start discussions with clubs associated with the council-owned bowling and croquet greens and facilities with a view to supporting them to take on responsibility for these assets over the next two years was agreed in November. Initial discussions have taken place with Heavitree Bowls Club	Good progress is being made on the transfer of Flowerpot Playing Fields to Exeter College. The transfers to Devon Wildlife Trust and the Saracens have stalled as a result of a change of direction by the two organisations. Discussions with clubs associated with the council-owned bowling and croquet greens other than Heavitree have not been progressed since November. The high cost of insurance for community groups has been highlighted to the Government.	AD PR	KO

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4	PH Priority	Target/Milestone	Progress - December 2014	Progress - May 2015	Owner	PH
21	Develop a register of local assets to be protected for the benefit of the community, such as pubs and community centres, and explore opportunities to support community groups through collective purchasing of insurance, energy, maintenance and other goods and services.	By June 2015 we will: <ul style="list-style-type: none"> • have mapped community facilities across the city • continue to encourage the registration of local assets for protection for the benefit of the community 	We have compiled a statutory list of assets of community value (ACVs). We have received no ACV applications to date, but an application is imminent in respect of all allotments west of the Exe. Mapping largely complete. This will be shared with Exeter Board in January 2015 and then promoted to community groups to update. This information will be shared with the CIL process to help identify priorities for future spend. Collective purchasing has not yet been pursued due to capacity issues.	Mapping of community facilities - this work will be continued through the work of the Exeter Community Forum as part of its identification of city wide priorities to inform use of the neighbourhood proportion (15%) of the Community Infrastructure Levy.	CM Property	OP
22	Work with partners to increase access to affordable and ethical credit	•By June 2015 we will: <ul style="list-style-type: none"> • mitigate the impact of the end of Local Welfare Support 	We are developing a specification to ensure that residents have the appropriate access to credit, debt advice and money management skills, as well as encouraging saving.	Local Welfare Support Funding has been granted for a further year from 1 April 2015, therefore the Exeter Money Advice Partnership pilot has been extended to offer residents access to impartial money advice. Project management resource identified for 4 months from 1 June to monitor effectiveness.	AD CA	RH
23	Develop a strategy to become an energy neutral Council (by 2030)	By June 2015 we will: <ul style="list-style-type: none"> • have developed a set of criteria which will enable the Council to monitor how much of the Council's energy use is off-set by the production of its own energy. • have formulated a programme to increase the number of low emission vehicles (LEV) in our fleet; • identified appropriate fuel reduction devices for fleet vehicles that are not LEVs; • have formulated a proposal to reduce grey fleet mileage and transfer it to LEV pool vehicle mileage; • have a draft Low Emission Strategy that has been consulted upon and ready for Council approval; 	Investment in renewables has commenced and energy generated measured. Solar PV projects in delivery mode and new schemes being developed. Key milestones to be set out in a new energy strategy. 2 electric vehicles have been added to fleet as staff pool vehicles. An electronic booking system has been implemented for staff pool vehicle use and is working well. Fuel reduction devices are being piloted on 4 refuse collection vehicles. The draft Low Emission Strategy is currently subject to consultation;	Investment in renewables and energy saving schemes has commenced. In 2014/15, all projects progressed, notably the LED light replacement work at three car parks and the Civic Centre Offices. The Car Park Canopy PV Scheme contract was awarded and work is underway at Mary Arches and John Lewis Car Park. A solution was found which will enable the PV panels to be fixed to the lantern roof structures at the RAMM, and work is to commence this Spring. The Boiler Replacement Project is progressing and it is hoped the installation of the new gas boilers will be completed ahead of the heating season in October. Further PV projects include the Livestock Centre and Climb Centre where feasibility work is underway. Key milestones to be set out in a new energy strategy. A Low Emission Strategy has been adopted.	CM Property/ AD Environment	OP
24	Continue to work with other local authorities and organisations to improve recycling rates in the city	By June 2015 we will: <ul style="list-style-type: none"> • completed a comprehensive review of recycling bring-sites and identified new opportunities; • expanded the range of materials collected at sites, with improved signage; • determined whether a waste partnership with Devon CC, East Devon DC and Teignbridge DC, (DEET) which will significantly increase recycling rates, is achievable; • in partnership with Devon CC and Exeter University and Student Guild, formulated a protocol on waste minimisation and increased recycling amongst the student population. 	A review of bring-sites is being finalised, new micro-sites introduced, and opportunities for recycling extra materials identified. A business case for DEET was presented in December 2014, and is currently under consideration by partners. Joint work with DCC, University and Guild is progressing.	Monitoring of recycling performance across different neighbourhoods in Exeter is being undertaken. Data will be used to target communications to areas of low participation. The 'DEET' (Devon, Exeter, East Devon & Teignbridge) waste management shared service proposal has been postponed indefinitely due to the East Devon's decision to tender its waste collection service individually in March 2015. This makes the remaining 'cluster' too small to operate a viable shared service, however DCC has indicated a willingness to continue discussions about sharing the waste disposal savings that would arise if Exeter increases its recycling rate. This would require up-front investment, with support from DCC. The detailed business case for a shared service was published in Dec 2014 and the work carried out for this study could still be used to potentially redesign our service.	AD Environment	KO
25	Work with partners to improve public transport in the city and ensure adequate public transport provision for areas of significant housing development in the East and South West of the City.	By June 2015 we will: <ul style="list-style-type: none"> • have new rail stations open at Newcourt and Cranbrook • have a plan in place for the replacement of the Bus Station. 	Both stations currently under construction. An outline application for the Princesshay Leisure development, including replacement bus station, is expected to be submitted in January 2015.	Newcourt Station now due to open in Summer 2015, and Cranbrook in Autumn 2015. It is anticipated that a Planning application for the bus station will be submitted in Autumn 2015.	Ross Hussey	RS

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4	PH Priority	Target/Milestone	Progress - December 2014	Progress - May 2015	Owner	PH
26	Work with partners to protect and improve habitats for wildlife across the city, protect allotments and explore the use of public open spaces for community food production	By June 2015 we will: <ul style="list-style-type: none"> retain the current allotment site provision investigate the costs and feasibility of the use of public open spaces for community food production 	The Devon Wildlife Trust are looking into improving habitats for wildlife as part of the Wild City project. No change is proposed to the current allotment site provision. We are in the process of working with allotment associations to form an allotment users forum, which was one idea that was welcomed as part of the allotments consultation last year. The idea of using public open spaces for community food production has been explored as a Rugby World Cup legacy project but while there was a great deal of enthusiasm for the idea there appears to be insufficient capacity locally to do this work at the moment.	The current allotment site provision has been retained and 21 unusable overgrown plots have been brought back into use, with more in the pipeline.	AD PR	KO
27	Work with Exeter Health and Well-being Board and other partners to increase levels of physical activity in the city and promote the sustainable use of the river, canal and other green spaces for outdoor leisure activities	By June 2015 we will: <ul style="list-style-type: none"> work with Active Exeter to formulate an action plan to progress the ambition of Exeter being the most physically active city in the SW by 2018; produced a first draft of an overarching Physical Activity and Sports Strategy via Active Exeter 	The 4 priorities set last year of 1) Physical Activity; 2) Alcohol ill-health; 3) Cold homes and falls; 4) Health of the most disadvantaged; were re-endorsed at the November 2014 Board meeting, together with the Exeter District Public Health Plan 2014/15 (an annual update of health & Wellbeing in Exeter). The 'Everybody Active, Everyday in Exeter' social marketing scoping report has been produced and endorsed, and the formulation of an overarching Physical Activity and Sports Strategy through ECC and Active Exeter has been agreed. Last summer saw a highly successful Ping Exeter! project in the city with thousands of people playing table tennis at dozens of locations. It is hoped to repeat this exercise this year. The Active Exeter group is progressing a number of activity bids and has been approved to deliver a project funded by a grant of £41,620 from the Alcoa Foundation of Alco Howmet based at Sowton for a local community activity project in Cowick Barton in 2015. Other potential funding streams are also being explored.	The Exeter Health and Wellbeing Board, through its sub-group 'Active Exeter' has formulated the 'Get Active Exeter' project which forms the basis of the multi-agency and community bid made through the auspices of Exeter City Council for funding from the Sport England's Community Activation Fund. The bid is for over £190,000. Get Active Exeter (GAE) will motivate and engage new people in the city of Exeter to take part in regular sport and physical activity opportunities to realise an ambition to make Exeter one of the most active cities in the South West by 2018. The project will engage a key target group of inactive 'busy adults' and seek to change their behaviour towards participation in sport by providing regular activity in Workplace and Community settings. Get Active Exeter will seek to blend delivering a targeted menu of regular local sport opportunities alongside a high profile city-wide promotional campaign. The GAE project is ambitious, and aims to raise over 2000 inactive citizens to participate in beneficial physical activity on a sustained basis. The core activities will focus on walking, running, cycling and swimming – around 90 mini-projects initiated over a 3 year period will help achieve the target. The proposed project has solid partner support from members of the Exeter Health & Wellbeing Board, which will have a formal governance role in scrutinising the progress of the project, its performance against set targets and the outcomes derived. In terms of overseeing the project operationally, the Active Exeter task group that was formed by the Board to drive its top priority of raising physical activity levels, will fulfil this role and report to the Board on a quarterly basis. The Active Exeter task group is chaired by Active Devon and includes members from ECC, DCC, New Devon CCG, Public Health, Exeter Chiefs, Exeter City FC, University of Exeter, Exeter College, St. Luke's Science and Sports College, and Parkwood Leisure; it is well placed to carry out this role for the project. The 'Get Active Exeter' project clearly aligns with the Board's top priority of raising physical activity of citizens, helping to realise the ambition of Exeter becoming the most physically active city in the South West by 2018. It will also build upon the earlier survey work commissioned by the Board in 2014 to examine the barriers to adults taking up or re-engaging with physical activity, and how to overcome them. A successful bid will certainly strengthen the Board's ability to deliver on this important priority, and see an up-lift in	AD Environment	KO
28						

	A	B	C	D	E	F
4	PH Priority	Target/Milestone	Progress - December 2014	Progress - May 2015	Owner	PH
29				in community-based physical activities, utilising the existing green spaces, cycle lanes and swimming facilities that Exeter enjoys.		

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REPORT TO: SCRUTINY COMMUNITY, SCRUTINY ECONOMY AND SCRUTINY
RESOURCES COMMITTEES
Date of Meetings: 16th June, 18th June and 1st July 2015
Report of: The Scrutiny Programme Officer,
Democratic Services and Civic Support
Title: Annual Scrutiny Review Report

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

To provide an annual update to the respective Scrutiny Committees as to the Scrutiny work achieved during the municipal year 2014/2015.

2. Recommendations:

- i) The Annual Scrutiny Report is noted and approved.

3. Reasons for the recommendations:

- a) To provide an opportunity for Members to monitor the progress of the Scrutiny function and process at Exeter City Council.
- b) To provide Members with the opportunity to comment as to the progress and direction of Scrutiny over the past year, together with the proposals for the forthcoming year.
- c) To ensure that the Scrutiny Committees are kept fully up to date as to the issues investigated through specific Task and Finish Groups.
- d) To illustrate how effectively Scrutiny continues to work at Exeter City Council contributing towards an accountable, transparent and democratic process.
- e) To acknowledge the results achieved through Scrutiny during the municipal year 2014/2015.
- f) To promote confidence in the democratic process.
- g) To raise the profile of Scrutiny at Exeter City Council.

4. What are the resource implications including non financial resources:

None.

5. Section 151 Officer comments:

This report raises no issues for the Section 151 officer to consider.

6. What are the legal aspects?

None.

7. Monitoring officer Comments

This report raises no issues for the Monitoring officer to consider.

8. Report Details:

Members continue with the opportunity to become directly involved in Scrutiny at Exeter City Council which, in turn, can have an effect upon the development of Council policy through review and exploration of topics identified by Members for specific Task and Finish Group investigation. Effective Scrutiny allows Members to ensure that the work of the Council is subject to democratic checks and that the provision and delivery of services is continually improved wherever possible. A continued outward looking and pro-active approach are essential components to successful scrutiny.

The detail of this report can be divided into six main areas:-

- (a) The Scrutiny Work Programme
- (b) Task and Finish Group investigations
- (c) The Scrutiny process
- (d) Training and profile
- (e) Future improvements
- (f) Timetable for the forthcoming municipal year

The substance of this report appears in the accompanying Appendix and concentrates on these areas to provide Members with an overview of the work, achievements and proposed direction of Scrutiny for the forthcoming year.

For Members' immediate ease of reference, priority topics identified for Task and Finish Group investigation (through the Annual Scrutiny Work Programme Meeting) were:-

- The Future of Exeter Quay
- Review of Income Generating Measures
- Community Patrol/Out of Hours Operatives/Anti Social Behaviour
- Health Issues – Review of the Public Health Plan
- Social Media
- Council's Role in the Community and Tackling Isolation
- Procurement
- Growth and Marketing Exeter
- Scrutiny Spotlight Review of the Parking Review
- Continuation of the work of the Cost of Living Forum

9. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, Economy safety and the environment?

Not applicable.

**Anne-Marie Hawley : Scrutiny Programme Officer,
Democratic Services and Civic Support
Local Government (Access to Information) Act 1972 (as amended)**

Background papers used in compiling this report: None

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ANNUAL SCRUTINY REPORT 2014/2015

APPENDIX

(a) The Scrutiny Work Programme 2014/2015

The Annual Scrutiny Work Programme Meeting which took place in July 2014 allowed Members to establish whether they were satisfied with the substance and direction of the proposed Scrutiny Work Programme for 2014/2015. All Members were invited to put forward their suggestions for Task and Finish Group topics (prior to the meeting) and those topics were prioritised taking into account the Council's current aims and objectives.

Topics identified which resulted in Member Briefings included:-

- Pensions
- The HRA re-structure
- The Local Enterprise Partnership.

(b) Task and Finish Group Investigations (Priority Topics)

Were established as:-

- The Future of Exeter Quay
- Review of Income Generating Measures
- Community Patrol/Out of Hours Operatives/Anti Social Behaviour
- Health Issues – Review of the Public Health Plan
- Social Media
- Council's Role in the Community and Tackling Isolation
- Procurement
- Growth and Marketing Exeter
- Scrutiny Spotlight Review of the Parking Review
- Continuation of the work of the Cost of Living Forum

The Future of Exeter Quay (Scrutiny Committee Economy)

Group Objectives:-

To promote:-

- Tourism within the Quay area.
- Development and Commercialisation of the Quay area.

To explore ways of improving:-

- Accessibility to the Quay and between the Quay and the City Centre.

To ensure that:-

- The recommendations contained within the Masterplan for the Quay area have been actioned;

And:-

- To continue to work with stakeholders and local businesses to achieve these key objectives.

Group Recommendations:-

- Encourage the formation of a Quay Traders Association.
- Ensure that promotional material covers the wider Quay area and the Basin.
- Support a meeting of Cllr Denham (Portfolio Holder for Economy and Culture), Cllr Owen (Portfolio Holder for Environment, Health and Well Being) and the Assistant Director, Economy to discuss the different areas of the Quay and the feedback obtained from Quay Traders.
- Liaise further with Stagecoach and Devon County Council to ensure that the new promotional branding for the Quay, once available, is featured and advertised through the local public transport system and promotional literature.
- Approach Ring and Ride providers to enquire whether they could provide a circular transport route linking the City and the Quay during the weekends/school holidays.
- Obtain a costing, subject to the recommendations of the Parking Review, as to essential improvements to the Quay Car Park.
- Support a formal partnership for management of the Quay involving stakeholders and traders.
- Investigate opportunities, in the long term, for externally funded improvements to the Quay area.
- Request that the Planning Members' Working Group review the Master Plan for the Quay area to establish whether it requires updating and whether it meets with the Council's current aims and priorities.
- Monitor the progress of these recommendations with an update to be provided to the Scrutiny Committee Economy in 12 months' time.

The Group had the benefit of a visit from Mr Philip Ardley, Consultant, Asset Management Service, Regeneration & Economic Development, Gloucester City Council, who spoke about the waterways regeneration in Gloucester.

The Future of Exeter Quay Task and Finish Group report will be submitted to the Scrutiny Economy Committee on the 18th June 2015 for approval.

Review of Income Generating Measures (Scrutiny Committee Resources)

Group Objectives:-

- To review/identify what income generating measures the Council has already in place.
- To identify aspects that the Group will not wish to consider to avoid duplication of work.
- To obtain a broad sense of the types of areas which could generate further income with consideration to the available resources.

Group ideas:-

- A Solar Photovoltaic site on Council owned land.
- A dedicated member of staff to bid for external funding.
- Use of St Nicholas Priory for weddings and maximising the use of RAMM for corporate events.
- Selling external advertising on the outside of car parks in a prominent place.
- Exeter has a number of parks and open spaces which are not utilised to their maximum potential. The Council could look into:-
 - holding events (eg concerts) in parks
 - licensed ice cream vendors in parks
 - open air cinemas
 - weddings
 - more car parks
 - more paid facilities in parks
- Museum – voluntary donations for entry.

Group Recommendations:-

- To consider and comment upon the ideas submitted by the Group.
- To approve the selection of income generating ideas detailed within the report with a view to business cases being submitted for consideration to the Scrutiny Committee Resources.
- Decide upon a timescale for the provision of those business cases to the Committee.

- Review progression either at a point in time agreed by the Committee under the above recommendation or 6 months from the date of this report, whichever the sooner.

The Review of Income Generating Measures Report was submitted to the Scrutiny Committee Resources on the 28th January 2015 and the recommendations approved (Minute 12).

Community Patrol/Out of Hours Operatives/Anti Social Behaviour
(Scrutiny Committee Community)
A Spotlight Review

An update on the current position was provided to the Group by the Housing Solicitor, Assistant Director Environment, Senior Environmental Health Officer, Environmental Health Manager and the Community Safety and Enforcement Service Manager.

This Spotlight Review found that the new team and system which had replaced the old Community Patrol did not have as high a profile as its predecessor. However, Members were satisfied that this did not mean that the new team and system were lacking by comparison. The new team and system were found to be successful in delivering a targeted and focussed approach. The new service was generating good results and this had not been adversely affected by the loss of late night patrollers as was initially thought to be the case by Members. The introduction of the new Anti Social Behaviour legislation in October 2014 and the review of the current service by the Senior Environmental Health Officer were welcomed by Members as positive steps forward for the continued improvement of this service.

Group Recommendations:-

- That the Group's findings are noted and that Scrutiny Committee Community are content with the Review.
- Scrutiny Committee Community support a further meeting of the Review Group once the new anti social behaviour legislation has been implemented fully so that any impacts on service delivery can be considered.

A report was submitted to Scrutiny Community on the 11th November 2015 which was noted (Minute 51).

Ancillary to the Review:-

- An e-mail was circulated to all Councillors with details of the relevant officers in Housing, Environmental Health and Legal Services so that they would know who to approach for advice in respect of anti social behaviour and noise nuisance complaints which they may receive from their constituents.

The Environmental Health Manager will submit an update report to the Scrutiny Committee Community (as per the Group's second recommendation) on the 16th June 2015.

**Health Issues – Review of the Public Health Plan
(Scrutiny Committee Community)**

The Scrutiny Programme Officer advised Members of the Group that following enquiries with Devon County Council in October 2014, it seemed that the Public Health Plan was due to be reviewed by the Health and Well Being Board on the 11th November 2014.

The main question identified was whether it would prove necessary for a Task and Finish Group to review this?

It was established that the terms of reference for the Health and Well Being Board are:-

- To develop and update an annual Exeter Health and Wellbeing Plan setting out evidence based priorities and actions;
- To ensure that all key plans and policies appropriately reflect the health and well being priorities identified through the joint needs assessment process;
- To establish “expert” task and finish groups where additional needs, analysis or guidance on the evidence of the effectiveness of interventions is required.

In order to save Members’ time and ascertain whether any issues would require Task and Finish Group assistance, the Scrutiny Programme Officer attended the Health and Well Being Meeting on the 11th November 2014 ensuring that there was provision on the Agenda to specifically consider this point. The Health and Well Being Board decided that Task and Finish Group assistance would not be required on this occasion and that there was no need to investigate any issues surrounding the current Public Health Plan with which the Board were content.

The Assistant Director, Environment agreed to provide an update to the Scrutiny Community Committee in this respect.

Social Media (Scrutiny Committee Resources)

Group Objectives:-

To explore:-

- The social media landscape
- The council’s use of Twitter
- The council’s use of Facebook
- Measures of success
- Engaging with communities
- Ideas for future developments

Group Recommendations:-

- Scrutiny Resources have the opportunity to consider and comment upon the findings of the Task and Finish Group;

- Social media training should be incorporated into the Councillors' induction training programme.
- Acknowledge the Group's finding that the Council's current use of and presence through social media is currently of a high standard and as such, no further improvements are considered necessary at this point in time.
- Agree that this Task and Finish Group should meet once more in 9 months' time to review the position to see if it remains the same or whether further improvements can be suggested.
- The Group will report back to the Scrutiny Committee Resources after October 2015 with a review on the position together with any further recommendations.

A report was submitted to the Scrutiny Committee Resources on the 18th March 2015 and the recommendations were approved (Minute 11).

Council's Role in the Community and Tackling Isolation
(Scrutiny Committee Community)

At the first meeting of this Group a presentation was provided by the Community Involvement and Inclusion Officer to give an overview of the current position and work in progress. It was recognised at an early stage that there was a significant risk of duplicating work given the enormity of the topic associated with the wide ranging areas of existing work. Some areas were identified as already dealt with through existing Council work streams together with the work of outside community organisations and the Health and Well Being Board. A clear focus for the Group would be paramount if realistic and useful recommendations were to be put forward.

The Group highlighted that:-

- Social isolation is an ongoing concern in particular and recognised the valuable work of Community Organisers.
- That the drive is very much towards mobilising services and organisations around individuals.
- The success of the current trial of the Neighbourhood Health Watch project in St Thomas would be reported back to the Health and Well Being Board for consideration.
- Mapping of organisations, services and facilities was recognised as a real challenge in so far as collation and accuracy of information was concerned.

The Group heard from Exeter CVS representatives and Community Organisers from Wonford, Cowick and St Thomas.

The Group established the following points upon which recommendations should be based:-

- To ensure that the Scrutiny Committee Community are kept fully informed and up to date on a regular basis with Community Engagement work which was not the case at present.

- The Scrutiny Committee Community should have the opportunity to investigate any areas of concern which may be highlighted at any point in the future by the Community Involvement and Inclusion Officer.
- To continue to support Exeter communities in so far as the Council is able with consideration to available resources and capacity.
- To encourage stronger communities in line with the Exeter Vision.

Group Recommendations:

- The Community Involvement and Inclusion Officer will provide an update to the Scrutiny Committee Community twice a year detailing work in progress, results of work and any areas of concern.
- The Group will hear from the two new Community Organisers in 6 months' time to find out what progress they are making and what issues they may identify as needing attention. The Group will then report back to the Scrutiny Committee Community.
- The Community Involvement and Inclusion Officer, at any point in time, can ask for this Task and Finish Group to reconvene and consider any areas which she would suggest merit further investigation, with a direct reporting line between the Group and the Scrutiny Committee Community.

The Report will be submitted to the Scrutiny Committee Community on the 16th June 2015.

This Task and Finish Group is a prime example of how Members and Officers carefully navigated a huge topic and adapted the way in which they approached the subject to avoid duplicating work and to reach both realistic and practical recommendations which would add value and compliment existing work.

Growth and Marketing Exeter (Scrutiny Committee Economy)

Group Objectives:-

- To identify the opportunities within the City which are not being progressed or not being progressed in the way they should be.
- To find out who our competitors are – what are they doing marketing wise and who are their partners?
- Draw comparisons with areas which have strong inward investment and marketing campaigns. What are other cities doing that we are not?
- Identify ways in which the Council can persuade our neighbours, big stakeholders and businesses to contribute.

Current Progression:-

- The Group wished to hear from Cambridgeshire County Council given that Cambridge is also a University City and has undertaken significant growth and economic development in recent times. On the 9th April 2015 the Business Manager, Enterprise and Economy from Cambridgeshire County Council visited and provided an overview and presentation to the Group followed by a question and answer

session which Members found both interesting and helpful. The next meeting of the Group will be scheduled towards the end of June 2015 when the CEO of a South African Company which has recently re-located to Exeter, will attend to speak with the Group as to why the company specifically chose to re-locate to Exeter. Following this the Group should be in a position to identify recommendations which will be submitted to the Scrutiny Economy Committee during the September 2015 cycle of Scrutiny. It is anticipated that these recommendations will help identify any new ways in which further growth may be supported together with possible new ways and styles of marketing the City.

Consideration of the Parking Review (Scrutiny Committee Economy)

As a result of the Annual Scrutiny Work Programme Meeting (July 2014), Members highlighted that they would like a Task and Finish Group to review the outcome of the Parking Review once the Report is available. The Task and Finish Group would then submit their findings to the Scrutiny Economy Committee.

Officers have liaised at regular points over the last 4 months to monitor progress in respect of the provision of the Parking Review Report so that a timely meeting of this Task and Finish Group can be arranged and is now due to take place on the 27th May 2015.

The Cost of Living Forum (Scrutiny Committee Economy)

The Cost of Living Forum membership consisted of Members and Officers together with representatives from outside organisation and support services.

Key Objectives:-

- Gather evidence to establish a baseline on wages and cost of living in the City of Exeter.
- Gather and analyse evidence on the impact that low wages and high relative cost of living has on residents in the City of Exeter (taking a broad perspective on impacts and to include Health and Wellbeing).
- Gather and analyse evidence on particular problems.
- Explore (in partnership with a broad range of stakeholders) strategies and solutions to problems identified following the gathering of evidence for this Forum.

Following approval from both the Scrutiny Committee Economy and the Executive a report was commissioned from Exeter University to gather detailed, accurate and localised information and statistics particularly in respect of Housing and Wages which were two particular areas identified by the Forum, at an early stage, as requiring further investigation.

Areas Identified for Future Work:-

1. Working with young people in schools to provide better careers advice and to raise awareness as to what is available in the local economy.
2. Availability of financial advice – it was suggested that the private and voluntary sectors could work together to achieve this.

3. Debt strategy – to look at the immediate future as more families need access to more finance.
4. Availability and access to affordable and ethical credit.
5. Procurement – with particular attention as to how the Council procures and reviewing what powers the Council has under the Social Value Act (with particular reference to the Living Wage).
6. Skills agenda relating to productivity (Knowledge Economy Strategy).
7. Grants – liaising with Local Enterprise Partnership (LEP) to ensure that the Council make the most of any available grants and funding.
8. A need to put forward a business case to all small businesses with particular reference to tangible statistics.

Group Recommendations:-

- a) To hold an ESIF (European Structural and Investment Fund) information event in association with LEP and the Federation of Small Businesses to which private and voluntary sector organisations and stakeholders will be invited to attend.
- b) To hold a 6 month review of ongoing, relevant Council work streams identified by the Forum, reporting back to the Scrutiny Committee Economy with an update.
- c) To promote the Living Wage by putting information on the Council's website, the Exeter Citizen and through social media highlighting the work of the Cost of Living Forum and providing case studies reflecting the Council's success in implementing the Living Wage along with an interview with a local business which has implemented the Living Wage successfully.
- d) The Cost of Living Forum should continue to meet annually.
- e) To engage with existing businesses via their networking events to raise the profile of the Living Wage and the Cost of Living Forum work.
- f) To provide Council staff with information to increase their knowledge of the Living Wage which they can share with outside organisations.
- g) To share the Cost of Living Forum reports with East Devon District Council and Teignbridge Council.

Reasons for the recommendations:-

- (i) To encourage collaborative working between the Council, private and voluntary sectors and stakeholders in relation to ideas and submitting bid applications for ESIF funding. A combined approach to bids may increase the chance of successfully securing funding.
- (ii) To monitor progress in respect of the Council's existing and relevant work streams in direct relation to the work of the Cost of Living Forum.

- (iii) To ensure that the Scrutiny Committee Economy remains up to date on the issues and work taking place in respect of (ii).
- (iv) To ensure that ongoing issues surrounding the Cost of Living and the difficulties faced by Exeter residents are monitored, so that finding further strategies and solutions to tackle these difficulties remains at the forefront of the Council's priorities.
- (v) To highlight the benefits of implementing the Living Wage to businesses and the probable effect on productivity.
- (vi) To identify networking opportunities where the Council may be able to talk about the Living Wage and the Cost of Living Forum work amongst the local and wider business community.
- (vii) To work collaboratively, on a cross boundary basis, with our neighbouring authorities to address this national issue.
- (viii) To invite comments from Members of the Scrutiny Committee Economy in respect of the report, the work of the Cost of Living Forum to date and its final recommendations which all contribute towards a robust and accountable scrutiny process.

The Current Position:-

The next Cost of Living Forum (review) meeting is scheduled for 28th January 2016 in line with recommendation (d).

The Scrutiny Programme Officer is working with the Chair of the Group, the Council's Economy Department and Media Officer and The Federation of Small Businesses in respect of recommendations (c) and (f).

The Exeter University Report has been forwarded to Teignbridge and East Devon District Councils as per recommendation (g).

A verbal update to the Scrutiny Committee Economy in respect of the proposed ESIF event (recommendation (a)) and progress on existing work streams (recommendations (a), (b) and (e)) is due to be provided at the next Committee meeting on the 18th June 2015.

Procurement (Audit and Governance Committee)

This Task and Finish Group recognised that there is now an agreed budget in place for a dedicated Procurement Officer and that the Corporate Manager, Legal Services and the Housing and Contracts Officer have already worked together on updating the Regulations.

Although a dedicated Procurement Officer has not yet been appointed, an interim Procurement Officer is currently in post.

The Group decided that it would be both sensible and of greater benefit to wait until a full time permanent Procurement Officer is in post before proceeding further. It was recognised that a permanent officer would undertake an imperative role within the Group. The main danger in progressing now with input from the interim Procurement Officer, could be a lack of consistent approach between the interim officer and the permanent officer both of whom may present, at differing points in time, conflicting professional views and suggestions on best working practice. This would have a

detrimental effect on previously proposed and indeed, any approved recommendations. This in turn would only serve to complicate and undermine the procurement process and system. A double review of procurement would be undesirable at best, given the inevitable duplication of work and would also put an unnecessary strain on limited time, resources and capacity of both Members and Officers.

(c) Scrutiny Process

The cross party Scrutiny Review Working Group continue to meet regularly to consider improvements to the scrutiny process. The meeting of this Group provides an additional mechanism to ensure that suggestions are dealt with quickly and efficiently thereby avoiding unnecessary delays and provides a direct reporting line to Executive.

Developments 2014/2015:-

- **Scrutiny Arrangements**

A report was submitted to the Executive on the 7th October 2014 updating Members as to the implementation of the new Scrutiny arrangements following the report of the cross party Scrutiny Review Working Group to Executive dated 9 April 2013 (Executive Minute 46) and Council, 23rd April 2013 (Minute 22). The 2014 report reviewed implementation of the previous scrutiny arrangements and Committee structure which recommended, amongst other things, the need for a dedicated Scrutiny Officer to support Scrutiny Members.

The 2014 report recommendations were approved by Council on the 15th October 2014 (Minute 52).

- **Scrutiny System**

A report was submitted to the respective Scrutiny Committees updating Members as to the success of the changes to the Scrutiny Agendas and structure of meetings which were trialled during the September and November 2014 cycles of Scrutiny. The report outlined the findings of the cross party Scrutiny Review Working Group and comments received from both Members and Officers. Members agreed that the changes had improved the efficiency and quality of the Scrutiny Committee meetings and resolved that the findings of the Scrutiny Review Working Group together with other Member/Officer comments should be noted. It was recommended to Full Council that the trial changes be implemented on a permanent basis with immediate effect and that the arrangements should be reviewed in 12 months. The recommendations were approved by Executive (9th December 2014: Minute 125) and by Full Council (16th December 2014: Minute 66).

- The Scrutiny Topic Proposal Form

This newly devised form was made available to Members on the 25th November 2014 under the documents section of their ipads. This allows Members to highlight topics or issues, throughout the municipal year, which they consider should be the subject of Task and Finish Group investigation.

- Scrutiny presence through Twitter

Will be trialled through the Council's Corporate Twitter Account as soon as the 2015/2016 Task and Finish Groups are established. Groups will decide at their initial meeting whether it is appropriate and of potential benefit to use social media to gain public feedback on the topics.

(d) Training and profile

- Scrutiny training for Members is now a regular feature of the Members' Induction Training Programme and 2014 provided the highest number of attendees for a Members' induction training session.
- As a new initiative this year Exeter are taking the lead in the providing joint Members' scrutiny training in conjunction with East Devon District Council and Teignbridge Council. This is scheduled to take place on the 16th July 2015 at the Guildhall, Exeter.
- Mid Devon and Gloucester Councils have approached Exeter to find out more about the way in which we currently run our scrutiny process which is developing a reputation as an example of good practice within the South West Region.
- The South West Charter for Member Development was awarded to the Democratic Services Team this year with particular mention of scrutiny:-

["The development of Scrutiny and how it is used to shape policy was seen as good practice by the assessment team and an area where there was scope to share ideas and developments with other Councils".](#)

- Current discussions are underway for Exeter to host the next South West Network Overview and Scrutiny event to be held in October 2015.
- The Association of Democratic Service Officers' conference in October 2014 provided a good opportunity to compare Scrutiny practice with other Authorities in which Exeter, Gloucester and Devon County Council Scrutiny Officers took the lead on discussions.
- The Democratic Services Team were awarded runners up place in the Association of Democratic Service Officers' Awards 2015.

(e) Future Improvements

- The Scrutiny Review Working Group will explore whether committee meetings/cycles can be compacted in future and whether it would be of benefit for two consecutive Scrutiny Committee meetings to take place during each cycle for each respective Scrutiny Committee where one meeting will

deal with the usual Scrutiny Committee Agenda and the second meeting will allow time for specific presentations and debate upon areas of particular interest to Members.

- A running list of Task and Finish Group topics and outcomes (year by year) to be made available in spreadsheet form so that progress of approved recommendations may be tracked, updates provided and reviews carried out where appropriate. This will ensure continuity and a check system for follow up of work resulting from approved recommendations and will also provide a quick point of reference to identify those topics which have already been investigated in recent times.
- The Strategic Management Team will be informed of the topics for Task and Finish Group investigation following the Annual Work Programme meeting. This will ensure (for the most part) the availability of Senior Officers for the Group meetings and will allow detailed and helpful information to be sourced for Members at an early opportunity.

(f) Timetable for forthcoming municipal year:-

19/05/15	:	Annual Council meeting (Membership of Scrutiny Committees to be decided)
03/06/15	:	Scrutiny Induction training for Exeter Members
16/06/15	:	First Scrutiny Committee Community Meeting
18/06/15	:	First Scrutiny Committee Economy Meeting
24/06/15	:	First Audit and Governance Committee Meeting
01/07/15	:	First Scrutiny Committee Resources Meeting
09/07/15	:	Annual Scrutiny Work Programme Meeting
16/07/15	:	Joint Local Authority Scrutiny Training initiative
28/07/15	:	Full Council and confirmation of Task and Finish Group membership nominations
01/08/15	:	Commence with first tranche of Groups.

Conclusion

The Scrutiny process at Exeter City Council continues to provide Members with the chance to examine the workings of the Council and get directly involved in the development of Council policy. Through effective scrutiny, Members can ensure that the work of the Council is subject to democratic checks and that the provision and delivery of services is continually improved wherever possible. Task and Finish Group investigations are an integral part of that process as are the Members who give up their time to participate and to whom I would like to extend my thanks for their time and effort.

REPORT TO: SCRUTINY COMMUNITY COMMITTEE
Date of Meeting: 16th June 2015

Report of: Cllr Bull, Champion for Community Engagement and
Chair of the Council's Role in the Community and Tackling
Isolation Task and Finish Group

Title: Council's Role in the Community and Tackling Isolation Task and
Finish Group Report.

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

To report the findings and recommendations of this Task and Finish Group to the Scrutiny Community Committee.

2. Recommendations:

- (a) The Community Involvement and Inclusion Officer will provide an update to the Scrutiny Community Committee twice a year detailing work in progress, results and any areas of concern.
- (b) The Group will hear from the two new Community Organisers in 6 months' time to find out what progress they are making and what issues they may identify as needing attention. The Group will then report back to the Scrutiny Community Committee.
- (c) The Community Involvement and Inclusion Officer, at any point in time, can ask for this Task and Finish Group to reconvene and consider any areas which she would suggest merit further investigation, with a direct reporting line between the Group and the Scrutiny Community Committee.

3. Reasons for the recommendation:

- To recognise the work of this Task and Finish Group and to provide the Scrutiny Community Committee Members with an opportunity to comment.
- To ensure that the Scrutiny Community Committee are kept fully informed and up to date on a regular basis with Community Engagement work.
- To have the opportunity to investigate any areas of concern which may be highlighted at some point in the future.
- To continue to support Exeter communities in so far as the Council is able with consideration to available resources and capacity.
- To encourage stronger communities in line with the Exeter Vision.

4. What are the resource implications including non financial resources:

None.

5. Section 151 Officer comments:

This report raises no issues for the Section 151 officer to consider.

6. What are the legal aspects?

None.

7. Monitoring officer Comments

This report raises no issues for the Monitoring officer to consider.

8. Report Details:

The "Council's Role in the Community and Tackling Isolation" was identified as a high priority topic for Task and Finish Group investigation at the Annual Scrutiny Work Programme Meeting which took place in July 2014.

Membership of the Group consisted of:-

Cllr Bull (Champion for Community Engagement)
Cllr Shiel
Cllr Newby
Cllr Holland
Cllr Morris
Cllr Clark
Cllr Hannaford
Cllr Owen
Cllr Foggin

Council Officers:-

Bindu Arjoon, Assistant Director, Customer Access
Dawn Rivers, Community Involvement and Inclusion Officer
Anne-Marie Hawley, Scrutiny Programme Officer

A presentation was provided by the Community Involvement and Inclusion Officer to give an overview of the current position and work in progress. It was recognised at an early stage that there was a significant risk of duplicating work given the wide ranging area of the topic. Some areas would already be dealt with through existing Council work streams together with the work of outside community organisations and the Health and Well Being Board. It was readily established that a clear focus for the Group would be paramount if realistic and useful recommendations were to be put forward for approval.

It is evident that there is a lot of good community engagement work already taking place although the Group recognised that social isolation is an ongoing concern in particular. The work of Community Organisers was held in high regard by the Group given their commitment and the fact that they work in direct contact with individuals and communities. They are best placed to find out first hand:-

- How people feel about living in their area.
- What challenges they face.

- If they feel that they have a voice in the community and feel part of a community group.
- What changes they would like to see within their community.

The Group recognised that Councillors can pick up on community and individual issues whilst out canvassing for instance and that this was also of great value. It was decided that it would be of great benefit to hear from Community Organisers in relation to the work that they do, the communities they work with and any particular difficulties that are faced.

During the second meeting the Assistant Director, Customer Access explained that there was already work in progress on some of the initiatives mentioned in the first meeting. For example, re-design for elderly people is integrated with the Care Exeter work involving primary healthcare and community health services to stop the elderly going into the acute sector. This provides at an earlier level of intervention. Talks are also ongoing with regards to the warden service which supports Exeter residents and there is ongoing work targeting families and mobilising care around families rather than lots of individual organisations becoming involved at different times.

The Customer Service Centre will have a “One View of Debt” team/facility and the drive is very much towards mobilising services and organisations around individuals.

The Community Involvement and Inclusion Officer and the Portfolio Holder for Environment, Health and Well Being also updated the Group as to the current position of the Neighbourhood Health Watch project. This is an initiative that encourages people to look out for their neighbours and is currently being trialled in the St Thomas area. The Health and Well Being Board will receive the feedback from that trial and it was felt that this particular initiative would be very good at identifying need but that if the Group were to look at this aspect in more detail they would simply be duplicating work.

Mapping of organisations, services and facilities was discussed as a way of finding out what is available in the City. However, this was recognised as a real challenge in so far as collating and producing an accurate list to form one central record. Reference was made to the Community Directory but it was established that this directory is incomplete and that at least some of the information contained would already be out of date. This further illustrated the particular difficulty in producing a list with reliable data relevant only to the City– constant updating would not only be required but still wouldn’t account for community groups which were not known about.

Guest Speakers

The Group heard from Emily McCarthy of Exeter CVS (who runs a volunteer centre working with community organisations across the City), Stuart Crewes of Exeter CVS (who works with volunteers around individuals with learning disabilities), Sue Bulled, Community Organiser (Wonford) and Laura Robinson, Community Organiser (Cowick and St Thomas).

The important role of Community Organisers was further emphasised through Group discussions with the guest speakers. It was apparent that isolated individuals need to be approached rather than relying on them to approach organisations and services for help. Word of mouth and connecting with people on a face to face basis was thought of as imperative in tackling isolation.

Isolated individuals who may have been overlooked can be discovered and helped by someone simply knocking on their door.

At the conclusion of the second meeting, the Group felt that they were not yet in a position to narrow down a focus and finalise the scope and so it was agreed that the Assistant Director, Customer Access, the Community Involvement Officer and the Scrutiny Programme Officer would meet separately to pull together the information and form a structure to assist the Group whilst also taking into account the discussions so far.

Following this the Group reached a point where they could identify and settle upon the recommendations contained within this report, without the need for further investigation.

The Scrutiny Community Committee is now invited to agree the proposed recommendations which are, it is felt, realistic, focussed and capable of delivering effective results in promoting stronger communities within the City and further enhancing community engagement whilst complimenting existing work streams.

9 What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, Economy safety and the environment?

Not applicable.

**Cllr Bull, Champion for Community Engagement
Chair of Council's Role in the Community and Tackling Isolation Task and Finish Group**

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

None

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Tel No: (01392) 265110
Room 2.3

REPORT TO SCRUTINY COMMUNITY COMMITTEE

Date of Meeting: 9 JUNE 2015

Report of: Assistant Director City Development

Title: TRANSPORT STRATEGY FOR EXETER

Is this a Key Decision?

No.

Is this an Executive or Council Function?

Executive.

1. What is the report about?

This report follows a question and answer session relating to transport strategy at Scrutiny Community committee's meeting on 11 March 2015, when it was agreed that a report should be brought to this meeting.

2. Recommendations:

- 2.1 That Members agree the setting up of a Transport Strategy Working Group, as described in this report, comprising an officer representing each of Exeter City Council and Devon County Council, together with representatives from Stagecoach South West and First Great Western.
- 2.2 Others with particular specialisms would be invited to the Group on an ad hoc basis.
- 2.3 Following its first meeting and annually thereafter, the Working Group shall hold a forum to engage with councillors and local groups interested in transport, with the minutes distributed to Exeter City Council's Scrutiny Economy Committee, and to the Exeter Highways and Traffic Orders Committee.

3. Reasons for the recommendation:

- 3.1 Recognising that a comprehensive suite of transport strategy documents exists for Exeter, the Working Group is intended to:-
 - Monitor the implementation of the relevant strategies, and update and develop them where necessary;
 - Engage with members of Exeter City Council and Devon County Council, and with local groups interested in transport issues, by reporting to them periodically as to implementation of the strategies, and receiving feedback from them as to how they might be developed further.

4. What are the resource implications including non financial resources.

There is no budget for this work, so it has to be accommodated within existing staff resources, hence the recommendation as to the size of the Working Group, and frequency of the forums and reports.

5. Section 151 Officer comments:

There are no financial implications contained in the report.

6. What are the legal aspects?

None.

7. Monitoring Officer's comments:

There are no issues arising out of this report.

8. BACKGROUND

8.1 Transport strategy for Exeter is set out principally in Devon County Council's Local Transport Plan (LTP3) adopted in 2011, including a specific strategy for Exeter. One of the stated aims is to enhance Exeter's economy by making companies want to locate here because of a reliable and sustainable transport system.

8.2 DCC also produced a suite of transport strategy documents for Exeter, to support the preparation of the City's Core Strategy. The documents are listed in Appendix 1 to this report, and can be seen at http://www.devon.gov.uk/index/transportroads/devon_local_transport_plan/transplan-exeter-ldf.htm.

8.3 The Core Strategy was adopted in 2012 and the main transport policy is CP9, reproduced as Appendix 2. This supports Objective 8, which is to "minimise the need to travel and reduce the dependence on the car, in accordance with the Local Transport Plan and the Green Infrastructure Strategy, through:

- the enhancement of transport infrastructure and services;
- a step change in the use of sustainable transport; and
- providing easy access to jobs and community facilities within the urban extensions to the east and south-west".

8.4 Considerable progress has been made in implementing the various strategies, as set out in Appendix 3. In addition, new and updated strategies are being produced, such as DCC's recently approved Cycling and Multi-use Trail Network Strategy.

8.5 Nevertheless, members of both Councils and the local transport interest groups continue to express concern about Exeter's transport systems, and traffic congestion in particular. Although DCC's traffic count data shows that traffic volumes on the key radial routes have actually decreased slightly in recent years, average speeds are down, and journey times are very unpredictable, particularly at peak times. It is important that the significant residential and employment growth planned in and around Exeter is accompanied by measures to reduce the proportion of journeys made by single occupancy private car, to prevent congestion acting as a brake on the local economy.

8.6 In January 2015 the Scrutiny Community Committee asked for a session to be arranged with transport professionals and the various local interest groups. In response to this, a question and answer session took place on 3rd March, at which representatives of DCC and Stagecoach answered questions tabled by ECC members

and the transport interest groups. The focus was on modes of transport other than rail, because it was considered that members and groups were better informed about the various rail initiatives taking place than about other areas of transport strategy. The questions and answers appear as Appendix 4.

- 8.7 At its meeting on 16th April, the Exeter Highways and Traffic Orders Committee (HaTOC) also asked that a report on Exeter's congestion strategies be presented to its next meeting (on 28th July 2015), prior to further consideration of wider discussions with local partners and other interested parties. It is anticipated that this will be in a similar form to this present report.
- 8.8 Although the various transport strategies are being actively implemented, monitored and reviewed, there is a perception among Members and transport interest groups that more could be done. This is partly a matter of communication, in that they are unaware of some of the work that is being carried out. However, there is a clear desire on the part of Members and groups to engage more with the process of implementing and developing strategies, and the proposal in this report is to provide a mechanism for that, without impacting unduly on the workload of officers and other transport professionals at a time when resources are reducing.
- 8.9 It is proposed that a working group will be set up, comprising an officer from each of the local authorities, namely ECC's Principal Project Manager (Infrastructure Management and Delivery) and DCC's Transportation Planning and Road Safety Manager (Ross Hussey and Jamie Hlland respectively). The working group would also comprise representatives of Stagecoach South West and First Great Western. Others with particular specialisms would be invited on an ad hoc basis.
- 8.10 At its first meeting, the group would identify some priorities and arrange the first forum shortly thereafter, to which representatives of local transport interest groups would be invited. Members of Exeter City Council and DCC's Exeter members would also be able to attend. The purpose of the forum would be for groups and members to be kept informed as to the work of the group, and to contribute ideas and feedback. The minutes would be distributed to Exeter HaTOC and ECC's Scrutiny Economy Committee (as the Scrutiny Committee responsible for transport).
- 8.11 A further forum would take place each year. Between these events, the working group could send brief written updates on an ad hoc basis to those who elected to receive them.
- 8.12 By providing a structure for reporting to and engaging with Members and relevant organisations, the proposed Transport Strategy Working Group will potentially reduce the time spent by officers in dealing with ad hoc requests for information and calls for action. It will also set out an overall context within which individual transport schemes are presented to Exeter HaTOC and other committees, to help ensure that the overall strategy behind a scheme can be clearly seen, as well as the location-specific issues.

9. How does the decision contribute to the Council's Corporate Plan?

The proposed approach would contribute in particular to the following purposes:-

- *Improve the environment and my neighbourhood* – which includes a commitment to reduce car dependency and encourage walking, cycling and the use of public transport.

- *Help me run a successful business in Exeter* – an efficient transport system is necessary to get people to work, and to enable customers to access businesses located in the city.
- *Deliver good development* – enabling development to go ahead by ensuring that the necessary infrastructure and services are in place.

10. What risks are there and how can they be reduced?

No risk has been identified; the process is designed to inform others and receive feedback on the implementation and development of existing strategies.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

Providing a range of transport opportunities enables all residents to access the jobs and services that they need. The active travel modes (walking and cycling) are beneficial to the health of the population. The environment also benefits from a reduction in harmful emissions when people walk, cycle, reduce vehicle use by travelling on public transport, and/or use low emission vehicles.

12. Are there any other options?

There is a clear and consistent will on the part of Members, and increasingly on the part of local groups interested in transport, to be better informed in relation to the transport strategies being pursued by the City and County Councils, and to engage with the continuing implementation and development of those strategies. The actions recommended in this report will provide a clear process for this.

Ross Hussey

Principal Project Manager (Infrastructure Management & Delivery)

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
















Background papers used in compiling this report:-

Local Transport Plan (LTP3) for Devon and Torbay, 2011
Exeter Core Strategy, 2012

Contact for enquires:
Democratic Services (Committees)
Room 2.3
01392 265275

Appendix 1

Transport Strategy Documents for Exeter

- [Exeter Growth Bus Strategy](#)  (1.05MB - [pdf help](#))
- [Exeter Walking Strategy](#)  (181KB - [pdf help](#))
- [Summary of LDF Evidence Base](#)  (2.16MB - [pdf help](#))
- [Baseline Traffic Evidence Report](#)  (707KB - [pdf help](#))
- [Future of Transport in Exeter Consultation Report](#)  (4.05MB - [pdf help](#))
- [Local Transport Plan 2011 - 2026 'Exeter Place Strategy'](#)  (327KB - [pdf help](#))
- [Exeter Cycle Strategy](#)  (153KB - [pdf help](#))
- [Enhancing the Public Transport System in Exeter Option Appraisal Report](#)  (4.32MB - [pdf help](#))
- [Devon Metro Appraisal Report](#)  (4.98MB - [pdf help](#))
- [Alphington Interchange Park and Ride Transport Report](#)  (1.83MB - [pdf help](#))
- [Newcourt Access Strategy](#)  (2.05MB - [pdf help](#))
- [Monkerton & Hill Barton Access Strategy](#)  (2.45MB - [pdf help](#))
- [South West Exeter Access Strategy](#)  (1.55MB - [pdf help](#))
- [Pinhoe Area Access Strategy](#)  (1.97MB - [pdf help](#))
- [Exeter City Centre Transport Study](#)  (2.16MB - [pdf help](#))

Appendix 2

Exeter Core Strategy Policy CP9

"Comprehensive strategic transport measures to accommodate the additional development proposed for the city and adjoining areas shall include:

- a step change in the quality, capacity and environmental performance of public transport, especially between the City Centre and proposed developments adjoining the city to the east in East Devon and to the south west in Teignbridge;
- additional Park and Ride sites around the city including Ide interchange;
- improvements to the strategic road infrastructure including key junctions on the M5, outer bypass and the Alphington Road corridor;
- new rail halts at Hill Barton and Newcourt on the Exeter to Exmouth line and at Matford on the Exeter to Plymouth line;
- demand management measures; and,
- improvements to facilities for pedestrians and cyclists.

The contributions necessary to ensure the delivery of transport infrastructure will be secured through the application of Policy CP18."

Appendix 3

Progress in Implementing Transport Strategies in and around Exeter

Rail

- Newcourt station opening imminently.
- Cranbrook station opening later this year.
- Marsh Barton station programmed for delivery during 2016.
- Half-hourly Exmouth-Paignton service secured during franchise extension.
- Improved rolling stock for all Devon Metro services secured during franchise extension, with associated depot expansion at Exeter St Davids.

Bus

- Enhanced services to areas of new development, notably Cranbrook, Exminster, and Exeter Airport; section 106 money being collected from other new developments.
- Rebranding and enhancement of Crediton corridor services.
- Incremental extension of fare zones has reduced some fares.
- Continued renewal of city bus fleet.
- Plans advancing for replacement bus station and new bus depot.
- Replacement real time information system being developed.
- Opportunities being pursued for additional bus priority, eg. at Countess Wear.

Walking and cycling

- Exe Estuary Trail complete.
- Redhayes Bridge complete; Hollow Lane improvements being progressed.
- Pinhoe to Broadclyst route complete.
- City centre / University to Redhayes Bridge routes signed.
- Pedestrianisation of Central Station forecourt complete.
- Cycling and Multi-use Trail Network Strategy approved.

Road

- Junction 29 improvements complete.
- Junction 30 southbound off-slip widening in progress.
- Bridge Road outbound widening; preliminary work undertaken, main scheme commencing later this year.
- Alphington Road outbound widening complete.
- Tithebarn Green link road phase 1 under construction.
- A38/380 Splatford improvements under construction.

- Off street Parking Strategy being reviewed.

Multi-modal

- Electric Vehicle and Low Emission Strategies prepared.
- Park and change scheme drawn up.

Appendix 4

TRANSPORT STRATEGY QUESTIONS AND ANSWERS – ECC SCRUTINY COMMUNITY COMMITTEE, 3 MARCH 2015

These questions focus on travel modes other than rail. It is recognised that rail has a significant part to play in Exeter’s transport strategy; however, the Devon Metro project is progressing well, so the purpose of this session is to explore what more can be done to promote other travel modes.

Respondents:-

JH = Jamie Hulland, Transportation, Planning and Road Safety Manager, Devon County Council;

MW = Mike Watson, Managing Director of Stagecoach South West;

RH = Ross Hussey, Principal Project Manager (Infrastructure Management & Delivery), Exeter City Council.

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Question	Answer
<i>Park & ride</i>	
Could park and ride be promoted more, to reduce parking and congestion in residential areas, and does the existing P&R network have sufficient capacity for this?	MW: Carries 2m passengers pa, including contra-peak journeys to employment sites. Yes, could be promoted more; looking at possible relaunch.
Could rail park and ride be promoted?	JH: Yes, Cranbrook stn will have large car park to serve those living away from the station, including neighbouring villages. Plans for enhanced parking at Pinhoe. Scope at stations along the Tarka line to Barnstaple, e.g. Coplestone.
Could vacant sites around the city be used for park and change, or additional parking for local centres?	JH: P&C suitable for edge of city where P&R not viable, such as Crediton and Tiverton corridors. Also looking at A3052. Need car parks with capacity during weekdays.
Could park and ride be extended later into the evenings, and to additional sites on Sundays?	MW: Extended Christmas services not intensively used, nor is comprehensive evening service on city buses. Scope to use other services which pass P&R sites, but DCC lock at 7pm. JH: Could explore.

How would a park and ride at Alphington fit with the overall strategy?	JH: Strategy is current (LTP runs between 2011 and 2026), having been developed to relate directly to growth plans for city (linked to the Core Strategy). P&R is one of a number of measures which include Devon Metro and cycling. It needs a range of solutions. JH noted that 22% travel to work on foot. Considerable synergy with aims of groups represented here – i.e. more people getting into the city by other modes.
How would it attract people out of cars, when the bus would be caught in the same congestion on Alphington Road?	JH: Alphington Road needs regular service; and P&R needs direct route, although stops could be included without adding undue delay. Looking at bus priority corridors. Some priority options; Grace Road link has changed movements. The journey time of bus vs car should be offset against comparative benefits of cheaper cost of parking all day and distance to walk to destination at end of journey (i.e. walking from car park will add to overall journey time).
Could it use Tan Lane?	JH: Tan Lane restricted to single deckers so depends on type of vehicle.
What about unauthorised parking in P&R sites?	JH: Difficult to enforce – may need to be more flexible in the future to allow people to park and cycle – still avoids cars driving into the city but recognise problem of walking to neighbouring businesses. RH: Charging for parking liable to VAT; more cost effective to charge for bus.
How can we tackle parking by RD&E staff? Parking causes problems in residential areas. P&R not suitable for 8-8 shifts.	See below for subsequent answer by JH.
Bus	
Could and should Water Lane Link be constructed, as a bus-only	JH: Would require £10m bridge and divert buses away from

link?	passenger destinations in Marsh Barton – unlikely to represent good value for money.
Bus lanes generally - could they be made more effective (wider, more continuous), and if not, are they worthwhile?	<p>MW: Worth having. Increasing congestion requires us to add two vehicles each year, costing £200k. Would like lanes to be wider and operate consistently from 7am-7pm.</p> <p>JH: We're looking at Heavitree generally. Complicated, because road serves lots of functions.</p> <p>See below for subsequent detail provided by JH on enforcement of yellow boxes and bus lanes.</p>
Can there be a strategic review of residents' parking across the city?	See below for subsequent answer by JH.
Are there any other measures available to improve bus timekeeping, and are there plans to introduce any of them?	<p>MW: Just turned on vehicle location system across Devon which will enhance service control. Can feed in to real time system; working with DCC on this.</p> <p>JH: DCC in Punctuality Improvement Partnership with Stagecoach.</p>
Which elements of the Exeter Bus Growth Strategy are still to be implemented?	JH: The strategy was produced because we needed a plan to cater for new developments, and provide evidence base for section 106 contributions. £5m has been secured towards extending existing services, particularly to serve growth on the east of Exeter.
Could the Strategy be updated? Should it be more ambitious?	JH: Could be updated to take into account technological opportunities.
How are the proposed cuts to supported bus services to be reconciled with the Strategy?	JH: Long lead time to enable responses to be considered. See subsequent details supplied below.
Could bus fares be reduced, as they deter and even prevent people from travelling?	MW: Yes and no. Have reduced day ticket from £4.10 to £3.60, and extended Exeter and Exeter Plus zones giving up to a 35% reduction. Can't do it across the board, as costs increase 3-4%pa due to congestion, wage demands. Fuel

	costs are hedged so haven't benefited from reduction.
What are the current figures for the daily passenger journeys on each of the Exeter City Buses, Exeter P&R and the Country Services arriving in Exeter?	MW: 16m pa for Exeter, comprising 4.5m on rural services, 9.5m on city services and 2m on P&R. Roughly 48k journeys per day, and 290k per week.
How would these numbers be expected to grow by 2030 and how might such growth be achieved?	MW: Numbers have doubled in Devon in ten years. In some cases can double capacity by changing the vehicle; eg Cranbrook can grow to double decker every 10 mins. Highest loads on some services aren't at peak times.
The figure for Exeter City Buses in 2009/10 of 20,200 implies that the number of passenger journeys per bus per day was about 400. At what corresponding value would it be considered that the vehicle was working at its full capacity?	MW: Maximum is 80 for double deck, 60 or 50 for single deck. Aim below those in interests of comfort.
<i>Public transport generally</i>	
<p>Trevor Preist calculates 15,000 extra people will need to get to work using car or public transport by 2030.</p> <ul style="list-style-type: none"> • What is DCCs target for the fraction of these who will use public transport? • What elements of the current infrastructure plan will yield enhancement in the public capacity to support this? • If these enhancements take place, how many extra users of public transport are they estimated to generate? 	<p>JH: Not clear whether these figures are all assumed in the peak, or where these trips are going. The County tends to look at trends. We're predicting limited growth in demand to the city centre with significant jobs growth on the eastern edge. Need to look at past trends; rail up 100%, bus 50%. Traffic reduced but a 1% reduction in speeds – it is a far more complicated calculation as new interventions (e.g. a new rail halt) will affect how new residents will travel but may encourage mode shift amongst existing people travelling in Exeter. This may explain why traffic volumes have continued to reduce on all corridors over the past 10 years despite significant growth in housing.</p> <p>Also, households with internet has increased by double in the last 10 years and the number of trips made for a range of purposes (commuting, leisure, business) are reducing substantially, which needs factoring in to future projections –</p>

	<p>increased home working for instance.</p> <p>Need to build on past success and do more of the same. Numerous big LTP schemes coming to fruition – Cranbrook & Newcourt stations, Bridge Road widening, Tithebarn Lane link, £5m of bus services, further extension of cycle routes and only 4 years into LTP.</p> <p>Also people time shift to avoid congestion. Contributions made by working at home, less shopping.</p>
Other modes	
What more could be done to improve facilities for cyclists and pedestrians, to encourage travel by these modes?	JH: DCC is developing a cycling and multi use trail strategy and planning to market some of the good scheme work (Exe Estuary) using funds from last year of LSTF.
Are there plans for any more major cycle corridors?	JH: Developing two new high quality primary routes from Monkerton & Newcourt to city centre. May need bold decisions eg closure of minor roads to motor traffic in order to achieve priority for cyclists.
Is there guaranteed funding for the cycle network?	JH: Budget down from £8.9m in 2008/9 to £3.6m. More reliance on growth fund; can't guarantee funding as down to the LEP and Community Infrastructure Levy. MPs want us to continue investing in cycling; we're urging them to put pressure on the LEP.
Are there any plans to ease congestion at Countess Wear roundabout, in addition to Bridge Road widening (which won't address all the problems), especially in view of the large number of new dwellings along Topsham Road?	JH: Scheme will remove bottleneck on Bridge Road, which currently results in blocking back through the roundabout, causing queuing on all approaches. Modelling shows high value for money. Will review roundabout afterwards.
General	

<p>How do you see non-car modes being promoted, following the end of the Local Sustainable Transport Fund and responsibility for major scheme funding passing to the LEP?</p>	<p>JH: Following Zsolt Schuller's voluntary departure, Sustainable Travel now part of single Transportation Planning team. Still have dedicated staff and a plan for future investment.</p>
<p>What efforts have been made to devise an overarching transport strategy that is supported by partners including businesses and other stakeholders, and which can underpin funding discussions?</p>	<p>JH: The LTP is the overarching strategy that had buy in from a range of businesses and stakeholders. Within the financial context, we have needed to prioritise our critical schemes that are going to the LEP/LTB for funding. In the past couple of years, the county council has been delivering approximately £50m of infrastructure to support growth, directly linked to our Local Transport Plan. Unprecedented growth is a success story; congestion as a result so we need to keep planning, and being proactive to get the remaining schemes developed and shovel-ready for future delivery.</p>
<p>What efforts have been made to consider technological solutions, eg in relation to parking?</p>	<p>MW: Lots more we can do. Moving towards rechargeable smart card; also credit cards and mobile ticketing. Hoping to get some buses with wifi for Exeter this year.</p> <p>JH: Can transform bus travel using improvements to info systems, e.g. smartcard technology will allow people to see exactly where their bus is and can use their time more efficiently to create a more demand responsive system. Being able to do things on public transport (check emails/read) is far more productive than sitting in traffic – selling these benefits is an important part of making travel by bus more attractive.</p>

Subsequent answers and more detailed information provided by JH.

Clarification on the residents' parking review, and whether it could be expanded to include parking restrictions around the RD&E hospital

A parking working group of County Councillors has been set up recently with the approval of the Exeter Highways and Traffic Orders Committee. The main remit of this group is to explore the possible expansion of residents' parking permit schemes to areas in the city that do not currently have a scheme and suffer from parking availability issues from non-residential parking. This review includes areas that may not

have a current parking availability issue but could suffer in the future or could be affected by displacement parking from any new parking schemes.

The group has had its second meeting and has set the extents and areas of the main focus of the study, which include the areas around the RD&E. It has also had a preliminary review of the parking survey that has recently been undertaken to establish current parking patterns.

The next step is to begin a consultation with a small catchment area of the overall areas being considered, in order to get some early views and feedback to help inform the consultation to the much larger area under consideration. This is with a view to begin delivering County Council approved schemes within the coming financial year.

With reference to the specific query regarding parking around the RD&E for staff, with any proposals for parking schemes we need to consider the effects it would have on displaced vehicle users. With local members' input and with help from the rest of the County Councillors on the working groups, it is hoped that we will be able to strike the right balance between parking availability for residents and utilising available space for workers.

Views on enforcement cameras and which body is responsible for yellow box and bus lane enforcement – particular issues around parking in bus lanes and cars blocking yellow boxes at First and Last junction and Exe Bridges

The use of enforcement cameras is currently being considered as part of Parliament's proposed Deregulation Bill that is at its latter stages of approval. Once this bill is passed the County Council will be able to take a more informed view as to what options it has available to enforce regulatory markings such as box junctions and bus lanes. Until this time it is still within the remit of the police to enforce markings of this nature.

The surfacing of the bus lane between Waitrose and Barrack Road keeps failing; what is being done about it?

The County Council spent £70k last summer doing deep recon patches between Waitrose and Barrack Road, so this issue should now be resolved. There is an action for the Neighbourhood Team officer to monitor the issues.

Consultation on proposed bus service reductions

The proposals to reduce DCC-funded bus services is currently being consulted upon within a public consultation process that ends on 20th April 2015. The context of the proposed reduction in the public transport budget is the Government's Spending Review, which is reducing council funding year on year. With a shrinking budget, some very difficult decisions on priorities are having to be made across county council services.

We are therefore consulting on a set of proposals that aims to minimise the impact – accepting that it is inevitable that the impact of a cut of this magnitude will be significant to many people. This is based on analysis of cost per passenger for different services. Given the high cost per passenger of many current council-funded bus services, with less funding available it is considered appropriate to consider whether there should be an upper limit to the amount spent per passenger journey.

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EXETER CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE - COMMUNITY
DATE OF MEETING: 9 JUNE 2015
REPORT OF: ASSISTANT DIRECTOR FINANCE
TITLE: HOUSING REVENUE ACCOUNT FINAL ACCOUNTS 2014-15

Is this a Key Decision?

No

Is this an Executive or Council Function?

No

1. What is the report about?

To advise Members of any major differences, by management unit, between the approved budget and the outturn for the financial year up to 31 March 2015 in respect of the Housing Revenue Account and the Council's new build schemes.

An outturn update in respect of the HRA Capital Programme is also incorporated into this report in order to help provide a comprehensive financial update in respect of the Housing Revenue Account.

2. Recommendations:

That Members of Scrutiny Committee – Community assure themselves that Officers review areas with significant variances and undertake the necessary actions to address the issues that the variances may cause.

3. Reasons for the recommendation:

The Housing Revenue Account is a statutory account and local housing authorities have a duty to keep an HRA in accordance with proper accounting practices and to review the account throughout the year. Members are presented with a quarterly financial update in respect of the HRA and this is the final report for 2014-15.

4. What are the resource implications including non financial resources

The financial resources required to deliver services to Council tenants during 2014-15 are set out in the body of this report.

5. Section 151 Officer comments:

This report has been prepared on behalf of the Section 151 Officer to set out the financial position of the Housing Revenue Account, as at 31 March 2015, ahead of their inclusion in the Council's annual Statement of Accounts.

6. What are the legal aspects?

The Housing Revenue Account is framed by the Local Government and Housing Act 1989. This Act created the ring-fence and the structure within which the HRA operates and covers the detailed operation of the HRA, including the credits (income) and debits (expenditure) which make up the account.

7. Monitoring Officer comments:

The report raises no issues of concern to the Monitoring Officer.

8. Report Details:

HRA Final Accounts to 31 March 2015

8.1 Key Variations from Budget

The 2014-15 financial year has ended with an overall net surplus of £1,809,184. This represents an increase of £3,183,734 compared to the budgeted deficit of £1,374,550. A projected under-spend of £2,629,576 has previously been reported to this committee as part of the quarterly budget monitoring updates, therefore the variances in the final quarter of the financial year have resulted in further savings of £554,158.

Summarised below are the main deviations from budget for the financial year. Please also refer to Appendix 1.

Budget Heading	Actual Budget Variance (Under)/Overspend	Explanation
Budgeted Deficit	£1,374,550	
Management Costs	£20,001	• Reflects additional employee costs incurred in respect of redundancy and pension strain costs following the restructure of housing services.
Sundry Land Maintenance	(£11,468)	• A saving has been achieved in respect of the Garden Assistance Scheme following re-tendering of the contract.
Repairs and Maintenance Programme	(£2,169,069)	<p>• As reported during the financial year significant savings have been achieved in respect of routine service and maintenance budgets as follows:</p> <p><u>Re-pointing</u> (£47K) the annual budget for ad hoc re-pointing works has under-spent as such works will be undertaken as part of resolving damp ingress.</p> <p><u>Asbestos Removal</u> (£40k) saving in respect of asbestos survey costs due to a lower than budgeted number of void properties.</p> <p>(£134k) saving in respect of the removal of low level asbestos as this work is now integrated within the General Maintenance contract.</p> <p><u>General Maintenance</u> (£258k) saving in respect of reactive repairs to council dwellings due to a reduction in the number of reported faults compared to</p>

		<p>the previous financial year.</p> <p><u>Repairs to Voids</u> (£640k) saving in respect of repairs to void properties. The saving is a result of implementing an action plan to address this area of budgetary pressure, specifically the formation of a dedicated voids team, referral of kitchen and bathroom replacements to the capital programme and pre-void inspections; coupled with lower numbers of void properties.</p> <p><u>Electrical Testing/Repairs</u> (£41k) saving in respect of electrical repairs following periodical testing. Works have been delayed whilst asbestos surveys are undertaken.</p> <p><u>Service Contracts (£415k)</u> As previously reported, significant savings have been achieved following the commencement of a new gas service and maintenance contract in July (£260k). The overall saving also reflects an amalgamation of smaller service contract under-spends, including:</p> <ul style="list-style-type: none"> - (£32k) works to UPVC windows and extractor fans is now demand led in response to reported faults, rather than through a routine inspection regime. - (£20k) Servicing smoke detectors was not necessary during 2014-15 as a programme of smoke detector replacements was incorporated into the new gas servicing contract. - (£30k) the inspection of ducts for warm air units in communal areas has also been incorporated into the new gas servicing contract. <p><u>Low Maintenance and Painting</u> (£221k) As previously reported, external painting of properties affected by damp ingress was postponed until Executive approval was secured for the larger scheme of damp ingress works. Other planned works at Church St have also been delayed due to road closure notice periods. For these reasons Executive approval will be sought to carry forward the under-spend into 2015-16.</p> <p><u>Damp Ingress</u> Full spend of the £500k damp ingress budget was highlighted as a budgetary risk,</p>
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		as works in this financial year have been prioritised to; the worse affected properties, on medical grounds and to properties that are already programmed to have external painting works. In order to gain cost efficiencies remaining properties will be dealt with as part of a contract of works in 2015-16. For this reason Executive approval will be sought to carry-forward the £370k under-spend into 2015-16.
Revenue Contribution to Capital	(£855,855)	• As previously reported, the amount of revenue monies required towards financing the HRA Capital Programme in 2014-15 has reduced from £6.2m to £5.3m. This reflects a reduction in the level of capital expenditure in this financial year compared to the original capital programme.
Capital Charges	£83,386	• Depreciation charges are higher than budgeted due to a rise in the valuation of council dwellings. Depreciation is a real cost to the HRA as it represents the amount of money which needs to be set aside in the Major Repairs Reserve to provide for the cost of future capital works or to repay debt.
Rents	(£220,580)	• A reduction in the number of void properties coupled with shorter void periods and moving rents to convergence levels upon a change of tenancy have each contributed to a higher than budgeted level of rental income (+ 1.1%). Throughout the year the amount of rental income from dwellings has been highlighted as a budgetary risk due to the range of factors that can affect income levels. • As previously reported, additional rental income (£10k) from garages has also been generated. Several sites previously identified for re-development have remained occupied until the financing for COB Wave 3 has been secured.
Interest	(£30,149)	• Reflects additional interest earned on HRA balances (Working Balance, Major Repairs Reserve and capital receipts). The significant revenue and capital savings in 2014-15 have resulted in higher than anticipated HRA balances.
Total budget variances	(£3,183,734)	
HRA Surplus	(£1,809,184)	Transfer to HRA Working Balance
	Actual	

8.2 HRA Working Balance

The total budget variances for 2014-2015 have resulted in a surplus of £1,809,184, which will be transferred into the HRA working balance, as set out below.

The HRA Working Balance represents amounts set aside to help facilitate service improvements, repay debt or to provide investment in the stock in future financial years.

Movement	2014/15
Opening HRA Working Balance, as at 1/4/14	£5,963,219
Surplus for 2014/15	£1,809,184
Balance resolved to be retained (HRA contingency)	(£3,000,000)
Balance Available, as at 31/3/15	£4,772,403

8.3 Major Repairs Reserve

Under self-financing Councils are expected to set aside some of their income each year into the Major Repairs Reserve, in order to ensure appropriate provision is made towards financing future capital works or to repay debt. The balance held in the reserve at the end of the financial year is set out below:

Movement	2014/15
Opening Major Repairs Reserve, as at 1/4/14	£3,783,727
Revenue monies set aside during 2014/15	£2,439,776
Amount used to finance capital expenditure during 2014/15	(£1,066,500)
Balance, as at 31/3/15	£5,157,003

8.4 HRA Capital Programme

The 2014-15 HRA Capital Programme was last reported to this Committee on 3 March 2015, since that meeting the following changes have been made that have reduced the programme.

Description	2014/15	Approval / Funding
HRA Capital Programme, reported as at 3 March	£12,723,080	
Budgets deferred to future financial years	(£2,731,250)	Executive 14 April 2015
Underspends declared	(£219,480)	Executive 14 April 2015
Revised HRA Capital Programme	£9,772,350	

8.5 HRA Capital Expenditure

The total amount of HRA capital expenditure for 2014-15 was £9,173,770, which equates to 94% of the revised approved capital programme (as set out above). The nature of capital investment in the financial year comprised:

HRA Capital Expenditure	£
Capital investment in existing stock	5,983,736
Capital investment in the provision of new council homes	3,190,034
Total HRA Capital Expenditure	9,173,770

A detailed list of HRA capital budgets and actual expenditure is set out in Appendix 2.

8.6 Capital Variances from Budget

The details of key variances from budget are set out below:

Scheme	Overspend / (Underspend)	Explanation
MRA Fees	(£9,054)	A lower than budgeted recharge has been made in respect of the Quantity Surveyors for capital contracts as more time has been spent on revenue contracts this year including the new damp ingress contract.
Programmed Re-roofing	£7,259	This budget provides for the ad hoc re-roofing of council dwellings. During the year a higher than budgeted number of roofs were replaced in order to resolve problems with multiple leaks.
Fire Alarms at Sheltered Accommodation	(£14,592)	The programme of replacing fire alarms at Sheltered sites was completed in 2014-15 with a saving.

Scheme	Budget to be deferred to 2015/16	Explanation
COB Wave 2 – Whipton Methodist Church	£130,397	Completion of the 8 x 3 bedroom houses is almost complete with some slippage into 2015/16 to allow finishing off of external finishes.
COB Wave 2 – Bennett Square	£158,279	Completion of the 6 x 3 bedroom houses is almost complete with some slippage into 2015/16 to allow finishing off of external finishes.
St Lloyes Design Fees	£42,350	Spend of this budget will now commence in 2015-16 following the recent appointment of a Project Manager.
Acquisition of Social Housing	£166,818	Practical completion of the four units to be acquired at Dean Clarke House was expected in February '15 but this has slipped to July '15 due to delays on site.

8.7 HRA Capital Financing

The total HRA capital expenditure for 2014-15 will be financed as follows:

HRA Capital Finance	£
Major Repairs Reserve	1,066,500

Revenue Contribution to Capital	5,339,345
Capital Receipts	2,690,034
External Grants/Contributions	77,891
Total HRA Capital Financing	9,173,770

The impact on the capital resources available to the HRA over the next 3 years is set out in Appendix 3.

8.8 HRA Debt

The Government have put a limit on the amount of borrowing the authority can have for the purposes of the HRA, called the 'debt cap'. As at 31 March 2015, the amount of debt attributable to the HRA remains up to its 'debt cap' of £57,882,413.

9. Council Own Build (COB) Final Accounts to 31 March 2015

The Council's own build 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.

9.1 Key Variations from Budget

The 2014-15 financial year has ended with an overall net surplus of £24,482, which will be transferred to the COB working balance. This represents a minor increase of £1,812 compared to the budgeted transfer to the working balance of £22,670.

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

MU Code	Management Unit	Budget Variance Overspend / (Underspend)	Explanation
85B5	COB	(£1,812)	<p>Low interest rates have resulted in a lower than budgeted interest charge in respect of the borrowing required to finance the build costs of these two sites.</p> <p>The budgets for 2014/15 factored in a reduction in rental income due to properties remaining empty whilst snagging issues at Knights Place are resolved. This will form part of a claim to the main contractor.</p>

10. How does the decision contribute to the Council's Corporate Plan?

The Housing Revenue Account contributes to two key purposes, as set out in the Corporate Plan; help me find somewhere suitable to live and maintain our property assets.

11. What risks are there and how can they be reduced?

Areas of budgetary risk are highlighted to committee as part of the quarterly budget monitoring updates. An action plan to address the key areas of budgetary risk in the HRA, namely voids and general (reactive) repairs, was reported in March 2014 and is attached as Appendix 4, for reference.

12. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

No impact

13. Are there any other options?

No

Assistant Director Finance

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

None

Contact for enquiries:
Democratic Services (Committees)
Room 2.3
(01392) 265275

HOUSING REVENUE ACCOUNTS BUDGET MONITORING 2014-15

APPENDIX 1

APRIL 2014 TO MARCH 2015

Code	Approved Annual Budget	December Outturn Forecast	2014-2015 Outturn	Variance since December	Overall Variance To Budget	Variance To Budget
	£	£	£	£	£	%
85A1 Management	3,272,640	3,343,529	3,292,641	(50,888)	20,001	0.6
85A3 Sundry Lands Maintenance	287,590	270,590	276,122	5,532	(11,468)	(4.0)
85A4 Repairs Fund Contribution	6,675,400	4,793,400	4,506,331	(287,069)	(2,169,069)	(32.5)
85A5 Revenue Contribution to Capital	6,195,200	5,339,345	5,339,345	0	(855,855)	(13.8)
85A6 Capital Charges	2,356,390	2,439,780	2,475,648	35,868	119,258	5.1
85A8 Rents	(19,347,730)	(19,357,730)	(19,568,310)	(210,580)	(220,580)	1.1
85B2 Interest	1,935,060	1,916,060	1,904,911	(11,149)	(30,149)	(1.6)
85B4 Variance in Working Balance	(1,374,550)	1,255,026	1,773,312	518,286	3,147,862	(229.0)
Net Expenditure	0	0	0	0	0	
Working Balance	1 April 2014	5,963,219	31 March 2015	7,736,531		

COUNCIL OWN BUILD SITES

Code	Approved Annual Budget	December Outturn Forecast	2014-2015 Outturn	Variance since December	Variance To Budget	Variance To Budget
	£	£	£	£	£	%
H006 Rowan House	(7,540)	(7,540)	(8,932)	(1,392)	(1,392)	18.5
H007 Knights Place	(35,150)	(35,150)	(31,545)	3,605	3,605	(10.3)
H008 Interest	9,390	9,390	4,951	(4,439)	(4,439)	(47.3)
H009 Capital Charges	10,630	10,630	11,044	414	414	3.9
Variance in Working Balance	22,670	22,670	24,482	1,812	1,812	8.0
	0	0	0	0	0	
Working Balance	1 April 2014	103,512	31 March 2015	127,994		

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**2014-15
CAPITAL MONITORING TO 31 MARCH 2015**

		2014-15 Revised Capital Programme	2014-15 Spend	2014-15 Budget to be Carried Forward to Future Years	2014-15 Programme Variances Under ()
		£	£	£	£
HRA CAPITAL					
7HHOME	EVERYONE HAS A HOME				
Z4212	Adaptations	630,000	634,057	(4,057)	0
Z4402	Rendering of Council Dwellings	228,500	244,853	(16,353)	0
Z4502	MRA Fees	35,280	26,227		(9,054)
Z4702	Communal Door Entry System	10,000	6,561	3,439	(0)
Z4703	Environmental Improvements - General	30,000	10,924	19,076	0
Z4705	Programmed Re-roofing	65,310	72,569		7,259
Z4709	Energy Conservation	32,400	24,891	7,509	0
Z4717	Smoke Detector Replacements	211,000	202,963	8,037	0
Z4718	LAINGS Refurbishments	0	3,638	(3,638)	0
Z4719	Kitchen Replacement Programme	2,590,710	2,578,325	12,385	0
Z4724	Bathroom Replacements Programme	1,084,850	1,139,883	(55,033)	0
Z4740	Other Works	0	(1,075)		(1,075)
Z4742	Fire Precautionary Works to Flats	137,090	185,689	(48,599)	(0)
Z4743	Communal Areas	110,640	94,990	15,650	0
Z4745	Structural Repairs	46,390	46,448	(58)	(0)
Z4746	Fire Alarms at Sheltered Accommodation	15,300	708		(14,592)
Z4753	Property Entrance Improvements	1,110	1,113		3
Z4756	Automatic Doors Faraday House	15,000	10,539		(4,461)
Z4757	Bridespring/Mincinglake Road Works	16,640	16,638		(2)
Z4758	Common Area Footpath/Wall Improvements	7,550	19,574	(12,024)	0
Z4761	Replacement Lead Water Mains	15,000	20,085		5,085
Z4763	Soil Vent Pipe Replacement	14,000	13,379	621	0
Z4764	Electrical Central Heating	20,000	15,872	4,128	0
Z4766	Capita Upgrade	7,500	7,500		0
Z4802	Electrical Re-wiring	513,630	411,660	101,970	0
Z4901	Central Heating Programme	95,190	99,328		4,138
Z4903	Boiler Replacement Programme	100,630	96,398	4,232	0
HOUSING REVENUE ACCOUNT TOTAL		6,033,720	5,983,736	37,285	(12,699)
COUNCIL OWN BUILD CAPITAL					
Z3214	COB Wave 2 - Rennes Car Park	150,000	168,926	(18,926)	0
Z3215	COB Wave 2 - Newport Road	646,460	593,032	53,428	0
Z3218	COB Wave 2 - Whipton Methodist Church	1,294,140	1,163,743	130,397	0
Z3219	COB Wave 2 - Bennett Square	1,146,450	988,171	158,279	0
Z3220	St Loyes ExtraCare	42,350	0	42,350	0
Z3248	Phase 3 Professional Fees	9,200	0	9,200	0
Z3260	Rennes House Wider Site Development	280,000	272,950	7,050	0
Z4751	Acquisition of Social Housing	170,030	3,212	166,818	0
COUNCIL OWN BUILD TOTAL		3,738,630	3,190,034	548,596	0
OVERALL HOUSING REVENUE ACCOUNT TOTAL		9,772,350	9,173,770	585,881	(12,699)

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APPENDIX 3

HOUSING REVENUE ACCOUNT	2014-15 £	2015-16 £	2016-17 £	TOTAL £
CAPITAL RESOURCES AVAILABLE				
Usable Receipts Brought Forward				2,057,869
Major Repairs Reserve Brought Forward				3,783,728
Other HRA Sales	173,360	0	0	173,360
RTB sales	1,404,286	1,000,000	500,000	2,904,286
Major Repairs Reserve	2,475,648	2,484,370	2,484,370	7,444,388
Revenue Contributions to Capital	5,339,345	5,771,928	4,689,075	15,800,348
External contributions	77,891	0	0	77,891
HCA funding	0	0	700,000	700,000
Commuted sums	0	1,827,220	1,972,780	3,800,000
Total Resources available	9,470,530	11,083,518	10,346,225	36,741,870
CAPITAL PROGRAMME				
HRA Capital Programme	9,772,350	13,321,658	10,938,844	34,032,852
March - Overspends / (Savings)	(12,699)			(12,699)
March - Slippage	(585,881)	585,881		0
Total Housing Revenue Account	9,173,770	13,907,539	10,938,844	34,020,153
UNCOMMITTED CAPITAL RESOURCES:				
Usable Receipts Brought Forward	2,057,869	945,482	1,445,482	2,057,869
Major Repairs Reserve Brought Forward	3,783,728	5,192,875	1,868,854	3,783,728
Resources in Year	9,470,530	11,083,518	10,346,225	30,900,273
Less Estimated Spend	(9,173,770)	(13,907,539)	(10,938,844)	(34,020,153)
Uncommitted Capital Resources	6,138,357	3,314,336	2,721,717	2,721,717
WORKING BALANCE RESOURCES:				
Balance Brought Forward	5,963,219	7,736,531	4,959,349	5,963,219
HRA Balance Transfer - Surplus/(Deficit)	1,773,312	(2,189,182)	851,770	435,900
Supplementary budgets to be requested		(588,000)		(588,000)
Balance Carried Forward	7,736,531	4,959,349	5,811,119	5,811,119
Balance Resolved to be Retained	(3,000,000)	(3,000,000)	(3,000,000)	(3,000,000)
	4,736,531	1,959,349	2,811,119	2,811,119
TOTAL AVAILABLE CAPITAL RESOURCES	10,874,888	5,273,685	5,532,836	5,532,836

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REPORT TO: SCRUTINY COMMITTEE COMMUNITY
Date of Meeting: 16 JUNE 2015
Report of: Assistant Director Finance
Title: Community Final Accounts 2014-15

Is this a Key Decision?

No

Is this an Executive or Council Function?

No

1. What is the report about?

To advise Members of any major differences, by management unit, between the approved budget and the outturn for the financial year up to 31 March 2015 in respect of Community Committee.

An outturn update in respect of the Community Capital Programme is also incorporated into this report in order to help provide a comprehensive financial update in respect of the Scrutiny Committee – Community Budgets.

2. Recommendations:

That Members of Scrutiny Committee – Community assure themselves that Officers review areas with significant variances and undertake the necessary actions to address the issues that the variances may cause.

3. Reasons for the recommendation:

Local authorities have a statutory duty to set and monitor their budgets during the year and to take any actions necessary because of potential overspending or potential shortfalls in income. Members are therefore presented with a quarterly financial update in respect of Community Services and this is the final report for 2014-15.

4. What are the resource implications including non financial resources

The financial resources required to deliver Community Services during 2014-15 are set out in the body of this report.

5. Section 151 Officer comments:

This report has been prepared on behalf of the Section 151 Officer to set out the financial position of Community Committee, as at 31 March 2015, ahead of inclusion in the Council's annual Statement of Accounts.

6. What are the legal aspects?

Part 2 of the Local Government Act 2003 provides the legislative framework for the process of setting and managing budgets. In particular, Section 28 of the 2003 Act requires local authorities to monitor their budgets during the financial year.

7. Monitoring Officer's comments:

The report raises no issues of concern to the Monitoring Officer.

8. Report Details:

Community - Revenue Final Accounts to 31 March 2015

8.1 Key Variations from Budget

The final outturn has been calculated and the report below highlights the major differences by management unit from the approved annual budget after adjusting for supplementary budgets.

The total variance for the year shows a surplus of £300,262 after transfers from reserves and revenue contributions to capital, as detailed in Appendix 1. This represents a variation of 3.08% from the revised budget.

8.2 The significant variations by management are:

MU Code	Management Unit	Over / (Underspend)	Detail
81A4	Public Safety	(72,673)	<ul style="list-style-type: none"> • University Contract loss of income • Saving on maintenance of CCTV cameras • Additional income from Home Call Alarm • Saving on Pay and Overtime budgets
81A6	Parks & Open Spaces	(288,301)	<ul style="list-style-type: none"> • Underspend on Asset Maintenance budgets • Additional income from rental properties • Saving on Pay, Equipment Tools and Materials budgets • Underspend on Motor Fuel and Plant acquisitions
81B2	Bereavement Services	(70,271)	<ul style="list-style-type: none"> • Backdated NNDR refund Higher Cemetery • Underspend on Asset and General Maintenance budgets • Income less than budget
81C2	Advisory Services	165,526	<ul style="list-style-type: none"> • Housing Benefit income has been lower than budgeted • Savings on pay budgets due to vacancies • Payments to temporary accommodation providers lower than budgeted • Expenditure on Devon Home Choice to be funded from earmarked reserve
81C3	Affordable Housing Development	(48,415)	<ul style="list-style-type: none"> • Additional income from enabling fees and the back-dated receipt of monies due to the Council in accordance with nomination agreements
81D2	Domestic Refuse Collection	140,487	<ul style="list-style-type: none"> • Overspend on Agency Staff
81D5	Public Conveniences	(54,889)	<ul style="list-style-type: none"> • Underspend on premises maintenance and utilities budgets • Saving on Superannuation and Overtime budgets • Support Services recharges in excess of budget

9. Community - Capital Budget Monitoring to 31 March 2015

To advise members of the financial performance in respect of the 2014-15 Community Capital Programme.

9.1 Revisions to the Community Capital Programme

The 2014-15 Capital Programme, including commitments brought forward from 2013-14, was last reported to Scrutiny Committee – Community on 3 March 2015. Since that meeting the following changes have been made to the programme:

Description	£	Approval/Funding
Capital Programme, as reported to Scrutiny Committee – Community, 3 March 2015	2,096,210	
Budget Deferred to 2015-16 & Beyond at Quarter 3	(546,830)	Approved by Executive 14 April 2015
Overspends/(Underspends) reported at Quarter 3	(35,580)	
Wessex Home Improvement Loans	125,220	Repayment of Loans
Other	610	
Revised Capital Programme	1,639,630	

9.2 Performance

The Community Capital Programme is detailed in Appendix 2. The appendix shows a total spend of £1,093,345 in 2014-15 with £388,054 of the programme deferred until 2015-16.

9.3 Capital Variances from Budget

The main variances and issues concerning expenditure that have arisen since 31 December are as follows:

Scheme	Estimated Overspend / (Underspend) £	Reason
Private Sector Renewal Scheme	(147,102)	The existing scheme has ended for new properties and a new scheme has been launched with PATH which does not require grants as the owners will be undertaking and paying to bring their property up to the required standard.

9.4 Capital Budgets Deferred to 2015-16

Schemes which have been identified since 31 December as being wholly or partly deferred to 2015-16 and beyond are:

Scheme	Revised 14/15 Budget £	Budget to be Deferred £	Reason
Wessex Loan Scheme	140,830	140,830	Take up of loans has been less than predicted. Increased levels of marketing and changes to the means by which enquiries are processed have been introduced to improve loan take-up.
WHIL Empty Properties	194,000	194,000	We are continuing to promote the empty homes loan and we have several applicants that are currently being reviewed by Wessex for suitability for the loan so it is possible that some of this money will be spent during 2015-16. The progress will be monitored and the budget reduced if appropriate.

9.5 Achievements

The following schemes have been completed during the final quarter of 2014-15:

- **Heavitree Pleasure Ground Tennis Courts**

All six tennis courts have been resurfaced and the site drainage improved. The permanent markings were completed at the end of March allowing the courts to open in time for Easter.

- **The Haven**

The Haven had been an empty property for a number of years and was purchased by the Council in 2013 to provide temporary accommodation as part of the No Second Night Out Initiative. The property has been extensively renovated and has been occupied since September 2014. The Haven can accommodate up to a maximum of nine residents in three double rooms and three single rooms. Occupiers are aged between 18–65 male/female. The occupants are those who have been or are at risk of rough sleeping and will have been referred by either the Council, the SHOT team or St Petrock's outreach team. Accommodation at the property is offered on a short term basis for up to three months for those with a local connection to Exeter until more settled accommodation can be found. This may be extended should an offer of accommodation be imminent. The property is managed by Exeter City Council and support for residents is provided through the Council's partners Sanctuary Supported Living.

10. How does the decision contribute to the Council's Corporate Plan?

Community Committee contributes to 3 key purposes, as set out in the Corporate Plan; maintain the assets of our city; well run Council and customer access to help me with my housing and financial problem.

11. What risks are there and how can they be reduced?

Areas of budgetary risk are highlighted to committee as part of the quarterly budget monitoring updates. An action plan to address the key areas of budgetary risks within Community was reported in March 2015 and is attached as Appendix 3, for reference only.

12. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

No impact

13. Are there any other options?

No

Assistant Director Finance

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

Background papers used in compiling this report:

None

Contact for enquiries:

Democratic Services (Committees)

Room 2.3

(01392) 265275

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**SCRUTINY COMMITTEE - COMMUNITY
OUTTURN**

APRIL 2014 TO MARCH 2015

CODE		APPROVED BUDGET	OUTTURN	OUTTURN VARIANCE	QUARTER 3 FORECAST VARIANCE
		£	£	£	£
81A1	ENVIRONMENTAL PROTECTION	440,630	434,575	(6,055)	0
81A3	LICENCING,FOOD,HEALTH & SAFETY	387,500	358,434	(29,066)	(8,000)
81A4	PUBLIC SAFETY	822,630	749,957	(72,673)	(21,500)
81A6	PARKS & OPEN SPACES	2,019,450	1,731,149	(288,301)	(38,960)
81B2	BEREAVEMENT SERVICES	189,880	119,609	(70,271)	(33,210)
81C2	ADVISORY SERVICES	1,212,680	1,378,206	165,526	117,540
81C3	AFFORDABLE HOUSING DEVELOPMENT	154,150	105,735	(48,415)	0
81C4	PRIVATE SECTOR HOUSING	173,200	201,907	28,707	45,450
81C5	SUNDRY LANDS MAINTENANCE	83,950	83,950	0	0
81C9	ASSISTANT DIRECTORS	0	0	0	0
81D2	DOMESTIC REFUSE COLLECTION	1,981,370	2,121,857	140,487	140,000
81D4	STREET CLEANING	1,445,040	1,418,445	(26,595)	9,270
81D5	PUBLIC CONVENIENCES	426,750	371,861	(54,889)	(23,570)
81D6	CLEANSING CHARGEABLE SERVICES	(258,350)	(230,852)	27,498	(84,450)
81D7	EXTON ROAD OVERHEADS AND FLEET	333,030	311,812	(21,218)	0
81D8	RECYCLING	169,680	144,281	(25,399)	0
81E1	GF HOUSING - PROPERTY	173,590	197,522	23,932	86,670
	NET EXPENDITURE	9,755,180	9,498,447	(256,733)	189,240

TRANSFERS TO / (FROM) EARMARKED RESERVES

81A1 - Expenditure funded by Redundancy Reserve	(19,451)
81A3 - Net income transferred to Earmarked Reserve	5,417
81C2 - Devon Home Choice to be funded from reserve	(29,495)

REVENUE CONTRIBUTION TO CAPITAL

OUTTURN FOR THE YEAR AFTER MOVEMENTS TO/FROM RESERVES	9,454,918
REVISED BUDGETS	9,755,180
OUTTURN VARIANCE AFTER TRANSFERS TO/FROM RESERVES & CONTRIBUTIONS TO CAPITAL	(300,262)

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CAPITAL MONITORING TO 31 MARCH 2015

	2014/15 Revised Capital Programme	2014/15 Spend to 31 March	2014/15 Budget to be Carried Forward to 2015/16 and Beyond	2014/15 Programme Variances (Under)/Over
	£	£	£	£
COMMUNITY				
KEEP PLACE LOOKING GOOD				
Play Area Refurbishments	115,290	115,286		(4)
Flowerpot Skate Park Lighting	1,350	1,346		(4)
Heavitree Pleasure Ground Tennis Courts	38,780	45,610	(6,830)	
Topsham Recreation Ground	53,200	53,177		(23)
Refurbishment and Upgrade of Paddling Pools	27,460	25,038	2,422	
Parks Improvements	11,730	2,299	9,431	
Neighbourhood Parks & Local Open Spaces	8,020		8,020	
KEEP ME/MY ENVIRONMENT SAFE & HEALTHY				
Vehicle Replacement Programme	346,420	339,213		(7,207)
Exton Road Lighting	31,500	195	31,305	
HELP ME FIND SOMEWHERE TO LIVE				
Disabled Facility Grants	359,100	357,427	1,673	
Wessex Loan Scheme	140,830		140,830	
Glencoe Capital Works	3,890			(3,890)
Private Sector Renewal Scheme	159,080	11,978		(147,102)
WHIL Empty Properties	194,000		194,000	
The Haven	63,980	56,777	7,203	
Grant to the Red House Hotel	85,000	85,000		
COMMUNITY TOTAL	1,639,630	1,093,345	388,054	(158,230)

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AREAS OF BUDGETARY RISK

The table below identifies areas that have been identified as a budgetary risk within the Community Services revenue and capital budgets.

The revenue budget areas of risk are:

Budget Title	Approved Budget	Risk
Revenue: Advisory Services	£1,212,680	A forecast income under-recovery of £117,540 has been reported in December which is an improvement on the £146,850 reported in September; however the extent of the under-recovery is still considered a budgetary risk.
Revenue: General Fund Housing – Property	£173,590	A forecast overspend of £86,670 has been reported in December, however the extent of the overspend is still considered a budgetary risk as factors beyond officer control including; landlords requesting their properties back, turnover of properties and levels of reactive repairs, may further impact on the budget.

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REPORT TO SCRUTINY COMMITTEE COMMUNITY AND EXECUTIVE

Date of Meeting: Scrutiny 16 June 2015 / Executive 23 June 2015 / Council 28 July 2015

Title: Environmental Health and Licensing Statutory Service Plan

Is this a Key Decision?

Yes

Is this an Executive or Council Function?

Council Function

1. What is the report about?

To seek approval for the adoption of the Environmental Health and Licensing Statutory Service Plan 2015/16. The Statutory Service Plan sets out the Council's regulatory function in respect of food safety, health and safety, licensing, Environmental Permitting and other statutory functions over the forthcoming year. A draft copy of this is available in the Members' Room, on the Council's website or available on request.

2. Recommendations:

- 1) That Scrutiny Committee - Community supports the Statutory Service Plan 2015/16
- 2) That Scrutiny Committee – Community supports the work being conducted by the service in co-ordinating Anti Social Behaviour
- 3) That Executive supports the Statutory Service Plan 2015/16
- 4). That Council approves:
 - a) the Statutory Service Plan 2015/16; and
 - b) the Assistant Director Environment being authorised to change the Statutory Service Plan in the light of centrally issued guidance and/or to meet operational needs.

3. Reasons for the recommendation:

- 3.1 The Food Standards Agency Framework Agreement requires the Council to produce a Food Law Enforcement Plan (referred to as the Enforcement Plan). The key aim of the plan is to demonstrate how the Council will fulfil its regulatory obligations in respect of its food safety service.
- 3.2 Section 18 of the Health and Safety at Work, etc. Act 1974 places a duty on the Council to make adequate arrangements for enforcement of health and safety. The Health and Safety Executive (HSE), requires the Council to produce an annual Health and Safety Service Plan. Responsibility for Health and Safety at Work enforcement lies with the HSE and Local Authorities (LAs). Councils are generally responsible for enforcement at premises in which non-industrial activities are undertaken (e.g. retail premises, warehouses, offices etc) whilst HSE is responsible for industrial activities.

3.3 The Statutory Service Plan incorporates:

- the service aims and objectives;
- information about all enforcement and related services provided by the Council's Environmental Health and Licensing Service
- the Action Plan for 2015/16 detailing the actions and improvements for the service in an effective, risk based, proportionate & consistent way over the forthcoming year; and
- the financial arrangement for providing the service.

4. **What are the resource implications including non financial resources.**

The Action Plan will be carried out within the existing resource allocation as detailed in both the Statutory Service Plan and Revenues and Estimates for 2015/16.

There are no reductions, restructuring and/or redundancy implications as the key changes identified in this report do not give rise to any additional resource requirements as changes are to existing processes. However, in delivering to the changed requirements there may be some training implications for existing staff.

5. **Section 151 Officer comments:**

5.1 There are no additional financial implications arising from this report.

6. **What are the legal aspects?**

6.1 The Food Standards Agency Framework Agreement requires the Council to produce a Food Law Enforcement Plan (referred to as the Enforcement Plan). The key aim of the plan is to demonstrate how the Council will fulfil its regulatory obligations in respect of its food safety service. In the current Framework Agreement and Code of Practice, the Food Standards Agency indicates that full compliance with all inspection frequencies will be expected

6.2 Section 18 of the Health and Safety at Work, etc. Act 1974 places a duty on the Council to make adequate arrangements for enforcement of health and safety. The Health and Safety Executive (HSE), requires the Council to produce an annual Health and Safety Service Plan. Responsibility for Health and Safety at Work enforcement lies with the HSE and Local Authorities (LAs). Councils are generally responsible for enforcement at premises in which non-industrial activities are undertaken, whilst HSE is responsible for industrial activities.

6.3 The Licensing Team play an important role in maintaining a safe and vibrant city by ensuring that licensable activities are effectively regulated, and where non-compliance is found, effective action is taken. Licensing functions are self-funding and following the implementation of the EU Services Directive and subsequent court cases, licence fees must reflect the cost of the service and cannot be used to fund other areas of the Council's activities. Therefore any reduction in overheads to this

function means that we are legally obliged to implement a reduction in the licence fees set.

7. Monitoring Officer's comments:

This report raises no issues for the Monitoring Officer

8. Report details

Key Achievements in 2014/15:

8.1 Programmed Interventions

The service inspected 623 food businesses during the year. This is the highest number of food inspections achieved by the service, with 30% of inspection being conducted on new food establishments. Out of those targeted for inspection 430 out of 436 were inspected. There were a low number of self-inspection questionnaires (SIQ's) used during the year as an alternative regulation strategy for low risk businesses and to ensure resources are directed towards high-risk activities. SIQ's are a cost-effective means of maintaining contact with this group as well as providing the business with a useful means of keeping up to date with changes in law and other related issues affecting their business.

8.2 Service Requests

Environmental Health and Licensing is responsible for investigating complaints relating to food safety, health and safety regulation, infectious disease control, air quality, environmental permitting, contaminated land, licensing, anti social behaviour, statutory nuisance and also for providing health promotion and training activities for businesses.

A review into the way that the service handles nuisance complaints was conducted during 2014/15 and resulted in the transfer of the co-ordination of anti social behaviour response into the service.

8.3 Sampling

The authority participates in national and local food-sampling initiatives to monitor the quality of food on sale in the City which is classified as satisfactory, unsatisfactory or unacceptable. Additional samples are taken in response to food complaints and where it is alleged a premises or foodstuff is implicated in a food poisoning incident.

The service continues to use an ATP meter which is a simple, rapid method for monitoring cleanliness, hygiene and risk.

8.4 Control and Investigation of Outbreaks and Food Related Infectious Diseases

The service is responsible for the investigation of outbreaks and food related infectious diseases in the City. Although the service has investigated a number of cases during the year, there have been no direct links to food businesses within the City.

Whilst the service has adequate resources to deal with its workload on a day to day basis, should the service be presented with a large scale outbreak requiring an extensive investigation, then the service may not be able to complete key elements of the service plan.

8.5 Education and Awareness

A key component of proactively engagement is assisting business compliance through education and awareness. The service runs a number of accredited training courses as well as informal workshops to allow business to access the information that they need to operate safely without being an expensive burden to the business. In addition, the service looks to innovative ways of engaging with business to bring about compliance such as through an annual 'Curry Chef Competition', advice visits accompanied by translators and a joined up approach to health and safety, occupational health and public health with businesses throughout the city.

8.6 Primary Authority

The service is actively embracing the Government's primary authority programme. The service currently has 3 active Primary Authority Partnerships and a further partnership awaiting approval from the Better Regulation Delivery Office.

8.7 Anti Social Behaviour

Co-ordination of Anti Social Behaviour was transferred from Policy, Communications and Community Engagement in February 2015. The role has been embedded into an existing team within Environmental Health and Licensing that primarily dealt with a range of neighbourhood nuisance issues.

However, the response to anti social behaviour cannot be viewed as the responsibility of one team situated within Environmental Health and Licensing. It is the responsibility of a number of other council service areas and other agencies to play both a reactive and proactive role in tackling problems.

The purpose of the team is to enable the Council to work alongside partners and tackle anti-social behaviour in a coherent and unified way across the city. To achieve this purpose the team has:

- focused on co-ordinating a response to incidents of Anti-Social Behaviour working with other partners such as housing associations, the police, charity sector and other departments within the authority;
- reviewed the way that the multi agency Anti Social Behaviour Action Team (ASBAT) functions. (ASBAT) meetings have been re-invigorated under a shared chair arrangement which has led to a re-engagement of a number of key partners;
- worked with the Police to identify a dedicated Police Officer from the Neighbourhood Police Team to lead on ASB issues and work closely with the team;
- contributed to work being conducted across Devon and Cornwall to have a common approach to new tools that were given to Local Authorities and Police under the new legislation;
- worked on a new Community Safety Partnership Strategy and Action Plan to be presented at the CSP Executive in July;

- commenced work to establish a Public Spaces Protection Order (PSPO) for the city centre. This will replace existing DPPO and have prohibitions around groups causing ASB, street urination and defecation, alcohol, drugs, New Psychoactive Substances (also known as Legal Highs) and encampments;
- issued first-stage Community Protection Notice warning letters, escalating one case resulting in the issue of a Community Protection Notice. The legislation has so far been used for issues relating to noise, untidy land, nuisance bird-feeding, and fly posting.

8.8 Proposed key activities for 2015/16

In addition to the traditional intervention methods the following key activities are planned for the service during the forthcoming year:

- draft and consult on a revision of the Statement of Licensing Policy for the Gambling Act 2005
- review the Street Trading Policy
- review the Sex Establishments Licensing Policy
- continue to support the Best Bar None Scheme for licensed premises to improve the evening and night time economy
- implement the Low Emissions Strategy
- Implement the multi agency operational plan for dealing with issues such as ticket touts, ambush marketing, illegal street trading and illegal advertisement for the Rugby World Cup 2015.
- actively seek new Primary Authority Partnerships across the range of legislative areas within Environmental Health and Licensing.
- conduct programmed inspections or interventions of 550 food premises based upon risk;
- target non-compliant business with effective use of appropriate enforcement tools;
- continue to promote, enhance and drive improvement through the National Food Hygiene Rating System, in particular through the promotion of the scheme by consumers by harnessing the power and influence of the local media, health promotion initiatives and public events;
- collaborating with forums/focus groups to target specific businesses to enable an exchange of information and gain an understanding of the obstacles some businesses face in complying with regulation;
- use innovative approaches beyond traditional education and awareness methods to engage with businesses that are new and non compliant.; and
- continue promoting the use of the Safer Workplace Better Business pack that has been designed by officers across Devon to make health and safety less of a burden in small and medium businesses.

9. How does the decision contribute to the Council's Corporate Plan?

The Environmental Health and Licensing Service Plan will contribute to a healthy and safe city, and lend support to a robust, business friendly economy.

10. What risks are there and how can they be reduced?

The Service Plan specifies targets and priorities to manage risk and establishes staffing levels to achieve the necessary outcomes. The main risk of not achieving the areas outlined

in the service plan will be that of public safety, which could lead to serious injury, ill health or death.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

The report has no impact on equality and diversity, young people and vulnerable adults. The report does impact positively on health and wellbeing, community safety and the environment.

.

12. Are there any other options?

The service plan must be reviewed on an annual basis as there is a legal duty for the food safety and health and safety elements to be reviewed annually.

Assistant Director Environment

Author: Simon Lane, Environmental Health & Licensing Manager

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

Background papers used in compiling this report:-

None

Contact for enquires:

Democratic Services (Committees)

Room 2.3

01392 265275



Exeter
City Council

Environmental Health and Licensing Statutory Service Plan 2015 – 2016

Robert Norley
Assistant Director - Environment

Drawn up in accordance with the: -

- Food Standards Agency Framework Agreement
- National Local Authority Enforcement Code
- Regulators' Code

Issued by: Simon Lane, Environmental Health and Licensing Manager

Issue date: April 2016

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SECTION 1 - INTRODUCTION

1.1 Introduction

- 1.1.1 This document is Exeter City Council's Environmental Health and Licensing Service Plan for 2015/16. It forms the basis of the business regulation enforcement functions for the authority and ensures that national food safety, health and safety, environmental protection and licensing priorities are addressed along with locally identified needs. It demonstrates our commitment to improving public safety, health and environment outcomes, sets out our priorities and planned interventions for the current year and targets them to maximise their impact.
- 1.1.2 The Council has a duty to act as an enforcing authority in premises for which it is responsible. The plan outlines how the Environmental Health and Licensing will undertake that function.
- 1.1.3 It has been produced to ensure that local businesses, employers and employees, members of the public, council officers and Members understand the approach to regulatory enforcement adopted by the Council. The service plan will help to ensure that the actions of the Council are fair, consistent, open and effective.
- 1.1.4 The Council recognises the important role it plays promoting and securing the safety of those who live, work and visit the City. The key aim of this plan is to demonstrate how the Council will fulfil its statutory obligations in accordance with national guidance set out by the respective regulatory agencies. It includes:
- the Council's aim and objectives;
 - information about the enforcement services provided by the Council;
 - details of the Council's performance management systems;
 - information on the performance of Environmental Health and Licensing.

1.2 Access to the Service

- 1.2.1 Environmental Health and Licensing is based in the Civic Centre, Paris Street. Service users may contact officers on site or by leaving a message in the following ways:
- in person at the Customer Service Centre in Paris Street.
 - by telephone, 01392 265193 between 8.30am and 5.00pm Monday to Friday;
 - whilst there is no formal out of hours service, staff can be contacted in the event of an emergency through the Council's Control Room on 01392 265193 by means of a telephone service;
 - by email: environmental.health@exeter.gov.uk
 - by fax: 01392 265844

SECTION 2 – SERVICE AIMS AND OBJECTIVES

2.1 Aims and Objectives

2.1.1 The Council's Corporate Plan 2012-14 sets out 10 purposes which aim to meet the needs of our citizens and customers. The key actions identified within the corporate plan aim to meet the council's 10 purposes. The corporate plan is available by visiting www.exeter.gov.uk/corporateplan.

2.1.2 In respect of Environmental Health and Licensing, the objectives of the Council are to:

- undertake appropriate and meaningful regulatory interventions at business premises, for which the Council is the enforcing authority, and institute informal or formal action in accordance with the Enforcement Policy, Local Government Regulation and national government guidance (produced by the Food Standards Agency, Health and Safety Executive, Department of Culture, Media and Sport, Home Office and DEFRA) and advice and current good practice. Businesses will be targeted, focusing resources on those businesses presenting a high risk to health, the environment or public safety with a view to securing an improvement in legislative compliance;
- investigate complaints about premises and at the conclusion of investigations institute informal or legal action as appropriate;
- provide appropriate training and education to local businesses to assist them to meet legislative requirements;
- investigate cases of food-borne disease and advise upon appropriate precautionary and control measures;
- issue permits, licences and registrations, monitoring compliance with relevant conditions;
- sample and arrange for microbiological testing of high-risk food products and premises;
- develop "Primary Authority" partnerships, where relevant, with local businesses;
- provide advice and assistance to businesses to help them comply with legislation and to maintain a high standards;
- work in partnership with related organisations to promote the well being of persons living, working or visiting the City;
- provide technical advice to City Development on the environmental and health impacts of development;
- provide environmental monitoring services for other Council Departments;
- implement a strategy to investigate potentially contaminated land; and
- work with partners, including Devon County Council to reduce emissions of local air pollution from transport sources.

2.2. Links to Corporate Purposes and other local and national strategies and plans

2.2.1 Environmental Health and Licensing aims to uphold the core values of how the council works, making sure that they underpin our attitudes and behaviours. Accordingly we will:

- Meet customers' needs with high-quality services
- Be flexible and have a can-do approach
- Show trust and respect

- Tell people what is going on, listen and respond to their views
- Be proud to work for the city and the council

2.2.2 Environmental Health and Licensing's role links to several of the 10 purposes (and related key actions). In particular:

- Help me run a successful business in Exeter
- Improve the environment and my neighbourhood
- Provide me with the information I need
- Deliver good development
- Keep my city safe and looking good

2.2.3 The following represent key aims for the service. The service:

- embraces the principles of excellence in public services and Better Regulation and will look to make the most effective use of available resources to achieve maximum gain;
- implements the requirements of the Food Law Code of Practice (England) - actively promoting and evaluating the use of effective food safety interventions to facilitate compliance with food law;
- recognises the importance of food and its influence on the wider determinants of health - seeking to work in partnership and play an active role to reduce the inequalities in health in the local population and thereby contribute to current delivery mechanisms such as the Health and Wellbeing Board;
- recognises the importance of the National Food Hygiene Rating Scheme which gives each premises a numerical rating based on their food safety management system, structure and confidence in management - this scheme is an important tool in maintaining high compliance of businesses with food hygiene law;
- embraces the tenets of Better Regulation to ensure that unnecessary burdens are not placed upon businesses;
- continue to develop new ways to establish and maintain an effective health and safety culture so that all employers take their responsibilities seriously, the workforce is fully involved and risks are properly managed;
- Actively seek to work with other areas of the council, business and individuals to ensure that economic development within the city is maintained;
- Work will be targeted to manage the risk in high-risk, poor-performing and rogue trader businesses. It will be proportionate, consistent and transparent and have suitable monitoring and review systems;
- The Council is mindful of the burdens on local businesses particularly where, for example, the economy is seasonal and subject to fluctuation. The Council will work in partnership with national regulators, local partners and with local businesses offering information, advice and assistance.

2.3 Links to Strategic Objectives and Other Plans

2.3.1 The Council is committed to working with all relevant stakeholders in order to achieve its vision, playing a part in the health and wellbeing board where appropriate. The key public health indicators are: -

- Public Health Indicator 3.1 – Fraction of mortality attributable to particulate air pollution
- Public Health Indicator 4.7 – Under 75 mortality rate from respiratory diseases
- Public Health Indicator 1.14 – the percentage of the population affected by noise
- Public Health Indicator 4.8 – Mortality rate from infectious and parasitic diseases

- Percentage of Premises Broadly Compliant with Food Hygiene Law
- Public Health Indicator 1.9 – Sickness Absence Rate
- Public Health Indicator 2.18 – Alcohol-related admissions to hospital
- Public Health Indicator 1.12 – Violent Crime
- Public Health Indicator 4.6 – Mortality rate from liver disease

In addition, the key joint health and wellbeing priorities are: -

- Health and Wellbeing Priority – increase engagement of people and communities to take responsibility for their own health.
- Health and Wellbeing Priority – Ensure that the growth of alcohol related admissions remain below the national average.
- Health and Wellbeing Priority – Increase the number of adults who are a healthy weight by increasing healthy eating and physical activity.
- Health and Wellbeing Priority – increase engagement of people and communities to take responsibility for their own health.

2.3.2 Whilst there are no specific regulatory targets set out in the above, enforcement will contribute to raising business standards, improve health outcomes and reduce health inequalities through the delivery of relevant services, in partnership with other agencies.

2.3.3 In addition to this service plan, the service is also responsible for or contributes to the following strategies, policies and plans: -

- The Environmental Strategy
- The Carbon Management Plan
- The Air Quality Strategy
- The Air Quality Action Plan
- The Licensing Policy
- The Contaminated Land Strategy
- The Core Strategy
- The Exeter Community Safety Partnership Strategy

SECTION 3 – BACKGROUND

3.1 Profile of Exeter City Council

- 3.1.1 The geographical enforcement area is relatively confined in local authority terms covering an area of 4,774 hectares and supporting a resident population of 121,800 persons with 68.6% of working age. Approximately 35,000 people commute to Exeter on a daily basis. Exeter comprises of a mix of residential and commercial properties as well as industrial and trading estates. With Exeter being the regional administrative, cultural and educational centre, the City has a significant impact on the adjacent areas of East and Mid Devon and Teignbridge.
- 3.1.2 Although set in a predominantly urban area the City offers only a limited range of industry with the main activities being catering, retail sales, office activities, warehousing and distribution. No significant food manufacturing premises are now located within the City. There is an increasing variety of ethnic eating places and fast food takeaway outlets and the food pattern is dynamic.
- 3.1.3 The City's status as a medical, university, and educational centre means that there are several large institutional catering premises located within the boundary.
- 3.1.4 The few Product Specific Premises are small scale operations by modern day standards.
- 3.1.5 Exeter is no longer a port authority.
- 3.1.6 The service embraces the core aims of the FSA's food safety issues (including Imported Food Controls), nutrition and diet issues and sustainability.

3.2 Organisational Structure

- 3.2.1 Environmental Health and Licensing is within the Office of the Assistant Director Environment and is responsible for delivering this Service Plan. In addition to this Environmental Health and Licensing provides:
- the Food Safety Enforcement function;
 - the investigations of notifiable / infectious disease;
 - the Health and Safety Enforcement function;
 - the Private Water Supply Enforcement function;
 - the Health Act Enforcement function;
 - Sunbed Regulations Enforcement function;
 - Licensing duties in relation to Licensing Act 2003, Gambling Act 2005, taxis and miscellaneous legislation;
 - Regulation of premises under the Environmental Permitting Regulations;
 - Monitoring of the city's air quality;
 - Monitoring and guidance with respect to contaminated land;
 - Investigation of complaints relating to business nuisance;
 - support to functions within the offices of Environment, Public Realm and Housing;
 - Co-ordination of the council's anti-social behaviour function;
 - Co-ordination of the multi-agency Community Safety Partnership
- 3.2.2 Environmental Health and Licensing Services operates under the Assistant Director Environment.
- 3.2.3 The Assistant Director Environment has various delegations to act on behalf of the Council and the Environmental Health and Licensing Manager is delegated as a deputy under the

Council's constitution. All non-delegated matters are reported to the appropriate committee.

- 3.2.4 The officer structure in respect of the service is detailed at the end of this section. Overall co-ordination of the service is the responsibility of the Environmental Health and Licensing Manager with lead officer responsibility given to the following officers:-
- Principal Environmental Health Officer – nuisance (including noise, odour and light), anti social behaviour and public health (including accumulations, pest control and drainage)
 - Principal Environmental Health Officer - food safety, health and safety, environmental permitting, contaminated land and air quality.
 - Principal Licensing Officer – premise licensing, taxis and other licensing functions
 - Principal Environment Support Officer – support across the remit covered by the Offices of Assistant Directors Environment, Public Realm and Housing
- 3.2.5 In consultation with the Corporate Manager Legal Services, the Assistant Director Environment is authorised to deal with the provisions and enforce compliance with legislative areas delegated to the post. This shall include the initiation, defence and settlement of legal proceeding, issuing of formal cautions and fixed penalty fines, service of Notices and Orders, the issue, refusal and revocation of licences, certificates and registrations, carrying out works in default and payment and recovery of costs.
- 3.2.6 The Council's Corporate Manager Legal has delegated authority for the initiation, defence, settlement and conduct of any legal proceedings which may affect the interests of the Council or the inhabitants of the City.
- 3.2.7 Specialist analytical and microbiological services are provided by external agencies such as the Public Health England and Somerset Scientific Services.

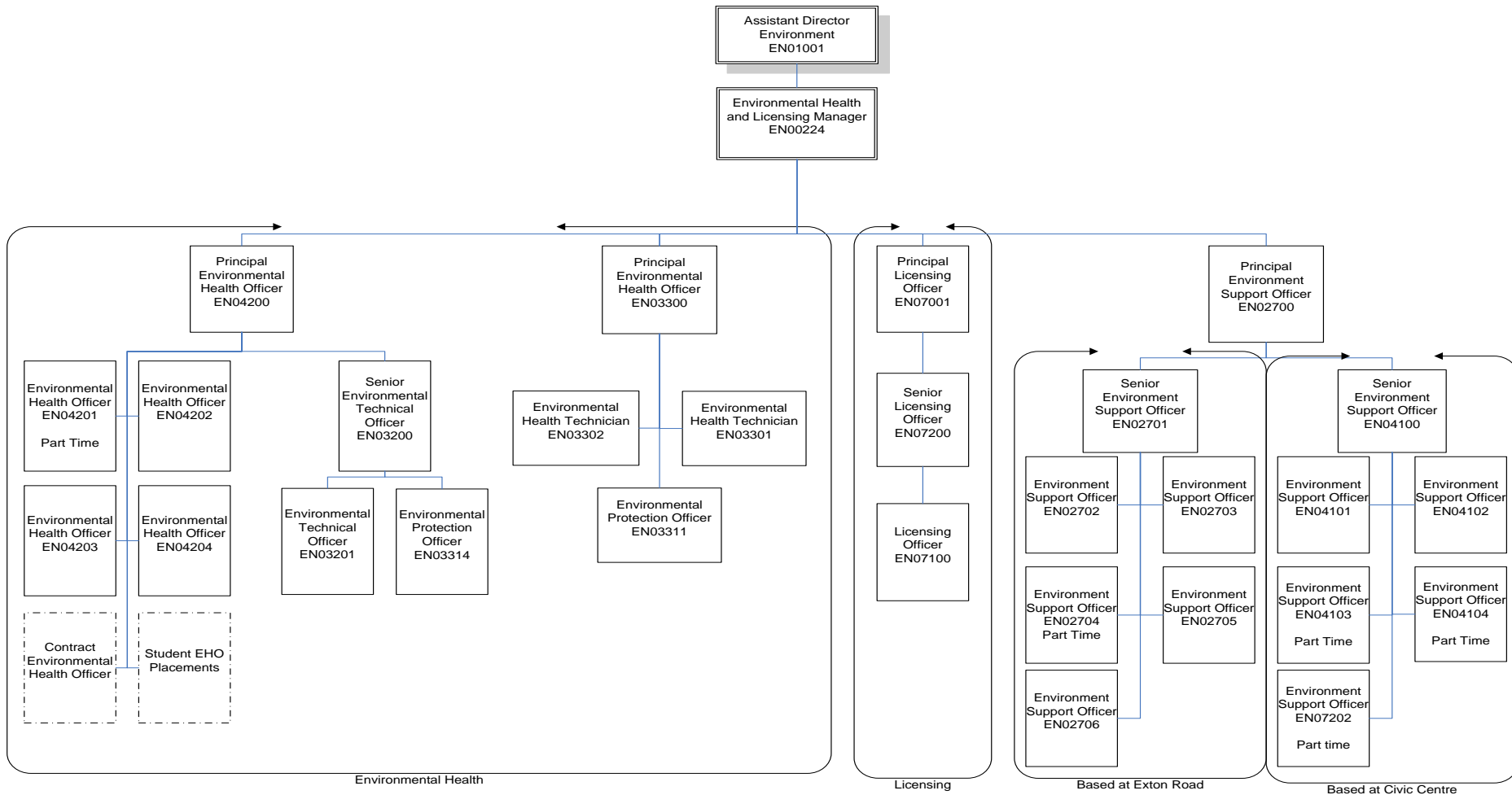
THE OFFICER STRUCTURE IN RESPECT OF ENVIRONMENTAL HEALTH AND LICENSING

5/23/2014

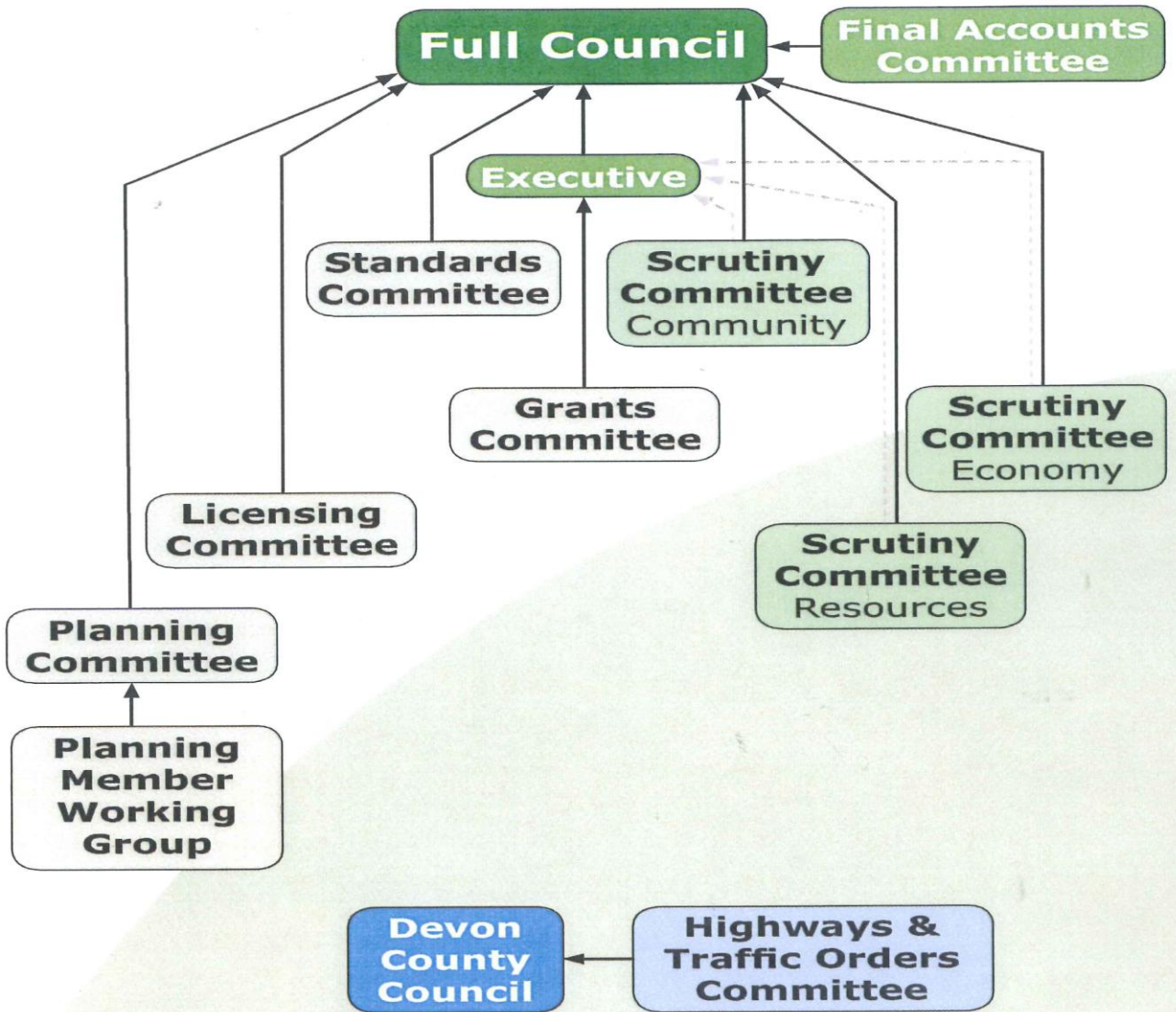
Office of the Assistant Director Environment Environmental Health and Licensing

Subtitle

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The Council's Committee Structure



Exeter City Council

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SECTION 4 – FOOD SAFETY

4.1 **Scope of the Food Safety Service**

4.1.1 Environmental Health and Licensing is responsible for undertaking the following activities associated with the Food Safety Service:

- programmed food hygiene interventions and revisits;
- approval of food businesses
- monitoring the database
- food sampling
- investigation of food complaints;
- assisting Public Health England in investigation of food poisoning and infectious disease outbreak control;
- responding to Food Standards Agency Food Alerts, product withdrawals and recalls;
- provision of export food certificates;
- inspection of food;
- advisory and training services for businesses;
- promotion of food safety.

4.1.2 The council believes in fair regulation. Whilst engaged in the above activities, Environmental Health and Licensing uses a variety of means to ensure that individuals and organisations meet their responsibilities including education, negotiation, advice, guidance, warning letters, formal notices and prosecution. Overall the team seeks to work in collaboration with businesses while avoiding unnecessary bureaucracy in the way it works.

4.2. **Remit of the Food Service**

4.2.1 Interventions

The Council will:

- carry out a range of official and other food control as set out in the Food Law Code of Practice (England), the Food Hygiene Rating Scheme Brand Standard and other centrally issued guidance;
- inspect/audit and approve, relevant premises in accordance with the relevant legislation, Code of Practice and centrally issue guidance;
- liaise with the 'Home Authority' or Primary Authority of any company whose premises have been inspected and offences identified which are, or appear to be, associated with the company's centrally defined policies and procedures;
- assess the compliance of premises and systems to the legally prescribed standards having due regard to any relevant Industry Guides to Good Hygiene Practice and other relevant centrally issued guidance;
- take appropriate action on any non-compliance found, in accordance with the Council's Enforcement Policy;
- set up and monitor documented intervention procedures and record legible data and information following interventions, in a retrievable way.

4.2.2 Complaints

The Council will:

- implement the documented policy and procedure in relation to food complaints;
- liaise with the Primary, Home and/or originating authorities regarding matters associated with a company's centrally defined policies/procedures;

- take appropriate action on complaints received in accordance with the Council's policy/procedure.

4.2.3 Primary / Home Authority Principle

Where the Council acts as Primary / Home Authority we will:

- provide advice on legal compliance;
- have regard to any information or advice received as a result of any liaison;
- notify any authorities the Council have initiated liaison with of the outcome.

4.2.4 Advice to Business

The Council shall continue to work with businesses to help them comply with the law, for example the Council will:

- promote training courses and seminars;
- provide advice during visits and official on other food controls;
- respond promptly to queries;
- maintain a dialogue with business through the appropriate business forums;
- provide business with written information and advisory leaflets where appropriate.

4.2.5 Food Premises Database

The Council will:

- maintain the database of food premises in the City and take steps to ensure that the information is accurate and up to date.

4.2.6 Food Inspection and Sampling

The Council will:

- inspect food in accordance with relevant legislation to ensure it meets the legally prescribed standards;
- take appropriate action in cases of non-compliance in accordance with the Council's Enforcement Policy;
- maintain an annual sampling programme taking account of current guidance;
- adhere to the Council's procedures for procurement or purchase etc of samples;
- the Council has appointed Somerset Scientific Services and the Public Health England Porton Down Laboratory as the Council's Public Analyst and Food Examiner respectively.

4.2.7 Control and Investigation of Outbreaks and Food Related Infectious Disease

The Council will:

- have regard to the Food Standards Agency's guidance on the management of outbreaks of foodborne illness.

4.2.8 Food Safety Incidents

The Council will:

- respond to food alerts, product withdrawals and recalls in accordance with the documented procedure;
- maintain a computer system capable of receiving food alerts, product withdrawals and recalls;
- document our response to and the outcome of food alerts, product withdrawals and recalls where intervention is required;

- notify the Food Standards Agency of any serious localised incident or wider food safety problems.

4.2.9 Enforcement

The Council will:

- carry out food law enforcement in line with the Council's Enforcement Policy and the Codes of Practice (England) and Food Law Practice Guidance (England);
- document any departure from the criteria set out in the Policy.

4.2.10 Records and Intervention reports

The Council will:

- maintain up to date accurate records in a retrievable form for each food premises in the City, for at least 6 years.

4.2.11 Complaints about the Service

The Council's adopted complaints procedure is available to the public and food businesses.

4.2.12 Liaison with Other Organisations

Liaison with neighbouring authorities aimed at facilitating consistent enforcement will be exercised through the Devon Chief Environmental Health Officers Food Sub-Group having regard to advice issued by Local Government Regulation and the FSA. Regular contact will be maintained with Devon County Council Trading Standards Department and periodic meetings will be held with the local business forums & interested groups to provide advice and promote good practice;

Where appropriate, partnerships will be formed with educational establishments, Devon County Council's Public Health Team, the Clinical Commissioning Group and other bodies to promote food safety.

4.2.13 Internal Monitoring

Internal monitoring procedures to verify conformance with this Service Plan are well established and will be exercised.

4.2.14 Audit

The Council will:

- participate in third party and peer review processes against this Service Plan and associated procedures.

4.2.15 Food Safety Promotion

The Council will:

- actively promote food safety issues through award schemes, campaigns, dissemination of information and support to schools and colleges and targeted groups and where resources allow and liaise with organisations to promote food safety.

4.2.16 Other Services

Environmental Health and Licensing have responsibility for undertaking a parallel role in respect of other Environmental Health related legislation in commercial premises:

General (non-food related) complaint work will initially be undertaken by the service in accordance with the relevant procedure. Pest control treatment may be undertaken by

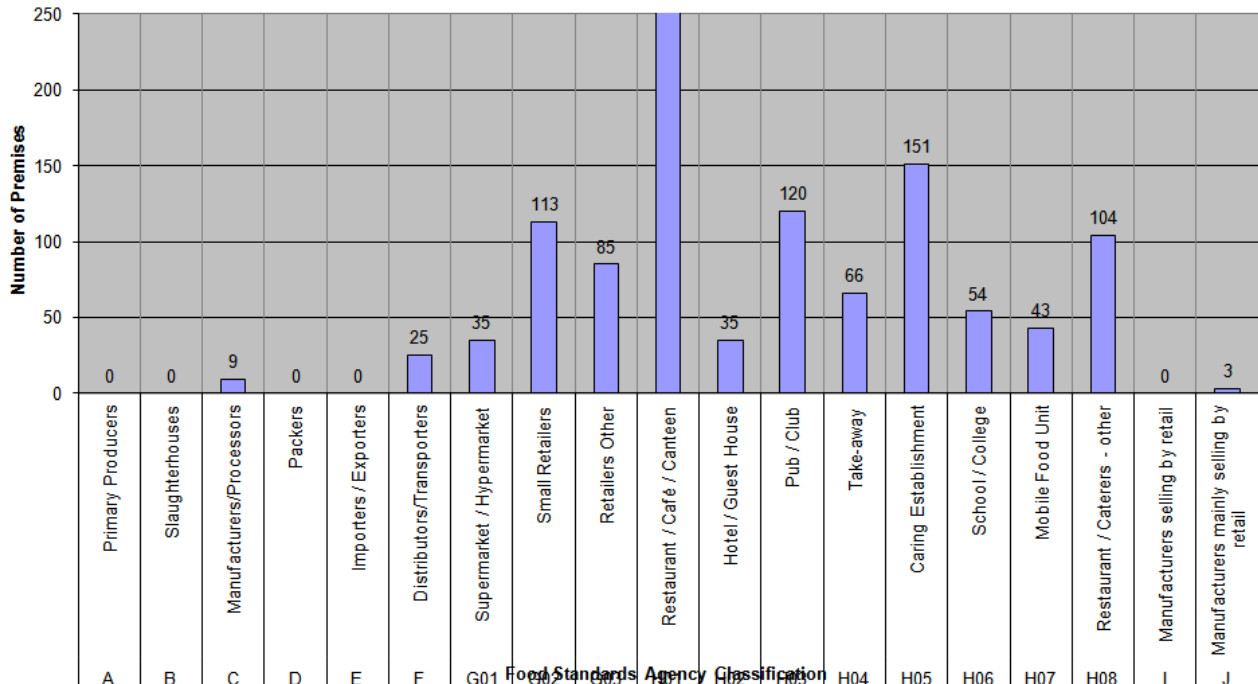
officers from the section in liaison with the district Environmental Health Officer, but only when it will not comprise future enforcement action.

The service seeks to work in partnership with relevant agencies to promote business regulation related matters in the wider context of public health.

4.3 **Food Business Profile**

4.3.1 The current profile of the food premises in the City as per Food Standards Agency classification is illustrated below.

Profile of Food Premises in the City as per Food Standards Agency Classification



4.3.2 Following an inspection/audit, food premises are scored and categorised (i.e. A to E) in respect of the risk to food safety in accordance with the Food Law Code of Practice (England). The categories dictate the interval between inspections. For example category A, i.e. high-risk premises, are inspected every 6 months, category D premises are inspected every 2 years. The service currently operates an alternative enforcement strategy for category E premises that are outside of the Food Hygiene Rating Scheme, which includes forwarding such businesses a self-inspection questionnaire, and inviting businesses to attend food safety workshops.

4.3.3 The current profile of food premises in terms of risk category are shown below.

	A	B	C	D	E	No Cat
01 April 2015	2	40	302	368	364	38

4.3.4 There are approximately 60 food premises in the City where business owners do not speak English as their first language. This can impact on the ability to successfully inspect premises and to effectively promote food safety. Food businesses in the city make great use of migrant food handlers. (The pattern of this is dynamic and robust data is not available.)

4.4 **Enforcement Policy**

4.4.1 The Enforcement Policy includes the principles contained in the Regulators' Code which the Council is committed to incorporating into its regulatory functions. The Enforcement

Policy will be subject to periodic review at which time amendments will be made to specifically reflect the requirements of the Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement and other relevant and appropriate guidance.

4.4.2 The key elements of the Enforcement Policy are detailed below:

- a belief that enforcement must be firm but fair;
- the need for proportionality in the application of the law;
- showing transparency about how the service operates;
- a need for targeting of enforcement action;
- a need to deliver consistency of approach;
- the need to balance enforcement and education in the way the service works.

4.5 **Food Premises Interventions**

4.5.1 A programme of official and other food controls form the core activity of the Food Enforcement function. The range of interventions are specified in the Food Law Code of Practice (England) and Food Hygiene Rating Scheme Brand Standard. In addition to the programme of interventions, other visits may be made to food premises following complaints from the public or requests from businesses for information and guidance.

4.5.2 Whilst the primary responsibility for identifying food hazards and controlling risks rests with food businesses, food hygiene interventions will be undertaken to:-

- establish whether food is being produced hygienically;
- establish whether food is, or will be having regard to further processing, safe to eat;
- to identify foreseeable incidences of food poisoning or injury as a consequence of consumption of food.

4.5.3 With the foregoing in mind, the main objectives of the interventions programme will be to:-

- determine the scope of the business activity and the relevant food safety legislation;
- thoroughly and systematically gather and record information;
- identify potential hazards and risks to public health;
- assess the effectiveness of process controls and HACCP based systems;
- identify specific contraventions of food safety legislation;
- consider appropriate enforcement action (proportionate to risk), to secure compliance with food safety legal requirements;
- produce advice and information and recommend good practice where appropriate;
- promote continued improvements in food hygiene standards to meet national / local performance indicators and the relevant Food Standards Agency strategy.

4.5.4 In order to achieve the inspection programme not less than 3 (FTE) qualified food inspectors will be required. This figure takes no account of the burden of any extra targeted inspection activity, sampling or investigations arising from complaints or Food Alerts, product withdrawals and recalls for example.

4.5.5 All officers undertaking inspections, investigating complaints, giving advice and taking samples shall meet the qualifications and experience requirements in the Food Law Code of Practice (England).

4.5.6 It is not envisaged that arrangements will need to be made to ensure the Council has access to specialist expertise for the inspection of any specialised processes located in the city.

4.6 **Food Complaints**

4.6.1 Food complaints received and investigated by the service fall into one of the following broad categories:

- food contamination;
- complaints about food businesses (poor hygiene, pests, lack of food handler training etc);
- food alerts, product withdrawals and recalls.

4.6.2 There is an established procedure for dealing with food complaints sets out the action to be taken regarding investigation, (See Procedure/Practice Notes). Our investigation will be guided by the detailed considerations laid down in the LG Regulation publication “Dealing with Food Complaints”.

4.6.3 The number of food complaints/service requests received annually has been increasing in recent years, perhaps as the public become more aware and are better informed of food safety issues together with the introduction of methods to capture such information.

4.6.4 It is estimated that 0.2 FTE qualified inspectors will be required to deal with food complaints.

4.7 **Primary / Home Authority Partnerships**

4.7.1 Details of Primary and Home Authority Partnerships are detailed in Section 7.

4.8 **Advice to Business**

4.8.1 The full suite of food courses will be promoted to enable local businesses to fulfil their training requirements, including training provision for non English speaking food handlers.

4.8.2 Inspectors provide advice during routine interventions and respond to queries from the public and food businesses.

4.8.3 Advice on topics of general and current food safety interest will be placed on the Council web site and information leaflets will be produced and made available as necessary. Officers from the service will also be participating in the Food Standards Agency’s Food Safety Week.

4.8.4 The Council will use local business and other forums as a means to disseminate relevant food safety information to help assess their needs and obstacles to compliance.

4.8.5 The service will actively seek participation in or look to co-ordinate appropriate forums to promote food safety and disseminate information.

4.8.6 It is estimated that 0.1 FTE qualified food inspectors will be necessary to provide information and advice to food businesses.

4.9 **Food Inspection and Sampling**

4.9.1 The Council will ensure that food is inspected in accordance with relevant legislation, The Food Law Code of Practice (England) and the Practice Guidance (England) and centrally issued guidance and ensure that food meets prescribed standards.

4.9.2 The food sampling programme for the forthcoming year commencing 1 April 2014 is detailed in section 8 and includes participation in national sampling campaigns co-ordinated by LG Regulation.

4.9.3 Routine sampling will be undertaken by the Environmental Health Officers supported by the Environmental Protection Officers. Activity reports will be submitted on a periodic basis. A procedure has been set up and implemented in respect of taking samples and the arrangements made for Analysis and Examination.

4.10 **Control and Investigation of Food Poisoning Outbreaks and Food Related Infectious Disease**

4.10.1 Environmental Health and Licensing's objective, in respect of the control of food related disease is to:

- contain the spread of any outbreak;
- identify the focus of infection;
- identify the causative organism/chemical;
- trace carriers and cases;
- trace the source of infection;
- determine the causal factors;
- recommend practices to prevent recurrence of disease; and
- determine whether criminal offences have been committed.

4.10.2 Investigations into outbreaks of food related poisonings are carried out in consultation with and under the direction of Public Health England.

4.10.3 The Principal Environmental Health Officer fulfils the role as lead officer in respect of infectious disease control and it is anticipated that adequate resources exist within the full complement of Environmental Health and Licensing to deal with this service demand.

4.10.4 It is estimated that 0.1 FTE qualified food inspectors will be required to investigate outbreaks and food related infectious diseases.

4.11 **Food Safety Incidents / Hazards**

4.11.1 The Council has and will maintain a computer system capable of receiving food alerts, product withdrawals and recalls and will implement the documented procedure for responding to food alerts and food safety incidents received from the FSA, in accordance with the relevant Food Law Code of Practice (England). The current informal out of hours contact arrangements will be used.

4.11.2 Documented responses to the outcome of appropriate food alerts will be in accordance with the adopted procedure.

4.11.3 In the event of any serious localised incident or a wider food safety problem, the Principal Environmental Health Officer will notify the FSA.

4.11.4 It is considered that adequate resources exist within the full complement of Environmental Health and Licensing to deal with this demand.

4.11.5 It is anticipated that 0.1 FTE will be required to deal with food hazard alerts.

4.12 **Liaison with Other Organisations**

4.12.1 The Council is committed to ensuring the enforcement approach it takes is consistent with other authorities. Regular dialogue on food enforcement matters and food related issues takes place with:

- Primary Authority business partners
- Trading Standards
- Devon Chief Environmental Health Officer Food Sub-Group
- Health Protection Advisory Group
- Exeter and Heart of Devon Hoteliers & other appropriate business forums
- CIEH
- University of Exeter
- Exeter College
- Other services within the Council (e.g. Planning & Building Control)

4.12.2 In delivering the food service, the Council recognises the increasing importance of partnership working. Examples of this include:

- consultation with businesses and community leaders;
- participation in third party audits, joint sampling initiatives etc;
- Food Safety Week;
- organising the Exeter Chef Competitions and similar events;
- identify funding opportunities;
- development of food hygiene training;
- providing focused training sessions on nutrition;
- other food related subjects.

4.13 Food Safety Promotion

4.13.1 The service utilises many methods to promote food safety and increasingly is lead by the developing body of research. Since April 2011, the service has operated the National Food Hygiene Rating Scheme which has helped drive improvements in food law compliance. Over 850 businesses fall within the scope of the scheme, with all ratings being published on the national web portal at www.food.gov.uk/ratings and businesses encouraged to display stickers. The service will continue to promote usage of the scheme by consumers by harnessing the power and influence of the local media, health promotion initiatives and public events. The service will also continue to encourage at the time of visits voluntary display of rating stickers and certificates at premises that fall within the scope of the scheme.

4.13.2 Numerous promotional activities also occur during the course of a typical year usually in response to need/requests from the different communities in Exeter, for example:

- presentations to schools, interested groups, professional bodies, (e.g. Infection Control Study Days, Chef Focus Group, Exeter Food Festival Members, Early Years providers);
- circulation of advisory leaflets or guidance notes in response to topical issues or changes in legislation;
- participation in the annual Exeter Food and Drink Festival.
- Free food hygiene awareness sessions targeted a new food business operators.

4.14 Food Safety Performance 2014/15

- There are currently 1,114 food premises registered within the city
- During 2014/15, 623 rated food hygiene inspections were conducted.
- 97% of those inspections that were due within 2014/15 were conducted
- 24 requests for food hygiene rating scheme revisit were received and the premises were subsequently revisited.
- 97% of food premises within the city are broadly compliant with food hygiene law
- 158 compliance check / advice visits were conducted.
- 195 food poisoning cases were investigated
- The service received 262 service requests / complaints related to food safety
- The annual curry chef competition was held at Exeter College on 17 February 2015.

SECTION 5: HEALTH AND SAFETY

5.1 Profile of Businesses in Exeter

5.1.1 Exeter is predominantly an urban area and the area has many small businesses. The Council enforces health and safety in mostly small and lower risk businesses that are predominantly in the service sector and is responsible for around 2577 premises.

5.2 Health and Safety Intervention Programme

5.2.1 Health and Safety law clearly sets out that the primary responsibility for managing risk to workers and the public who might be affected by work activity lies with the business or organisation that creates the risk in the first place.

5.2.2 The role of the Council is to support, encourage, advise and where necessary hold to account business to ensure that businesses effectively manage the occupational health and safety risks they create. The service uses the guidance given in HELA Circular (67/2 Revision 4) to risk rate its premises based on a business's health and safety performance. There are 4 categories (A – high risk, B1 and B2 – medium risk, C – low risk). The risk rating is not used to determine proactive inspection interventions – the choice of proactive inspections follows the principles within the National Local Authority Enforcement Code (see Section 5.6) - it does, however, help the Council target other interventions on the basis of risk..

5.2.3 As a result of current national and local drivers for change (e.g. LBRO, Young and Löfstedt Reviews) we aim to focus Health and Safety enforcement resources into areas where they are likely to have the greatest impact. In the coming year we shall continue to concentrate on specific topic areas during proactive interventions and reactive investigation, rather than complete all-encompassing inspections. These areas have been identified nationally and locally as contributing to the highest rate of accident/incidents and ill health at work, across all health and safety enforcing authorities.

5.3 Scope of the Health and Safety Service

5.3.1 With regard to health and safety, the Council will be directed by the Health and Safety Executive National Local Authority Enforcement Code issued under Section 18 (4)(b) of the HSWA. The key elements of the code are:-

- Ensuring that the authority takes a risk based approach to regulation;
- Ensuring that the authority applies proportionate decision making in accordance with the LA's Enforcement Policy Statement and Enforcement Management Model;
- A requirement for the authority to legally appoint suitably qualified staff to carry out the necessary regulatory duties;
- A requirement to produce an annual service plan;

5.3.2 In the UK during : 2013/14

- **1.2 million** working people were suffering from a work-related illness
- **133** workers killed at work
- **78 000** other injuries to employees reported under RIDDOR (629,000 injuries at work from the Labour Force Survey)

- **28.2 million** working days were lost due to work-related illness and workplace injury
- Workplace injuries and ill health (excluding cancer) cost society an estimated **£14.2 billion** in 2012/13

5.3.4 The Rogers review (2007) reported on the National Priorities for local authority enforcement. This identified improving health at work as one of the national priorities. The Lord Young Report (2010) “Common Sense, Common Safety” reviewed health and safety with a view to “setting out the rational proportionate approach that the Health and Safety at Work etc Act demands”. The Löfstedt Report (2011) looked further into the application of Health and Safety legislation and the effects of regulation upon business. All of the above reports clearly identified good health and safety as being vital to good business, with sensible and proportional law enforcement as a key priority to try and reduce the incidence of ill health and days lost arising from work activities.

5.3.5 The objective of the health and safety service in contributing to this aim is to ensure that risks to person’s health, safety and welfare from work activities are properly controlled through advice and proportionate enforcement.

5.3.6 The health and safety service comprises a range of key functions:

- to carry out interventions in line with HELA Circular 67/2 (rev.4), the National Local Authority Compliance Code and the Devon Health & Safety (Enforcement) Sub Group’s annual workplan;
- to take the most appropriate action upon inspection of relevant workplaces including the use of advice, informal correspondence, improvement and prohibition notices and the institution of legal proceedings;
- to educate proprietors of relevant workplaces in health, safety and welfare matters and their legal responsibilities in relation to their occupation by the distribution of leaflets and the provision of advice and information;
- to investigate specific accident notifications;
- to advise on the design of relevant workplace premises prior to and during alterations and construction;
- to liaise and work in partnership with the Health and Safety Executive (HSE), Public Health England and the Fire Authority regarding the enforcement of the legislation;
- to comply with the HSE’S National Local Authority Enforcement Code in respect of inspection programmes;
- seek to promote a simplified risk assessment procedure for low hazard workplaces such as offices and shops through the use of the Devon Local Authority devised toolkit Safer Workplaces, Better Business;
- combine food safety and health and safety inspections where possible to ensure that the burden on business is reduced.

5.3.7 Proactive aspects of the health and safety service, for example the inspection programme, are delivered jointly with other proactive services such as food hygiene inspections. The reactive aspects of the service, for example accident investigations, are responded to along with other complaints and requests for service.

5.3.8 Health and safety interventions are delivered by suitably trained and experienced officers, in accordance with a competency and development scheme. This scheme has been designed to meet the requirements of Health and Safety Executive and Local Authority Enforcement Liaison Committee (HELA) Section 18 guidance.

5.3.9 The premises profile according to the inspection rating scores are as follows:

Highest hazard/Risk	A	4
Intermediate hazard/Risk	B1	47

	B2	400
Lowest hazard/Risk	C	1498
Uncategorised	U	628

- 5.3.10 In accordance with HELA Circular 67/2 (rev.4), these risk ratings are not used to determine proactive inspection interventions but health and safety issues may be addressed during food, and licensing inspections or following complaints or accidents.
- 5.3.11 External consultants may be used to undertake other intervention strategies of low risk premises. The decision to employ contractors is taken by the Environmental Health and Licensing Manager in consultation with the Principal Environmental Health Officer and will be subject to the following criteria:
- there is a direct need to ensure statutory performance targets are met;
 - external contractors must meet the requirements of HELA Section 18 guidance;
 - the cost of the work can be met within existing budgets; and
 - previous knowledge of the competency and quality of the consultants.
- 5.3.12 The Council still has a duty to enforce health and safety standards in intermediate and low risk premises and we will work with such businesses and/or their representatives to improve health and safety standards through the promotion of a Safer Workplace Better Business pack that has been devised by all Local Authorities in Devon.
- 5.3.13 The performance analysis for the last year is detailed at the end of this section. There has been a reduction in proactive inspections, reflecting national priorities regarding better regulation.
- 5.3.14 The database will be continually updated in conjunction with the Environment Support Team who will assist with a street/district premises audit (4yr programme). A proportion of uncategoryed premises will be visited, though the active audit (see above) may influence progress as new premises are identified.
- 5.3.15 The health and safety service operates from the Civic Centre between 9.00am and 5.00pm Monday to Friday. Evening and weekend inspections are carried out as determined by the risk based inspection programme and the premises opening hours.
- 5.3.16 Emergency health and safety issues are currently directed initially to a 24 hour central control team and then onto senior officers as required. In addition the Council's continually revised website is used to provide information about health and safety services for consumers and businesses and also provides a direct email address for service requests.

5.4 Complaints / Requests for Advice / Advice to Business

- 5.4.1 In addition to this programme there are also approx 498 businesses currently on the health and safety database which are unclassified. A proportion of these will be newly opened businesses, which is a constant aspect of the commercial sector. Whilst many of these premises have been inspected due to changes in the recording of the rating system they have not yet been classified. Therefore as part of the routine maintenance of the database such premises will be given a desktop health and safety rating, in accordance with LAC 67/2..
- 5.4.2 Additional interventions will also arise during the year by virtue of complaints, new business start-ups, change of use, major alterations/refurbishments and request for inspection. A revisit will always be carried out where statutory notices have been served, in all other cases the officer will make a professional judgement as to the requirement for a revisit.

5.4.3 In accordance with the current strategy contained in “The Health and Safety of Great Britain \\ Be Part of the Solution” (HSE, 2009) and HELA Strategy, as outlined in 67/2, the focus of inspection activity within the planned programme will concentrate on measuring

- confidence in management;
- health, safety and welfare performance; and
- the compliance gap.

In addition to these elements the Council will base its Health and Safety Plan on Section 18 guidance, taking into account national, regional and local priorities.

5.4.4 From 1 July 2007, all enclosed workplaces became smoke free, as a result of the Health Act 2006 and subsequent regulations. All Environmental Health Officers, Technical Officers and Environmental Protection Officers are also authorised to enforce the smoke-free provisions. Smoke free compliance for businesses will be incorporated into the proactive inspection work undertaken by the Environmental Health Service, in addition to responding to complaints.

5.4.5 The approach is therefore about focussing health and safety enforcement resources into areas where they are likely to have the greatest impact rather than completing all-encompassing inspections. This will fall in line with the principles advocated by the Better Regulation Delivery Office (BRDO) and Health and Safety Executive.

5.4.6 The above does not preclude the importance of providing wider guidance on health and safety compliance to new businesses and following specific service requests. Proactive health and safety education work will be suitably balanced against targeted enforcement activity.

5.4.7 The authority has a duty to investigate complaints about health and safety conditions/issues and about its health and safety service provision. A number of complaints/service requests about health and safety are received annually, all of which will be dealt with as appropriate or passed to other agencies.

5.4.8 No complaints have been received regarding the service provision of the Authority.

5.4.9 The service recognises the importance of providing advice to businesses as part of effective health and safety enforcement. As well as the provision of specific advice during interventions and with post intervention correspondence, a wide range of general health, safety and welfare advice is distributed to businesses.

5.4.10 The Council website is also continually revised and allows direct access and links to local and national health and safety information detailed within this service plan.

5.5 Statutory Notifications

5.5.1 Prescribed accidents, dangerous occurrences and occupational diseases are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Accidents would include fatalities and accidents involving visits to hospital or currently more than 7 days off work. Certain accidents involving employees, the self-employed and members of the public are also reportable.

5.5.2 The Council has a duty to investigate accidents to determine whether offences have been committed and to prevent a recurrence. The authority also receives notifications of certain unsafe equipment and must respond and investigate such notifications. Decisions as to which accidents require a full investigation are made by the Principal Environmental Health Officer.

- 5.5.3 The service has a formal policy and procedure covering the type of accident, industrial disease notification or related service request, which the authority will investigate. This was revised during 2009 following new national guidance issued by the HSE. The Council is committed to reducing workplace accidents.
- 5.5.4 As a 'responsible authority' for the purposes of the Licensing Act 2003 and the Gambling Act 2005 the section has a duty to respond to premises licence applications etc. A number of applications will require scrutiny, some of which may require amendments by negotiation.
- 5.5.5 Liaison with other organisations is essential in order to achieve consistency and effectiveness of the health and safety service. The service is represented on the Devon CEHOs Health and Safety Working Group, which meets bi-monthly. This group includes a representative from the Health and Safety Executive (HSE) and maintains links with other local authority health and safety enforcement officers.

5.6 National Local Authority Enforcement Code

- 5.6.1 The Authority has a duty to focus its activities on national priorities and strategies and in particular the National Local Authority Enforcement Code, to secure a reduction in accidents and ill health in the workplaces for which we are responsible. The code is 'designed to ensure that Local Authority health and safety regulators take a more consistent and proportionate approach to enforcement' and 'provides direction to LAs on meeting these requirements, and reporting on compliance.'
- 5.6.2 The following list of activities/sectors for proactive inspection by Local Authorities – only these activities falling within these sectors or types of organisation should be subject to proactive inspection

No	Hazards	High Risk Sectors	High Risk Activities
1	Legionella infection	Premises with cooling towers/evaporative condensers	Lack of suitable legionella control measures
2	Explosion caused by leaking LPG	Premises (including caravan parks) with buried metal LPG pipework	Buried metal LPG pipe work For caravan parks to communal/amenity blocks only)
3	e.coli/cryptosporidium infection esp. in children	Open Farms/Animal Visitor Attractions	Lack of suitable micro-organism control measures
4	Fatalities/injuries resulting from being struck by vehicles	Tyre fitters*/ MVR* (as part of Car Sales) High volume Warehousing/Distribution	Use of two-post vehicle lifts Workplace transport
5	Fatalities/injuries resulting from falls from height/ amputation and crushing injuries.	Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Workplace transport/work at height/cutting machinery /lifting equipment.
6	Industrial diseases (occupational asthma/deafness)	MVR* Industrial retail/wholesale premises e.g. steel stockholders, builders/timber merchants	Use of Isocyanate paints Noise and dust.
7	Falls from height	High volume Warehousing/Distribution	work at height
8	Crowd control & injuries/fatalities to the public	Large scale public events/sports/leisure facilities e.g. motorised leisure pursuits	Inadequate consideration of public safety e.g. poor organisation and/or

		including off road vehicles and track days	supervision of high speed or off-road vehicle movements
9	Carbon monoxide poisoning and gas explosion	Commercial catering premises using solid fuel cooking equipment	Lack of suitable ventilation and/or unsafe appliances.
10	Violence at work	Premises with vulnerable working conditions (lone/night working/cash handling e.g. betting shops/off licences/care settings.	Lack of suitable security measures/procedures

5.6.3 The work of Environmental Health and Licensing will address other issues when undertaking visits/developing initiatives in workplaces; health at work is an important issue. Interventions with regard to new compliance responsibilities to reduce exposure to occupational tobacco smoke will continue to be considered.

5.6.4 The Council offers leaflets and posters in different languages (and offers translation services if necessary) for the performance of its functions. The service endeavours to be resourced to ensure equality of access to information. Training courses for the Level 2 Award in Health and Safety in the Workplace qualification as well as Manual Handling and Risk Assessment are also provided, and a Health and Safety Handbook has been revised and produced for distribution across the City and at training courses.

5.7 Monitoring

5.7.1 A swimming pool monitoring programmed based upon risk, using SMART sampling and a detailed assessment of pool management systems will be exercised throughout the year. The need for provision of further training/information for local pool operators will be explored, with a view to promoting safety and health awareness.

5.8 Enforcement

5.8.1 Enforcement (or the fear of enforcement) is an important motivator for rogue employers. Evidence confirms that enforcement is an effective means of securing compliance and promoting self-compliance. We will work in partnership with the HSE, other enforcement agencies, regulators and stakeholders to secure proportionate compliance with the law and to ensure that those who have duties under it may be held to account for failures to safeguard health and safety and welfare. The scope of these activities will continue to be evidence based and is clearly set out in the Council's enforcement policy statement.

5.9 Staff Resources

5.9.1 The national local authority enforcement code requires the Council to have sufficient capacity to undertake our statutory duties. Exeter City Council Environmental Health and Licensing is split into 3 districts. Each district is allocated to a full time equivalent District EHO.

5.9.2 The Council's Principal Health and Safety Officer is also a very experienced and specialist officer for Health and Safety and will be available to the team for specialist advice on the health and safety function.

5.9.3 All Environmental Health Officers will undertake some health and safety duties along with their other functions which include food safety, training, health initiatives, some licensing duties and infectious disease control.

5.9.4 The staff resources allocated to the functions is currently deemed adequate to fulfil the Council's duties. As in 2014/15, officers will vary their approach to the health and safety

intervention programme to enable them to meet Performance Indicators by targeting resources on high-risk premises and national priorities.

5.10 Staff Skills

- 5.10.1 The section has a procedure for authorisation of officers and only trained and competent staff will be able to undertake full health and safety duties. The authorisation, and hence action they can take, for each officer will reflect their personal skills. As part of the annual Regulator Development Needs Assessment all staff who undertake health and safety duties are mandated to complete this assessment, which is subject to review as part of the annual appraisal process. Any training and development needs identified at the appraisal process are added to the service wide training plan which provides for the priority resourcing of both qualification based training and continuing professional development.
- 5.10.2 Work toward ensuring full alignment with the new national local authority enforcement code will continue during the year.
- 5.10.3 All commercial officers have completed Regulators Development Needs Analysis to identify areas where they can benefit from development activities, and training has been provided throughout the year.

5.11 Consultation with Stakeholders

- 5.11.1 The Health and Safety at Work etc Act 1974 places general duties on all employers to protect the health and safety of their employees and those affected by their work activities. Its goal-setting approach makes clear that those who create risks are best able to manage them. We will make clear that effective health and safety management is a collective responsibility in which individuals too must play their part.
- 5.11.2 Experience shows that many organisations do not contact us. Some may be fearful of contact, which deters them from seeking advice. We will make a special effort to explore new ways to establish and maintain an effective health and safety culture, so that all employers take their responsibilities seriously, the workforce is fully involved and risks are properly managed.
- 5.11.3 We will aim to demonstrate the moral, business and economic case for health and safety. Appropriate health and safety management is an integral part of effective business management and, we will promote it as an enabler and not a hindrance.
- 5.11.4 We will explore ways to promote greater access to authoritative health and safety advice and guidance and we will continue to offer advice in the course of our other enforcement activities where appropriate.

5.12 Health and Safety Performance 2014/15

- In total 280 premises have been the subject of a health and safety intervention.
- The service has dealt with 78 health and safety service requests / complaints
- 180 accident reports have been received and looked into by the service
- The service conducted 175 compliance checks focused on gas safety during routine food inspections of catering premises to ensure that equipment is suitably maintained and the work has been carried out by competent persons. Of those 175 business looked at 44% were found not to have satisfactory arrangement in place, with Intelligence on non-authorised gas engineers fed back to Gas Safe Register for action.

SECTION 6: PRIVATE WATER SUPPLIES

6.1 Scope of Private Water Supply Regulations

- 6.1.1 The regulations apply to any private supply intended for human consumption, for domestic purposes and/or food production purposes and include water from wells, boreholes and springs which is supplied from someone other than a Water Undertaker or Licensed Water supplier or;
- water supplied by Water Undertakers or Licensed Water Suppliers, which is then further distributed by another person – a private distribution network. (Examples include mobile home sites, MOD property, Universities, Schools etc).

6.2 Main Provisions of the Private Water Supply Regulations

- 6.2.1 The purpose is to protect human health by ensuring that water for consumption is wholesome, clean and the adverse affects of contamination are minimised. New and revised standards are set for drinking water quality and new audit and monitoring regimes as regarding sampling and analysis are specified.
- 6.2.2 The regulations require the Council to complete a risk assessment of all Private Water Suppliers PWS's) within 5 years (except for supplies to single non- commercial dwellings) to maintain supplies and develop an annual sampling programme. Single non-commercial dwellings must be assessed for risk if a request by the user is made.
- 6.2.3 The Council can make reasonable charges to cover costs of carrying out the duties under the new regulations. These charges can be found within the Council's published fees and charges.
- 6.2.4 There is a requirement for LA's to make returns (which are fairly comprehensive) to the Drinking Water Inspectorate (DWI) on an annual basis.

6.3 Enforcement

- 6.3.1 There is a procedure to follow where a private water supply is found unwholesome – including the requirement to investigate the cause to notify the users. There are some strict permitted levels declared in the regulations which, if a supply fails, would invoke this procedure. The Council would need to liaise with Public Health England and the Drinking Water Inspectorate for the potential of any failure or non compliance to be assessed.
- 6.3.2 There are options for effecting improvements of a private supply, up to the service of a formal notice or prohibiting the use of a supply.

6.4 Staff Resource

- 6.4.1 At present the most economical and practical method is to contract out the inspection of private water supplies and private distribution networks to a neighbouring authority who is will to provide a qualified Environmental Health Officer to conduct the necessary risk assessment and report. As the cost is borne by the owner of the private water supply or private distribution network, this is done at no cost to the authority.
- 6.4.2 The arrangement for microbiological and chemical sampling and analysis which is a countywide arrangement has currently been awarded to the accredited laboratory at South West Water.

6.5 Staff Skills

- 6.5.1 The Section has a procedure for authorisation of officers and only trained and competent staff will be able to undertake full private water supply duties. The authorisation, and hence action they can take, for each officer will reflect their personal skills. As part of the section's procedural requirements all staff who undertake private water supply duties are subject to an annual appraisal which identifies training and development needs. These individual training needs are then linked into the service wide training plan which provides for the priority resourcing of both qualification based training and continuing professional development.
- 6.5.2 At present no member of staff within the section have received training to undertake all of the requirements of the Private Water Supply Regulations.

6.6 Legal Implications

- 6.6.1 Exeter City Council has a duty to implement the Private Water Supply Regulations 2009. Failure to discharge these duties adequately may result in legal challenge from consumers and/or owners of private water supplies.

7.1 Private Water Supply Performance 2014/15

- The one premise identified as having a private water supply has been sampled and was found to be compliant with the regulations.

SECTION 7: LICENSING

6.1 Introduction

6.1.1 The City Council has a number of licensing powers and duties. These powers and duties are delegated to the Licensing Committee. The provision of a Licensing Service is a statutory duty placed on the Local Authority. The granting and issuing of specific licences, permits and registrations is delegated to the Assistant Director Environment on the understanding that any applications giving rise for concern may be referred to the Licensing Committee for determination.

6.1.2 The Licensing Committee plays a vital and unique role in an administrative function regarding the grant, suspension and revocation of Licences. The legislation delegated to the Licensing Committee includes:

- Zoo Licensing Act 1981
- Animal Boarding Establishments Act 1963
- Breeding of Dogs Act 1973 and 1991
- Riding Establishments Act 1964-1970
- Game Act 1831
- Game Licences Act 1860
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Pet Animals Act 1951
- Gambling Act 2005
- Pleasure Boat Licensing
- Boatman's licence.
- Guard Dogs Act 1975
- Exeter City Council Act 1987 - the powers, duties and functions of the Council under Part 4 and Sections 21, 22, 23, 24 and 29.
- Local Government (Miscellaneous Provisions) Act 1982 Part II (in accordance with the Council's agreed policies)
- Licensing Act 2003 (to the extent permitted by section 10). In particular to determine:
 - applications for Personal Licences, where no police objection is made;
 - applications for Premises Licences/ Club Premises Certificates, where no relevant representations have been made;
 - applications for provisional statements, where no relevant representations have been made;
 - applications to vary Premises Licences/ Club Premises Certificates, where no relevant representations have been made;
 - applications to vary designated Premises Supervisor, where no police objection has been made;
 - requests to be removed as designated Premises Supervisor;
 - applications for transfer of Premises Licences where no police objection has been made;
 - applications for interim authorities where no police objection has been made;
 - decisions on whether a complaint is irrelevant, frivolous, vexatious etc.
 - to determine applications under the Licensing Act 2003 Minor Variations to Premises Licence Legislative Reform (Minor Variations to Premises Licences and Club Premises Certificates) Order 2009.
- Local Government (Miscellaneous Provisions) Act 1982 (Schedule 3) - to determine applications for the renewal of a sex shop licence in accordance with the Council's agreed policy
- Scrap Metals Dealers and Collectors

- Enforcement of local bylaws.
- To deal with all matters, powers, duties and functions, which shall include the issuing of Licences and permits in respect of lotteries and house to house and street collections in accordance with the House to House Collections Act 1939, the Police Factories (Miscellaneous Provisions) Act 1916 (Street Collections) and Schedule 17 of the Gambling Act 2005.

6.2 Aims and Objectives of Licensing

6.2.1 The key aim of the Licensing Committee and the Licensing Team is public safety and to raise standards of people, vehicles and premises licensed in Exeter.

6.2.2 To protect public health and animal welfare, reduce crime and disorder and ensure awareness of the licensing requirements through enforcement of legislation and the provision of advice information and education by:

- Fulfilling the Council's Statutory Duties under relevant legislation e.g. Licensing Act 2003, Gambling Act 2005, Animal Welfare Act 2005, Local Government (Miscellaneous Provisions) Act 1982 etc.
- Responding to public complaints and other requests for service and investigating within service standards.
- Delivering educational initiatives and awareness campaigns.
- Fulfilling the Council's statutory duty under the Crime and Disorder Act 1998.
- Working in partnership or in co-operation with the Police, Fire Authority, Social Services, Public Health Team, Community Safety Partnership and other external agencies.

6.3 Service Delivery

6.3.1 During the course of the year, a percentage of all categories of premises that are licensed will be inspected for compliance, greater emphasis will be placed on ensuring that every premises about which a complaint or Request For Assistance or relevant intelligence is received will receive an inspection visit.

6.3.2 The service conducts intelligence led inspections will mean that our resources are focussed towards problem traders and that our enforcement practices comply with government policy on cutting red tape and reducing burdens on business (Better Regulation principles).

6.3.3 There is a particular focus on the night time economy within the city. Evening compliance visits will be conducted in known problem areas.

6.4 Licensing Performance 2014/15

- A review of the Licensing Act 2003 Statement of Licensing Policy was drafted, consulted upon and then adopted by the Council
- A review of Hackney Carriage Vehicle Licensing was conducted
- A new knowledge test system was adopted
- Launch of the Best Bar None scheme in Exeter
- Set up of the multi agency helpzone which runs on a Saturday night
- Review of the Taxi Forum
- Compliance checks were conducted across all licence areas

SECTION 8: ENVIRONMENTAL PERMITTING REGULATIONS

8.1 Introduction

- 8.1.1 The Environmental Permitting Regulations 2010 require the Council to regulate certain types of factory and other activities such as dry cleaners. This is to reduce any pollution they may cause and, in particular, to help improve air quality.
- 8.1.2 Businesses which operate these specified types of premises must have a permit. The Council decides whether to give a permit and, if so, what conditions to include within it so as to minimise pollution.
- 8.1.3 In the regulation, the premises are known as "installations". Some are called 'Part B', and local authorities can only deal with air pollution from these. Other installations, which have a greater potential environmental impact, are known as 'Part A2' and permits for these must control many different sorts of pollution. This includes waste, noise, water pollution, energy use etc.
- 8.1.4 Other installations (known as 'Part A1') are regulated by the Environment Agency. They are usually larger or more complex.

8.2 Regulated Installations in Exeter

- 8.2.1 The table below shows all of the Part B, A(2) and A(1) installations in Exeter that were permitted in April 2013.

Part B	Waste Oil Burner (<0.4MW)	Central Garage	High Street, Topsham
		Vanborne and Radford	Victoria Road
		Isca Motors	Water Lane
		Exeter Gearbox Centre	Grace Road, Marsh Barton
		SHB	Bradman Way, Marsh Barton
		Exeter Motor Works	Old Tiverton Road
	Dry Cleaner	Johnsons	Cowley Bridge Road
		Johnsons	South Street
		RD&E Hospital	Barrack Road
		Care Clean	Sidwell Street
		Kenjo Washeteria	Sidwell Street
		Morrisons	Prince Charles Road
	Service Station	Dunns Motors	Trusham Road, Marsh Barton
		Alphington Service Station	Alphington Road
		Sainsburys	Alphington Road
		Sainsburys	Pinhoe Road
		Morrisons	Prince of Wales Road
		University Service Station	Cowley Bridge Road
		Pinhoe Garage	Main Road, Pinhoe
		Birchy Barton Service Station	Honiton Road
		Tesco Express	Fore Street, Heavitree
		Tesco	Russell Way
		Shell	Topsham Road
	Moto Services	Honiton Road	

	Paint Sprayer	Sowton Motor Body Repairs	Bittern Road
		Fairweather Autosshine	Water Lane
		Exeter Diesels	Marsh Barton Road
		Vospers	Marsh Barton Road
		Exway Coachworks	Exhibition Way
	Timber	Jewson	Kestrel Way, Sowton
		System Six Kitchens	Christow Road, Marsh Barton
	Heavy Clay or Refractory Goods	Original Style	Falcon Road, Sowton
	Cremation	Exeter and Devon Crematorium	Topsham Road
	Concrete Batching	Hanson	Hennock Road, Marsh Barton
E&JW Glendenning		Kenton Place, Marsh Barton	
Aggregate Industries		Heron Road, Sowton	
Part A(2)	Animal Rendering	J.L. Thomas	Canal Banks, Water lane
	Non-Ferrous Foundry	Alcoa Howmet	Kestrel Way, Sowton
Part A(1)	Animal Feed Compounding	BOCM Pauls	Bittern Road, Sowton
	Solvent, Acid and Surface Cleaning	South West Metal Finishing	Alphinbrook Road, Marsh Barton

8.3 Implementation of the EP Regulations

- 8.3.1 Permit applications - The operator of a new installation must apply for a permit before starting to operate. There is an application fee, which is set annually by DEFRA to cover the regulator's costs. The application must contain sufficient information for the Council to consider whether or not to approve it. The Council is required to consult relevant members of the public and other organisations.
- 8.3.2 If the Council decides to issue a permit, it must include conditions. These conditions will say how pollution is to be minimised. DEFRA publish guidance for each type of installation which says what are likely to be the right pollution standards. Under the law, the standards must strike a balance between protecting the environment and the cost of doing so. The Council must have regard to the guidance and consider local circumstances.
- 8.3.3 There is a right of appeal if a permit application is refused, or if an operator does not agree with some or all of the conditions which have been included in a permit.
- 8.3.4 Once a permit is issued, the operator must comply with the permit conditions and pay an annual charge. This charge is set by DEFRA to cover the regulator's costs in checking that the permit is complied with.
- 8.3.5 The Council uses a risk assessment process to determine how often an installation should be inspected to check for compliance with the permit. Installations are rated as high, medium or low risk, based on two things. Firstly, what the environmental impact would be if something went wrong and secondly, how reliable and effective the operator of the installation is. The annual charge is lower for low- and medium-risk installations.
- 8.3.6 The EP Regs give the Council powers if a business does not comply with its permit or operates without one, such as service of notices or prosecution.

8.4 Investigation of Complaints

- 8.4.1 The Council receives complaints about the operation or impact of regulated installations. These are investigated in accordance with the Environment Enforcement Policy to identify whether there is or has been a breach of any permit condition(s). Investigations may identify that the permit conditions are not appropriate, for example if they do not control a certain aspect of the process well enough, in which case the Council can vary the conditions. The Operator has a right of appeal against any varied conditions.

8.5 Enforcement

- 8.5.1 The Council carries out its duties under the EP Regulations in accordance with guidance from DEFRA and the Council's Enforcement Policy. Any enforcement decisions are documented, and advice is sought from the corporate legal team where appropriate.

8.6 Business Support

- 8.6.1 The Council will generally try to work with businesses to solve problems, and provide advice on compliance with their permit. They cannot operate as a free consultancy service for the Operator however. The Council keeps a record of income generated by application and annual fees and expenditure on Environmental Permitting work. Fees are set by DEFRA so the Council has no control over income but does endeavour to provide a cost effective service that supports business whilst protecting human health and the environment.

8.7 Consultation

- 8.7.1 Much of the information about permits must be put on a public register. Anyone can ask their local authority to see it. The public must also be consulted in various circumstances on permit applications etc.

8.8 Environmental Permitting Performance 2014/15

- 50 Part B and 9 Part A(2) inspections were conducted
- 8% of premises required additional interventions
- No applications were received
- 9 Part B variations were received. No applications for substantial change were received during the year.
- 129 complaints were received relating to authorised processes.
- The JL Thomas liaison committee continues to meet bi-annually.

SECTION 9: AIR QUALITY

9.1 Introduction

- 9.1.1 The Environment Act 1995 requires local authorities to review air quality, and to assess this against national objectives. Where an exceedence of an objective is identified, the authority must declare an Air Quality Management Area (AQMA) and produce an Air Quality Action Plan (AQAP), which must work towards achieving the objective level within the AQMA.
- 9.1.2 Exeter City Council declared an AQMA in 2007 because levels of nitrogen dioxide (NO₂) exceeded the annual average objective level at various locations. The area covers all of the main traffic routes in the city. This boundary was determined using the NO₂ concentration data, which are highest beside busy roads. Further studies showed that the high NO₂ concentrations are caused by traffic emissions along congested routes.
- 9.1.3 In April 2011 the AQMA order was amended to include exceedence of the short-term objective for NO₂ as well as the annual average objective. This occurred at a few locations within the existing area because of localised high traffic emissions. Exeter City Council's two Further Assessment Reports provide greater information on the local scale of the exceedences, specific sources of emissions and the type of improvements needed in order to meet the objective level. There are large-scale maps of each part of the area in the 2014 Progress Report. This, and Exeter City Council's other air quality reports are available at: <http://www.exeter.gov.uk/index.aspx?articleid=4292&listid=4261>

9.2 Air Quality Action Plans

- 9.2.1 The first Exeter AQAP covered the period 2008-2011. Because the source of the NO₂ emissions is traffic on the local road network it drew heavily from the Devon County Council (DCC) Second Local Transport Plan (LTP2, 2006-2011). Air quality was one of the four national shared priorities within the LTP2 and progress against Action Plan targets was generally good. Successes included:
- Consistently decreasing traffic levels on the majority of Exeter's key routes over the five year period;
 - Modal shift to sustainable modes including a 31% increase in cycle, 15% increase in bus, 75% increase in Park and Ride and 57% increase in train trips. (Devon County Council 2011)
- 9.2.2 Despite these changes, there was no clear trend of reducing NO₂ concentrations over the plan period. Reductions can be seen at most monitoring sites since 2010, however it is not possible to tell whether these are the start of a long-term trend, possibly resulting from measures in the LTP2, or examples of normal inter-annual variability.
- 9.2.3 With the replacement of LTP2 in 2011, the AQAP also needed updating. The AQAP2, published in 2012, reflects the changed priorities in LTP3 along with changes in national, regional and local policy that have occurred since 2008. The measures are proportionate to the funding and resources within LTP3 and from partners. Another key change since the first AQAP is the significant upward pressures on NO₂ emissions which will result from the proposed development in the greater Exeter area. In recognition of this contemporary context, the AQAP2 sets four key objectives, which are listed below.

Action Plan Aims:

1. To describe the impact of predicted growth and existing plans on NO₂ concentrations within the AQMA.
2. To identify where further improvements are required, how these could be achieved and where multiple benefits can be realised.
3. To provide a process for assessing the air quality aspect of the sustainability of future plans and policies.
4. To provide tools to engage local communities in air quality issues alongside wider sustainability issues.

- 9.2.4 The AQAP2 explains what actions the City Council will take with partners to meet these aims as part of delivering sustainable development. It identifies that current plans and policies will have a low positive impact on air quality, although it is accepted that there is some uncertainty associated with this. This is a modest predicted change, but should be set against the background of significant development in the city and therefore significant upward pressure on emissions.
- 9.2.5 The AQAP also proposes three areas of further work. These are the development of a Low Emissions Strategy and feasibility study for a Low Emissions Zone, the development of closer links between air quality and climate change work, and the need to increase understanding of the health impacts of poor air quality. Programs of work in these areas will be included in the annual Action Plan Progress Reports. They will connect air quality to two key national and local policy imperatives; the low carbon agenda and the creation of local Health and Wellbeing Boards at the upper tier local authority level (DCC).
- 9.2.6 The AQAP also introduces a methodology for transport and forward planners to understand the impacts of development and mitigation measures on air quality and to assess these in a simple and repeatable fashion. A commitment is also made to improve engagement with communities on air quality issues, and understanding amongst the local population. Future development of the AQAP may be driven (or otherwise) by these planners and by communities, rather than by the Environment Directorate and it is important that both groups are supported so that they understand the need for reductions in emissions and how to evaluate proposals.
- 9.2.7 Because of uncertainty over funding, delivery of development, policy context and future legislation the AQAP2 contains relatively little detail on specific measures which will implement the actions described. Instead the annual Action Plan Progress Reports (AQAP PRs) will contain detailed information on the recent progress and intended direction of particular measures. This annual reporting mechanism allows for the program to be updated regularly, as DCC and other partners update their schemes. This is seen as the most efficient way of ensuring that the AQAP remains relevant. The first AQAP PR was published concurrently with the AQAP2 in 2012.

9.3 Latest Progress Reports

- 9.3.1 The AQAP Progress Report 2015 discusses each of the measures from the AQAP2 in turn, explaining what they involve, how they will be implemented and by whom. No target or trajectory for air quality improvements is set in the AQAP2 or AQAP PR. This is because the impact of many of the measures either has not or cannot be accurately quantified at this time. Instead, the annual reports will summarise data on the actual air quality change over the previous year, as well as a series of other key indicators such as the use of sustainable travel modes, car use, completion of developments etc.
- 9.3.2 The 2015 AQAP PR shows that work is largely on track with measures to implement the AQAP. It also reports on a reduction in peak time traffic levels in the last ten years, but it is

not possible to categorically link cause and effect between this and any air quality change. This situation will be kept under review in future years and further conclusions on the implementation of the AQAP2 measures and their impact will be drawn in subsequent annual AQAP Progress Reports.

- 9.3.3 In April 2015 the Council published its annual Air Quality Progress Report. This review of 2014 monitoring data shows that there are no exceedences of the objective levels outside the AQMA. There is some evidence for a reduction in NO₂ concentrations, such that fewer monitoring locations inside the AQMA are exceeding the objective, however it is not clear whether this is the start of a long-term trend or simply inter-annual variability as a result of changes in weather etc. As a result, it was decided not to undertake a detailed assessment of the suitability of the current AQMA boundary, although the situation will be kept under review.
- 9.3.4 Progress Reports also summarise information on new sources of local air pollution. During 2014, no developments were granted planning permission which are expected to have a significant adverse impact on air quality after mitigation.

Low Emissions Strategy Project

9.4 Background to the Project

- 9.4.1 Exeter City Council (ECC) has declared an Air Quality Management Area because of exceedences of both the long-term and short-term EU limit values for nitrogen dioxide (NO₂). Studies have identified that the main sources of the high NO₂ concentrations are transport emissions, and this is reflected in the AQMA boundary, which includes all of the main routes into and around the city. Additional stress will be placed on emissions by significant planned growth both in Exeter and its surrounding area. This is estimated to increase the population of greater Exeter by some 50% by 2026, and increase the potential for travel into the city, particularly through;
- urban extensions to the east and south-east of Exeter,
 - the creation of a science park,
 - Skypark business centre,
 - multi-modal freight terminal,
 - redevelopment of 4.6Ha of the city centre including the bus station, and
 - Cranbrook development east of Exeter.
- 9.4.2 ECC's second AQAP has recently been published and reflects the changed policy and local development situation since the publication of the first AQAP in 2008. The LES project will deliver significant aspects of the AQAP 2, which aims to ensure that planned development is delivered as sustainably as possible, improve connections between air quality work and the public health agenda, ensure that air quality and climate change policy is integrated and empower local communities to make sustainable transport decisions. The AQAP 2 and first Action Plan Progress Report are available online at:
<http://www.exeter.gov.uk/index.aspx?articleid=4292&listid=4261>
- 9.5 LES Introduction and Strategic Aims**
- 9.5.1 The Exeter Low Emission Strategy for 2015 to 2018 seeks to identify actions that will reduce transport emissions of nitrous oxides (NO_x) and contribute towards meeting the EU limit values for NO₂, whilst also reducing emissions of particulates, noise and carbon dioxide (CO₂). These actions can be undertaken by Exeter City Council and various stakeholders including Devon County Council to ensure that the city continues to grow and

prosper, and that planned development is delivered as sustainably as possible. The strategy will improve connections between the work done by air quality officers and public health specialists. It will consider both local air quality and climate change issues to ensure that policies are beneficial to both.

9.5.2 Exeter City Council firmly believes that the successful development of the Low Emission Strategy depends on the involvement of and consultation with businesses and residents (locally based stakeholders). This strategy already reflects contributions from each of these. Low transport emissions, and a vibrant growing economy are both seen as part of a sustainable future for Exeter, where cleaner vehicles, more efficient use of vehicles and reduced number of vehicles combine to reduce emissions and costs.

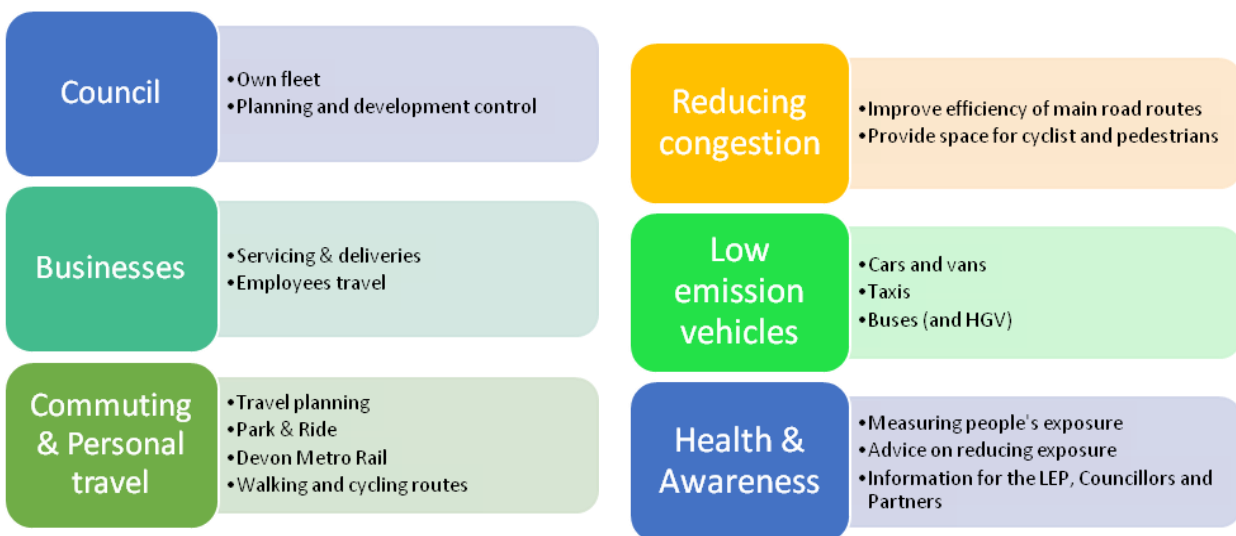
9.5.3 The strategy includes some actions which are in progress or just starting out and integrates these with new initiatives where possible. The strategy is for the period 2015-2018, after which it will be reviewed and updated, based on an evaluation of the first three year period.

9.5.4 The strategic aims of the Low Emission Strategy are:

1. To take actions that will reduce emissions from transport in Exeter and support sustainable development.
2. To reduce emissions from all classes of vehicles, and to work with all groups who travel or who generate traffic, including emissions from the council owned fleet and staff vehicles (driven for business use).
3. To improve the understanding of air pollution as an issue that should be considered during the development of policy, and to influence decisions made in the Greater Exeter area.
4. To actively seek funding opportunities to implement stretching and innovative measures, especially opportunities to increase the use of ultra-low emission vehicles.
5. To evaluate the success of the strategy and report annually. To use the lessons learned during the strategy period to develop a strategy for 2018 onwards.

9.6 LES Themes and Actions

9.6.1 The strategy contains six themes, each with a set of actions:



The full descriptions of the actions, with implementations plans are available in the LES document at www.exeter.gov.uk/LES

9.9 Air Quality Performance 2014/15

- 90 enquiries / complaints were received during the year.
- Delivery of the Low Emissions Strategy Project.
- The Air Quality Progress Report and Air Quality Action Plan Progress Report were written and submitted to DEFRA.
- 79% of roadside monitoring locations do not exceed NO₂ objective levels.
- The average extent by which objective level is exceeded at monitoring locations where an exceedance has been identified was 7 µg/m³
- The maximum extent by which objective level is exceeded at monitoring locations where an exceedance has been identified was 24 µg/m³

SECTION 10: CONTAMINATED LAND

10.1 Introduction

10.1.1 Land affected by contamination from either natural or anthropogenic sources is widespread throughout the UK. It is often only when a risk assessment determines that the level of contamination is or is likely to cause significant harm to a receptor that regulatory intervention is required.

10.1.2 The definition of significant harm is based on the pollutant linkage being present. A pollutant linkage consists of three parts:

- A "contaminant" is a substance which is in, on or under the land which has the potential to cause harm or to cause pollution of controlled waters.
- A "pathway" is one or more routes or means by, through, which a receptor is being exposed to, or affected by, a contaminant, or could be so exposed or affected.
- A "receptor" (as specified in the relevant guidance for the regulatory regime involved).

10.1.3 The level at which harm becomes significant depends on the regulatory regime being implemented and how precautionary it is.

10.1.4 Local Authorities are the primary regulators for the majority of the legislation which relates to contaminated land, although the Environment Agency is also involved in some circumstances. Environmental Health and Licensing provides specialist support and technical advice to other parts of the Council in the discharge of their relevant duties, including the management of Council owned sites which are affected by contamination. The Council has adopted a Contaminated Land Strategy which describes its approach to all these areas of work, as summarised in the following sections.

10.2 Environmental Protection Act 1990 Part 2A

10.2.1 Part 2A of the Environmental Protection Act 1990 ("Part 2A") establishes a legal framework for dealing with historic contaminated land. It has a high threshold for the definition of "contaminated land" as follows:

"contaminated land" is any land which appears to the local authority in whose area it is situated to be in such a condition, by reason of substances in, on or under the land that –

- (a) significant harm is being caused or there is a significant possibility of such harm being caused; or
- (b) significant pollution of controlled waters is being caused, or there is a significant possibility of such pollution being caused. (Section 78A(2))

"Harm" means harm to the health of living organisms or other interference with the ecological systems of which they form part and, in the case of man, includes harm to his property. (Section 78A(4))

10.2.3 Part 2A is intended to deal only with the most significantly affected sites. Under the Act, Local Authorities have a duty to inspect their area for such "contaminated land". Statutory Guidance describes two broad types of "inspection":

(a) strategic inspection, for example collecting information to make a broad assessment of land within an authority's area and then identifying priority land for more detailed consideration; and

(b) carrying out the detailed inspection of particular land to obtain information on ground conditions and carrying out the risk assessments which support decisions under the Part 2A regime relevant to that land.

10.2.4 If land is determined to be “contaminated land” following inspection, Part 2A provides for the Council to apportion liability and require remediation of the site.

10.2.5 The Contaminated Land Strategy provides further detail on how Part 2A will be implemented and how strategic and detailed inspection will be carried out.

10.3 Town and Country Planning

10.3.1 The National Planning Policy Framework contains the following guidance on delivering sustainable development:

To prevent unacceptable risks from pollution and land instability, planning policies and decisions should ensure that new development is appropriate for its location.... Where a site is affected by contamination or land stability issues, responsibility for securing a safe development rests with the developer and/or landowner.

Planning policies and decisions should also ensure that:

- the site is suitable for its new use taking account of ground conditions and land instability, including from natural hazards or former activities such as mining, pollution arising from previous uses and any proposals for mitigation including land remediation or impacts on the natural environment arising from that remediation;
- after remediation, as a minimum, land should not be capable of being determined as contaminated land under Part IIA of the Environmental Protection Act 1990; and
- adequate site investigation information, prepared by a competent person, is presented.

10.3.2 Environmental Health and Licensing provides specialist advice to both the Local Planning Authority and to Devon County Council as the Waste and Minerals Planning Authority on land contamination in order to ensure that this and other relevant guidance is followed. In practice this involves scrutinising development sites and planning applications for potential contamination impacts, reviewing third party risk assessment reports for their adequacy, agreeing relevant planning conditions and making recommendations on the discharge of these. This is a significant area of work for Environmental Health and Licensing in terms of specialist knowledge and time resources.

10.4 Other Regulatory Regimes

10.4.1 Building Regulations 1991 – these may require measures to be taken to protect the fabric of new buildings, and their future occupants, from the effects of contamination. Approved Document Part C (Site Preparation and Resistance to Moisture) gives guidance on these requirements. Environmental Health and Licensing provides specialist advice to Building Control on contamination, risk assessment and remediation when required.

10.4.2 Environmental Protection Act 1990 Part III – Statutory nuisance provisions now only apply where land gives rise to a nuisance (such as an odour) that is an offence to human senses but which is not covered under the various categories of harm set out in the Contaminated Land Statutory Guidance.

- 10.4.3 Environmental Permitting Regulations 2010. Some sites permitted by either the Local Authority or the Environment Agency are required to submit a Site Condition Report which provides baseline evidence on ground conditions when a permit is first issued. The site must be returned to this state if the permit is surrendered. The regulators also have powers to control contaminative activities at some permitted sites.
- 10.4.4 Water Resources Act (WRA) 1991 – The WRA 1991 gives the Environment Agency powers to take action to prevent or remedy the pollution of controlled waters, which could occur as a result of land contamination.
- 10.4.5 Environmental Damage Regulations 2009 - The EDR implement the European directive on Environmental Liability. They are based on the "polluter pays principle", so those responsible prevent and remedy environmental damage, rather than the taxpayer paying for it. Environmental damage has a specific meaning in the regulations covering only the most serious cases, and including damage to land.

10.5 Voluntary Remediation

- 10.5.1 Site owners and those responsible for potentially contaminated sites can also decide to undertake voluntary investigation and remediation. There is no legal requirement to consult with the Local Authority in this event, but site owners will often do so. The Environment Directorate supports voluntary remediation, and endeavours to ensure that such sites are investigated and remediated to a suitable standard and that evidence to demonstrate this is provided to the Council for future reference.

10.6 Council Owned Land

- 10.6.1 The Council is a significant land owner in the city, with responsibility for both receptor sites (eg housing which could be affected by contamination) and sites which have potentially contaminative former uses. Environmental Health and Licensing provides specialist advice to the Estates Department and to land managers regarding contamination. This involves some routine monitoring and reporting, where sites have previously been investigated by an external consultant. It is important to maintain a separation between regulatory functions and technical support to internal customers.

10.7 Contaminated Land Strategy

- 10.7.1 The Council published its first Contaminated Land Strategy in 2001. It was reviewed and an updated strategy published in 2014 to reflect the recently updated Part 2A Statutory Guidance and the changed circumstances of the last ten years. Following publication, the Strategy will be kept under periodic review to ensure it remains up to date, especially in the event of further changes to the Statutory Guidance. The Council will aim to review the Strategy at least every five years.
- 10.7.2 The updated strategy describes how the Council will implement Part 2A, but also how it will apply alternative regimes when relevant. Decisions about the most appropriate regime in any particular case will be handled through consultation between the Council and the Environment Agency. The Council will take a strategic approach to carrying out its duties. This approach will be rational, ordered and efficient, and it will reflect local circumstances in Exeter. The Council will take a precautionary approach to the risks raised by contamination, whilst avoiding a disproportionate approach given the circumstances of each case or placing unnecessary burdens on businesses or individuals. The aim will be to consider the various benefits and costs of taking action, with a view to ensuring that the intervention produces net benefits, taking account of local circumstances in each case.

10.7.3 As part of the implementation of the Strategy, the Council will maintain databases and GIS files of sites which have been inspected, or require inspection in some form. This work will be undertaken by Environmental Health and Licensing.

10.8 Contaminated Land Performance 2014/15

- The service commented on 283 new planning applications during the course of the year.
- 20 new sites were entered onto the service's contaminated land database.
- The methane, stream water and groundwater monitoring results were reported upon and reviewed.

SECTION 11: Anti Social Behaviour and Nuisance

11.1 Anti Social Behaviour

11.1.1 Anti-social behaviour (ASB) can be a real issue for some neighbourhoods within the city. The Crime and Disorder Act (1998) defines ASB as behaving in a manner that 'caused or is likely to cause harassment, alarm and distress to one or more persons not of the same household.' Recognising the impact of the behaviour on the victims and the community, as well as looking at the risk factors that cause such behaviour, is key to tackling the problems.

ASB can include:

- Harassment/ Intimidation
- Verbal Abuse
- Criminal Damage
- Graffiti and vandalism
- Noise nuisance
- Substance misuse
- Assault
- Vehicle related nuisance

ASB is not:

- Children playing in the street or communal areas
- Young people gathering socially - unless they are being intimidating to individuals.
- Being unable to park outside your own home
- DIY and car repairs- unless these are taking place late at night
- Civil disputes between neighbours e.g. shared driveways.
- One-off complaints of noise nuisance e.g. one-off parties.

11.1.2 The Crime and Disorder act (1998) places a statutory duty to act upon the council. The team works in partnership with a number of other partner organisations, to tackle anti-social behaviour. These include: Devon and Cornwall Police Exeter Neighbourhood Policing Team, Devon and Somerset Fire and Rescue Service, NHS, voluntary sector services and housing associations.

11.1.3 Environmental Health and Licensing seeks to work with Partners to put sustainable solutions in place, to prevent anti-social behaviour from happening in the first place. Following this the council will support individuals and groups to change their behaviour. We only use enforcement as a final measure.

11.2 Nuisance and Health

11.2.1 The protection of our environment is important for human health. The adverse impacts of the environment on health are therefore important to the Council. The main principle laid out under the Environmental Protection Act 1990 is to inspect the city in order to protect those who live, work and visit the city against public health nuisances and to safeguard the against the effects of environmental pollution.

11.2.2 The Environmental Protection Act 1990 provides powers to individuals and Local Authorities to take action where a person is subjected to an unreasonable and

significant nuisance at their property. There is no definition of a statutory nuisance but in general terms it could be described as "what an ordinary reasonable person would consider unacceptable". This definition would exclude any personal circumstances being taken in to account when assessing nuisance. It is assessed from the average person's perspective, so matters such as shift work patterns, medical conditions, sensitivities etc, cannot be taken into account.

11.2.3 To be considered a statutory nuisance something must be, or likely to be a nuisance or prejudicial to health. It must be something which seriously affects and disturbs the comfort and enjoyment of a person's property and can include:

- any premises in such a state as to be prejudicial to health or a nuisance
- smoke and ash emitted from premises, such as from bonfires or chimneys
- fumes or gases emitted from premises
- any dust, steam, smell or other effluvia arising on business premises
- accumulations or deposits of rubbish or offensive materials causing smells, flies etc
- any animals kept in such a place or manner as to be prejudicial to health or a nuisance
- any insects emanating from a business premises
- noise from domestic or commercial premises including licensed premises
- noise emitted from or caused by a vehicle, machinery or equipment in a street
- artificial light emitted from premises

11.2.4 Environmental health has an important contribution to make to improving public health and reducing health inequalities and regularly has to intervene with properties that have become filthy and verminous. These are often quite complex cases that involve dealing with individuals and families who are struggling to cope, with such cases frequently characterised by an accumulation of material that can make access to the premises difficult and that may present a physical or fire risk to the occupants of adjoining premises. Such premises have to be dealt with sensitively and normally in partnership with the Social or Children's' Services and other organisations.

11.3 Objectives

11.3.1 The service provides a proactive and reactive service dealing with routine Environmental Health complaints such as:

- To investigate Public Health Nuisances arising in the city (such as drainage, smoke, noise, illegal dumping, abandoned vehicles)
- To provide a co-ordinated response to anti social behaviour
- To respond to consultations from Planning
- To investigate all complaints from commercial, industrial and domestic premises.
- To provide advice on all environmental protection matters
- To investigate incidences of fly-tipping.

11.4 Methodology

11.4.1 Environmental Health and Licensing has a small team of dedicated staff to tackle anti-social behaviour and nuisance issues. The officers work with a number of services across the council, The main role of the team is to coordinate a response to anti-social behaviour, by using their problem solving skills and their extensive knowledge of services to ensure every organisation that can provide solutions is involved.

11.4.2 The Section undertakes monitoring of noise for the Council. Monitoring may also be undertaken prior to a proposed development, as part of the planning process, post development noise monitoring may also be undertaken to ensure compliance with planning conditions. Noise surveys are also undertaken from time to time

11.4.3 Environmental Health Services address environmental issues and provides a fast-acting complaint response service. It:

- works to reduce noise pollution in the city;
- provides an effective and safe pest control service;
- helps the Council carry out its duties whilst causing the least possible damage to the environment;
- deals promptly, sensitively and effectively with problems relating to all of these issues at the request of the public; and
- enforces the relevant laws and bylaws in a transparent and fair fashion.

11.5 Nuisance and Health Performance 2014/15

- The service received and investigated 789 noise complaints, 8 of which had noise abatement notices served.
- The service received and investigated 558 complaints relating to other public health issues such as rubbish, drainage and bonfires. As a result 16 notices were served under Public Health legislation.
- The service received and investigated 226 nuisance vehicles.
- 874 requests were made to the Pest Control Service.
- Reviewed the way that the multi agency Anti Social Behaviour Action Team (ASBAT) functions. (ASBAT) meetings have been re-invigorated under a shared chair arrangement which has led to a re-engagement of a number of key partners.
- Conducted work across Devon and Cornwall to have a common approach to new tools that were given to Local Authorities and Police under the new legislation.

SECTION 12: PRIMARY / HOME AUTHORITY PARTNERSHIPS

12.1 Scope of the Primary / Home Authority Partnerships

- 12.1.1 The Regulatory Enforcement and Sanctions Act 2008 established a statutory scheme for businesses trading across local authority boundaries. The scheme known as the Primary Authority Scheme enables businesses and local authorities to enter into formal partnerships. The advice provided by the local authority has to be taken into account by other councils before enforcement action can be taken against the business concerned.
- 12.1.2 Businesses that operate from more than one site can be subject to regulation and enforcement action by multiple local authorities. As a result, BRDO has found that on occasions these organisations may find themselves subject to regulatory enforcement using different approaches in different locations
- 12.1.3 Currently, there are voluntary 'Home' and 'Lead' Authority schemes which aim to address this issue. Generally, the Local Authority where the businesses head office is based will become a contact point for other authorities so that regulatory issues that apply across the business can be addressed. For example the company would liaise with the home authority to ensure that their policy for reporting accidents complies with the legislation.
- 12.1.4 Whilst the majority of businesses have been content with the voluntary arrangements, some others, particular national retailers, have not and so pressed for the introduction of a statutory 'Primary Authority' scheme, which is specifically designed to build on the successes of the current arrangements whilst addressing deficiencies. The RES Act provides for the introduction of this statutory scheme.

12.2 Main Provisions of the Regulatory Enforcement and Sanctions Act 2008

- 12.2.1 For the first time companies gain the legal right to form a statutory partnership with a single local authority, which must then provide robust and reliable advice on compliance which other Councils must take into account when carrying out inspections or dealing with non-compliance.
- 12.2.2 The idea of the scheme is that:
- a. Formal partnerships are made between businesses and a local authority for that local authority to act as a Primary Authority and provide advice and guidance on the legislation covered by the partnership.
 - b. Where a local authority other than the relevant Primary Authority (described as an "enforcing authority") proposes to take enforcement action against an organisation with a Primary Authority, the enforcing authority must consult the relevant Primary Authority first.
 - c. The Primary Authority will then have the right to direct the enforcing authority not to take the proposed enforcement action if they believe that it is inconsistent with advice or guidance that they had previously given.
 - d. Partnerships can cover all environmental health legislation, or be more specific, relating to functions such as food safety, health and safety, licensing and environmental permitting.

12.3 Enforcement

- 12.3.1 Where a proposed enforcement action has been referred to a Primary Authority and the parties involved cannot reach an agreement as to the action that should be taken, the enforcing authority, the Primary Authority or the organisation involved can refer the action to BRDO for determination. The purpose of this determination process is to examine whether the Primary Authority's previous advice was correct, and the proposed enforcement action is inconsistent with that advice.
- 12.3.2 While the flexibility to adapt to local circumstances must be retained, eliminating inconsistent interpretation serves to enhance the credibility of all local regulators, as well as preventing unfair variations in the level of protection that the public receives. This will inevitably support the creation of a level commercial playing field, giving businesses more confidence to invest and grow.
- 12.3.3 It is recognised that the co-ordination of advice and enforcement is essential to ensure uniformity of treatment and consistency in dealing with businesses which have more than one branch or unit situated in different food authority areas. The Council will therefore be guided by the LG Regulation Home Authority Principle or where applicable the Primary Authority Principle.
- 12.3.4 A national inspection plan can be produced by the primary authority to improve the effectiveness of inspection, avoid repeated checks, and enable better sharing of information. If a problem arises, the primary authority can coordinate enforcement action to ensure that the business is treated consistently and that responses are proportionate to the issue.
- 12.3.5 Regulatory burdens will be reduced through embracing the Primary Authority Concept. The requirement for other enforcement authorities to consult the Primary Authority prevents unwarranted enforcement actions. Where an inspection plan is in place, unnecessary checks and tests are avoided whilst undertaking intelligence/risk based local inspections.

12.4 Resources

- 12.4.1 The primary authority scheme is overseen by the BRDO who have a statutory responsibility to register the partnerships, issue guidance and resolve any disputes that may arise. Once legally nominated by BRDO, partnerships are automatically recognized by all local regulators and details of the partnership is maintained on a central national register providing an authoritative reference source for businesses and councils.
- 12.4.2 Resourcing the partnership is considered by both the council and businesses concerned and where necessary, a primary authority can recover its costs in relation to the level of service provided. Section 31 of the RES Act states that 'the primary authority may charge the regulated person such fees as it considers to represent the costs reasonably incurred by it in the exercise of its functions under this Part in relation to the regulated person'. The approach that must be taken by local authorities in recovering costs is set out in treasury guidance.
- 12.4.3 Charges levied upon any business that we enter into agreement with will be set based on official guidance and will reflect the extra level of support and assistance given to Primary Authority businesses. Any charge will be based on a cost recovery basis.
- It is the most effective means for councils to deliver support to businesses, through impact partnerships.
 - Better relationships between the regulated and the regulators mean better regulation.
 - It can increase the prosperity of communities.

12.4.4 As partnerships are established, the council will gain access to better intelligence in relation to any business risks. This will assist inspection and regulation, avoiding duplication of effort and the ability to target resources on the areas of highest need.

12.5 Legal Implications

- 12.5.1 There is no statutory obligation on the authority to enter into any partnership agreement. A business can request the level of support it needs from its primary authority and the authority will then determine whether it has the capacity to meet the needs of the business before entering into any partnership agreement.
- 12.5.2 The Council will take responsibility for giving advice to those businesses on matters relating to food safety and hygiene, health safety and welfare, licensing, and environmental protection as required by the business.
- 12.5.3 Where the Council are unable to adhere to this principle the Council will discuss our concerns with the Better Regulation Delivery Office and, should the matter not be resolved, with the relevant agency (Food Standards Agency, Health and Safety Executive, or Environment Agency).
- 12.5.4 On 1 October 2013 the Enterprise and Regulatory Reform Act extended the scope of the Primary Authority scheme. Previously, a business had to be regulated by at least two councils to form a primary authority partnership with a local authority, but the ERR Act now opens participation up to businesses which share an approach to compliance such as trade associations and franchisees

12.6 Current Home Authority Partnerships

- 12.6.1 The Authority already has a number of 'Home' Authority responsibilities for certain businesses within the city and this will present further opportunity to engage with these businesses currently operating under Home or Lead authority arrangements and transferring each to Primary Authority status
- 12.6.2 Home Authority agreements currently exist with:
1. RD+E Foundation Health Services Trust
 2. Shaul Bakery Ltd
 3. University of Exeter

12.7 Current Primary Authority Partnerships

- 12.7.1 Primary Authority partnership agreements have been established with:
1. Lloyd Maunder (Food Safety)
 2. Devon Norse (Food Safety, Health and Safety and Licensing)
 3. Brownsword Hotels (Food Safety, Health and Safety and Licensing)

SECTION 13: SAMPLING PROGRAMME

13.1 Purpose of Sampling

13.1.1 The food and water quality sampling programme is devised to ensure effective use of resources and fulfil the requirements of the Food Sampling Policy, Private Water Supply Regulations and water quality standards in respect to swimming pools.

13.2 Requirement to Sample

13.2.1 The sampling programme operates on a total sampling allocation of 12 samples per 10,000 population. This will require approximately 144 samples per year to be taken. The authority is required to provide a statistical return to the Food Standards Agency (FSA) and Drinking Water Inspectorate on its annual sampling activity. All local authorities have an arrangement with the Public Health England Laboratory, which provides a credit allocation to facilitate this work.

13.2.2 The authority has a duty under the Private Water Supply Regulations to conduct periodic sampling of Private Water supplies within the City. All local authorities within Devon have an arrangement with South West Water, which provides a pay as you sample contract to facilitate this work.

13.2.3 The authority also conducts routine swimming pool sampling of all public and private swimming baths within the city. All local authorities have an arrangement with the Public Health England Laboratory, which provides a credit allocation to facilitate this work.

13.3 Sampling Methodology

13.3.1 Primary / Home Authority Partnership role: There is only a very limited role for the Council to play in this respect as we are without any large national companies producing high-risk products. There are however a few small producers whose products are distributed locally and sampling will provide a means of surveillance of their goods and services.

13.3.2 Devon & Cornwall Chief Officers Food Sub Group: The food sub group have produced an agreed sampling plan that is applicable to both Unitary and district council members. This sampling plan will act as a 'pick list' and along with nationally agreed surveys will inform the majority of the food sampling methodology. In addition to the national surveys the food sub group have also agreed several local surveys.

13.3.3 Vulnerable Foodstuffs: High-risk foodstuffs, which give cause for concern or suspicion, may need to be sampled on an ad hoc basis. This will include sampling verification of controls at a critical step in a food operation and monitoring of imported food from third world countries, for example.

13.3.4 Complaints: Food samples may be taken when investigating consumer complaints, either to confirm suspected contamination or in undertaking enquiries resulting from complaints.

13.3.5 Statutory Samples: We have a statutory obligation to monitor water distributed by SWWS Ltd and to a limited extent premises with private water supplies.

13.3.6 Survey Work: The number of samples taken as a result of Food Alerts, locally/nationally agreed surveys and food poisoning investigations is subject to annual variation, but provision will be made for these items.

13.3.7 Environmental Swabs: The swabbing of key food contact and hand contact surfaces is seen as an effective means of contributing to the assessment of hygiene standards during routine

food hygiene inspections. Officers will use a combination of swabs sent to the Public Health England laboratory and ones analysed at the time of visit using an ATP meter.

13.4 Budget Provision

13.4.1 In addition to the credit allocation provided by the Public Health England laboratory, sums of £260 (analyst's fees) and £300 (samples) are included within the budget. These sums are intended to cover all sampling and a proportion of this will be reserved for Health and Safety sampling (e.g. asbestos, COSHH etc.).

13.5 Resources

13.5.1 There is adequate provision within the present budget to undertake the proposed sampling programme. Allowing for some flexibility between the two budget entries ensures that problems in financing the purchase and analysis of samples for the Food and Health and Safety enforcement functions of the section will be minimised. The programme assumes the current staffing level as outlined in section 3 of this report will be maintained throughout the year.

Year	2015												2016			
Months of sampling	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A
New National LGR / Public Health England Studies																
Study 56: Salads from takeaways and self-serve counters																
Study 57: TBC																
Study 58: TBC																
Exeter Specific Sampling																
Takeaway / Restaurant Evening Sampling																
Non Compliant Premise Sampling / ATP Swabs																
Swimming Pool Sampling																
Private Water Supply Sampling																

13.6 Sampling Performance 2014/15

- 129 samples were taken during the year
- 65 samples were taken of food products, with samples taken across all classifications. Of these samples 54% were found to be satisfactory with 46% shown to be unsatisfactory or borderline. All unsatisfactory / borderline results were investigated further by officers.
- 64 samples were taken of swimming / spa and paddling pools. Of these, 95.4% were found to be satisfactory with 4.6% having an unsatisfactory / borderline sampling result. Where an unsatisfactory / borderline result was returned by the laboratory, officers worked with pool operators to ensure immediate remedial action was taken.

SECTION 14: ENVIRONMENTAL HEALTH TRAINING SERVICE

14.1 Scope of the Training Service

14.1.1 The service has established a robust cost effective training service for Exeter and the surrounding area. The service in the past has been successful in receiving external funding initiatives and will apply for funding schemes as and when they become available.

14.2 Main provisions of the Training Service

14.2.1 Food handlers must receive adequate supervision, instruction and /or training in food hygiene for the work they do. The owner of the food business is responsible for ensuring that this happens. There is an equivalent legal position under Health and Safety legislation and businesses have a legal duty to assess the risks within their operation and the take precautions to minimise that risk.

14.2.2 The Environmental Health training services provision has been at the forefront of training since the establishment of the first formal courses. Over the last 5 years, the Environmental Health Training Portfolio has established itself as a primary provider of Environmental Health training courses in Exeter and the surrounding area. The authority aims to provide this service on a cost neutral or profit making basis.

14.2.3 The training and education activities are principally directed to workplace and consumer health protection, although increasingly educational establishments and the voluntary sector are using the service. The service embraces the principles of excellence in public services and Better Regulation and looks to make the most effective use of available resources to achieve maximum gain.

14.2.4 The service is currently achieving a 95% pass rate for its training courses.

14.3 Access to training

9.3.1 The service looks to actively encourage delegates who require additional support in terms of, language difficulties, poor literacy or numeracy skills, physical or mental challenges, dyslexia or other literacy problems.

14.3.2 Where additional support is required, this can be provided through the provision of language specific course materials, extension of guided learning hours, oral examinations, extended examination period, alterations to the method of instruction or provision of specific courses. The service also provides training in other languages to meet the diverse needs of the business community.

14.4 Financial Implications

14.4.1 A robust cost effective training service for Exeter has been established and to the same degree this also serves the surrounding area. The service has been innovative and successful in receiving external funding and will apply for funding schemes as and when they become available.

14.4.2 The costs of providing training in other languages significantly increases the costs as the service needs to employ the services of a translator or course tutor who can deliver the course in the desired language to ensure that the courses are equally successful.

14.5 **Education and Awareness Performance 2014/15**

- During 2014/15, 494 delegates have attended education and awareness sessions.
- The annual curry chef competition was held at Exeter College during February 2015, with the final being held at the Exeter Food Festival.

SECTION 15: RESOURCES

15.1 Financial Matters

15.1.1 Detailed figures to determine the overall specific level of expenditure involved in providing individual elements of the service are not available as there are fluctuations in priority and need across the wide range of legislative areas. Likewise with changes in the intervention pattern it is difficult to accurately determine the trend of growth, of the various functions of the service. The food safety function can occupy the significant portion of time of the Section, at the expense of the other services.

15.1.2 The training element is also covers subjects across the enforcement disciplines, although it has its own budget and cost centre and aims to be cost neutral. External tutors are used to increase efficiency in delivering this service.

15.1.3 The budgets for sampling and analysis of samples are currently £560 for the year.

15.1.4 **Budget Allocation Figures for 2015/16 – Food Safety Function**

ENFORCEMENT				
	Salary (+)	Equipment	Travel	Support costs and other overheads
<u>Commercial F020</u>	206,900	15,400	440	57,660
Proportion allocated to Food Safety Function (40%)	82,760	6,160	176	23,064
Analysis (max)		260		
Purchase of Samples		300		
Environmental Protection Sampling Technician	2,000			

NB:

- Based on 40% allocation to Food Safety. Analyst fees up to a maximum £260 (may also be used for water/health and safety samples) if required.

15.1.5 **Budget Allocation Figures for 2015/16 – Health and Safety Function**

ENFORCEMENT				
	Salary (+)	Equipment	Travel	Support costs and other overheads
<u>Commercial F020</u>	206,900	15,400	440	57,660
Proportion allocated to Health & Safety Function (40%)	82,760	6,160	428	23,064

NB:

- Based on 40% allocation to Health and Safety. Analyst fees up to a maximum £260 (may also be used for water/health and safety samples) if required.

15.1.6 Budget Allocation Figures for 2015/16 – Training Provision

FUNCTION				
	Salary (+)	Equipment	Travel	Support costs and other overheads
<u>Health Education F018</u>	3,920	8,000	-	3480
Proportion allocated to Health & Safety function (20%)	784	1,600	-	696
Proportion allocated to Food Safety function (80%)	3,136	6,400	-	2,784

15.1.7 Budget Allocation Figures for 2015/16 – Licensing

FUNCTION				
	Salary (+)	Equipment	Travel	Support costs and other overheads
<u>Licensing F021 / F022</u>				
Proportion allocated to Taxi Licensing function (F021)	64,600	20,730	100	41,830
Proportion allocated to Premise Licensing function (F022)	98,070	9,250	150	46,180

NB:

- Costs do not include those associated with the licensing committee and associated support given to the committee.

15.1.8 Budget Allocation Figures for 2015/16 – Environment Permitting and Strategy, Contaminated Land, Air Quality and Business Nuisance Investigations

FUNCTION				
	Salary (+)	Equipment	Travel	Support costs and other overheads
<u>Environmental Strategy F025</u>	107,480	21,490	3,200	50,200

15.1.9 Budget Allocation Figures for 2015/16 – Anti Social Behaviour, Nuisance Investigations and Pest Control

FUNCTION				
	Salary (+)	Equipment	Travel	Support costs and other overheads
<u>Environmental Protection F001</u>	146,920	13,940	10,480	79,340

15.2 **Staffing Allocation**

15.2.1 Environmental Health and Licensing is managed by the Environmental Health and Licensing Manager.

Title	Qualification	Role
Environmental Health and Licensing Manager	BSc / Msc Environmental Health	Management

15.2.2 There are currently 3 FTE staff directly working on food, enforcement and related matters and 2 FTE staff directly working on health and safety related matters with a significant and increasing support role by Environment Support staff.

Title	Qualification	Role
PEHO	BSc Environmental Health	Lead Professional Officer
EHO	BSc Environmental Health	Food Safety / Health and Safety and Nuisance District Officer
EHO	BSc Environmental Health	Food Safety / Health and Safety and Nuisance District Officer
EHO	BSc Environmental Health	Food Safety / Health and Safety and Nuisance District Officer
EHO (part time)	BSc Environmental Health	Food Safety / Health and Safety Inspector
EHO - Agency	BSc Environmental Health	Food Safety, Health and Safety and Private Water Supplies Contract Inspector

15.2.3 There are currently 3 FTE staff that are directly working on Environment Permitting and Strategy, Contaminated Land, Air Quality and Business Nuisance Investigations

Title	Qualification	Role
Senior Technical Officer	BSc/Diploma in Environmental Health and EHORB Certificate of Registration OR University Science/maths degree or equivalent professional qualification in the field of noise/air quality monitoring or contaminated land	Environmental Permitting, Nuisance Investigations, Contaminated Land, Air Quality, Sampling and Monitoring
Technical Officer	Educated to 'A' level or equivalent	Environmental Permitting, Nuisance Investigations, Contaminated Land, Air Quality, Sampling and Monitoring
Environmental Protection Officer	Good general standard of education and to "O" level	Contract Pest Control, Nuisance Investigations,

	standard in two suitable subjects (Maths and English preferred)	Sampling and Monitoring
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15.2.4 There are currently 3.75 FTE staff that are directly working on Licensing related matters with a significant and increasing support role by other staff within the service.

Title	Qualification	Role
Principal Licensing Officer	Recognised licensing qualification plus 2 years enforcement experience	Licensing process and enforcement
Senior Licensing Officer	Recognised licensing qualification	Licensing process and enforcement
Licensing Officers	Recognised licensing qualification	Licensing process and enforcement
Senior ESO	Educated to 'A' level or equivalent	Assisting with Monitoring and various projects

15.2.5 There are currently 9 FTE staff providing a customer and support service across the whole of the Office of the Assistant Directorate Environment.

Title	Qualification	Role
Principal Environmental Support Officer	Educated to A level standard	Service Support
Senior ESO	Support	Service Support
ESO (x 8.5FTE)	Support	Service Support
Contract Tutors	CIEH/RIPH and/or Highfield Registration	Deliver training courses run by the service

15.2.8 There are currently 4.55 FTE staff that are directly working on Nuisance and Anti Social Behaviour matters such as Noise, Odours, bonfires, defective drains, light, refuse, accumulations and Domestic Pest Control.

Title	Qualification	Role
PEHO	BSc Environmental Health	Lead Professional Officer
Environmental Health Technician	Educated to 'A' level or equivalent	Nuisance Investigations, Sampling and Monitoring
Senior ESO	Educated to 'A' level or equivalent	Assisting with Nuisance and Anti Social Behaviour Investigations, Monitoring and various projects
Environmental Protection Officer	Good general standard of education and to "O" level standard in two suitable subjects (Maths and English preferred)	Domestic Pest Control, Nuisance Investigations, Sampling and Monitoring

15.2.7 It is currently the policy of the Council to engage the services of outside contractors to assist in programmed food hygiene interventions. This will be subject to any agency

contractors meeting the requirements specified in the Code of Practice (England) and the relevant Councils procedure; and the cost of the work being met within existing budgets.

15.3 **Staff Learning and Development Plan**

15.3.1 The service will ensure that staff are appropriately qualified and receive regular training to maintain and improve their level of competency. All officers will have access to at least 20 hours training which will normally be identified at performance appraisal and target setting. For those officers conducting food safety and health and safety enforcement work, a minimum 10 hours food safety and 10 hours of health and safety update training will take place on an annual basis. All Environmental Health staff within the section will be afforded the facility of continuing professional development.

15.3.2 The training structure comprises:-

- the employment of enforcement officers capable of food law, health and safety, licensing, environmental permitting and other enforcement that they are required to undertake;
- evidence of formal qualification (sight of original qualification certificates prior to commencement of employment);
- in-house competency-based training;
- successful completion of Regulators Development Needs Assessments (RDNA) to assure competence;
- identification of training needs during annual performance appraisal to meet current targets to assist and improve upon performance against current job requirements.

15.3.3 The following additional steps are taken to ensure staff development:-

- internal training sessions will be held (anticipated 4 hours CPD in food related topics and 4 hours CPD in health and safety related topics per year);
- briefing notes on topics of current interest will continue to be regularly circulated to bring details of new legislation and technological change in the field of all enforcement areas to the attention of officers;
- those staff who have not attained Chartered Status with the Chartered Institute of Environmental Health will be encouraged to achieve this by successfully completing their Assessment of Professional Development;
- programmes of instruction will be devised to accommodate the needs of new and existing staff and ensure the required level of competency.

SECTION 16: QUALITY ASSESSMENT

- 16.1.1 The Environmental Health and Licensing Manager and Principal Officers monitor the quality and consistency of work through the checking of inspection correspondence, statutory notices and audits of various aspects of work conducted on a periodic basis.
- 16.1.2 Customer perceptions of quality are monitored by a post inspection and service request questionnaires, which are sent to a representative proportion of businesses and service users. The questionnaire requests comments on the inspection process or dealing with a service request and any dissatisfied business proprietors or service users who identify themselves receive a follow-up telephone discussion and, where necessary, a visit from the Environmental Health and Licensing Manager or Principal Officer.
- 16.1.3 Any formal complaints made against the service are investigated and monitored in accordance with Council's Complaint Policy.
- 16.1.4 External verification of quality is actively pursued with a commitment to promote consistency of enforcement through auditing and benchmarking with the Devon CEHO's Health and Safety, Food Safety, Licensing, Environmental Protection and Public Health groups as well the Infection Control group organised by Public Health England
- 16.1.5 Internal monitoring procedures have been set up to verify the service operates in conformance with relevant legislation, the Food Law Codes of Practice (England), Section 18 of the Health and Safety at Work etc Act 1974 and our procedures.
- 16.1.6 The Council will continue to monitor and report on Customer Satisfaction with interventions and enforcement conducted by the service.
- 16.1.7 The Principal Environmental Health Officer and Principal Licensing Officer undertake annual quality monitoring audit with each inspecting officer to ensure consistency of enforcement. These audits are recorded and any outcomes agreed between the Principal Environmental Health Officer or Principal Licensing Officer and inspecting officer.

SECTION 17: REVIEW AND PERFORMANCE

- 17.1.1 Quarterly Performance Indicators on progress in implementing this Service Plan will be made by the Environmental Health and Licensing Manager to the Assistant Director Environment.
- 17.1.2 An annual review against the Service Plan will be made by the Scrutiny Committee (Community).
- 17.1.3 The annual review report will contain information on performance against the Service Plan and Performance Indicators. It will highlight any variances from the plan, reasons for these, and the likely impact that these may have.
- 17.1.4 The Scrutiny Committee (Community) will support and Executive will approve the Service Action Plan for the year. Improvements to the service identified as a result of the review, quality assessment, or benchmarking work will be incorporated in the Plan.
- 17.1.5 Information on our targets and progress towards meeting these will be published and publicised as part of the Council's Performance Plan.

17.2 Targets

17.2.1 Local Performance Indicators for 2015/2016:

- Percentage of food premises broadly compliant with food hygiene law (annual figure provided to FSA as part of annual return – lots of variance if provided on a quarterly basis)
- Percentage of health and safety Interventions compliant with health and safety legislation (this can be provided quarterly – focus of interventions and intervention projects will change based upon nation HSE direction and local intelligence)
- Percentage of samples taken found to be satisfactory (can be provided quarterly or on an annual basis)
- Number of delegates engaging with health education initiatives (can be provided quarterly or on an annual basis)
- Percentage of premises requiring additional interventions above the programmed statutory Environmental Permitting inspection frequency (can be provided quarterly or on an annual basis)
- The percentage of the population complaining about being affected by business related noise (this is based upon the Department of Health public health indicators – would be better reported on an annual basis)
- Percentage of roadside locations that do not exceed NO₂ air quality objectives (this can only be produced on an annual basis)
- Where exceedance occurs, the average level of NO₂ at sites where exceedances of the objectives are occurring (this can only be produced on an annual basis)

- Where exceedance occurs, the maximum level of NO₂ at sites where exceedances of the objectives are occurring (this can only be produced on an annual basis)

17.2.2 There are many performance targets for the service to meet in addition to the requirement to comply with standards issued by the Health and Safety Executive.

17.3 Review of performance 2014/15

Achievement of these improvements will be monitored by the Assistant Director Environment and Environmental Health and Licensing Manager and where there are significant performance issues, reports will be made to the appropriate Committee.

SECTION 18: CONCLUSION

- 18.1 The Service Plan for 2015/2016 demonstrates that the Council has organised its food safety, health and safety, licensing, environmental permitting and monitoring and other associated functions in such a manner that it is capable of achieving a comprehensive service capable of meeting the corporate aims of the authority, and the expectations of the FSA, Health and Safety Executive, DEFRA, Home Office, Drinking Water Inspectorate and other related legislation that the section has responsibility for enforcing.

SECTION 19: GLOSSARY OF TERMS

GLOSSARY	
CCG	Clinical Commissioning Group
CIEH	Chartered Institute of Environmental Health
EHO	Environmental Health Officer
EHORB	Environmental Health Officers Registration Board
EHT	Environmental Health Technician
FSA	Food Standards Agency
FW&E	Food, Water and Environment Laboratory
HACCP	Hazard Analysis and Critical Control Points
HoS	Head of Services
HPA	Health Protection Agency
LGR	Local Government Regulation
PEHO	Principal Environmental Health Officer
PHE	Public Health England
PCT	Primary Care Trust
RSPH	Royal Society of Public Health
SWWS	South West Water Services plc

SECTION 20: RECOMMENDATIONS FOR THE SERVICE DELIVERY PLAN 2015/16

Environmental Health and Licensing provided by the City Council is a statutory service subject to annual review and periodic audit by the Food Standards Agency, Health and Safety Executive and Drink Water Inspectorate. The core elements of the service and their respective link documents detailing the expectation on the authority can be identified as follows:

- **Organisation / Officer Competency / Authorisations** – refer to officer appraisals and internal procedural guidance.
- **Food hygiene inspections** – refer to section 20 – Intervention / Work Programme for 2015/16.
- **Complaints / Service Requests** – referral to internal procedural guidance.
- **Home Authority** – refer to internal procedural guidance
- **Advice to Businesses** – refer to section 20 – Intervention / Work Programme for 2015/16.
- **Food Premises Database** – refer to internal procedural guidance.
- **Food Sampling** – Refer to Sampling Plan for 2015/16 contained within Section 12 of this service plan.
- **Control and investigation of Outbreaks of Food Related Infections/ Diseases** – refer to internal procedural guidance.
- **Food Safety Incidents** – refer to internal procedural guidance.
- **Enforcement** - refer to development of Intervention / Work Plan
- **Internal Monitoring and Peer Review** – refer to Work Plans for Devon CEHO's sub groups 2015/16.
- **Food Safety Promotion/Initiatives** - refer to section 20 – Intervention / Work Programme for 2015/16.
- **Facilities and Equipment** – refer to internal procedural guidance.
- **National Food Hygiene Rating Scheme** – to continue to maintain and enhance the scheme within the city.

The following recommendations are key activities to shape the service over the forthcoming year and bring about the necessary improvements to ensure it meets the requirements of regulatory reform / Better Regulation and contributes to the strategic objectives of the Council.

SECTION 20: INTERVENTION / WORK PROGRAMME 2015/16

Topic	Reason for focus	Areas covered	Outcome Measures
<p>Gambling Act 2005 Policy Review</p>	<p>Exeter City Council's current Statement of Gambling Policy was written in 2012 and came into effect in January 2013.</p> <p>There is a legal requirement to review such policy statements every 3 years.</p> <p>The current policy must be reviewed by 2016.</p>	<ul style="list-style-type: none"> Review the Gambling Act 2005 policy 	<ul style="list-style-type: none"> July 2015 - Proposed revision of Gambling Act Policy to be circulated for consultation. End October 2015 - Consultation period ends 3 November 2015 - Gambling Act Policy (amended as necessary) to Licensing Committee with recommendation for approval to Full Council. 1 December 2015 - Gambling Act Policy to Executive Committee 15 December 2015 - Gambling Act Policy to Full Council for approval
<p>Review of Taxi Marshal Scheme</p>	<p>Current contract is expiring. A review and re-tendering process will need to be conducted.</p>	<ul style="list-style-type: none"> Review the current Service Level Agreement to ensure that arrangements are benefiting the night time economy. Conduct a re-tendering process 	<ul style="list-style-type: none"> Successful re-tendering of the scheme

**SECTION 21: ENVIRONMENTAL HEALTH AND LICENSING
INTERVENTION / WORK PLAN 2015 / 2016**

Topic	Reason for focus	Areas covered	Outcome Measures
<p>Anti Social Behaviour and Community Safety Partnership Review</p>	<p>The review will continue to focus upon understanding the underlying causes of disharmony between neighbours, properly recognising the significance of disharmony and attributing effective and timely interventions/solutions which align with the relative priority and impact on health and wellbeing.</p>	<p>to ensure value for money and quality is achieved</p> <ul style="list-style-type: none"> • to review the system involved in the Council's dealings with nuisance and anti-social behaviour; • Continue to instil the systems thinking approach to as wide a range of staff as practicable, so that they learn and willingly apply that approach in all work that they do. • Establish a Public Spaces Protection Order (PSPO) for the city centre. This will replace existing DPPO and have prohibitions around groups, alcohol, drugs, New Psychoactive Substances (also known as Legal Highs) and encampments • Revise the Community Safety Partnership Strategy and Action Plan 	<ul style="list-style-type: none"> • Re-check of the ASB and nuisance review– ongoing from October, but with a review in January 2016. • PSPO to be presented to committee before September 2015 • Community Safety Partnership Strategy and Action Plan to be drafted by July 2015
<p>Rugby World Cup 2015 Consumer Rights Protection</p>	<p>Under the agreement for being a host city, A Plan to identify all potential threats to the tournament which includes the Precinct Area around the venue and within the Fanzone will have</p>	<ul style="list-style-type: none"> • Ambush Marketing • Ticket Touting • Sale of counterfeit goods • Illegal Street Trading 	<ul style="list-style-type: none"> • Draft plan to be submitted by 1 May 2015 • Monthly Meetings with partners in 3 months prior

SECTION 20: INTERVENTION / WORK PROGRAMME 2015/16

Topic	Reason for focus	Areas covered	Outcome Measures
	<p>to be produced.</p> <p>Partner Agencies include the Police, Highways, Trading Standards, Planning, Environmental Health and Licensing and neighbouring authorities.</p>	<ul style="list-style-type: none"> • Unauthorised Charity Collections (particularly around the fan zone and stadium) • Unofficial Supporter Events • Illegal advertising on or off vehicles • Temporary advertising on private property • Airborne Displays • Use of PA Systems and Protests • Unofficial corporate hospitality 	<p>to the start of tournament</p> <ul style="list-style-type: none"> • Implementation of plan from 18 September 2015
Inspection programme	<p>Using the full range of intervention tools such as inspection, audit, sampling and education to maintain the high level of compliance within the city.</p> <ul style="list-style-type: none"> • 54% of samples conducted were satisfactory • Currently 97% of Food Premises are broadly compliant with food hygiene law. • 495 delegates have attended education and awareness sessions held by the service 	<ul style="list-style-type: none"> • Continue the targeted sampling programme based upon intelligence led food products identified at inspection or through the national sampling programme. • Continued use of the ATP meter to identify cleaning deficiencies within premises and to demonstrate effective cleaning methods. • Continue to ensure a high broadly compliant rate with food hygiene law, encouraging continued improvement in hygiene standards through promotion of the Food Hygiene Rating Scheme. 	<ul style="list-style-type: none"> • Percentage of premises broadly compliant. • Percentage of samples found to be satisfactory. • Hold 6 Food Safety Awareness Session per year for new and non compliant premises

**SECTION 21: ENVIRONMENTAL HEALTH AND LICENSING
INTERVENTION / WORK PLAN 2015 / 2016**

Topic	Reason for focus	Areas covered	Outcome Measures
		<ul style="list-style-type: none"> • Continue to provide affordable and high quality accredited food safety training for SMEs. • Look to use Food Safety Week 2015 to raise consumer awareness of the food hygiene rating scheme • Work in partnership with the Michael Caines Academy at Exeter College to promote the importance of food hygiene management systems within food business. 	
Beauty Industry	<ul style="list-style-type: none"> • Exeter has 14 registered tattoo studios & 49 registered tattooists; 41 registered cosmetic piercing studios, 95 registered piercers. • Complaints tend to focus on unregistered tattooists ('scratchers') and tattooing of minors • Sunbeds test purchasing project (March 2016) – all premises 	<ul style="list-style-type: none"> • Audit of all registered tattooists against CIEH Tattooing & Body Piercing Toolkit • Interventions focussed on beauty salons, spas etc. to ensure that legislation is understood and that persons under 18 are not able to use sunbeds. • Work with Exeter College's Hair & Beauty facility to educate those entering the industry on matters of 	<ul style="list-style-type: none"> • All tattooists in the City to score at least 75% when audited against the CIEH tattooing standards.

SECTION 20: INTERVENTION / WORK PROGRAMME 2015/16

Topic	Reason for focus	Areas covered	Outcome Measures
	<p>visited allowed a person under 18 access to sunbeds.</p>	<p>occupational health & safety.</p>	
<p>Norovirus Awareness Project</p>	<ul style="list-style-type: none"> • Raise awareness of norovirus within the catering and hotelier sectors 	<ul style="list-style-type: none"> • Work with other Devon authorities and Public Health England to develop a guide that can be used by the industry. • Develop and deliver an awareness seminar to be delivered in June / July 2015 	<ul style="list-style-type: none"> • Raised awareness of norovirus within the catering and hotelier sectors
<p>Asbestos</p>	<ul style="list-style-type: none"> • Nationally, exposure to asbestos causes 5000 deaths each year. • An earlier survey of premises on Marsh Barton suggested that 50% of businesses were not complying with their duty to manage asbestos containing materials in their buildings. 	<ul style="list-style-type: none"> • Duty to manage asbestos to be assessed during routine food hygiene interventions • Explore the possibility of targeting specific areas of the city where intelligence suggests that the age of building is more likely to contain asbestos containing materials. • Asbestos awareness training for inspecting officers and businesses. 	<ul style="list-style-type: none"> • Percentage of businesses complying with their duty to manage asbestos containing materials.
<p>Water Quality and Safety</p>	<ul style="list-style-type: none"> • 17 premises in Exeter have, between them, 29 swimming/hydro/paddling/spa pools. 	<ul style="list-style-type: none"> • Continuation of the pool management project to raise awareness of the importance of effective pool hygiene. 	<ul style="list-style-type: none"> • Percentage of pool and Spa samples found to be satisfactory. • Ensure that regulated

**SECTION 21: ENVIRONMENTAL HEALTH AND LICENSING
INTERVENTION / WORK PLAN 2015 / 2016**

Topic	Reason for focus	Areas covered	Outcome Measures
	<ul style="list-style-type: none"> • 4.6% of samples taken in 2014/15 unsatisfactory levels of bacterial contamination. • Spa pools are a potential cause of Legionnaires' disease (Stoke on Trent – 18 cases and 1 death were linked to such a case). 	<ul style="list-style-type: none"> • Continuation of the pool sampling project to ensure that every pool is sampled on a six monthly basis. • Organisation of the pool operators awareness training, in conjunction with other Devon Local Authorities if a recurring problem is identified. • Sampling of the identified Private Water Supply to ensure compliance with drinking water quality. 	<p>sampling continues for Private Water Supplies.</p>
<p>Primary Authority Partnerships</p>	<p>The Primary Authority scheme is the key to achieving better regulation at local level, promoting consistency across council boundaries, encouraging a new relationship between local authority regulators and giving businesses the confidence to invest and grow. It will drive efficient, effective and consistent regulation across the system for the benefit of all.</p> <p>By liaising closely with businesses to gain a detailed understanding of their operations, primary authorities will be ideally placed to support compliance by providing specific advice on which</p>	<ul style="list-style-type: none"> • We will use Exeter City Council's expertise to support business in complying with relevant legislative requirements. This will involve operating nationally, on behalf of signed up businesses, as their Primary Authority. • We will proactively work with businesses to increase the number engaging with ECC as their Primary Authority. In addition, we will continue to work with Trading Standards to enhance the Primary 	<ul style="list-style-type: none"> • Number of businesses signed up to a Primary Authority Partnership

SECTION 20: INTERVENTION / WORK PROGRAMME 2015/16

Topic	Reason for focus	Areas covered	Outcome Measures
	<p>businesses will be able to rely.</p> <p>Primary authorities will also act as a resource for other local authorities as they work to deliver consistent, targeted and proportionate enforcement by providing valuable intelligence on businesses' operations through advice and the development of inspection plans.</p>	<p>Authority offering.</p>	
<p>Review of Environmental Health and Licensing</p>	<p>It is essential that our service is continually reviewed in order to: -</p> <ul style="list-style-type: none"> • Meet customer needs by providing a high quality service • Have a flexible service that shows respect and is willing to promote and enhance good business standards • Meet regulatory and statutory requirements • Have a service that tells people what is going on and that listens and responds to their views. • Maintain a service whose staff are proud to work for the city and the 	<ul style="list-style-type: none"> • All staff to complete an individual RDNA to identify development areas. • All enforcement staff to be audited twice a year to ensure competency and customer service levels. • All procedures to be reviewed in line with their review date or sooner if a change in guidance or legislation takes place. • RIAMS online document management system to replace policies & procedures currently stored on S-drive. • To arrange and conduct an inter-authority audit with a neighbouring 	<ul style="list-style-type: none"> • All staff completes RDNA. • All staff audited twice a year. • All procedures renewed in line with renew dates. • Staff training identified as part of Growth and Development Review process • Improving telephone call management using better technology and marshalling of staff resources.

**SECTION 21: ENVIRONMENTAL HEALTH AND LICENSING
INTERVENTION / WORK PLAN 2015 / 2016**

Topic	Reason for focus	Areas covered	Outcome Measures
	council.	<p>authority to ensure compliance with the Food Law Code of Practice.</p> <ul style="list-style-type: none"> • Ensure that training is provided for staff where identified. • To review the provision of the Environment Support Team to ensure that the team is responsive to the needs of the customer and the service • To look at cross authority auditing 	
DEFRA Low Emissions Strategy Project	<p>Exeter City Council (ECC) has declared an Air Quality Management Area because of exceedences of both the long-term and short-term EU limit values for nitrogen dioxide (NO₂).</p> <p>Studies have identified that the main sources of the high NO₂ concentrations are transport emissions, and this is reflected in the AQMA boundary, which includes all of the main routes into and around the city. Additional stress will be placed on emissions by significant planned growth both in Exeter and its surrounding area. This is estimated to</p>	<ul style="list-style-type: none"> • Implement the agreed action plans to reduce emissions from Council activities, business, commuting and personal travel, and to reduce congestion, increase the uptake of low emission vehicles and raise awareness of the health impacts of local air pollution. 	<ul style="list-style-type: none"> • To integrate the low emissions strategy into mainstream policy development for transport and planning. • To reduce emissions for the council owned fleet and grey fleet. • To get greater uptake from partners in the private and public sector with respect to sustainable transport

SECTION 20: INTERVENTION / WORK PROGRAMME 2015/16

Topic	Reason for focus	Areas covered	Outcome Measures
	increase the population of greater Exeter by some 50% by 2026, and increase the potential for travel into the city.		choices.
Local Air Quality Management	<p>The Environment Act 1995 requires local authorities to review air quality, and to assess this against national objectives.</p> <p>Exeter City Council declared an AQMA in 2007 because levels of nitrogen dioxide (NO₂) exceeded the annual average objective level at various locations. The area covers all of the main traffic routes in the city.</p>	<ul style="list-style-type: none"> • Implement those actions within the AQAP2 and AQAP PR which are the responsibility of the Environment Directorate. • Monitor progress with implementation of all actions within the AQAP2 and AQAP progress report. • Publish annual AQAP progress report and Monitoring Progress Reports in March 2016. • Implement a study into personal exposure to local air pollution in Exeter. 	<ul style="list-style-type: none"> • Percentage of roadside locations that do not exceed NO₂ or PM₁₀ air quality objectives • Where exceedance occurs, the average level of NO₂ at sites where exceedances of the objectives are occurring • Where exceedance occurs, the maximum level of NO₂ at sites where exceedances of the objectives are occurring
Contaminated Land Management	<p>Local Authorities are the primary regulators for the majority of the legislation which relates to contaminated land.</p> <p>The Environment Directorate provides specialist support and technical advice</p>	<ul style="list-style-type: none"> • Continue to implement routine monitoring programs on Council owned land. • Progress actions relating to findings of monitoring at specific monitoring 	<ul style="list-style-type: none"> • Comment on all planning applications where there is a potential issue regarding land contamination. • Implement new

**SECTION 21: ENVIRONMENTAL HEALTH AND LICENSING
INTERVENTION / WORK PLAN 2015 / 2016**

Topic	Reason for focus	Areas covered	Outcome Measures
	<p>to other parts of the Council in the discharge of their relevant duties, including the management of Council owned sites which are affected by contamination.</p> <p>The Council has adopted a Contaminated Land Strategy which describes its approach to all these areas of work, as summarised in the following sections</p>	<p>sites</p> <ul style="list-style-type: none"> • Publish revised Contaminated Land Strategy. • Implement new contaminated land database system (to integrate with the Environmental Health computer system). • Continue to provide support and advice to internal customers, especially City Development. 	<p>contaminated land database system (to integrate with the Environmental Health computer system).</p>
Environmental Permitting	<p>Local authorities are regulators for certain industries under the Environmental Permitting Regulations 2010</p>	<ul style="list-style-type: none"> • Alter inspection programme for 2015/16 to reflect latest DEFRA guidance on inspection frequency. • Issue permit for new A(2) process at Jewsons once duly made application is received. 	<ul style="list-style-type: none"> • Complete programmed inspection plan • Percentage of premises requiring additional interventions above the programmed inspection frequency.

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REPORT TO SCRUTINY- COMMUNITY AND EXECUTIVE

Date of Meeting: 16 and 23 June 2015

Report of: ASSISTANT DIRECTOR HOUSING

Title: PROPOSED AMENDMENT TO THE MANDATORY LICENSING SCHEME FOR HOUSES IN MULTIPLE OCCUPATION (HMOs)

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

1.1 The report is seeking authority to introduce a £125 discount on the licence fee charged for Houses in Multiple Occupation (HMOs) covered by mandatory HMO licensing where the landlord of the HMO is accredited under a nationally recognised accreditation scheme, and the property has been subject to an inspection by an inspector employed by the accrediting organisation. Such a discount is already offered to the landlords of HMOs licensed under the recently introduced additional HMO licensing scheme, and the proposal in this report would remove the inconsistency between the two schemes.

2. Recommendations:

2.1 To introduce a £125 discount on mandatory HMO licensing fee where landlords are accredited under a nationally recognised accreditation scheme, and the property has been subject to an inspection by an inspector employed by the accrediting organisation.

3. Reasons for the recommendation:

3.1 The University of Exeter has, over a number of years, invested considerable resources into improving the professionalism of landlords letting property to students to improve the quality of accommodation offered, with limited success.

3.2 The discount will apply to landlords accredited under a nationally recognised accreditation scheme, thus supporting the University in their aim.

3.2 Discounting the licensing fee is one means of encouraging landlords to invest in accreditation whilst at the same time reducing the Council's costs associated with licensing by reducing the number of licensing inspections.

4. What are the resource implications including non financial resources.

4.1 There are currently 858 HMOs covered by mandatory HMO licensing with around 20 new licences being issued each year. Each licence, currently £720, requires renewal every 5 years. Of these 858 a large proportion are student shared houses.

4.2 There are 60 licences due for renewal in the financial year 2015-16, not all of which are student houses. These alone, without accounting for new licences, will bring in an income

of £43,200. None of the landlords of these houses are currently accredited by Afs/Unipol, the University's preferred accreditation scheme.

- 4.3 The income is accounted for over the five year period of the licence so for accounting purposes the £43,200 is , in effect, £8460 per year
- 4.4 If a discount were to be given that too would be spread over 5 years and amount to £25 per year. The income for each newly issued licence would cover the discount on licences for 5 accredited properties but would save the costs involved in an officer undertaking a licensing inspection.

5. Section 151 Officer comments:

- 5.1 Income set out in this report has already been included in the budget for 2015/16

6. What are the legal aspects?

- 6.1 Accreditation schemes are voluntary, with the majority being run by landlord organisations. As such there are no legal issues associated with this report

7. Monitoring Officer's comments:

- 7.2 There are no issues of concern for the Monitoring Officer

8. Report details:

- 8.1 Around 15000 students studying at the University of Exeter rely upon private sector lettings, usually in student shared house HMOs, after their first year of study.

8.2 The University of Exeter authorities are aware of their duty of care to their students living off campus and have, for some years, with the backing and encouragement of the Students Guild, been trying to encourage landlords to become accredited. Initially the University set up their own, in-house, accreditation scheme but recently the University has gone into partnership with Afs/Unipol, a nationally recognised accreditation scheme for student housing. It is the University's intention to change the way in which they advertise houses to students once accreditation has got traction.

8.3 Accreditation with Afs Unipol, which is voluntary, has two elements. Firstly landlords undergo online training in six modules, and are tested, on the ins and outs of their roles and responsibilities. They are not accredited if they do not pass the tests for each module. This is followed by inspections of a proportion of their property portfolio by one of Afs/Unipol's team of highly trained and experienced inspectors. Other accreditation schemes are available to landlords but few, if any, currently include the inspection element.

8.4 In order to encourage student landlords to sign-up to the Accreditation Scheme, in an effort to drive up standards, it was agreed, at the time that the additional HMO licensing scheme was introduced, to offer a £125 discount off the cost of the licence fee for HMOs covered by the Scheme. This creates an anomaly with the fees charged for licenses for HMOs covered by mandatory licences, currently £720.

8.5 One of the obstacles to the take up of accreditation is that landlords with licensed HMOs feel that they are paying twice for the same thing. The licensing fee, followed by a 5 yearly inspection undertaken by the City Council and an accreditation fee followed, in the case of the Afs/Unipol Scheme, by a 3 yearly inspection by Afs/Unipol inspectors.

8.6 The Afs/Unipol inspection takes into account Exeter's HMO standards and has been tailored to reflect an inspection by a Council officer. This being the case Afs/Unipol have agreed to share their inspection reports, photographs, schedules of work etc with the City Council, thus negating the need for a full licensing inspection by Council officers every 5 years, freeing them up to inspect higher risk HMOs.

8.6 The other main advantage to the City Council of supporting accreditation is that the standards of smaller HMOs, not covered by either of the HMO licensing schemes, will be improved. If Accreditation does get traction, becoming an important selling point for landlords as it has in other cities, HMOs which would otherwise not be inspected will become subject to inspection by inspectors employed by the accrediting organisation.

8.7 Currently only 13 of the 40 landlords in Exeter accredited by Afs/Unipol own licensable HMOs, owning 34 licensable HMOs between them. Of these 34 HMOs only 7 have been inspected and accredited. The other 66 accredited properties are non licensable HMOs.

8.8 In total accredited landlords let out 489 bed spaces

9. How does the decision contribute to the Council's Corporate Plan?

9.1 Encouraging landlords to become accredited directly relates to the key actions of 'Help me find somewhere suitable to live' and is wholly consistent with the overall direction of the Council's housing strategies.

10. What risks are there and how can they be reduced?

10.1 There is the risk that large numbers of landlords apply for accreditation to qualify for a discount on the licence. In reality this is unlikely to happen given the costs associated with accreditation. By offering a discount the Council can be seen to be actively supporting the University in their endeavour of driving up the standard of student accommodation in the City

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 Accredited accommodation of a high standard will have a positive impact on the wellbeing of tenants throughout the city.

12. Are there any other options?

There is an option to limit discounts only to landlords accredited through Afs/Unipol, the University's preferred provider, but this would discriminate against landlords accredited through other schemes.

Assistant Director Housing

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

Background papers used in compiling this report:-

None

Contact for enquires:

Democratic Services (Committees)

Room 2.3

01392 265275

EXETER CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE – COMMUNITY AND EXECUTIVE
DATE OF MEETING: 16 AND 23 JUNE 2015
REPORT OF: ASSISTANT DIRECTOR HOUSING
TITLE: HOME ENERGY CONSERVATION ACT 1985, FURTHER REPORT

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

- 1.1 This report is for information only, informing Members of the Home Energy Conservation Act (HECA) 1985 further report submitted to the Department of Energy and Climate Change (DECC) at the end of March 2015

2. Recommendations:

- i To note the content of the HECA further report detailed in Appendix 1.

3. Reasons for the recommendation:

- 3.1 HECA has been in place since 1985, placing a statutory duty upon local authorities to submit progress reports to DECC detailing the energy efficiency and conservation measures delivered to residential accommodation in their area. The latest report, Appendix 1, was submitted to DECC in March 2015.

4. What are the resource implications including non financial resources.

- 4.1 There are no financial resources associated with production and submission of the HECA further report, other than staff time.

5. Section 151 Officer comments:

- 5.1 There are no financial implications contained in this report

6. What are the legal aspects?

- 6.1 In July 2012 DECC published statutory guidance requiring all local authorities with housing responsibilities to prepare a HECA 'further report' by 31st March 2013, and every two years thereafter up to and including 31st March 2027.
- 6.2 The statutory guidance required each local authority to set out the local energy conservation measures that the authority consider practicable, cost effective

and likely to considerably improve the energy efficiency of residential accommodation in its area.

7. Monitoring Officer's comments:

7.1 There are no issues of concern for the Monitoring Officer

8. Report details:

8.1 DECC recognises that local authorities are uniquely placed to assess the needs of their areas and local residents and can be a catalyst for change. DECC also recognise local authorities' ability to use their position to improve the energy efficiency of all residential accommodation in their area, including privately rented and owner occupied properties, not just social housing

8.2 Initially, when it was introduced in 1985, HECA required local authorities to submit annual reports to DECC detailing the energy efficiency measures delivered to residential properties in their areas.

8.3 In 2012 statutory guidance was introduced which changed the format of the report and reduced the frequency of reporting, from being an annual requirement to a Biennial one.

8.4 The further report is split into several sections which include progress to date, targets, measures being used to encourage the uptake of energy efficiency measures and renewable energy technologies, levels of fuel poverty and Zero Carbon Homes.

8.5 The report is very detailed but the headline figures are:

- Domestic carbon emissions per capita are 19% lower in Exeter than the average value for England.
- 10.7% of Exeter households were in fuel poverty in 2012 (the latest DECC figures) which represents a 0.2 percentage point improvement on the 2011 figure.
- 5,304 cavity wall insulations and 6,258 loft insulation installations were undertaken in Exeter funded through the Government's Carbon Emission Reduction Target (CERT) scheme which ran to the end of 2012, when it was replaced by the Green Deal and Energy Company Obligation (ECO).
- In 2013 The CosyDevon scheme was set up as a partnership of the district councils, Devon County Council and E.ON to deliver ECO measures to homeowners, private landlords and tenants. To date the Scheme has delivered 1,222 measures to 993 households, fully funded by Eon through their Carbon Emission Reduction Obligation. E.ON have committed a further £2.3 million to Devon, between now and 2017, to fund or part fund loft and cavity wall insulation, boiler replacement and external wall insulation.
- The energy efficiency of Council owned homes is above the national average.
- Exeter's Core Strategy , formally adopted in February 2012, contains some of the most advanced local energy policies in the country

9. How does the decision contribute to the Council's Corporate Plan?

9.1 HECA directly relates to the key actions of 'Help me find somewhere suitable to live' and is wholly consistent with the overall direction of the Council's housing strategies.

10. What risks are there and how can they be reduced?

10.1 There are no risks

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 As this report is for information only there is no impact. However, delivering energy efficiency measures is widely recognised as having a vital role in improving the health and wellbeing of householders, lifts many vulnerable households out of fuel poverty whilst, at the same time helping the environment.

12. Are there any other options?

NO

Assistant Director: Roger Coombes

Originating Officer: Keith Williams

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

Background papers used in compiling this report:-

None

Contact for enquires:

Democratic Services (Committees) Room 2.3

01392 265275

HECA FURTHER REPORT 2015: EXETER CITY COUNCIL

ACTION	DESCRIPTION	TIMING
<p>i) LOCAL ENERGY EFFICIENCY AMBITIONS AND PRIORITIES</p>		
<p>Progress to date</p>	<p>Exeter City Council is a signatory to the Nottingham declaration and the Devon wide declaration on Climate Change.</p> <p>Exeter adopted a climate change strategy in 2008 and an updated action plan in 2009 which will be superseded by the forthcoming Climate Change and Environmental Sustainability Strategy (2015).</p> <p>Exeter's domestic carbon dioxide emissions in 2012 (the latest data available from DECC) were 211 ktCO₂ which equates to 1.8 t CO₂/person. This represents a 15% reduction since 2005 (compared to a 14% reduction nationally). Domestic emissions per capita in Exeter are 19% lower than the average value for England. 50% of domestic carbon emissions arise from electricity, 47% from gas and 3% from other fuels.</p>	<p>2015-16</p>

	<p>10.7% of households were in fuel poverty in 2012 under the Low Income High Costs definition, which represents a 0.2 percentage point improvement on the 2011 figure.</p> <p>DECC's Home Energy Efficiency Database (HEED) states that through the Carbon Emission Reduction Target (CERT) scheme which ran to the end of 2012, 5,304 cavity wall insulation (CWI) and 6,258 loft insulation (LI) installations were undertaken. This is equivalent to 1,033 CWI and 1,219 LI installations per 10,000 households which is 14% higher and 7% lower than the national averages respectively.</p>	
<p>Targets & deadlines</p>	<p>Priorities for Exeter include:</p> <ul style="list-style-type: none"> Maximising the benefit of ECO funding in and around the City's 11 CSCO areas Throughout the city focussing on working with landlords in the private rental sector to improve standards in the poorest performing (F and G EPC rated) homes Using monitoring and enforcement of Category 1 cold Hazards where necessary Promoting the Ready for retrofit programme in social housing in the City to achieve improvements and develop the local supply chain <p>There is a new statutory target to ensure that as many fuel poor homes in England as is reasonably practicable achieve a minimum energy efficiency rating of a Band C by 2030. In addition to the 2030 statutory target, the Government consultation, "Cutting the cost of keeping warm" also proposed interim milestones that as many fuel poor homes in England as is reasonably practicable to Band E and D by 2020 and 2025 respectively. There are no numeric targets to reduce carbon emissions from the domestic sector across the city, though there are specific targets for the CosyDevon scheme (discussed later). There also includes targets to reduce carbon dioxide and to tackle the issue of affordable warmth.</p>	<p>2015-17</p> <p>2016-20</p>

Housing stock data

There are 49,400 homes in Exeter (Census 2011) of which 62% are owner occupied, 21% are privately rented, 10% are Local Authority owned social housing, and 6% social housing owned by housing associations. Private rented homes are the least energy efficient and housing association homes the most energy efficient. The SimpleSAP rating modelled in Exeter (BRE 2013) was 52 for owner occupied and the private rented sectors, and 58 for social housing.

25% of the City's homes have solid walls compared to 29% nationally (CSE 2003). ECO funded solid wall insulation therefore has a potentially important role in improving the thermal efficiency of the City's homes. More recently modelling in the private sector (BRE 2013) estimates that there are 45,058 private sector dwellings in Exeter of which 9,205 (20%) have solid walls, 16,334 (36%) have insulated cavities and 18,704 (42%) have uninsulated cavities. The wards with the highest proportions of unfilled cavities are Cowick (55%), Pinhoe (51%), Mincinglake, Pennsylvania and Whipton & Barton (each at 48%). There are 7% of households with lofts but no insulation and 58% of households with lofts that have 100 mm insulation or less. The wards with the highest proportion of lofts with no insulation are Polsloe and St James (each at 11%) and Newtown and St Thomas (each at 10%).

95% of homes in Exeter have gas compared to 83% nationally (CSE 2003). The City has some 800 off gas homes in the Exwick area and a relatively high incidence of electrically heated flats in the city centre. 74% of homes in Exeter are heated via gas central heating, 10% using electric heating (including storage heaters) and 4% using oil (Census 2011). The Renewable Heat Incentive may give the opportunity for these households to switch to lower cost renewable heating technologies with lower overall running costs.

The council has extensive data on its own housing stock. Housing associations in the District have not been able to supply detail data on their housing stock in the time available. There is a mixed approach to the Green Deal and ECO among Housing Associations with a significant proportion being unwilling to let their tenants take out the Green Deal. The Council is also unwilling for the Green Deal to be taken out on its properties.

Fuel poverty / affordable warmth strategy	<p>10.7% of households were in fuel poverty in 2012 under the Low Income High Costs definition. There are 30 Lower Super Output Areas (LSOAs) (41% of the total in the Local Authority area) where 10% or more households are in fuel poverty and 9 LSOAs (12%) where 18% or more of households are in fuel poverty. However, the 8 LSOAs with the highest proportions of households in fuel poverty (up to 31.1%) are heavily influenced by the high numbers of student housing in those LSOAs. There are 11 Carbon Saving Community Obligation (CSCO) areas in the City of which 6 fall into the lowest 15% of IMD nationally and the remaining 5 within the bottom 25% nationally. The Council is part of the CosyDevon partnership between the county and district authorities in Devon which in late 2013 appointed E.ON as the delivery partner to install Energy Company Obligation (ECO) funded measures to targeted fuel poor households across Devon.</p>	Partnership extended to 2017
ii) MEASURES WE ARE TAKING TO RESULT IN SIGNIFICANT ENERGY EFFICIENCY IMPROVEMENTS OF OUR RESIDENTIAL ACCOMMODATION		
Green Deal and ECO	<p>The Government's flagship policy to improve the energy efficiency of domestic properties is the Green Deal. However, the data to 30th September 2014 shows that in England there are only 818 "live" Green Deal plans in place, with the SW over-represented with 147 plans. The data is not disaggregated to district level. In Exeter there have been 435 Green Deal assessments (8.8 per 10,000 households which is 31% below the national average), 32 Green Deal Cashback vouchers paid (6.4 per 10,000 households which is 3% above the national average) and 13 Green Deal Home Improvement Fund vouchers paid (2.6 per 10,000 households which is 4% above the national average).</p> <p>The ECO has resulted in significantly more installations than the Green Deal. In Exeter there have been a total of 1,222 measures installed within 993 households in total as at 30th September 2014 (DECC). Of</p>	

these, 784 measures were due to the Carbon Emission Reduction Obligation (CERO), 163 within the Carbon Savings Community Obligation (CSCO) and 275 due to the Home Heating Cost Reduction Obligation (HHCRO). This equates to a total of 24.6 measures and 20 households per 10,000 households which is 30% lower than the national installation rate.

The CosyDevon scheme was set up as a partnership between the district authorities in Devon including Exeter City Council, Devon County Council (who chair the partnership) and E.ON to deliver ECO measures to homeowners, private landlords and tenants. Practical delivery through CosyDevon began in May/June 2014. The programme aims to deliver around 3,500 measures in total which includes an additional 1,100 measures projected across Devon and Torbay between March 2015 to March 2017 that will deliver £5 million of bill savings via HHCRO activity and 21 ktCO₂ through CERO activity. By December 2014 the total number of ECO measures delivered by E.ON both “self-generated” and via CosyDevon combined totalled 315 in Exeter and 2,378 across Devon and Torbay. This is approximately a quarter of all ECO measures in Exeter (though the CosyDevon data extends a further two months beyond the ECO total data).

Funding for measures on social housing in the District is available from the Ready for Retrofit (RfR) programme, a three year EU funded project to improve social housing stock and stimulate demand in the south west of England (excluding Cornwall). The project has worked with the Green deal and ECO to stimulate demand by investing £2.3m of project funds to drive total investment into housing energy efficiency measures. SMEs in the supply chain have received an intensive business support programme focused on developing delivery capability at scale, value and quality. RfR also helped re-launch CosyDevon and funded 8 community groups to run energy saving open homes events and energy fairs. In Devon and Torbay to date, the programme has supported 267 SME, created 141 jobs and created approximately £23 million GVA (net).

The energy efficiency of Council owned homes is above the national average and rather than encourage council house tenants to use the Green Deal the Council will continue to improve its stock using its own maintenance budget. Since the previous HECA report in 2013, the Council has installed a further 341 A rated boilers and 50 cavity wall insulation installations to its existing housing stock. In addition, the ECO funding within CosyDevon has been extended to enable delivery within social housing.

Fuel poverty	<p>There are 10.7% of households in fuel poverty. There have been 275 HHRCO measures installed at a rate of 5.5 measures per 10,000 householders, which is 60% below the national average of 13.7. Action on improving the energy efficiency of homes in fuel poverty has been supported by CosyDevon for private sector housing, and from the local authority and social housing providers for improvements to their own stock. The local authorities through the CosyDevon partnership have negotiated a favourable arrangement with E.ON to provide cavity wall, loft insulation and boiler replacement using HHRCO funding.</p>	2015-2017
Renewables	<p>Uptake of renewable electricity generation in homes has been driven by the Feed-In Tariff (FIT) scheme. Solar photovoltaic (PV) panels have accounted for almost all of the installations, with 1,391 schemes registered with a combined capacity of 4,226 kW by the end of 2014. This represents 2.8% of all households – 35% higher than the national average of 2.1%. This is likely due to the better available solar resource in this part of the country. In addition, there was 1 hydro scheme on the FIT register with a capacity of 5 kW. A programme of 290 PV installations has been undertaken on Council homes which are prominent on thoroughfares in the city. The Council’s web site signposts information on renewable energy.</p> <p>The renewable heat sector is incentivised by the Renewable Heat Incentive (RHI) scheme which has been fully open to households since April 2014 with a period preceding this where vouchers were available to households installing renewable heat generating technologies. In total, there are 12 RHI installations in Exeter, representing 2.4 installations per 10,000, or 64% below the national average of 6.6. This is not surprising as Exeter is an urban authority that has almost universal access to the gas network. The split of technologies at a local level is not known, though nationally the split is 36% ASHP, 15% GSHP, 27% biomass systems and 22% SHW.</p> <p>There have been significant efforts to bring forward district energy schemes in the city. Exeter City Council together with Devon County Council, East Devon District Council, Teignbridge District Council, Royal Devon and Exeter Hospital and the University of Exeter were successful in winning £248,000 of funding from the</p>	2015-2018

	<p>Heat Network Delivery Unit (HNDU). In Exeter the funding is being used to commission technical, financial and legal consultants to develop the business case and procurement process for engaging a private sector partner to develop two district heating and CHP schemes in Exeter. Initial networks are planned for the South West Exeter urban extension where new build homes and businesses will have access to heat from the new Marsh Barton Energy from Waste (EfW) plant. A second network to serve the city centre could be based on a new energy centre located at the Wonford site of the Royal Devon and Exeter Hospital and be connected to the City Centre via the University of Exeter's St. Luke's campus. There is also a potential heat network emerging from the new housing development at Monkerton on the East of the city, with the potential to link into networks at East Devon's "West End". The Council's adopted Core Strategy requires new development (either new build or conversion) with a floorspace of at least 1,000 square metres, or comprising ten or more dwellings, to connect to any existing, or proposed, Decentralised Energy Network in the locality to bring forward low and zero carbon energy supply and distribution.</p>	
<p>Zero Carbon Homes</p>	<p>Exeter's Core Strategy was formally adopted in February 2012 and contains some of the most advanced local energy policies in the country. Policy CP14 mandates that homes build in 2014 and 2016 comply with Code for Sustainable Homes level 4 (44% CO2 emissions reduction on 2006 Part L) and 5 (Zero Carbon "regulated emissions") respectively. Other energy related policies require the use of renewable and low carbon energy to achieve a 10% additional reduction in carbon dioxide emissions (CP14) and the requirement for connection to planned district heating networks in Monkerton, SW Exeter and other parts of the City CP13). These policies have led to the delivery of Code 4 housing across the City.</p> <p>The City council has commissioned a number of Passivhaus social housing schemes including 18 flats at Knights Place (Beacon Heath) and 3 flats at Rowan House (Heavitree). Further sites have been identified for additional sites in the city.</p>	<p>2015-2017</p>

<p>EPCs</p>	<p>Exeter has purchased EPC data for the City. The data contains records on some 18,000 properties (duplicates on 1400). Over 2,500 records contain obviously spurious data (e.g. SAP of 1, zero floor area, energy use of over 1000kW/m²). The data set is skewed toward the rental sector and smaller properties. Fewer poor performing properties appear in the EPC dataset when compared to the Home Condition Survey. The data also indicates that there may be more electrically heat homes than in the CSE dataset. The EPC's for the Council's housing stock shows that 88% are in band D and above and 68% in band C and above. In the private rented sector there are proportionately fewer properties with low (F and G) EPC ratings than indicated by the home condition survey.</p>	
<p>Minimum standards in the private rental sector</p>	<p>From 2018 the Energy Bill will ensure that the legal minimum energy efficiency standard for homes rented from a landlord will be an EPC rating of E. From 2016 tenants will be able to demand reasonable energy efficiency improvements from their landlords. If these requests are refused local authorities will be able to compel landlords to undertake the improvements. They will also be able to fine landlords for not undertaking the improvements when first requested by the tenant. 21% of the City's housing (10,285 households) are privately rented. Following a period of consultation, from February 2015 Housing in Multiple Occupation (HMO) licensing was extended to include all flats in mixed use buildings that are occupied by 3 or more people and for certain buildings that have been converted into flats. A valid EPC is required as part of the application and the forthcoming changes to minimum standards in the private rented sector are signposted. The Council's housing strategy policy on housing enforcement (see http://www.exeter.gov.uk/CHttpHandler.ashx?id=12078&p=0) sets out how it applies housing enforcement powers in the City.</p>	<p>2018 onwards</p>

iii) MEASURES WE PROPOSE TO COST EFFECTIVELY DELIVER ENERGY EFFICIENCY IMPROVEMENTS IN RESIDENTIAL ACCOMMODATION BY USING AREA BASED/STREET BY STREET ROLL OUT

Area plans

The CosyDevon partnership has to date been a county wide initiative. Going forward the focus will be on delivering HHRCO and Green Deal solid wall insulation measures which will require a localised, street by street approach. The proposed strategy is to migrate from a county to a localised marketing approach, looking to do no more than 3 project areas concurrently at any one time (across the whole CosyDevon area i.e. Devon and Torbay). The key element to this activity is to be visible in the community and engaging with householders on a localised and sustained level. The CosyDevon van will play a crucial role as face to face engagement will be required to explain the benefits of the scheme and help people apply. This will also include door knocking and raising awareness for local residents. Mapping of stakeholders, influencers and community groups targeting this sector will be undertaken to identify who should be approached in order to work together to best reach the fuel poor. Relationships already exist with 50 groups, and these will be built on to work up joint marketing strategies with key groups that will deliver leads for the scheme. Word of mouth will also drive leads, so a 'refer a friend' will be put in place together with case studies and testimonials that will act as proof points. The current referral scheme will be reviewed so E.ON can work closely with key organisations and reward them for installed measures. The outputs of a workshop held in November 2014 will be built on to work up joint partnerships with the health sector to tackle the issue of health and fuel poverty. All local residents would be made aware of the offers available and either signed up locally by local engagement staff or forwarded through to E.ON's ECO contact centre. The E.ON ECO Contact Centre has been established for several years dealing only with energy efficiency enquiries, staff trained to City & Guilds EE, with bespoke systems and direct contact with installers to make the customer journey more efficient.

A study has been undertaken to assess the potential for the roll out of district heating to homes along the route of the proposed City centre retrofit district heating scheme. The study areas included homes in the Burnthouse Lane, St Loye's, and Heavitree Road parts of the City. The study shows that a scheme to connect properties to the proposed Wonford and Exeter City Centre network could lever in external funding and reduce carbon emissions, and potentially reduce energy costs for the connected properties.

2015-2017

Costings of area plans	<p>The proposal to extend CosyDevon to 2017 will result in an additional contribution from E.ON of a minimum of £600k for HHRCO measures and £1.7 million for Green Deal (CERCO and CSCO) measures. The HHRCO measures are based on a 70/30 split of boilers/cavity and loft insulation, and the Green Deal measures are based on 100% external wall insulation. Delivery is planned to be allocated in an equitable manner for all participating local authorities where this is practical within the rules of the scheme and given the distribution of qualifying opportunities.</p> <p>The City centre district heating study gives an estimated average cost of connection of £7,194 per property. Of the total connections cost of £30.7m, 28% (£8.7m) could be funded by ECO at current rates (£27.70/tC). The value of the estimated ECO contribution has increased significantly since the December 2014 announcement by Ofgem that the eligible lifetime figure for heat network connections is 40 years, from 15 years previously</p>	
ECO area categories	<p>There are 11 CSCO areas in Exeter, which are within Cowick, Mincinglake, Newtown, Priory, St Davids and Whipton & Barton. These areas are being specifically targeted to promote CosyDevon using a programme of leafleting and door knocking.</p>	<p>2015 -2017</p>

Fuel poverty areas	<p>There are 30 Lower Super Output Areas (LSOAs) (41% of the total in the Local Authority area) where 10% or more households are in fuel poverty and 9 LSOAs (12%) where 18% or more of households are in fuel poverty. However, the 8 LSOAs with the highest proportions of households in fuel poverty (up to 31.1%) are heavily influenced by the high numbers of student housing in those LSOAs. There are 11 Carbon Saving Community Obligation (CSCO) areas in the City. Improving the energy efficiency will be targeted through CosyDevon where going forward the lead offer will be HHRCO measures. This will include loft and cavity wall insulation which will be free to the homeowner, and boiler replacement where a contribution would be required. In addition, negotiations with E.ON through CosyDevon have enabled solid wall insulation for social housing to be included within the scheme.</p>	2015 -2017
Non-domestic sector	<p>The Council has been heavily involved in progressing the low carbon agenda in the non-domestic sector. This has included progressing studies to bring forward district heating in a number of areas including at Monkerton, South West Exeter and the City Centre, the recent opening of an Energy from Waste (EfW) plant at Marsh Barton, and the forthcoming low carbon swimming pool development at the Bus Station site. The adopted Core Policy requires that non-domestic development connects to nearby or proposed district energy schemes, achieve a carbon performance target of 10% better than the Building Regulations, and a BREEAM rating of Excellent. In addition, the CosyDevon partnership prioritises the use of local labour which is helping develop the supply chain in Exeter and the locality.</p>	

iv) TIME FRAME FOR DELIVERY AND NATIONAL AND LOCAL PARTNERS

Public sector	<p>CosyDevon is a public-private sector partnership, with public sector partners including Exeter City Council together with East Devon, Mid Devon Council, South Hams, Teignbridge, North Devon and West Devon District Councils, Torbay Council and Devon County Council. In addition, Exeter City Council has worked with other public sector organisations including the Royal Devon and Exeter Hospital and the University of Exeter through the Low Carbon Task Force with the aim of bringing forward district heating schemes in the city. In addition, the Ready for Retrofit project which aims to build supply chains in the region includes the Energy Saving Trust and Regen SW. The City will continue to engage a wide range of partners nationally in government, the business and third sector and community organisations as needed to develop its programmes.</p>	
Commercial	<p>CosyDevon is a partnership between the county and district authorities in Devon (including Torbay) and E.ON who is the commercial delivery partner. In addition, other energy suppliers deliver ECO measures within Exeter through self-generated avenues e.g. national advertising programmes etc. These measures have been responsible for about three-quarters of all ECO measures in Exeter.</p>	

Co-funding

E.ON are contributing £2.3 million to extend the CosyDevon partnership to 2017 which will fund or part fund loft and cavity wall insulation, boiler replacement and external wall insulation.

Signature: _____

Position: _____