

SCRUTINY COMMITTEE - ECONOMY

Date: Thursday 11 September 2014
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 Sharon Sissons, Democratic Services Officer (Committees) on 01392 265115 or email sharon.sissons@exeter.gov.uk

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

Membership -

Councillors Henson (Chair), Brock (Deputy Chair), Branston, Brimble, Bull, Crew, Donovan, Foggin, Holland, Lyons, Robson, Wardle and Williams

Agenda

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

1 Minutes

To sign the minutes of the meeting held on 26 June 2014.

2 Declarations of Interest

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.

3 Local Government (Access to Information) Act 1985 - Exclusion of Press and Public

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of items 12 and 13 on the grounds that they involve the likely disclosure of exempt information as defined in paragraphs 1 and 3 of Part I, Schedule 12A of the Act.

4 Questions from the Public Under Standing Order 19

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

Details of questions should be notified to the Corporate Manager Democratic & 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: <http://www.exeter.gov.uk/scrutiny/questions>

5 Questions from Members of the Council under Standing Order 20.

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

6 BID Update Presentation

Ian Broadfoot, Associate of Destination Management and Marketing will make a presentation in relation to Exeter's Business Improvement District.

Item for Executive

7 Transport Initiatives and Issues -Update

To consider the report of the Principal Project Manager (Infrastructure Management & Delivery).

(Pages 5 - 28)

Items for Discussion

8 Budget Monitoring (First Quarter)

To consider the report of the Assistant Director Finance.

(Pages 29 - 36)

9 City Centre Night-Time Economy

To consider the report of the Assistant Director Economy and City Centre Manager.

(Pages 37 - 40)

10 Exeter Commercial Property Register

To consider the report of the Assistant Director Economy and the Senior Economy and Tourism Officer.

(Pages 41 - 48)

Items for Information

11 Parkwood Leisure Working Group Minutes

To receive the Parkwood Leisure Working Group Minutes of 22 July 2014 and also to note that Councillor Morris has been nominated to join the Working Group. (Pages 49 - 52)

Part II: Item for Consideration with the Press and Public Excluded

Items for Executive

12 Legacy Leisure Proposal

To consider the report of the Assistant Director Economy and Events Facilities and Markets Manager. (Pages 53 - 56)

13 Exeter & Heart of Devon Growth Board Minutes

To receive the draft minutes of the meeting held on 28 July 2014. (Pages 57 - 64)

Date of Next Meeting

The next **Scrutiny Committee - Economy** will be held on Thursday 13 November 2014 at 5.30 pm

Future Business

The schedule of future business proposed for this Scrutiny Committee and other Committees of the Council can be viewed on the following link to the Council's website:

<http://www.exeter.gov.uk/forwardplan>

Councillors can view a hard copy of the schedule in the Members Room.

Individual reports on this agenda can be produced in large print on request to Democratic Services (Committees) on 01392 265107.

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REPORT TO SCRUTINY ECONOMY COMMITTEE

Date of Meeting: 11 September 2014

Report of: Assistant Director City Development

Title: TRANSPORT INITIATIVES AND ISSUES - UPDATE

Is this a Key Decision?

No.

Is this an Executive or Council Function?

Executive.

1. What is the report about?

This is an annual report to update Members in relation to transport initiatives and issues affecting Exeter. The emphasis this year is on rail, with new stations opening soon and more certainty in relation to the franchising process; also electric vehicles, with a strategy being presented to Members for endorsement.

2. Recommendations:

2.1 That Members agree continued support for the Council's involvement in the initiatives outlined in the report.

2.2 That Members agree to endorse the Electric Vehicle Strategy, as a strategy for promoting the ownership and use of electric vehicles within Exeter.

3. Reasons for the recommendation:

3.1 The Council's continuing engagement with transport issues and initiatives will help to ensure that Exeter's transport needs are well served by Devon County Council, the LEP, and the transport operators.

3.2 The Electric Vehicle Strategy will assist the Council in dealing with issues arising out of the rapid take-up of electric vehicles.

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

The Council's work on transport projects forms about 40% of the workload of the Principal Project Manager (Infrastructure Management & Delivery). The Council pays an annual contribution of £15,000 to the work programme approved by the Devon and Exeter Rail Project Working Party, which includes service and station improvements. The Council also pays an annual contribution of £5,000 to Sustrans, in return for project work carried out by them.

5. Section 151 Officer comments:

There are no additional financial implications contained in the report.

6. What are the legal aspects?

None.

7. Monitoring Officer's comments:

No issues of concern are raised by this report.

8. BACKGROUND

8.1 Responsibility for transport rests with numerous organisations, including the Department for Transport (DfT), Devon County Council (DCC) as Local Transport Authority and Highway Authority, and private operators like First Great Western and Stagecoach who run the trains and buses. The Local Enterprise Partnership (LEP) is also gaining an increasing role in transport issues, with funding for major schemes now devolved to Local Transport Boards (LTBs) based on LEP geography.

8.2 Exeter City Council is involved in transport issues in a number of ways:-

- (a) As local planning authority, we plan the location of development in relation to transport networks. We work closely with Devon County Council in this regard; the City Council's spatial planning policies informed production of DCC's Local Transport Plan, and conversely DCC produced a body of evidence to support our adopted Core Strategy. A product of this collaboration is the Devon Metro proposals, referred to below at paragraph 9.2, whereby it is proposed to serve Exeter's new development areas by an improved rail system.
- (b) Also as local planning authority, we endeavour to ensure that new development is located and designed to maximise use of sustainable travel modes.
- (c) We provide some transport infrastructure, notably cycling and walking routes through our open spaces, and off-street car parks.
- (d) We respond to consultations from government and elsewhere (see for example paragraph 9.3).
- (e) We also deal with the licensing of taxis and private hire vehicles, although this is outside the scope of this report.

8.3 It will be seen from the content of this report that in many cases Exeter City Council's involvement in projects is as more than a mere consultee. Much of our input into transport issues is through working in partnership with DCC, and influencing decisions made by them and others to ensure that Exeter's interests are promoted. Our views on transport matters are conveyed to the LEP via the Exeter and Heart of Devon Growth Board and through participation by the Principal Project Manager (Infrastructure Management & Delivery) in the LEP's Transport Special Interest Group. He also represents the Council on the Regional Group for Network Rail's Long Term Planning Process.

9. RAIL

9.1 This Committee has previously resolved to endorse DCC's Devon Metro proposals, and to support the principle of working with DCC and other stakeholders to lobby for rail improvements.

9.2 A summary of the Devon Metro proposals is included as Appendix 1. They include new stations at Newcourt, Cranbrook and Marsh Barton and, in the longer term,

Monkerton/Hill Barton. Newcourt and Cranbrook stations are due to open this winter, and Marsh Barton is programmed for 2016.

- 9.3 The process for awarding the new Great Western franchise was interrupted by the review of the franchising system, following legal action by Virgin in relation to the West Coast franchise and discovery of errors by the DfT. The Department has negotiated a temporary contract with First Great Western to continue operating trains until September 2015 and has recently consulted on a proposal for a further five year contract (ie. until 2020). Along with other consultees, we have been pressing for that contract to include the various elements of Devon Metro, as well as increasing the frequency of trains to Paddington when more rolling stock becomes available. As well as providing the required capacity now and in the future, two trains an hour, one fast and one semi-fast, would square the circle between major centres like Exeter and Plymouth which want faster journeys to London, and those at intermediate points who understandably don't want any degradation of their service.
- 9.4 The national shortage of rolling stock continues to cause problems, particularly on our local lines where passenger numbers are continuing to increase. It appears increasingly likely that our demands for more and better carriages will be satisfied when the Thames Valley services are electrified in 2016 and diesel stock is available for cascade.
- 9.5 Frequent disruption caused by flooding in 2012 prompted Network Rail to draw up a list of projects to address this issue, not only at Cowley Bridge but also at other locations further up the line. Implementation of these schemes is dependent on funding in the region of £31m, which the DfT has recently approved. Having repaired the Dawlish sea wall commendably quickly, Network Rail have been studying options for diversionary routes. It is essential to Exeter that any such route should be in addition to, not instead of, the Dawlish route, which is an important commuter route into the city. The study has shown the various alternative routes to have low benefit to cost ratios, but more work remains to be done in respect of options to make the existing route more resilient.
- 9.6 It is also important that the high profile debate over Dawlish does not prejudice the resilience works that are needed between Exeter and London. Devon County Council is carrying out feasibility work in relation to a further passing loop on the Waterloo line, which would not only increase its effectiveness as a diversionary route, but enable a half-hourly service to operate to Cranbrook, making rail a more attractive travel option to residents of the new town.
- 9.7 The long-awaited plans to improve Central Station forecourt have now been completed and favourably received. They were funded by the City and County Councils and Network Rail, and complemented the significant improvements already carried out at this station by the rail industry under the National Stations Improvement Programme.

10. OTHER PUBLIC TRANSPORT DEVELOPMENTS

- 10.1 Incremental improvements continue to be made to the city's bus services, particularly to serve new development within and just outside the city boundary, using section 106 money from developers.
- 10.2 Devon County Council has recently succeeded in a bid for £900k to the Local Sustainable Transport Fund for 2015/16. Exeter is one of the areas set to benefit from

the money, some of which will be used to develop smart ticketing and real time information, as well as pump-priming further services.

- 10.3 Redevelopment of the bus station site will provide an opportunity to achieve a replacement facility that not only functions well as a bus station, but provides a welcoming gateway to the city. This was identified as a high priority when a similar transport update was presented to this Committee in September 2013. Officers from both Councils have had significant input into the emerging proposals, and a planning application is anticipated by the end of this year.

11. ROAD IMPROVEMENTS AND OTHER MAJOR SCHEMES

- 11.1 As mentioned in paragraph 8.1, funding for major schemes has now been devolved to the Local Transport Board, with further money awarded to the LEP in response to its Growth Bid.
- 11.2 The first round of schemes selected to be prioritised for LEP/LTB funding, subject to a satisfactory business case, include Marsh Barton station (see above) and Bridge Road outbound widening. It is anticipated that both projects will get under way within the next year.
- 11.3 Also expected to commence within the next year is construction of the first phase of the Tithebarn Lane link road, which is required to open up development sites in Monkerton and across the motorway in East Devon. This is being funded in part from the DfT's Local Pinch Point Fund, with further contributions from the Regional Growth Fund and from developers.
- 11.4 The proposed Alphington Park and Ride still lacks planning permission, but remains an important component of the Council's future transport strategy, supported by our Core Strategy.
- 11.5 Further afield, the Government has funded a feasibility study into further dualling of the A303/A30/A358 corridor. The Council has supported the case for this, as any improvements would increase journey time reliability, as well as resilience through providing a genuine alternative to the M5.

12. ELECTRIC VEHICLES

- 12.1 The Principal Project Manager (Infrastructure Management & Delivery) has been tasked by the Exeter and Heart of Devon Low Carbon Task Force (LCTF) with preparing an Electric Vehicle Strategy, for adoption by the Growth Board, as a strategy for promoting the use and ownership of electric vehicles across the Board's area, and more widely throughout Devon. This reflects the increasing interest in electric vehicles both nationally and locally, including the Council's acquisition of some electric pool vehicles.
- 12.2 Growth in ownership of electric vehicles gives rise to policy issues, with organisations under pressure to respond to demands from the public. These range from a desire for more charging points (or simply more information about where to find them) to pressure to grant privileges to drivers of electric vehicles such as discounted parking or exemption from traffic restrictions. It is against this background that the LCTF considered it advantageous to have an Electric Vehicle Strategy in place, to consider these issues proactively and consistently across the area, rather than responding to

them on an ad hoc basis. The Strategy will also place the Council and other members of the LCTF in a better position to take advantage of funding opportunities that arise.

- 12.3 The Strategy is included as Appendix 2 to this report. It reaches a number of conclusions, which can be summarised as follows:-
- The ownership and use of electric vehicles is to be encouraged, especially where they can be used to complement initiatives involving sustainable travel and/or renewable energy.
 - Member organisations of the LCTF and Growth Board should take up the opportunity of fleet review, and promote take-up among others.
 - Organisations which provide parking places are encouraged to use these to expand the network of charging points.
 - Privileges for electric car drivers should only be granted after careful consideration of the impact on other policies. All privileges, including free use of charging points, should be clearly expressed as subject to periodic review, liable to be reduced or withdrawn, and/or limited to a finite number of early adopters. This is to prevent adverse consequences as take-up of electric vehicles continues to increase.
 - Organisations should assist in the provision of information to the public, such as location of charging points, ideally by providing pointers to an extant authoritative source.
 - Public authorities should use their relationships with transport organisations to promote ownership and use of electric vehicles, and all organisations should take advantage of funding opportunities.
 - Local planning authorities should promote electric vehicles, particularly through policies and conditions requiring installation of charging points in new development.
 - Commercial organisations should exploit marketing opportunities that link electric vehicles with other green products and services.
- 12.4 The Strategy is being presented to the Growth Board in October with a view to having it adopted across the Board's area, and more widely across Devon. It is recommended that this Committee endorses it in respect of Exeter.

13. AVIATION

- 13.1 The Council recognises the importance to the city of Exeter International Airport, both in terms of connectivity and the high quality jobs provided, particularly by Flybe. We have supported the airport and airline in their calls to have Air Passenger Duty reduced for domestic flights, and have responded jointly with the airport to a discussion paper on the role that regional airports can play in meeting capacity demands.
- 13.2 Flybe has announced that it will be commencing a service between Exeter and London City airport, three times daily, from October. This will provide a much needed point-to-point connection with London's key business districts, and represents a welcome vote of confidence in Exeter.
- 13.3 For connections further afield, we are principally dependent on Heathrow, and we welcome the proposed western rail connection given that no air link exists. We have contributed to the work of the Davies Commission on airport capacity, arguing that a new hub airport east of London would be difficult to access from regions outside the south east. The Commission has indicated an early preference for expansion of Heathrow or Gatwick; Heathrow expansion is considered to be the optimum solution

for Exeter, and the Gatwick option would also be acceptable, particularly as Heathrow would continue to operate under this scenario.

14. CYCLING AND WALKING

14.1 The Exeter Walking and Cycling Steering Group (comprising officers from ECC, DCC and a representative of Sustrans) continues to promote incremental improvements to the walking and cycling network. Devon County Council's successful bid to the Local Sustainable Transport Fund (see paragraph 10.2 above) will enable more work to be done to promote walking and cycling in the city.

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

Through its engagement with transport projects, the Council will be contributing 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.

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

The main risk is in *not* engaging effectively with other organisations to ensure that the transport systems and services being developed for Exeter meet the city's needs.

17. 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.

18. Are there any other options?

The City Council's involvement in transport is probably at the optimum level; less involvement would reduce our influence in these important matters, whereas greater involvement would risk duplicating the work of others (particularly the County Council) and would not be cost-effective.

Ross Hussey

Principal Project Manager (Infrastructure Management & Delivery)

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

Background papers used in compiling this report:-

Devon Metro Appraisal Report – DCC 2011

Western Route – Geo-Environmental Resilience (Network Rail, June 2013)
Long Distance and Regional Urban Market Studies (part of Network Rail's Long Term Planning Process, 2014)
ECC's response to the consultation on a new Great Western rail franchise (2014)
ECC's various representations to the (Davies) Commission on Airport Capacity

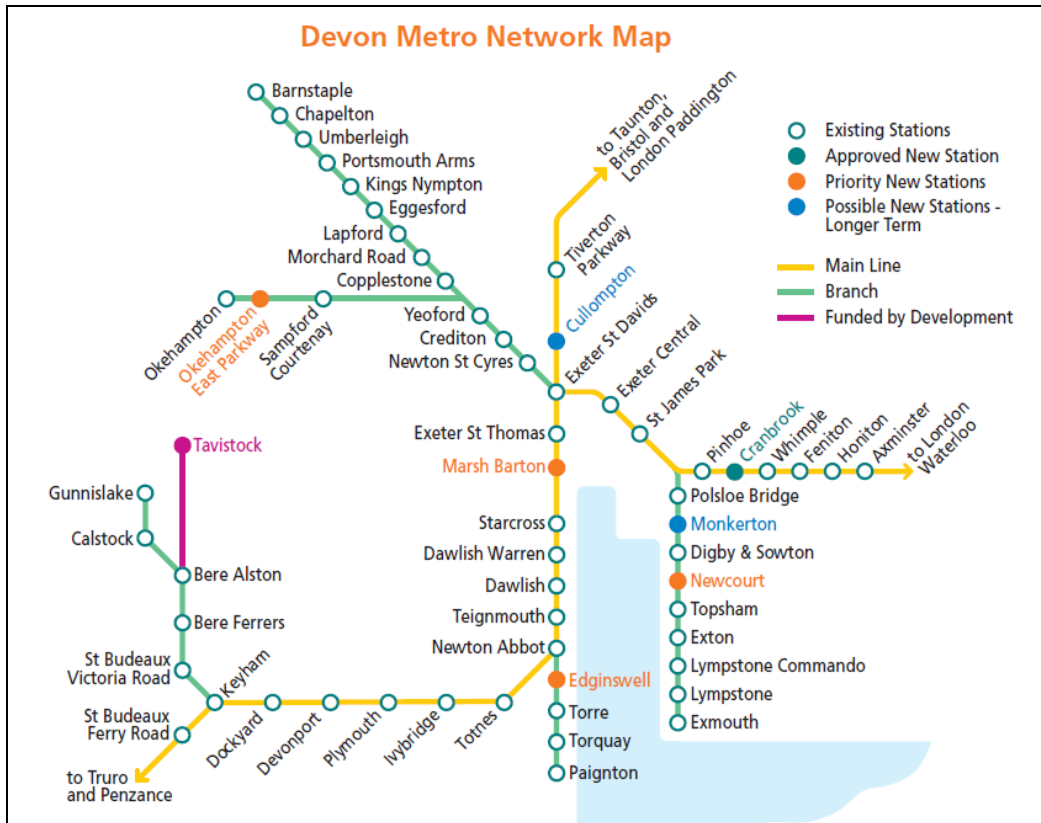
Contact for enquires:
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Appendix 1
Devon Metro

Appendix 2
EV Strategy

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Devon Metro proposals



Short term aims

- 4 car trains in the peaks
- New stations at Cranbrook, Newcourt and Marsh Barton
- 30 minute local service frequency on the Paignton line

Longer term aims

- 30 minute frequency to Cranbrook, Honiton and Axminster
- Further new station at Hill Barton

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EXETER AND HEART OF DEVON LOW CARBON TASK FORCE ELECTRIC VEHICLE STRATEGY September 2014

1 Scope

1.1 Geographical

1.1.1 This strategy covers the geographical area of the Exeter and Heart of Devon Growth Board, namely the districts of Exeter, East Devon, and Teignbridge. Where relevant, it also extends to the rest of Devon County Council's administrative area.

1.2 Sectors

1.2.1 This strategy has been promoted by the Low Carbon Task Force, whose members represent both the public and private sector¹. Chapter 6 considers the roles of both sectors in promoting appropriate ownership and use of electric vehicles.

1.3 Technologies

1.3.1 This strategy covers road vehicles powered by electricity with or without assistance from some other fuel source. It does not extend to other types of low emission vehicle (LEV), such as those powered by hydrogen fuel cells, of which a smaller range of products is available and take-up has been slower than for electric vehicles. A strategy for this and any other emerging types of low emission vehicle can be written if and when appropriate.

1.3.2 This strategy therefore covers:-

- plug-in electric vehicles;
- plug-in hybrid vehicles;
- hybrid vehicles.

1.3.3 It includes cars, commercial vehicles and cycles.

2 The national context

2.1 Government policy

2.1.1 The UK's carbon reduction targets are set out in the Climate Change Act 2008, and envisage an 80% reduction in emissions of greenhouse gases from a 1990 baseline by 2050.

¹ See Appendix 2.

- 2.1.2 The Committee on Climate Change, in its Fourth Carbon Budget Review (part 2)² published on 11 December 2013, has committed the UK to reduce greenhouse gas emissions by 50% by 2025 compared with 1990 levels. In doing so, it has placed significant reliance on reduction of emissions from the transport sector generally, and take-up of electric vehicles in particular. It recommends continuing to support market development for electric vehicles through purchase subsidy and investment in infrastructure³.
- 2.1.3 The Government's aspiration is that by 2040 every new car will be an ultra low emission vehicle (ULEV), and that by 2050 ULEVs will account for almost every car and van in the UK fleet⁴. However, the Committee on Climate Change believes that grants towards the purchase of electric vehicles may need to remain available until 2030 to achieve this⁵.
- 2.1.4 The Government has set up an Office for Low Emission Vehicles (OLEV), based in the DfT but including staff from BIS and DECC, to act as a one-stop shop in the developing market for ultra low emission vehicles.

2.2 Financial incentives

- 2.2.1 Various incentives exist to encourage the take-up of electric vehicles.
- 2.2.2 The Government provides grants towards the purchase of ultra low emission cars (including electric and plug-in hybrid vehicles); currently this is 25% or 20% of the respective costs of a car or van, up to a maximum of £5,000 or £8,000 respectively. It also provides funding towards the provision of charging points through the Plugged-in Places programme.
- 2.2.3 Purely electric cars are exempt from Vehicle Excise Duty. Hybrid models fall in tax band A for which no duty is currently chargeable in the first or subsequent years. For light commercial vehicles, there are reductions in duty for vehicles meeting Euro 4 or 5 standard. Purely electric company cars are exempt from income tax on private use.
- 2.2.4 Although very limited in the UK, tolls and road pricing provide another opportunity for favourable treatment of electric vehicles. In relation to the London congestion charge, certain vehicles used to qualify for the Greener Vehicle Discount or Electrically Propelled Vehicle Discount; however, these schemes have now closed to new registrations. Ultra low emission vehicles (ULEVs) still qualify for a 100% discount; this is stricter than the band A criteria for Vehicle Excise Duty and only electric and certain approved plug-in hybrid vehicles qualify automatically. Conventional hybrids only gain exemption if their emissions are 75g/km or less and they are Euro 5 compliant.

² <http://www.theccc.org.uk/publication/fourth-carbon-budget-review/>

³ At page 27 of the [4th Review](#).

⁴ [A Strategy for Ultra Low Emission Vehicles in the UK](#), para 6.1.

⁵ At page 42 of the [4th Review](#).

Appendix 2

- 2.2.5 It is thought that no local authority in the UK currently allows use of bus lanes by LEVs or ULEVs. Transport for London have specifically considered allowing use by electric vehicles and decided against it.⁶
- 2.2.6 Some local authorities apply no or reduced parking charges to certain low emission vehicles; however the national picture is patchy.

2.3 New car sales

- 2.3.1 Sales of electric vehicles are currently low but increasing. In Quarter 3 of 2013 there were a mere 1,149 registrations under the government's grant scheme, although this was 25% up on Quarter 2.
- 2.3.2 Pure electric vehicles accounted for a mere 0.15% of new car sales in 2013⁷. While the UK picture is not untypical, contrast this with Norway where electric cars make up 12% of new car sales⁸. The International Council on Clean Transportation has identified the UK as having a low take-up of electric vehicles despite relatively generous fiscal incentives⁹.
- 2.3.3 A study by Element Energy for the University of Aberdeen¹⁰ has identified the following barriers to the uptake of electric vehicles:-
- Vehicle price;
 - Limited supply of models;
 - Access to charging facilities;
 - Driving range and charging time
 - Awareness of plug-in vehicles and their capabilities and associated incentives.

2.4 Regulation

- 2.4.1 Apart from taxation and certain other privileges, electric cars or commercial vehicles are subject to the same rules of the road as those powered by petrol or diesel.
- 2.4.2 Electric cycles may be ridden on the same infrastructure as conventional cycles, as long as they comply with the legal requirements for electrically assisted pedal cycles (EAPCs)¹¹, although users must be aged 14 or over.

⁶ See [Electric Vehicles in Bus Lanes](#) (TfL)

⁷ Source; Society of Motor Manufacturers and Traders.

⁸ For December 2013 (6% of sales over 2013 as a whole); see http://www.greencarreports.com/news/1088856_electric-cars-12-percent-of-all-new-car-sales-in-norway-last-month. The article attributes this to comprehensive charging infrastructure, tax incentives, and a limited need to embark on long journeys.

⁹ ["Driving Electrification – a global comparison of fiscal incentive policy for electric vehicles \(May 2014\)](#), Figure ES-1

¹⁰ http://www.element-energy.co.uk/wordpress/wp-content/uploads/2014/01/CCC-EV-pathways_FINAL-REPORT_17-12-13-Final.pdf

¹¹ See <https://www.gov.uk/electric-bike-rules>

Electric cycles not complying with the EAPC requirements are subject to the same rules as motorcycles.

3 The merits (or otherwise) of electric vehicles

3.1 Emissions of oxides of nitrogen, and local air quality

3.1.1 The greatest benefit is clearly in terms of tailpipe emissions and therefore the contribution made to local air quality. This has significant advantages, particularly in Exeter where an Air Quality Management Area has been designated, broadly corresponding to the busiest road corridors, on account of high emissions of nitrogen dioxide¹². Emissions of harmful particulates are also significantly reduced.

3.2 Carbon emissions

3.2.1 Even without progress towards decarbonisation of the UK's power supply, a shift to use of electric vehicles will make an effective contribution to overall reduction in consumption of fossil fuels and in corresponding carbon emissions. This is because electric motors are more efficient than internal combustion engines at converting fuel into kinetic energy¹³.

3.2.2 Decarbonisation of the power supply on any significant scale is dependent on central government policy. However, businesses can use combined marketing initiatives to increase the demand for renewable energy. For example, purchasers of a VW electric car are offered the opportunity to sign up to an Ecotricity green tariff at point of sale.

3.2.3 Careful selection of sites for charging points can enable them to be powered from solar panels, minimising their consumption of electricity from the national grid. See further paragraph 6.1.3.

3.3 Electricity storage

3.3.1 Electric cars can fulfil a storage role in relation to surplus electricity generated at certain times, eg. by solar PV during the daytime, which could be used to charge the batteries in an electric car, or be stored in old batteries which are no longer fit for use in a vehicle. Technology exists for an electric car to provide backup power to a house during failure of the conventional electricity supply; this is already in use in Japan and is being developed in the USA¹⁴. In the UK we are seeing technological advances in the way buildings are wired (for example to enable electricity from domestic solar panels to be fed into the national grid), and these advances will make it simpler for electric vehicles plugged in to such a system to provide back-up power for the building.

¹² See <http://www.exeter.gov.uk/index.aspx?articleid=4261>

¹³ See http://spiral.imperial.ac.uk/bitstream/10044/1/6839/1/Howeyetal_measurements.pdf

¹⁴ See http://www.greencarreports.com/news/1081901_electric-cars-used-as-emergency-power-dod-begins-tests.

3.4 Congestion

- 3.4.1 It should be recognised that uptake of electric vehicles in place of those powered by petrol or diesel will do nothing to reduce congestion in Exeter and elsewhere. Promotion of electric vehicles should therefore be targeted at current users of petrol or diesel vehicles rather than as an alternative to using more sustainable modes of transport, such as walking, cycling or using public transport. See section 6.

3.5 Noise

- 3.5.1 Electric vehicles are typically quieter than those powered by petrol or diesel, particularly at low speeds where road noise is not significant. There is however a debate about whether this creates potential safety problems, with pedestrians and cyclists being unable to hear electric vehicles approaching. The Equalities Impact Assessment of this Strategy considers this issue.

4 Policies

4.1 Planning policies

- 4.1.1 The UK Government's Strategy for Ultra Low Emission Vehicles in the UK notes that most charging takes place at home and overnight, with some at the workplace¹⁵.
- 4.1.2 National planning policy is contained in the National Planning Policy Framework (NPPF)¹⁶, which defines "sustainable transport modes" as including low and ultra low emission vehicles. A consequence of this is that much of Chapter 4 of the NPPF "Promoting Sustainable Transport" requires local planning policies to promote use of such vehicles to the same extent as walking, cycling and use of public transport.
- 4.1.3 One paragraph which still makes a distinction is paragraph 35, which requires developments to be located and designed (where practical) to give priority to pedestrian and cycle movements, and have access to high quality public transport facilities, although it also supports the incorporation of facilities for charging plug-in and other ultra low emission vehicles.
- 4.1.4 Accordingly there is currently significant national support for requiring developers to provide charging points. Whether this remains the case in relation to new dwellings will depend on the outcome of the Housing Standards Review¹⁷, in particular whether local planning authorities can set their own standards and if not, what national standards will apply.

¹⁵ See

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/239317/ultra-low-emission-vehicle-strategy.pdf at para 5.27.

¹⁶ <https://www.gov.uk/government/publications/national-planning-policy-framework--2>

¹⁷ <https://www.gov.uk/government/consultations/housing-standards-review-consultation>. The Government has responded to the consultation but full details are still awaited.

- 4.1.5 For the present, Exeter City Council has adopted a Residential Design SPD¹⁸ which requires developers to plan for the future installation of charging points for all residential parking, including on-street locations, by at least providing ducting with the potential for easy connection to the electricity network¹⁹. A Sustainable Transport SPD extends this to workplace, retail and public parking facilities²⁰. However, to date this has not been routinely secured by condition.
- 4.1.6 These SPDs also set out the quantity and standard of cycle parking required to satisfy the relevant Local Plan policy, and the Sustainable Transport SPD promotes the provision of safe and convenient routes for cyclists. Electric cycles can make use of the same parking facilities and infrastructure, so no additional provision is required in order to encourage their use.
- 4.1.7 In East Devon, Local Plan policy TA4 encourages the provision of cycle routes and facilities in conjunction with new development, and TA9 sets minimum cycle parking standards²¹. In the emerging replacement Local Plan, policy TC9 requires all major developments²² to include charging points for electric cars.
- 4.1.8 In the Teignbridge Local Plan, policy S9 (e) requires new development to support infrastructure for electric vehicles. Policy S2 (d) requires priority to be given to the needs of cyclists.
- 4.1.9 Policy and practice will need to be kept under review following the detailed outcome of the Housing Standards Review.

4.2 Parking policies

- 4.2.1 None of the District Councils represented on the Growth Board gives any discount in parking charges to electric vehicles, nor does Devon County Council.
- 4.2.2 Exeter City Council is in the process of installing some charging points in its own car parks, which will be available for the public to use. It is proposed that the normal parking charge will apply, but that (initially) no additional charge will be made for use of the charging point.

4.3 Fleets

- 4.3.1 Exeter City Council, East Devon District Council and Devon County Council have been undergoing reviews of their own fleets by the Energy Saving Trust, to establish whether there is a business case for introducing electric vehicles to those fleets. Exeter is acquiring a number of electric vehicles as a result.

¹⁸ <http://www.exeter.gov.uk/index.aspx?articleid=12730>

¹⁹ Para 6.34 of the [Residential Design SPD](#).

²⁰ Para 6.5.1 of the [Sustainable Transport SPD](#).

²¹ <http://www.eastdevon.gov.uk/forwardplan1995-2011.htm#top>

²² 10+ dwellings, 1000+ square metres floorspace or 1+ hectares site area

5 Infrastructure provision

- 5.1.1 The Government has largely left the industry to its own devices, resulting in piecemeal provision of charging points across the UK, with a multitude of membership and pay-as-you-go schemes²³.
- 5.1.2 The availability of information is not particularly satisfactory, with various websites showing inconsistent information. The establishment by OLEV of a National Chargepoint Registry was supposed to help, but its website excludes some charging points shown on other websites.
- 5.1.3 With that caveat, the position is that there are around four charging points available for public use in and around Exeter, with approximately twenty across Devon (including Plymouth and Torbay)²⁴. See Figure 1.
- 5.1.4 Nevertheless, provision is increasing with more players entering the market; for example Ecotricity have installed charging points at all Ikea stores²⁵. The provision of a network of rapid charging points is identified as being necessary to encourage high uptake of electric vehicles²⁶.



Figure 1: charging points in Devon. Reproduced with kind permission of nextgreencar.com.

6 Discussion

6.1 General principles

- 6.1.1 It follows from section 3 that ownership and use of electric vehicles is to be encouraged.

²³ [UK Strategy](#), para 5.31.

²⁴ According to <http://www.nextgreencar.com/electric-cars/charging-points.php>

²⁵ Exeter City Council has recently resolved to grant permission for an Ikea store in Exeter.

²⁶ See http://www.element-energy.co.uk/wordpress/wp-content/uploads/2014/01/CCC-EV-pathways_FINAL-REPORT_17-12-13-Final.pdf, page ix.

- 6.1.2 Where electric vehicles replace those powered by petrol or diesel, the advantages are considered to outweigh any disadvantages. There are significant benefits in reducing local emissions of nitrogen oxides, and the relative efficiency of electric motors compared with internal combustion engines brings advantages in terms of reduced fossil fuel consumption and corresponding carbon emissions.
- 6.1.3 Promoting the use of electric vehicles where they complement other sustainable transport initiatives can capitalise on their respective advantages, compensating for the fact that using an electric vehicle does not in itself reduce congestion. So for example, provision of charging points at park and ride sites or at rail stations combines two “green” initiatives: electric cars and onward travel by a sustainable mode – plus a third (renewable energy) if the charging points are powered by solar PV.
- 6.1.4 Similarly, use of electric vehicles by car clubs constitutes a combination of sustainable initiatives, since membership of car clubs has been shown in itself to reduce car journeys.
- 6.1.5 Another effective target market will be vehicles whose journeys will take place anyway, including commercial vehicles such as delivery vans. For example, IKEA already has hybrid vehicles in its delivery fleet and is trialling all-electric vehicles²⁷. There is also scope for electrification of fleets of heavy vehicles including buses, although the only electric buses among the 2014/15 orders placed by Stagecoach (the dominant operator in the area) are hybrid vehicles for operation in London.

6.2 Fleet review and replacement

- 6.2.1 Several member organisations of the Low Carbon Task Force are undergoing fleet reviews. A fleet of vehicles is an expensive asset, so it is unlikely that organisations are operating larger fleets than necessary, although this should form part of any review. Similarly, fleet operators should frequently review the mileage travelled by their vehicles and work to reduce mileage as far as possible.
- 6.2.2 Subject to the above points, replacement of petrol or diesel vehicles with electric vehicles will have benefits, particularly in terms of local air quality, so organisations should be encouraged to review their fleets. It is accepted that they are not likely to replace vehicles where it is not economic to do so, but the benefit of a review is that it will demonstrate whether available grant aid and favourable running costs outweigh the capital cost. Leasing options may have advantages given the rapidly changing technology, and concerns over the eventual cost of replacing batteries.
- 6.2.3 It is recommended that all member organisations of the Low Carbon Task Force and EHOD Growth Board take up the opportunity of fleet reviews by the Energy Saving Trust²⁸, and promote take up among other organisations. Use by staff of electric fleet vehicles could dispel some of the anxieties

²⁷ See <http://www.edie.net/news/6/IKEA-to-include-EV-chargers-at-all-UK-stores/>

²⁸ <http://www.energysavingtrust.org.uk/Organisations/Transport/Products-and-services/Fleet-advice>

around such vehicles, and may encourage them to consider an electric option when changing their own car.

6.3 Infrastructure

6.3.1 Potential roles for the public sector are:-

- as a provider of charging infrastructure;
- in securing provision by others, either through encouragement or compulsion.

6.3.2 Local authorities and other public sector organisations such as hospitals are significant providers of parking places where charging points could conveniently be provided. It is also appropriate for them to be publicly associated with a form of transport that benefits public health through reducing harmful emissions. It is considered appropriate, therefore, for these organisations to cater for those of their customers who drive electric vehicles, and to take advantage of funding opportunities to provide such facilities.²⁹

6.3.3 The same applies to private sector providers. Organisations with a plug-in fleet are likely to need facilities for charging their own vehicles, and will often be able to make these available to customers.

6.3.4 It is recommended that the member organisations of the Low Carbon Task Force take a lead in providing charging points on their own property. What is currently unclear is to what extent it will be necessary for the provision of charging points by others to be compelled, principally through the planning system (see section 6.7). Following the example of IKEA, it is easy to foresee that one of the major supermarkets might provide charging points across its stores to emphasise its green credentials and gain a competitive advantage; in that case, others would be likely to follow.

6.3.5 It is perhaps less likely that businesses without extensive parking for customers will voluntarily provide charging facilities for staff, unless compelled or incentivised to do so. The role of the planning system is discussed more in section 6.7.

6.3.6 As mentioned above, environmental gains will be greater when provision of charging points is integrated with other sustainable transport initiatives. For example, workplace charging facilities could be combined with preferential parking arrangements for car sharers, to avoid encouraging an increase in car use at the expense of walking, cycling and public transport.

6.4 Financial and other privileges

6.4.1 The most obvious examples of privileges are free use of charging points, and free or discounted parking for electric vehicles. Another example is free or, discounted entry to a restricted area, such as the congestion charge zone in London.

²⁹ As Exeter City Council is currently doing.

- 6.4.2 Despite the conclusion in paragraph 6.1.1 of this strategy that ownership and use of electric vehicles should be promoted, all privileges should be treated with caution for two reasons.
- 6.4.3 The first is that if this strategy and that of the Government succeed, electric vehicles will gradually take over until they become the norm. Privileges will potentially result in the strategy becoming a victim of its own success. So if electric vehicles are allowed free parking, this will eventually neutralise parking charges as a form of demand management, and reduce to nothing the income available for maintaining and improving the facilities. Likewise, allowing electric vehicles unrestricted entry to a controlled area will eventually remove the benefits of having the control in place.
- 6.4.4 This has already been exemplified in central London, where hybrid vehicles that are not ULEVs are no longer automatically exempt from the congestion charge.
- 6.4.5 Removing a privilege once it has been granted is always unpopular; more so if the existence of the privilege has influenced a major purchase like a car. For this reason:-
- Privileges should only be granted after careful consideration –
 - of the impact on other policies, such as those relating to sustainable transport and air quality;
 - of the consequences if take-up of electric vehicles continues to increase.
 - All privileges should be clearly expressed as subject to periodic review, and liable to be reduced or withdrawn. Alternatively, or in addition, a privilege (evidenced by a permit) could be granted to a finite number of ULEVs to encourage early adoption.
- 6.4.6 Free use of charging points is essentially a privilege; while the cost of a single charge is low, the capital cost of the equipment runs to thousands of pounds. Whereas numerous organisations are currently allowing free use, as a simple way of promoting electric vehicles as well as encouraging visitors to a particular location, publicity should be designed so as to present this as a privilege (“Free charging available”) rather than allowing an assumption to develop that this is the norm, and guaranteed indefinitely.

6.5 Dissemination of information

- 6.5.1 This is a way in which organisations in both the public and private sector can help to promote ownership and use of electric vehicles.
- 6.5.2 Information which is important but not immediately accessible ranges from the types and models of vehicles on the market, the financial assistance available, and the location of charging points.
- 6.5.3 Particularly in relation to charging points, local authorities could have a role to play in publicising (for example on their website) points within and close to their area. Organisations publicising their own charging points could provide details of a wider network. However, organisations should avoid “reinventing the wheel” where this information is readily available elsewhere, and in doing so creating for themselves an obligation to keep information up to date in a

rapidly changing marketplace. The best strategy for an organisation setting up a web page is to link to another authoritative source. For example, the most comprehensive map of charging points appears to be <http://www.nextgreencar.com/electric-cars/charging-points.php>.

6.6 An enabling role

6.6.1 Some funding opportunities are aimed at particular categories of applicant; for example Exeter City Council's successful bid was to fund supporting provision of charging points on public sector estate. Local authorities have opportunities to promote electric vehicles through their relationships with transport organisations, such as bus and taxi operators and car clubs, and should be aware of funding opportunities to promote the acquisition and use of electric vehicles.

6.6.2 It has to be recognised that grants usually require the applicant to provide match funding, and therefore do not constitute totally free money; also that matching any grant funding will be challenging in the current economic climate. Nevertheless, member organisations of the Low Carbon Task Force and Growth Board should be willing to submit applications in appropriate circumstances.

6.7 The planning process

6.7.1 The Element Energy report referred to above³⁰ recommends that planning authorities use conditions to require all parking spaces in new development to be "EV-ready". However, until the detailed outcome of the Housing Standards Review³¹ is known, the role of the planning system in prescribing details such as charging facilities in new housing development remains uncertain.

6.7.2 Subject to this, local planning authorities should:-

- Develop policies requiring the provision of charging points as part of new development, or at least the provision of ducting and easy connection to an electricity supply.
- Use conditions to secure compliance with the policies. Where there is no specific condition on an existing planning permission, there may be scope for persuading a developer to provide charging points as part of an approved travel plan.
- Where developers are required to support car clubs through section 106 contributions and/or provision of parking spaces, charging points should be included. Developers should be required to set up management arrangements that do not involve passing maintenance liability to a local authority.

³⁰ http://www.element-energy.co.uk/wordpress/wp-content/uploads/2014/01/CCC-EV-pathways_FINAL-REPORT_17-12-13-Final.pdf, page xii.

³¹ <https://www.gov.uk/government/consultations/housing-standards-review-consultation>

6.8 Marketing strategies

- 6.8.1 There are opportunities for marketing electric vehicles to the public and businesses as part of a “green package”, for example:-
- An electric car can act as a storage system to complement solar PV.
 - Products can be related through a green theme, such as the arrangement between Volkswagen and Ecotricity referred to in paragraph 3.2.2.
 - Looser arrangements can be made through a loyalty points system with an environmental theme, such as the Ice scheme³².
- 6.8.2 It is considered that commercial (rather than public sector) organisations are best placed to promote schemes of this kind.

7 Conclusions

7.1 General principles

- 7.1.1 The ownership and use of electric vehicles is to be encouraged. This is especially the case where they can be used to complement initiatives involving sustainable travel and/or renewable energy.

7.2 Fleet review and replacement

- 7.2.1 All member organisations of the Low Carbon Task Force and EHOD Growth Board should take up the opportunity of fleet reviews by the Energy Saving Trust³³, and promote take-up among other organisations. Reviews should examine the size of fleet and mileage travelled, as well as the potential for replacing petrol/diesel with electric vehicles.

7.3 Infrastructure

- 7.3.1 Organisations which provide parking places are encouraged to use these to expand the network of charging points.

7.4 Financial and other privileges

- 7.4.1 Privileges (such as free or discounted parking) should only be granted after careful consideration –
- of the impact on other policies, such as those relating to sustainable transport and air quality;
 - of the consequences if take-up of electric vehicles continues to increase.

³² <http://www.myice.com/>

³³ <http://www.energysavingtrust.org.uk/Organisations/Transport/Products-and-services/Fleet-advice>

Appendix 2

7.4.2 All privileges, including free use of charging points, should be clearly expressed as subject to periodic review, liable to be reduced or withdrawn, and/or limited to a finite number of early adopters.

7.5 Dissemination of information

7.5.1 Organisations should assist in the provision of information, such as location of charging points, ideally by referring users to another authoritative source, to avoid a proliferation of information which may not be kept up to date.

7.6 An enabling role

7.6.1 Public authorities should use their relationships with transport organisations to promote ownership and use of electric vehicles.

7.6.2 All organisations should take appropriate opportunities to apply for funding that helps promote electric vehicles.

7.7 The planning process

7.7.1 Subject to the detailed outcome of the Housing Standards Review³⁴, local planning authorities should promote electric vehicles and particularly the provision of charging points through planning policies and conditions, including those requiring a travel plan.

7.8 Marketing strategies

7.8.1 Commercial organisations should exploit marketing opportunities that link electric vehicles with other green products and services.

Appendix 1: Glossary

BIS	Department for Business, Innovation and Skills
DECC	Department of Energy and Climate Change
DfT	Department for Transport
EHOD	Exeter and Heart of Devon, ie. the Growth Board of this name.
EPAC	Electric pedal assisted cycle – so defined by the Government in Electric Bikes – the rules
LEV	Low emission vehicle, ie. with CO2 emissions less than 100g/km at tailpipe
NPPF	National Planning Policy Framework
PV	Photo volatic, as in “solar PV panels” which generate electricity from sunlight

³⁴ <https://www.gov.uk/government/consultations/housing-standards-review-consultation>

Appendix 2

SPD	Supplementary Planning Document – elaborating on policies in a Development Plan Document
ULEV	Ultra low emission vehicle, ie. pure electric, plug-in hybrid, or vehicle with CO ₂ emissions less than 75 g/km at tailpipe

Appendix 2: Low Carbon Task Force members

Devon County Council
East Devon District Council
Energy Saving Trust
E.ON
Exeter Chamber of Commerce
Exeter City Council
Met Office
Royal Devon & Exeter NHS Trust
Teignbridge District Council
University of Exeter

EXETER CITY COUNCIL

REPORT TO: SCRUTINY COMMITTEE - ECONOMY
DATE OF MEETING: 11 SEPTEMBER 2014
REPORT OF: ASSISTANT DIRECTOR FINANCE
TITLE: BUDGET MONITORING REPORT TO 30 JUNE 2014

Is this a Key Decision?

No

Is this an Executive or Council Function?

No

1. What is the report about?

This report advises Members of any material differences to the revised budget in respect of the Economy Services revenue and capital budgets.

Potential areas of budgetary risk are also highlighted in this report, so that Members are aware that certain budgets have been identified as being vulnerable to factors beyond the control of the Council, which may result in potential deviations from budget, and are therefore subject to close monitoring by officers.

2. Recommendations:

That Members of Scrutiny Committee – Economy assure themselves that satisfactory actions are being undertaken by Officers to address the key areas of budgetary pressure highlighted in this report.

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 Economy Services.

4. What are the resource implications including non financial resources

The financial resources required to deliver Economy 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 projected financial position of Economy Services as at 31 March 2015.

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 Monitoring Officer has no issues to raise on the content of this report.

8. Report Details:

Economy Services Budget Monitoring to 30 June 2014

8.1 Key Variations from Budget

The current forecast suggests that net expenditure for this committee will decrease from the revised budget by a total of £20,340 after transfers from reserves and revenue contributions

to capital, as detailed in Appendix 1. This represents a variation of 8.29% from the revised budget. This includes supplementary budgets of £219,560.

8.2 The significant variations by management are:

MU Code	Management Unit	Over / (Underspend)	Detail
83A3	Parking Services	37,070	<ul style="list-style-type: none"> • Shortfall on Penalty Charge Notice Income • Saving on Non Domestic Rates budget
83A4	Economic Development	3,130	<ul style="list-style-type: none"> • Job evaluation increase
83A6	Tourist Information	1,880	<ul style="list-style-type: none"> • Sickness cover
83B4	Engineering & Construction Services	(17,140)	<ul style="list-style-type: none"> • Vacancy pay savings
83B9	Markets & Halls	(38,510)	<ul style="list-style-type: none"> • Net increase in income from usage
83C2	Museum Service	(6,770)	<ul style="list-style-type: none"> • Vacancy pay savings

9. Capital Budget Monitoring to 30 June 2014

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

9.1 Revisions to the Community Capital Programme

The 2014/15 Capital Programme, including commitments brought forward from 2013/14 is £2,738,540 and was last reported to Scrutiny Committee – Resources on 2 July 2014. There have been no revisions to the programme since that date.

9.2 Performance

The current Economy Capital Programme is detailed in Appendix 2. The appendix shows a total spend of £1,844,280 in 2014/15 with £863,340 of the programme potentially deferred until 2015/16.

9.3 Capital Variances from Budget

No variances or issues concerning expenditure have arisen for this committee.

9.4 Capital Budgets Deferred to 2015-16

Schemes which have been identified as being wholly or partly deferred to 2015/16 and beyond are:

Scheme	Revised 14/15 Budget £	Budget to be Deferred £	Reason
Northbrook Flood Alleviation Scheme	198,130	198,130	Awaiting further information from the Environment Agency
Newtown Community Centre (2 nd Grant)	50,000	40,000	Significant funds need to be raised from other sources before this project can proceed

Wear United	50,000	50,000	This New Home Bonus Grant is for a new community building but it is unlikely the project will be able to commence this financial year
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9.5 Achievements

There are no significant achievements to report this quarter.

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

Economy Service budgets contribute to 3 key purposes, as set out in the Corporate Plan; keep me/my environment safe and healthy, keep place looking good, help me find somewhere to live

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

Areas of budgetary risk are highlighted in this report. An action plan addressing the key areas of budgetary risks within Economy Services will be included if and when they arise.

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 - ECONOMY
BUDGET MONITORING**

APRIL 2014 TO JUNE 2014

ACTUAL TO DATE			CODE	YEAR END FORECAST		
PROFILED BUDGET	ACTUAL TO DATE	VARIANCE TO DATE		APPROVED BUDGET	CURRENT OUTTURN FORECAST	FORECAST VARIANCE
£	£	£		£	£	£
528,240	560,926	32,686	83A1	(2,786,330)	(2,786,330)	0
5,973	2,954	(3,019)	83A2	44,460	44,460	0
(188,026)	(225,936)	(37,910)	83A3	(3,713,350)	(3,676,280)	37,070
127,553	82,772	(44,781)	83A4	626,930	630,060	3,130
44,522	38,276	(6,246)	83A5	202,500	202,500	0
106,064	146,102	40,038	83A6	431,580	433,460	1,880
39,070	13,804	(25,266)	83A8	398,490	398,490	0
		0	83A9	48,580	48,580	0
20,499	54,576	34,077	83B1	136,780	136,780	0
61,710	45,925	(15,785)	83B4	20,000	2,860	(17,140)
122,857	97,430	(25,427)	83B5	813,770	813,770	0
12,759	4,895	(7,864)	83B6	125,250	125,250	0
7,500	1,788	(5,712)	83B8	75,000	75,000	0
(42,153)	(336,158)	(294,005)	83B9	(259,490)	(298,000)	(38,510)
31,857	21,796	(10,061)	83C1	284,420	284,420	0
637,440	648,222	10,782	83C2	2,316,420	2,309,650	(6,770)
165,679	43,594	(122,085)	83C3	994,050	994,050	0
(39,939)	(44,888)	(4,949)	83C4	(4,380)	(4,380)	0
165,767	183,372	17,605	83C5	0	0	0
		0		0	0	0
1,807,372	1,339,450	(467,922)	NET EXPENDITURE	(245,320)	(265,660)	(20,340)

VARIANCES ON TRANSFERS TO / (FROM) EARMARKED RESERVES

REVENUE CONTRIBUTION TO CAPITAL

OVERALL FORECAST EXPENDITURE FOR THE YEAR AFTER MOVEMENTS TO/FROM RESERVES	(265,660)
REVISED BUDGETS	(245,320)
ADJUSTED OUTTURN VARIANCE	(20,340)

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CAPITAL MONITORING TO 30 JUNE 2014

	2014/15 Capital Programme	2014/15 Spend to 30 June	2014/15 Forecast Spend	2014/15 Budget to be Carried Forward to 2015/16 and Beyond	2014/15 Programme Variances Under ()
	£	£	£	£	£
ECONOMY & DEVELOPMENT					
KEEP PLACE LOOKING GOOD					
Canal Basin and Quayside	79,840		79,840		
Exhibition Way Bridge Maintenance	39,980		39,980		
John Lewis Car Park Refurbishment	2,130	2,130	2,130		
Replacement of Car Park Pay & Display Machines	47,770	1,000	47,770		
Canal Bank Repairs & Strengthening	10,880		10,880		
Northbrook Flood Alleviation Scheme	198,130			198,130	
Major Flood Prevention Works	3,000,000		3,000,000		
National Cycle Network	3,200		3,200		
Repair to Turf Lock Gates	150,000		150,000		
PROVIDE GREAT THINGS FOR ME TO SEE & DO					
Replace Running Track at Exeter Arena	743,000	146,090	743,000		
Sports Facilities Refurbishment	83,890	3,454	83,890		
RAMM Development	384,000		384,000		
Storage of Archives	64,230	9,145	64,230		
Livestock Market Electrical Distribution Boards	55,000		55,000		
Wonford Community Centre Boiler	14,250		14,250		
DELIVER GOOD DEVELOPMENT					
Newcourt Community Hall (S106)	29,240	8,739	29,240		
Newcourt Community Association Centre	68,240	35,739	60,240	8,000	
Exe Water Sports Association (Grant Towards Build)	12,240		12,240		
Devonshire Place (Landscaping)	25,000		25,000		
Alphington Village Hall (Repairs & Extension)	50,000		50,000		
St Thomas Social Club (New Roof)	25,000		16,995		(8,005)
St James Forum (Queens Crescent Garden)	8,100	4,550	8,100		
2nd Exeter Scouts & Park Life ('Urban Village Hall' Heavitree Park)	10,000	1,500	10,000		
Citizens Advice Bureau (Building Improvements)	10,000		10,000		
St Sidwells Community Centre	40,000		40,000		
Newtown Community Centre (2nd Grant)	50,000	988	10,000	40,000	
Wear United	50,000			50,000	
Alphington Church	16,000		16,000		
Exeter City Football in the Community	19,800		19,800		
City Centre Enhancements	22,220		22,220		
Well Oak Footpath/Cycleway	740		740		
Paris Street Roundabout Landscaping & Sculptural Swift Tower	62,430	5,553	62,430		
Heavitree Environmental Improvements	22,880		22,880		
Ibstock Environmental Improvements	3,240		3,240		
HELP ME RUN A SUCCESSFUL BUSINESS					
Science Park Loan	1,000,000		1,000,000		
ECONOMY & DEVELOPMENT TOTAL	6,401,430	218,889	6,097,295	296,130	(8,005)

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REPORT TO: SCRUTINY COMMITTEE – ECONOMY
Date of Meeting: Scrutiny Committee Economy – 11 September 2014
Report of: Assistant Director Economy
Title: City Centre Night Time Economy

Is this a key decision? No

Is this an executive or council function? No

1. What is this report about?

- 1.1 To give Members an update on the night-time economy and the approach being taken to:
- a) enhancing its attractiveness to all;
 - b) to improving perceptions of safety; and
 - c) to reducing incidents of drink related anti-social behaviour.
- 1.2 At present the lead on co-ordinating work on the night-time economy is taken by the Exeter Alcohol, Violence and Night-Time Economy Task Group (EAVNTE). EAVNTE membership is drawn from the City Council, Devon County Council, Police, taxi and private hire trade, NHS, late night food providers and licensed trade. EAVNTE is jointly chaired by the City Centre Manager and the Exeter Police Commander.

2. Recommendations

- 2.1 Members note progress and achievements to date and comment on the plan of action for the coming twelve months.
- 2.2 Members identify any additional areas on which they would wish there to be a focus in the plan.

3. Reasons for the recommendation

- 3.1 The night-time economy represents an area of significant potential growth for Exeter, but an area in which growth will be stilted unless progress continues to be made on addressing issues of anti-social behaviour and late night drink related disorder.

4. Resource implications

4.1 Financial Resources

During the current year £5,000 for the Community Safety Partnership budget has been assigned to the work of the EAVNTE.

4.2 Personnel

In addition to chairmanship by the City Centre Manger, the work of EAVNTE is supported by officers from the licensing, environmental health and community safety teams.

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 None.

7. Deputy Monitoring officer comments

7.1 Nothing further to add to the report.

8. Report details

- 8.1 A multi-agency workshop on the Exeter night-time economy was held in July 2013 at Exeter Corn Exchange. The workshop drew together the City Council, County Council, Police, NHS, taxis and transport providers and representatives from late night food establishments, City Centre venues and the City Centre licensed trade.
- 8.2 The July 2013 workshop set a clear agenda for action on the night-time economy. A summary of issues arising from the 2013 workshop is set out in the attached Annex A.
- 8.3 Good progress continues to be made, with the following initiatives having been delivered during the last two years:
- a) H2O Water Project. This was one of the first initiatives delivered by EAVNTE. The self-service water-coolers were installed in a number of larger premises with a view to encouraging customers to drink more water whilst on a night out. The project was based on a pilot scheme that operated in Gloucester – resulting in a significant drop in public disorder incidents in a city nightclub. Initial costs were met by the suppliers and post-trial costs met by individual licensed establishments. Post a successful trial in Exeter, the scheme was rolled out across Devon, with funding from Safer Devon Partnership, Devon & Cornwall Police and Devon Drugs & Alcohol Action Team.
 - b) Extended evening retail opening hours. Scrutiny Members were briefed on progress with delivering extended evening trading at their last meeting. Retailer take-up of the initiative remains challenging, but the initiative remains a key element of the strategy for ensuring a better ‘connection’ between the day-time, evening and night-time economies and, in turn, in ensuring a greater number of people remain in the City Centre in the evening and at night.
 - c) Help Zone. A temporary Help Zone was run with the support of the City Council, the Police, Street Pastors, South West Ambulance service and Exeter Mint Methodist Church on the final Friday before Christmas (‘Builders Friday’) in 2013. The objectives of the Help Zone were to give people a central place to go in the City Centre if they ran into any problems, to allow paramedics to treat minor injuries on the spot (reducing the burden on A&E) and to allow police to deal with incidents and take statements without having to travel out of the City Centre.
 - d) Collaborative Marshalling. A gradual introduction of security staff from Club Rococo, Mosaic and The Golden Horn assisting in marshalling crowds away from Mary Arches Street post clubs in the area closing has now been introduced on Saturday nights. In due course, with the introduction of a new Taxi Rank to the front of Mosaic before the end of the year, security staff will act as Taxi Marshalls for the new rank. The main purpose of this initiative is to disperse revellers from the area and help reduce the risk of conflict flashpoints and intimidation.
- 8.4 Key actions currently identified for the coming 12-18 months are:
- a) **Introduction of Best Bar None scheme**. Best Bar None is a national award scheme supported by the Home Office and aimed at promoting responsible management and operation of licensed premises. It was piloted in Manchester in 2003 and found to improve standards in the night time economy, with premises now competing to participate. It has since been adopted by over 100 towns and cities across the UK and is now being taken up internationally.
 - b) **Securing Purple Flag accreditation for the City Centre**. Purple Flag is an accreditation scheme that recognises excellence in the management of town and city centres at night - entertainment areas that achieve the standard will benefit

from an improved night time environment and a reputation that offers ‘a better night out’ to visitors. Many locations around the UK and Ireland are already involved. Purple Flag aims to raise standards and improve the quality of our towns and cities by incorporating all aspects of evening & night-time economy management into a comprehensive framework for local partnerships to aspire to. Just as a Blue Flag is an indicator of a good beach, Purple Flag is the indicator of where to go for a good night out.

- c) **Review of the City Council’s licensing policy** – with the potential for the policy to underpin the strengthening of evening and night-time café culture in the City Centre.
- d) **Consultation with the public, trade and other stakeholders to consider whether to remove the policy of taxi restriction in a managed way**, and on the potential for enhancing the quality controls for taxis to improve standards further and prevent any potential negative impact from de-restriction.
- e) **Home Visits to be conducted by Neighbourhood Police Officers** to follow-up on under age patrons being identified by licensed premises.
- f) **Seek to develop school alcohol education and awareness sessions** - to promote awareness of the effects of alcohol.
- g) Building on the success of the pre-Christmas trial, **to launch a Saturday night Help Zone on a long-term trial basis.**
- h) Licensed premises to look to provide **safe areas for patrons needing immediate assistance until Street Pastors can attend and assist.**
- i) To **review the City Centre night-time policing model**, with a view to ensuring police presence is more visible across a wider area of the City Centre;
- j) To look to the **potential of expanding the Taxi Marshall scheme to Friday nights and Bank Holidays;**
- k) To **examine means of rapid sharing of photographs of individuals causing trouble between licensed premises.**

9. How does report contribute to the council’s corporate plan?

- 9.1 Progress on the key forward actions set out above will help deliver the Council’s purposes of ‘help me run a successful business’, ‘provide great things for me to see, do and visit’, ‘improve the environment and my neighbourhood’, ‘keep my city safe and looking good’, ‘provide me with the information I need’ and ‘maintain the assets of our city’.

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

- 10.1 Risks relate to:
 - a) *Reduction of funding available from the Safer Devon Partnership and the Police and Crime Commissioner in 2015/16.* Statistical analysis of the success of initiatives launched by EAVNTE, with evidence of their contribution to delivering reductions in levels of anti social behaviour and drink related disorder will be undertaken, with a view to underpinning the case for on-going funding.
 - b) *Licensed premises falling away from the partnership approach to the night-time economy developed during the last twelve months.* This risk can be ameliorated by continuing the regular ‘partnership’ meetings involving licensees, police and council officers.

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 Progress on the areas identified in paragraph 8.4 above will make a positive contribution in all areas.

12. Are there any other options?

12.1 None identified.

John Harvey, City Centre Manager

Richard Ball, Assistant Director Economy

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) 26115

REPORT TO: SCRUTINY COMMITTEE – ECONOMY
Date of Meeting: Scrutiny Committee Economy – 11 September 2014
Report of: Assistant Director Economy
Title: Exeter Commercial Property Register

Is this a Key Decision?

No

Is this an Executive or Council Function?

No function is being exercised. This report is for information only.

1. What is the report about?

1.1 To report on the new and improved Exeter Commercial property Register and Exeter City Council's handling of investment and relocation enquiries during the previous 12 months.

1.2 To update members on and to note the progress made in improving the toolkit available to attract and respond to business relocation and inward investment enquiries.

2. Recommendations:

2.1 That Scrutiny note the report and comment on progress made with the Exeter Commercial Property Register and the City Council's role in dealing with investment and relocation enquiries and intention to progress with the marketing of the Commercial Property Register to sell to other local authorities.

3. Reasons for the recommendation:

3.1 To inform members of the progress made with the new in-house Commercial Property Register and in dealing with investment and relocation enquires.

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

4.1 The Senior Economy & Tourism Officer has managed and coordinated the transition from the existing software system to the new and updated in-house Commercial Property Register, and continues to work with IT on resolving final glitches.

4.2 The Economy & Tourism Manager, two Project Officers and a Clerical Assistant all assist, and or lead, in aspects of work within this committee report.

4.3 The new in-house system has been developed with the potential to sell it to other local authorities. Once final technical glitches have been completed, work will start to market the Commercial Property Register.

5. Section 151 Officer comments:

5.1 There are no financial implications arising from this report.

6. What are the legal aspects?

6.1 In the event that the commercial property register is marketed and sold to other authorities, then that will need to be subject to contractual formalities in order to protect the Council's intellectual property rights and to agree fees and the terms of the licence generally.

7. Monitoring officer Comments:

7.1 This report raises no issues for the Monitoring Officer.

8. Background

8.1 Exeter City Council provides a Commercial Property Register accessible through www.exeter.gov.uk/property which is an unbiased advice service to businesses looking to relocate or expand their existing business in Exeter. Research into the users of the service confirms that it is seen as a confidential and trusted source of information. The Commercial Property Register is a one stop shop with up to date information on not only available vacant properties and sites, saving them time in searching, but also an extensive range of essential data about premises costs, the workforce, education, housing, leisure and transportation access.

8.2 In 1999 Exeter City Council created a basic database of vacant properties and sites for organisations registering an interest to relocate in Exeter, securing new accommodation or investing in the city, replacing a basic paper based system. In 2002 the Commercial Property Register and enquiries database were converted to enable it to be viewed and browsed online through www.exeter.gov.uk/property. Exeter City Council was the first Council in the country to have an online Commercial Property Register on its website.

8.3 In 2004 the service was expanded to cover the East Devon, Mid Devon and Teignbridge local authority areas under the banner of the Exeter and Heart of Devon Economic Partnership. In 2011 the Commercial Property Register was contracted to an outside company. Following numerous problems and poor results over two years, the contract was terminated and the Commercial Property Register brought back in-house March 2014.

8.4 Working with IT Services a new and much improved Commercial Property Register was launched mid-May 2014. Map-based searches, which were missing from the contracted-out version, have been reintroduced and improved, and are proving very popular with users. A mobile version has also been launched enabling smartphone and tablet users to search for property around them while they are out and about. In July 78% of users of the Commercial Property Register viewed it through a desktop, while 22% used the mobile version (breakdown: 12% were tablets and 10% smartphones). Initial feedback from users and commercial agents has been very positive. The new Commercial Property Register captures data on all registered users and all searches carried out by these users. A reporting system is currently being developed to analyse this data.

8.5 Our neighbouring local authority areas of East Devon, Mid Devon and Teignbridge no longer provide financial or staffing contributions to help maintain and manage the Commercial Property Register. The three local authorities were asked for contributions before the Commercial Property Register was re-launched, but to date none have been received. When the Commercial Property Register was brought back in-house it was decided to reduce its coverage to Exeter and within approximately 3 miles of the city boundary to prevent the City's offer being diluted.

8.6 The Commercial Property Register is part of a broader "tool kit" to provide businesses with a bespoke service for those wishing to relocate to, or expand in, Exeter. The key aim is to provide a coordinated and proactive approach to support and encourage business investment and location in the local economy – a one stop shop approach. The Economy Unit works closely and confidentially with commercial agents and properties within and surrounding the city.

9 Exeter Commercial Property Register

9.1 Over the past ten years the Commercial Property Register has grown from strength to strength with a wide range of commercial agents working with the City Council. They use the system to provide an additional vehicle to promote vacant properties. Local, regional,

national and international businesses use the system to browse for vacant properties in Exeter.

- 9.2 Today, 53 commercial agents update the Commercial Property Register, with new properties being uploaded on a daily basis. This is a decrease of 73% on the same period last year. The number of commercial agents has decreased because the vast majority of the 196 agents previously registered only had properties outside of Exeter and in many cases only had a limited number of properties on their books.
- 9.3 Commercial agents have access to the back office of the Commercial Property Register to upload vacant properties. An email reminder is sent to commercial agents every month to check properties listed and update as necessary. An information sharing network has been established between the Economy Unit and the commercial property agents based in and around Exeter. This has worked really well in dealing with and providing a rapid response for property related investment enquiries. The number of enquiries passed on by commercial agents to the Economy Unit continues to grow as the relationship with them has been built on trust and confidentiality.
- 9.4 As of July 2014, there are 328 vacant properties listed on the Commercial Property Register, of which 308 are properties and 20 are sites. This compares to 790 vacant properties listed on the Commercial Property Register, for the same period last year.
- 9.5 Of the 328 vacant properties listed on the Commercial Property Register:
- industrial / warehouse units – 74 (23%)
 - offices – 155 (47%)
 - retail units – 51 (16%)
 - commercial investments – 7 (2%)
 - sites / development land – 20 (6%)
 - pubs / restaurants / cafés – 16 (5%)
 - other types of units (laboratories, etc) – 3 (<1%)
 - hotels – 1 (<1%)
 - leisure premises – 1 (<1%)

10 Relocation Enquiries

- 10.1 The table in appendix 1 show the number of enquiries received through the Commercial Property Register since 2007. During the transition to bring the Commercial Property Register in-house, the website was unavailable for 6 weeks, which has impacted on the figures for this year. In the 12 months leading up to 31 July 2014, 1,033 new relocation enquiries were received by the Economy Unit, compared to the same period in the previous year when 1,118 enquiries were received. Exeter is one of the few councils in the South West seeing such a healthy number of relocation and investment enquiries.
- 10.2 In the previous 12 months the types of businesses searching for vacant properties are:
- Retail – 173 (17%)
 - Accommodation & Food Services – 165 (16%)
 - Arts, Entertainment, Recreation & Tourism - 102 (10%)
 - Property – 47 (5%)
 - Business Services – 77 (7%)
 - Health – 69 (7%)
 - Manufacturing – 74 (7%)
 - Construction – 30 (3%)
 - Education – 58 (6%)
 - Motor Trades – 55 (5%)
 - Transport and Storage – 19 (2%)
 - Wholesale – 25 (2%)
 - Professional Scientific and Technical – 39 (4%)

- Financial and Insurance – 26 (2%)
 - Information and Communication – 60 (6%)
 - Public Administration and Defence – 11 (1%)
 - Utilities Agriculture Forestry Fishing – 3 (<1%)
- 10.3 The majority of online traffic to the Commercial Property Register is coming from www.exeter.gov.uk/property which shows how popular and important the City Council website is for driving traffic to the Commercial Property Register.
- 10.4 When analysing the Commercial Property Register, we can monitor what type of vacant property someone is searching for, as shown below. Historically, retail has always been the most popular searched for vacant property:
- Retail – 160 (15%)
 - Industrial – 142 (14%)
 - Office – 135 (13%)
 - Pubs / Restaurants / Cafés – 107 (10%)
 - Leisure – 90 (9%)
 - Other – 91 (9%)
 - Land – 93 (9%)
 - Investment – 55 (5%)
 - Hotels – 103 (10%)
 - Yards and storage sites – 57 (6%)
- 10.5 When we drill down into where a business is located that is looking for a vacant property, the majority are located within Exeter but a significant number are from outside Devon:
- Exeter – 493 (48%)
 - Rest of Devon – 239 (23%)
 - Rest of the UK – 281 (27%)
 - International – 20 (2%)
- 10.6 Once the back office reporting system has been signed off, the Economy Team will hold regular discussions with City Development on the types of enquiries they receive regarding proposed planning applications to ensure there is sufficient supply of vacant properties to meet demand.
- 10.7 In the previous 12 months (June 2013 – June 2014) 29 companies were successfully assisted to relocate or remain in Exeter, creating and safeguarding 412 jobs. The time taken for enquiries, particularly larger ones to come to a conclusion, often takes a long period of time. The recent and most notable example is IKEA, who are planning to open a new store in Exeter in 2016 /2017. The Economy Unit, along with the Planning Unit and other parts of the City Council have been working with IKEA since 1999. Another example is the Western Counties Ambulance Service who have been looking for freehold premises on the east side of the city for years. They have just opened their new state of the art facility at Skypark.
- 10.8 The Economy Unit are currently dealing with a number of business relocation enquiries, below is just a sample:
- A multi-national company is looking for a site for approx 250,000sq ft warehouse with good motorway access, employing 250 staff.
 - An IT services and support company is looking for approx 20,000sq ft offices on the east side of Exeter with up to 100 staff.
 - A South African company is looking to relocate their sales office and manufacturing facility to Exeter.

- In contrast, the MD of Gamma Solutions arrived for a site visit with 2 hours notice. He was so impressed with the service he received by the City Council, and what the city had to offer, he chose Exeter over significant other destinations and opened his UK HQ in Exeter within 10 days of the site visit.

10.9 As previously, the Commercial Property Register is part of a tool kit to promote Exeter and the Heart of Devon as a desirable place for inward investment and business relocation. It is an integral part of an interlinked programme of activities to promote the city and provide effective response mechanisms to interested parties. The main elements are:-

10.9.1 **Invest in Exeter Promotional video**

Executive 19 March 2013 agreed to fund the development of a promotional video for inward investment purposes. Three S Films, a specialist and well regarded film company were appointed to produce a 2-3 minute video on Exeter and the surrounding area. The promotional video was launched November 2014 and has received over, 5100 views on You Tube. The promotional video has also been translated into Spanish, Chinese and Portuguese.

A number of businesses have also uploaded the Invest in Exeter promotional video onto their own websites, including The University of Exeter, Invest in Devon (DCC), Michelmores, Exeter Science Park, Foot Anstey, Devonshire Homes, Rugby World Cup, England 2015

The video is available for councillors and staff to use for presentations and when attending conferences and exhibitions to promote Exeter. The video has been edited for tourism promotion purposes in the run up to Rugby World Cup 2015.

10.9.2 **Exeter Image Library**

The Economy Unit recently appointed Tony Cobley, through an open tender process, to develop an extensive image library on Exeter, specifically related on inward investment and business relocations. The new images have been used extensively within the new prospectus and website. Images have been shared with local commercial agents, local and national press, Invest in Devon and Heart of the South West Enterprise Agency to assist in the promotion of Exeter.

10.9.3 **Exeter Inward Investment Prospectus**

To tie in with the launch of the video the Economy Unit produced a new promotional prospectus. The prospectus has been designed in a folder format to ensure it is flexible in its content showcasing Exeter for inward investment and business relocation enquiries. The prospectus is being distributed at relevant conferences, events and exhibitions, and to key industry leaders and journalists.

10.9.4 **Website**

The new promotional website www.investinexeter.co.uk is the main call to action, where there will be prominent links to the Exeter and the Heart of Devon Commercial Property Register. This new website sits within the City Council's website, but having its own URL address. The site has been up and running since May 2014 with new content being added daily, including business related Exeter news stories and success stories. The Invest in Exeter promotional video can also be viewed on the website. Images from recent photo shoots have been used on the website to promote Exeter for inward investment and business relocations.

11 **Future Position**

11.1 During the build process of the new in-house Commercial Property System, IT Services have built the system so that it can be sold to other councils to purchase. Once fully built and final glitches completed, it will be marketed for sale. A number of councils within the South West have already expressed an interest in purchasing the Commercial Property Register software from the City Council.

11.2 The Economy Unit will continue to work with, but not limited to, Exeter Science Park, Invest in Devon and the Heart of the South West Enterprise Agency to promote Exeter for inward investment and business relocations.

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

12.1 The Exeter Commercial Property contributes to 'Building a stronger sustainable city' and the main purpose of help me run a successful business.

13 What risks are there and how can they be reduced?

13.1 Limited risk arising from this activity.

14 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?

14.1 The Commercial Property Register and promoting the city for inward investment encourages businesses to relocate to, or expand in, Exeter. This creates new and safe guards existing jobs within Exeter, providing employment opportunities for residents from all communities in the city.

15 Are there any other options?

15.1 The option to outsource the Commercial Property Register was taken in 2011, but was brought back in-house as the service provided was inferior and did not provide the full range of what could be provided from an in-house system.

15.2 The option to withdraw the Commercial Property Register will be seen as a huge step back in the assistance and promotion of Exeter for inward investment and business relocations. It could result in a reduction in the level of investment in Exeter and potentially some businesses relocating elsewhere, resulting in redundancies.

Maureen Gori-de-Murden, Senior Economy & Tourism Officer

Richard Ball, Assistant Director Economy

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) 26115

APPENDIX 1

Table: Number of enquiries through the Commercial Property Register

Month	2007	2008	2009	2010	2011	2012	2013	2014
Jan	148	146	76	86	44	120	79	99
Feb	137	116	72	74	75	191	121	122
Mar	147	120	72	88	97	159	80	90
Apr	121	125	74	73	49	87	116	*
May	125	69	71	59	47	98	120	*94
Jun	121	81	61	62	74	43	85	93
Jul	129	73	59	73	44	59	113	72
Aug	108	74	53	71	39	83	89	
Sep	112	75	59	75	55	59	96	
Oct	116	75	69	72	66	117	115	
Nov	112	75	69	75	*61	99	99	
Dec	80	39	41	39	89	46	64	
Total	1456	1068	776	847	740	1161	1177	570
<i>Average number of enquiries per month</i>	121	89	65	71	62	97	98	

* Indicates Exeter Commercial Property Register was offline, 14 – 30 November 2011 and 1 April – 13 May 2014.

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PARKWOOD LEISURE WORKING GROUP

Tuesday 22 July 2014

Present:-

Councillors Denham, Henson, and Robson

Also Present

Events, Facilities and Markets Manager, Leisure Facilities Manager and Democratic Services Officer (Committees) (SLS)

Jeremy Wright and Colleen Tumelty, Parkwood Leisure

49

CHAIR

Councillor Denham agreed to chair the meeting and advised that another Member would be sought from the Labour Group, with initial enquiries from the Scrutiny Committee Economy membership.

50

APOLOGIES

Apologies were received from Councillor Donovan.

51

MINUTES OF MEETING HELD 22 APRIL 2014

The minutes of the meeting held on 22 April 2014 were agreed as true record.

52

CUSTOMER FEEDBACK

Analysis of Customer Comments May 2013 to April 2014

Steve Lyon circulated an analysis of customer comments made for each of the centres for the period May 2013 to April 2014 that monitored the trend in the quantity of comments and the type of comment received.

Customer Comments

A copy of the detailed customer comments was also circulated for March and April 2014 and the format included the response or action taken, under categorised headings of maintenance, health and safety, cleaning and staff and also where a compliment had been recorded. Steve Lyon advised that there had been a reduced number of customer comments, despite the ways in which comments could be made, and anecdotally it appeared to be because users were more satisfied with the facilities. There were a total of 36 comments made in March, (57 for the corresponding period last year) and 24 and (52 respectively) for April. The type of comments and compliments were constructive with more and positive comments particularly in relation to cleaning issues. The report was on a site by site basis and a response was in most cases given immediately or on the same day. The Riverside Leisure Centre had the highest number of comments over the Exeter sites. The comments in March, mostly related to maintenance issues, and particularly in relation to the locker keys which was to be expected when the keys were constantly immersed in water. Councillor Denham welcomed the declining number of complaints and the established process in place to report. There had

been some concern as Members had received complaints and comments which did not appear to match Parkwood's experience.

Jeremy Wright responded to a Member comment on staff training, and referred to the training package which had been arranged as a response to the last customer survey carried out in 2013. Staff had been enrolled on a training and development package called 'human focus'. This on line training enabled all staff to participate and included a site specific section relating to policies and procedure. Parkwood staff had now completed over 5,500 separate training modules, including health and safety and customer care. All participants would receive a validated certificate of achievement.

Jeremy Wright referred to a number of previous incidents and also of anti-social behaviour in the area, which had at times, presented a difficult and challenging situation for Parkwood staff. Councillor Robson commented on the tragic death of a child at the Wonford Youth Centre. Councillor Denham stated that agencies and services had all worked to respond to the needs of the family and the matter had been investigated properly. There have been issues in the area for some time and prior to this, a request had been made for a multi-agency meeting with the Police, Devon County Council and Exeter City Council to look at ways to manage the growing level of anti-social activity particularly in the evenings. Councillor Denham would work to ensure that a meeting would take place as soon as possible. There were changes in local youth provision, which were likely to take effect with youth centres being closed by the end of August. It was noted that the Wonford Youth Centre building was owned by the City Council and it would be timely to have a meeting on specific and general issues resulting from its closure and how the vacant building would be managed.

Action – Dave Lewis to liaise with the Police and other partners to progress a meeting to discuss issues relating to anti social behaviour and also the future use of the Wonford Youth Centre building.

Jeremy Wright responded to a comment on the life expectancy of the equipment at the centres, stating that they were contractually obliged to replace the gym equipment every five years. They were due to replace equipment at the Riverside and Pyramids in the next contract year.(October – September). He also noted a comment from the Riverside Leisure Centre in relation to the number of lanes available for swimming and would continue to monitor.

Managers Weekly Meeting

It was noted that there were no longer Customer Forums as they had been poorly attended. A weekly meeting involving Managers had now been implemented. Colleen Tumelty advised that the change to the manager's weekly meetings had been very positive and often dealt with situations before they resulted in a complaint. Steve Lyon would include comments as they began to emerge.

FACILITY IMPROVEMENT PLANS

Prior to the meeting the Group visited the Exeter Arena to view the progress of the redevelopment and replacement of the athletics track and associated field event facilities. A note of the work undertaken was attached to these minutes.

Jeremy Wright provided a short presentation on the Exeter Arena. He detailed the progress they had made, and also anticipated making in the future, in relation to the Facility Improvement Plan which was based on the identified areas within the recent Quest report. The latest directional review assessment in 2013 had shown an

improvement from a satisfactory to good rating for all areas. There were still some areas for improvement and that detail will be used as well as the outcome of customer surveys carried out in August.

He provided an overview of the Facility Improvement Plan and outlined the areas that were doing well and also required some further improvement. The review had shown that there was an effective management and staff had a consistently good level of knowledge which they were happy to share. Staff were also keen to identify opportunities for further events and had developed a good relationship with local clubs and associations e.g. Exeter Harriers.

There were a number of areas for improvement -

- Some aspects of customer service had been a matter of concern, but this was being addressed by targeted training and development.
- An environmental management system was in place to track the site's carbon foot print and the aim to reduce utilities by 10%.
- The level of communication with event organisers after events and all organisers will be approached and a short questionnaire to improve communication significantly.
- There were a number of track improvements currently being carried out as well as addressing maintenance issues as part of the overall maintenance plan.

Following a mystery visit by Quest, a number of observations were made including the high standard of cleanliness, the effort to reduce the carbon footprint, comprehensive staff induction programme and the wow factor offered by staff in their community use. It was noted that the response to customer comments had also improved. The same visit highlighted a number of areas for improvement including the poor level of signage to the site, and there was an issue with the sat nav link, but in the case of the signage every effort would be made to contact the Devon County Council to try and resolve. A number of minor maintenance issues still to be resolved. Staff training would also be provided to ensure that all calls were answered properly and clearly, and sales opportunities were not missed during telephone calls.

To ensure that stock levels in vending machines were maintained.

(It was noted that a new machine had been installed and was being stocked up.)

Councillor Denham agreed to raise the lack of signage on Pinhoe Road and Beacon Lane with DCC highways. She also referred to an issue in relation to the directions on the web site to the Arena. Jeremy Wright would investigate this.

54

FACILITY PROGRAMMES

Steve Lyon updated Members on the facility programme in place at the Arena.

Jeremy Wright advised that the refurbishment of the Arena's athletics track and field event facilities was nearly complete. They had made a significant investment, with Parkwood spending around £18,000 on the improvements. The grandstand had also been redecorated and had now been completed as well as an upgrade to the High Jump beds, provision of additional equipment including Javelin's and replacement of a hammer cage net. Councillor Henson enquired if external funding for any of the equipment could be obtained. Steve Lyon advised that despite the obvious benefits, grant organisations were reluctant to give funding to commercial companies.

Parkwood had also carried out a training programme including the human focus training which the majority of staff had completed. This should address an apparent inability to follow through on sales, with a five steps sales process being introduced. There had been a number of internal audits using a cross section of staff to get a clear understanding of where further attention was needed. Management have been working hard to introduce a number of different processes which they hope will be picked up in the forthcoming directional review in September. Jeremy Wright advised that maintenance was a key issue and every site had overspent on maintenance.

55

ANY OTHER BUSINESS

Facility Programmes

Jeremy Wright provided an update on the Exeter Swimming Club who have decided to permanently stay at the Riverside, however some clubs have expressed a wish to remain at the Pyramids and the facility programme will be adjusted accordingly. Steve Lyon said that a further review of the programme would be brought back to this Group including the impact on public lanes. It was noted that the Pyramids had recently undergone a redecoration programme which also included the redecoration of the female changing rooms. He also responded to a comment on Parkwood's other events and the recent performance by the Ukulele Orchestra at the Riverside. Dave Lewis advised that there it was possible to create seating for 1,200 people. This was an ideal venue despite the lack of parking in the immediate vicinity and limited staging and lighting, which had to be brought in at extra cost. He thanked the staff at the Riverside for their hard work and cooperation.

Members were advised that the Riverside had been evacuated due to a problem of fumes emanating from the lift shaft. This was not mechanical and was dealt with effectively. The fire service praised all of those involved for a speedy and safe response.

56

DATE AND TIME OF NEXT MEETING

Meeting Tuesday at 10.00am

- 9 September 2014 - Venue and Tour: Wonford Sports Centre/Northbrook Golf SIP
- 14 October 2014 -Venue and Tour: Clifton Hill Sports Centre SIP
- 9 December 2014 -Venue and Tour: Northbrook Swimming Pool SIP

(The meeting commenced at 10.00 am and closed at 12.30 pm)

Chair

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

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

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