

EXECUTIVE

Date: Tuesday 9 April 2019

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 John Street, Corporate Manager Democratic & Civic Support on 01392 265106.

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

Membership -

Councillors Edwards (Chair), Bialyk, Denham, Harvey, Leadbetter, Morse, Pearson, Sutton and Wright

Agenda

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

1 Apologies

To receive apologies for absence from Committee members.

2 Minutes

To approve and sign the minutes of the meeting held on 12 March 2019.

(Pages 5 -
8)

3 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.

4 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 3 and 4 of Part I, Schedule 12A of the Act.

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|-----------|---|----------------------|
| 5 | Local Development Order for Local Energy Networks | |
| | To consider the report of the City Development Manager. | (Pages 9 -
16) |
| 6 | Fleet supply and maintenance contract award | |
| | To consider the report of the Cleansing & Fleet Manager. | (Pages 17
- 26) |
| 7 | Exeter City Council Cleaning Tender Award Report | |
| | To consider the report of the Procurement Lead – Works. | (Pages 27
- 36) |
| 8 | Overview of Revenue Budget | |
| | To consider the report of the Chief Finance Officer. | (Pages 37
- 52) |
| 9 | Capital Monitoring | |
| | To consider the report of the Chief Finance Officer. | (Pages 53
- 76) |
| 10 | Updates to the Scheme of Delegation | |
| | To consider the report of the Corporate Manager Democratic & Civic Support. | (Pages 77
- 106) |
| 11 | Results of Consultation on Public Toilets | |
| | To consider the report from the Director of Place. | (Pages
107 - 172) |

Part II: Items suggested for discussion with the press and public excluded

No representations have been received in respect of the following items in accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

- | | | |
|-----------|---|----------------------|
| 12 | Waste Operations Management Staffing Restructure | |
| | To consider the report of the Cleansing & Fleet Manager. | (Pages
173 - 182) |
| 13 | Democratic and Civic Support Staffing | |
| | To consider the report of the Corporate Manager Democratic & Civic Support. | (Pages
183 - 192) |

Date of Next Meeting

The next scheduled meeting of the Executive will be held on **Tuesday 11 June 2019** at 5.30 pm in the Civic Centre.

A statement of the executive decisions taken at this meeting will be produced and published on the Council website as soon as reasonably practicable.

Find out more about Exeter City Council services by looking at our web site *http://www.exeter.gov.uk*. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Democratic Services Officer (Committees) on (01392) 265115 for further information.

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EXECUTIVE

Tuesday 12 March 2019

Present:

Councillor Edwards (Chair)
Councillors Bialyk, Harvey, Morse, Pearson, Sutton and Wright

Apologies:

Councillors Denham and Leadbetter

Also present:

Chief Executive & Growth Director, Chief Finance Officer, Director (DB), City Solicitor & Head of HR, Active & Healthy People Programme Lead, Programme Manager - Communities and Democratic Services Manager

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MINUTES

The minutes of the meetings held on 12 February 2019 and the reconvened meeting on 14 February 2019 were taken as read, approved and signed by the Chair as correct.

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DECLARATIONS OF INTEREST

No declarations of disclosable pecuniary interest were made.

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REPORT ON THE CITY WIDE TRANSFORMATION PROGRAMME KNOWN AS EXETER CITY FUTURES

The Chief Executive & Growth Director declared an interest as a Director for Exeter City Futures and left the meeting during consideration of the item.

The Chief Finance Officer presented the City Wide Transformation Programme report, which detailed the authorities continuing secondment arrangement that had been put in place for the Programme Director for Exeter City Futures ("ECF"). Members were informed that the funding of the role, for the following two years, would be met from the Business Rates pilot fund, whose objectives were to be used to deliver economic benefits to the city.

In supporting the proposal, Members stated that ECF supported joint working with Exeter College, Exeter University, the Royal Devon and Exeter Hospital and Oxygen House to address congestion within the city and support small companies in delivering this.

RECOMMENDED that Council:-

- (1) note what has been achieved to date working in partnership with ECF following the recruitment of the ECF Programme Director - City Transformation, in particular the expansion of the ECF Board to include directors from Devon County Council, Exeter College, the University of Exeter, and the Royal Devon & Exeter Hospital; and £200,000 of One Public

Estate Funding secured from the Ministry of Housing Communities and Local Government, Cabinet Office, and the Local Government Association for the Exeter City Development Fund;

- (2) approve the funding of the ECF Programme Director - City Transformation post for a further period of 2 years; and
- (3) approve the setting aside of the sum of £99,364 for each year from the business rate windfall to pay for the Program Director- City Transformation post for a further two year period commencing from April 2019.

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COMMUNITIES PROGRAMME

The Active & Healthy People Programme Lead presented the report which set out a proposal to restructure the existing leases for the Exeter Eagles BMX Club and Exeter ACES Cycle Speedway Club. The request for a reduced rent for both Exeter Eagles BMX and Exeter Aces Cycle Speedway Club had arisen as a consequence of the Community and Arts Grant review. Members were advised that a long term solution was for the Council to work with the clubs to find alternative sites to which the organisations could relocate with lower value designation.

The Programme Manager - Communities advised of the proposal that the Council offer a non-commercial loan to Alphington Community Association to enable the rebuild of 'The Shed' Theatre Building. This would be at no cost to the Council, the association had already raised £97,000 with three pending applications of £57,000, the rebuild of the costs were estimated to be £208,150.

The Portfolio Holder for Health and Wellbeing, Communities and Sport welcomed the support for the Exeter Eagles BMX Club and Exeter ACES Cycle Speedway Club and Alphington Community Association which would help them secure their future.

The Leader commented that this showed that the Council would work with organisations to look for solutions to secure their future.

RECOMMENDED that Council:-

- (1) approve a non-commercial annuity loan of £50,000 to the Alphington Community Association as a contributing to the cost of the re build of The Shed at Alphington Village Hall; and
- (2) grant the Director (DB) delegated powers to negotiate the terms of the loan with the Alphington Community Association.

RESOLVED that:-

- (1) the City Surveyor in consultation with the Leader be authorised, to agree to the restructuring of the terms of the existing leases of the Exeter Eagles BMX Club and the Exeter ACES Cycle Speedway Club on the terms set out in this report; and
- (2) a disposal of land by way of lease for less than best consideration on the grounds set out in this report be approved.

GENDER PAY GAP REPORT

The City Solicitor & Head of Human Resources presented the Gender Pay Gap Report, which was a requirement of the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017, for local authorities who employed more than 250 or more employees. Members were informed that this data was at one given point in time, the average rate of pay for females was higher than males across the Council and this went against the national trend which was in favour of men.

RECOMMENDED to Council that:-

- (1) the report be reviewed annually to track the relationship between both female and male earnings; and
- (2) the Gender Pay Gap Report be published on the Exeter City Council website and on the centrally held database on gov.uk.

LORD MAYORALTY

The Leader proposed, and the Portfolio Holder for Economy and Culture seconded, that Councillor Holland be nominated as Lord Mayor Elect for the 2019/20 Municipal Council year, and Councillor Prowse, subject to re-election, be nominated as the Deputy Lord Mayor Elect for the 2019/20 Municipal Year.

RECOMMENDED to Council that Councillor Holland be nominated as Lord Mayor Elect for the 2019/20 Municipal Year and that Councillor Prowse be nominated, subject to re-election, as the Deputy Lord Mayor Elect for the 2019/20 Municipal Year.

(The meeting commenced at 5.30 pm and closed at 5.50 pm)

Chair

The decisions indicated will normally come into force 5 working days after publication of the Statement of Decisions unless called in by a Scrutiny Committee. Where the matter in question is urgent, the decision will come into force immediately. Decisions regarding the policy framework or corporate objectives or otherwise outside the remit of the Executive will be considered by Council on 16 April 2019.

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REPORT TO: EXECUTIVE

Date of Meeting: 9 April 2019

Report of: City Development Manager

Title: Local Development Order for Local Energy Networks.

Is this a Key Decision?

No.

Is this an Executive or Council Function?

Executive.

1. What is the report about?

- 1.1 To seek approval for a Local Development Order that would grant permitted development rights to specified Local Energy Network infrastructure.
- 1.2 The revised Draft Local Development Order is attached as appendix 1. This set outs the development proposed to be permitted by the Order, the restrictive terms which limit its scope and the conditions which any permitted development must adhere to.
- 1.3 The purpose of the order is to grant permitted development rights for underground pipes and cables, and some minor above ground works similar to the permitted development rights enjoyed by the statutory undertakers who provide gas, electricity, sewerage, and clean water services.
- 1.4 Planning Member Working Group on 22 January 2019 supported and recommended to Executive that the Order be adopted.

2. Recommendations:

- 2.1 That Executive approve the Local Development Order.

3. Reason for the recommendation:

- 3.1 Local Development Order will improve the speed of decision making and reduce bureaucracy, make a more level playing field for local energy networks and statutory undertakers, improve certainty for local energy network developers and reduce delay and cost in delivering sustainable development. The creation of such an order will also advertise the opportunity and the support of the Local Authorities for Local Energy Networks.

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

- 4.1 There will be some postal, printing and publishing costs which will be met from the existing City Development budget.
- 4.2 The Local Development Order would avoid the need for planning applications to be considered for this type of development. Typically the planning application fees do not cover the full cost of advertising and determining minor planning applications and hence there is potentially to be a small ongoing cost saving in City Development if the LDO is adopted.

5. Section 151 Officer comments:

5.1 There are no financial implications for Council to consider contained in the report.

6. What are the legal aspects?

6.1 Town and Country Planning Act 1990 introduced powers for Local Planning Authorities to make Local Development Orders granting planning permission for development in their area. The Town and Country Planning (Development Procedure Order) 2015 streamlined provisions for the preparation of LDOs including removing the need to obtain the Secretary of States approval for an Order prior to adoption. A LDO can be revoked at any time by the Local Planning Authority.

7. Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8. 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?

8.1 Exempting the development of underground pipes and cables and some specified minor above ground works for Local Energy Networks from the requirement to obtain planning permission is not considered to give rise to an equalities impact.

9. REPORT DETAILS

Background

9.1 Town and Country Planning Act 1990 grants powers for Local Planning Authorities to make Local Development Orders granting planning permission for specified development following a statutory process of consultation.

9.2 Gas, Electrical or Water utilities (statutory undertakers) benefit from nationally prescribed permitted development rights which allow them to install and maintain apparatus necessary for the operation of those utilities without the requirement to obtain express planning permission. Local Energy network operators do not benefit from such right. The proposal is therefore to create similar rights through a Local Development Order.

9.3 Objective of the Local Development Order. The principle aim of the order is to support the roll-out of decentralised energy networks in Exeter in the interests of decarbonising energy supply in the city. Decentralised Energy networks are required by Core Strategy Policy CP13 where viable and feasible.

Details of the consultation

9.4 The consultation ran for 28 days ending on 30th November 2018. It was advertised by press notice, public notice, and direct correspondence with statutory bodies and interested local parties using the consultation database. Industry bodies were consulted in parallel with the local consultation.

- 9.5 The consultation details, Draft Order, Statement of Reasons, and EIA Screening Opinion were presented on the City Council website and in the Civic Centre reception. Enquiries about the consultation were received by phone and responses by email.
- 9.6 Written consultation responses were received from Natural England, The Environment Agency, Wales and West Utilities, and South West Water. The draft Order has been amended as detailed below in response to specific issues raised by The Environment Agency and Natural England.

Details of the Order

- 9.7 The Local Development Order would extend permitted development rights for the laying of underground pipes and cables, and some above ground equipment.
- 9.8 The geographic scope of the Order has been reduced to be centred on those areas which already have a network (Monkerton) or where feasibility studies have shown networks are likely to be feasible and viable. At Monkerton a 2.5km zone is included to allow for expansion of that network and in other areas a zone of 250m is proposed around potential networks identified infeasibility studies. The geographic scope has been reduced in response to a comments from Natural England.
- 9.9 Further to the concerns raised by Councillors at Planning Member Working Group when the draft Order was presented on 25 September 2018, rights for above ground enclosures have been reduced to be up to 1.5 metres in height and up to 2.5 cubic metres in volume, with anything larger therefore requiring planning permission.
- 9.10 Further to the consultation response of the Environment Agency the Order has been redrafted to exclude any development within 8 metres of any flood defence assets or the top of bank of a main river.
- 9.11 The Order excludes any development within the curtilage of any Listed or Locally Listed Building, affecting a Scheduled Ancient monument or within the Exe Estuary Special Protection Area. It would also exclude above ground development in any Conservation Area.
- 9.12 Local Development Orders for Local Energy Networks and District Heating undertakings have been enacted by a number of Local Planning Authorities including Swindon Borough Council, London Borough of Newham and Leeds City Council.
- 9.13 The Order would grant permitted development rights for Local Energy Networks regardless of who may be operating them. It grants permitted development rights which are similar to those enjoyed by Statutory Undertakers operating gas and electricity networks. As such the effect of the Order is considered to be positive in terms of the objectives of the Localism Act.
- 9.14 The restrictive terms proposed to be attached to the Order would mean it excluded generating plant and as such would not include development falling within Schedule 1 or Schedule 2 of the Town and Country Planning

(Environmental Impact Assessment) Regulations 2017. EIA development is in any case specifically excluded by the restrictive terms of the Order.

- 9.15 The restrictive terms of the Order mean that landscaped areas affected are reinstated following works to their previous condition or an agreed specification.
- 9.16 The Exe Estuary SPA/SSSI, Bonhay Road Cutting SSSI, and Stoke Hill Woods SSSI are outside the area of the Order and at its closest point the area of the Order encroaches no closer than 200m from those designated areas. The developments that would be permitted by the Order are considered unlikely to have any significant effect on the protected habitat or the achievement of its conservation objectives. As such it is not considered that Appropriate Assessment is required under the Habitats Regulations.
- 9.17 The Order does not give Local Energy Networks operators statutory undertaker status and it does not convey any rights other than planning permission to install apparatus. For example a Streetworks Licence under Section 50 of the New Road and Streetworks Act 1991 or agreement under Section 171 of the Highways Act 1980 would need to be obtained from the DCC as Highway Authority, and landowners consent, including from ECC where we are landowner, would still be required.
- 9.18 Planning Member Working Group meeting on 22 January 2019 supported and recommended to Executive that the revised draft Order, included as appendix 1, be adopted.

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

- 10.1 This Local Development Order will help deliver Local Energy Networks in the City which are included in the Corporate Plan.

11 What are the risks and how can they be reduced?

- 11.1 In the event that the Order gives rise to any unforeseen consequences the Order can be revoked by the Council.

12 Are there any other options?

- 12.1 If the Order was not made the developments that it permits would require express planning permission.

City Development Manager

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

Background papers used in compiling this report:-

- National Planning Policy Framework
- Town and Country Planning Act 1990
- Town and Country Planning (Development Procedure Order) 2015
- Town and Country Planning (Environmental Impact Assessment) Regulations 2011
- The Conservation of Habitats and Species Regulations 2017
- New Road and Streetworks Act 1991
- Highways Act 1980
- Exeter Core Strategy 2012
- HM Government Clean Growth Strategy 2017

APPENDIX 1: Revised Draft Local Development Order

DRAFT DISTRICT HEATING DEVELOPMENT ORDER
January 2019

Description

This Local Development Order supports the roll out of local energy networks.

It grants Permitted Development rights to District Heating and other local energy transmission and distribution networks throughout the district of Exeter, including pipes, wires, heat exchange equipment, enclosures, informational signage, and ancillary engineering works.

The permitted development rights granted by this LDO are in addition to permitted development rights granted nationally.

These rights are granted only within the area identified on the LDO map.

These rights are subject of restrictions and conditions.

Permitted Development

The installation, alteration or replacement of local energy transmission and distribution network infrastructure and ancillary works over, on or under land identified on the accompanying map.

Development not permitted

Development is not permitted where—

- (a) any ancillary buildings or enclosures would be greater than 1.5 metres in height or greater than 2.5 cubic metres in volume; or
- (b) it consists of any above ground level installation within a Conservation Area; or
- (c) the installation is of thermal or electrical generating plant; or
- (d) any individual sign would exceed 0.3 square metres in area;
- (e) or the installation would be installed on a site designated as a scheduled monument; or
- (f) the installation would be on a Listed Building or a Locally Listed Building or within the curtilage thereof; or
- (g) the installation constitutes EIA development as defined by Regulation 2(1) of the Town and Country Planning (Environmental Impact Assessment) Regulations 2017 or as subsequently redefined; or

(h) the installation is of a type described in a Direction under Article 4 of the Town and Country Planning (General Permitted Development) Order 2015 in force on the land; or

(i) the installation is development that is restricted by a condition of a planning permission implemented on the land; or

(j) the installation would be within 8 metres of any flood defence assets or of the top of a bank of a main river.

(k) the installation would be outside the area identified on the LDO map.

Conditions

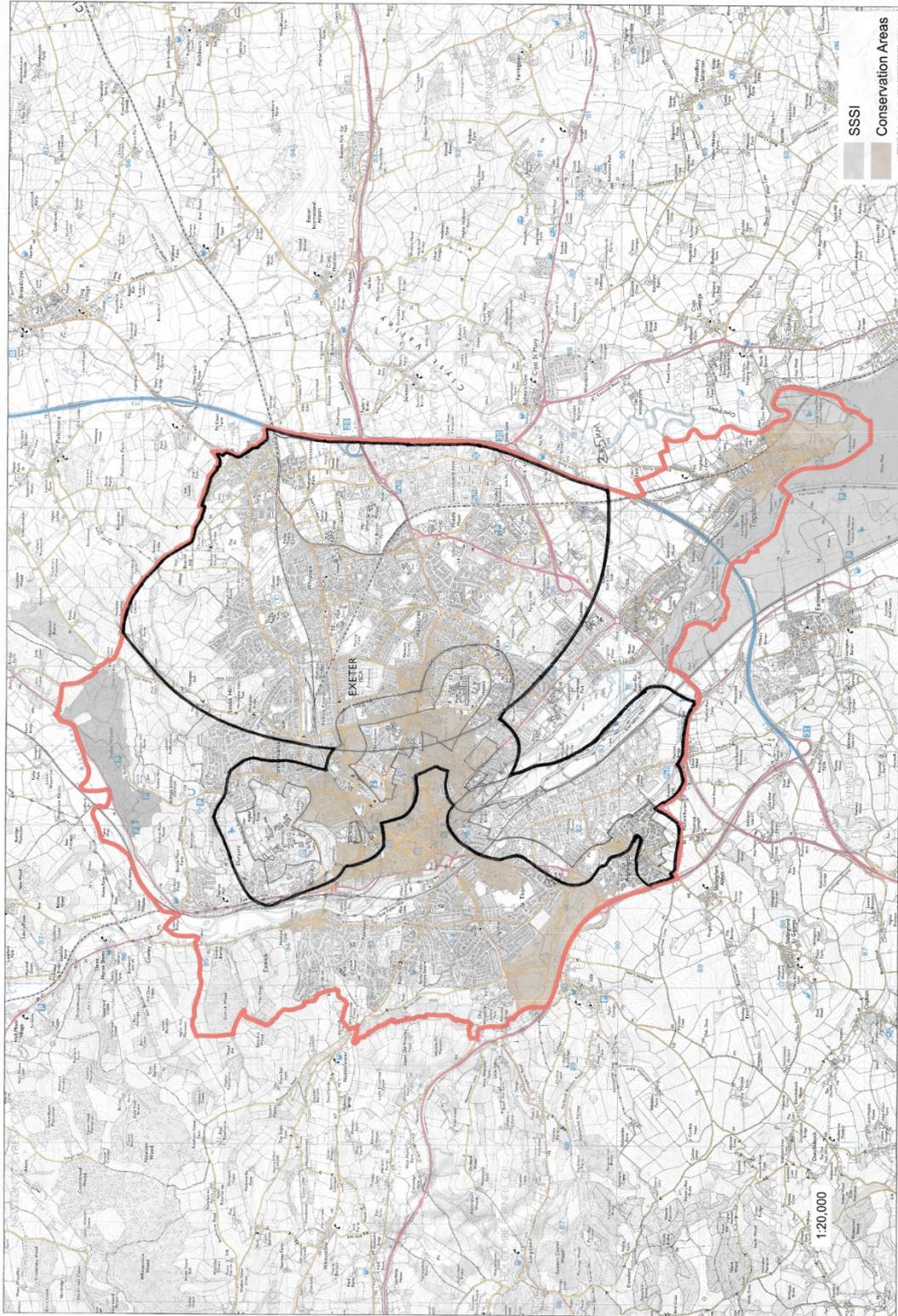
The above development is permitted subject to the following conditions—

(a) the installations should be, so far as practicable, sited and designed so as to minimise their effect on the amenity of the area; and

(b) areas of trees or landscaping affected by the installation shall be reinstated in to their condition prior to commencement of the works or to a specification agreed in writing by the LPA.

(c) any above ground infrastructure should be flood resistant and resilient where located within an area subject of flood risk from fluvial or surface water flooding.

(e) any above ground apparatus or enclosures are removed as soon as reasonably practicable after they are no longer required for the purpose of a Local Energy Network and the land restored to its condition before the development took place.



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REPORT TO EXECUTIVE COMMITTEE

Date of Meeting: 9 April 2019

Report of: Service Lead – Commercial and Procurement / Cleansing and Fleet
Manager

Title: Fleet supply and maintenance contract award

Is this a Key Decision?

Yes

Is this an Executive or Council Function?

Executive

1. What is the report about?

1.1. This report describes the procurement process for the Council's supply and maintenance of vehicles, and recommends awarding the contract to Supplier C

2. Recommendations:

- (i) That Executive Committee awards the contract jointly with Mid Devon District Council for supply and maintenance of vehicles to Supplier C with effect from 1 June 2019 for a term of 7 years with an option for 7 year extension.
- (ii) That the Cleansing and Fleet Manager explores further opportunities for joint working for Fleet Management

3. Reasons for the recommendation:

- 3.1 The above recommendation ensures that the Council will have in place a legally compliant contract that demonstrates value for money and minimises operational, legal and financial risk to the Council.
- 3.2 A shared approach to fleet management offers the potential to achieve revenue cost savings.

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

- 4.1 The table below compares the projected cost of fleet over the next seven years based on our current model of purchasing vehicles and paying separately for maintenance. Whilst Council will have some flexibility over the timing of purchases, there is a significant need to replace a large part of the fleet in the near future. Owing to the relatively short length of vehicles, the Council's current policy would be to finance the vehicles from revenue (New Homes Bonus). This would be impossible in the first year as the Council does not have sufficient revenue to fund £3.3 million of vehicle acquisitions and therefore the Council would need to borrow over 7 years to address this.
- 4.2 Based on current revenue budgets, built into the Council's MTFP, and the need to purchase new vehicles (which will have to be financed from borrowing to fund the significant investment required), the impact on the Revenue budget will be as follows:

	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Existing							
Revenue Budget	744,580	744,580	744,580	744,580	744,580	744,580	744,580
Capital costs of borrowing	<u>497,255</u>	<u>583,339</u>	<u>685,336</u>	<u>799,609</u>	837,953	981,325	992,843
Total	<u>1,241,825</u>	<u>1,327,919</u>	<u>1,429,916</u>	<u>1,544,189</u>	1,582,533	1,725,905	1,737,423
Winning Bid	1,235,852	1,294,137	1,436,189	1,518,828	1,557,787	1,677,110	1,677,137
Saving	(5,983)	(33,782)	6,273	(25,361)	(24,746)	(48,795)	(60,286)

4.3 The new proposal therefore offers a saving of £192,680 over the next 8 years, compared to the existing policy of purchasing new vehicles. Whilst the existing MTFP (which is based on setting aside £400,000 a year for vehicle purchases) does not cover the cost of either option, there is sufficient room within the current policy of using New Homes Bonus to fund vehicles, to support either option.

4.4 The contract hire model entails a shift from purchasing our own vehicles with capital funding towards a new funding approach for supply and maintenance of vehicles.

4.5 Following the successful commencement of the contract, further opportunities to achieve savings may be considered:

- Sharing Fleet Manager staff resources and vehicles across Mid Devon DC and Exeter CC fleets
- Reducing the frequency of statutory Large Goods Vehicle inspections from six-weekly to eight-weekly, subject to satisfactory performance and regulatory compliance
- Payment of invoices annually in advance rather than monthly in arrears

5. Section 151 Officer comments:

5.1 There are clear benefits to moving to a contract hire option, in that it will smooth the costs associated with vehicles so that the Council is not faced with steep acquisition costs that it cannot afford. Additionally, this will be a fully compliant procurement reducing significantly the risks to the Council going forward.

5.2 From 2020/21, a change in accounting for leases means that much of this cost can still be capitalised and therefore, the Council will be able to use other forms of financing going forward, just as it can for purchasing the assets.

6. What are the legal aspects?

- 6.1 This decision ensures compliance with Public Contract Regulations 2015.
- 6.2 The Council holds an Operator's Licence for the Large Goods Vehicles (refuse collection and a sweeper) based at the Exton Road depot. It is a requirement of this license to have in place a robust and effective vehicle maintenance regime.
- 7. Monitoring Officer's comments:**
- 7.1 This report raises no issues for the Monitoring Officer.
- 8. Background:**
- 8.1 Exeter City Council operates over 140 road-going vehicles and mobile plant such as lawn mowers and diggers.
- 8.2 Fleet assets have been purchased as capital items as and when required, resulting in a fleet varying in age from new to over 10 years old. The Essex Procurement Hub has been used as the procurement framework for vehicle and plant purchases.
- 8.3 The Council uses three main suppliers for its commercial vehicle maintenance requirements, as well as a number of other suppliers for tyre replacement and specialist maintenance and repair. To ensure compliance with procurement regulations it was necessary to retender for these services.
- 8.4 In the three full financial years since 2015, our combined spending on vehicle acquisition and maintenance has been between £1.256m - £1.722m. The forecast outturn for 2018/19 is £0.749m because of a moratorium on replacing vehicles during this procurement process.
- 8.5 The Council's annual spending on replacement of vehicles has varied, depending on the availability of capital funding. The optimum life span of a commercial vehicle is 7 years, but there has been a tendency to achieve savings by operating vehicles beyond this life span, in some cases to well over 10 years. Exeter's compact geography, resulting in low mileages being travelled, has facilitated this approach. However, older vehicles do tend to incur increased maintenance costs and result in higher emissions compared to newer vehicles. A large number of vehicles purchased in 2008-12 and are now overdue for replacement.
- 8.6 For the purpose of comparison, the cost of repairing accident damage has been excluded from both the 'business as usual' and contract hire scenarios.
- 8.7 In 2017 Exeter City Council and Mid Devon District Council were in the same situation: owning their own vehicle fleet, with maintenance carried out by long standing contractors. Both Councils needed to tender their contracts to ensure compliance with procurement regulations and demonstrate value for money. The two Councils therefore jointly used the services of Ricardo to assist with the procurement of a new contract. The specialist nature of fleet contracts, and the length of time that had elapsed since either Council had been involved in this type of tender, meant that appointing a consultant was the most cost effective approach to ensuring a successful procurement exercise. By sharing the cost across two authorities, Exeter's contribution was £17,880. On the advice of Ricardo, the tender was based on a contract hire arrangement, under which the contractor would provide a fleet to the Councils and manage the repair and maintenance. For Lot 2 (Exeter), bidders were asked to price

for an option for the Council to purchase the vehicles with the contractor providing maintenance. However, bidders chose not to price for this option as they deemed it uneconomic.

8.8 Contract Hire is generally more cost effective than prudential borrowing because the leasing companies have more expertise in disposing of vehicles at the end of life and they can maximise the residual value, thereby reducing the whole life cost. The other advantages of this option are;

- The leasing companies have greater purchasing power and are able to secure more competitive prices from the manufacturers than the Council.
- Leasing companies are able to secure comprehensive extended vehicle warranties from the manufacturers that may not be available to the Council.
- These suppliers as owners of very large numbers of vehicles are able to utilise their relationship with manufacturers to resolve issues and warranty repairs swiftly.
- The leasing company takes on the risk of the residual value of the vehicles at the end of the term.
- Contract hire is generally more flexible should there be a change in requirements or method of working and would allow swapping of vehicles (provided it is included in the specification).

9. Contract considerations

9.1 The term of the contract was set at seven years, with an option to extend for a further seven years. This is in line with the optimum operational life span of municipal vehicles to make the service attractive to potential bidders.

9.2 The tender specification required bidders to explain how they offer flexibility over the profile of the vehicle fleet during the term of the contract. This could include accommodating service changes (e.g. new recycling services), adding new services or reducing the fleet through double-shifting vehicles or reducing services. The tenders provided satisfactory responses on this matter.

9.3 There are no issues with our current suppliers with regard to the Transfer of Undertakings (Protection of Employment) Regulations 2006.

10. The Procurement Process

10.1 The procurement was conducted using the competitive procedure with negotiation (CPN).

Advertising the contract

10.2 The contract was advertised via a contract notice in OJEU (the official journal of the European Union) on 28/08/2018.

- 10.3 Following publication of the notice, there was a window of opportunity for suppliers to express their interest in the project and submit their completed SQ (Selection Questionnaire). The closing date for receipt of SQs was 22/09/2018 midday
- 10.4 The notice prompted 54 expressions of interest but only 6 companies submitted a completed SQ by the date and time required.
- 10.5 All 6 of these companies passed the initial SQ stage and invited to the next stage of the process; ISIT (Invitation to submit initial tenders).

Evaluation Criteria and weightings

- 10.6 Any contract will be awarded on the basis of the most economically advantageous tender. The award criteria contained a mix of quality and commercial considerations.
- 10.7 The high level award criteria and weightings used for this procurement are set out below:

Quality 400

MS1	30	Service Management Plan to include: Management Structure for the Contract, Social Value and innovation and flexibility
MS2	30	Staff resources, including their management training and recruitment
MS3	60	Vehicle / Plant Resources
MS4	120	Service Delivery
MS5	70	Vehicle and Plant workshop
MS6	30	Mobilisation and Exit plan including TUPE Transfer
MS7	20	Performance monitoring, local, management and reporting, including customer care and ICT arrangements
MS8	40	Health and Safety and Quality Management Plan

Price 600

Based on a single Annual Service Payment ('ASP') will be used as the basis for payments to the Provider for the services, it reflects all core services, and will be designed to provide a consistent payment profile for the services.

The Annual Equivalent Sum (AES) used to calculate the total tendered price will be calculated as follows:

$$\text{AES} = \text{ASP} \times 7 \text{ (years)}$$

Scoring Methodology

10.8 The scoring methodology used to evaluate the quality criteria was:

Score	Classification	Definition
0	No response (complete non-compliance)	No response at all or insufficient information provided in the response such that the solution is totally un-assessable and/or incomprehensible.
1	Unsatisfactory response (potential for some compliance but very major areas of weakness)	Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the Provider will be able to provide the services and/or considerable reservations as to the Provider's proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Would represent a very high-risk solution for the Councils.
2	Partially acceptable response (one or more areas of major weakness)	Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the Provider will be able to deliver the services and/or some reservations as to the Provider's solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. May represent a high-risk solution for the Councils.
3	Satisfactory and acceptable response (substantial compliance with no major concerns)	Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Medium, acceptable risk solution to the Councils.
4	Fully satisfactory/ very good response (fully compliant with requirements).	Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements. Low/No risk solution for the Councils.
5	Outstanding response (fully compliant, with some areas exceeding requirements)	Submission sets out a robust solution (as for a 4 score – above) and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the Councils; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described. Low/No risk solution for the Councils.

10.9 The scoring methodology used to evaluate price was:

Lowest price AES submitted receives maximum score of 600. Other Applicants prices are scored in accordance with the following equation:

$$\% \text{ Score} = \frac{\text{Lowest Tendered price}}{\text{Tenderer's price}} \times 600$$

AES = Annual equivalent sum

Initial Tendering Stage

- 10.10 Tender documents were released through the e-tendering portal www.supplyingthesouthwest.org.uk on the 11th October 2018. Under the CPN procedure this is known as the Invitation to Submit Initial Tenders (ISIT).
- 10.11 Submissions were received on the 9th November 2018 from a total of 3 suppliers.
- 10.12 The remaining 3 suppliers who were sent the ISIT chose not to submit a bid. No reasons were provided by these suppliers for their non-response.
- 10.13 Supplier names are anonymised here to retain commercial sensitivity. Full details are set out in the confidential Annex A Part II report which accompanies this report.

Initial Evaluation

- 10.14 The first part of the evaluation of initial tenders is a compliance checklist containing the following mandatory requirements:

a)	Was the submission received on time?
b)	Has the Provider submitted all the necessary Forms and Certificates, and are they appropriately signed?
c)	Has the Provider submitted a completed set of Method Statements comprising a Service Delivery Plan and all requested enclosures?
d)	Has the Provider submitted a completed Pricing Schedule and have all the items been priced?
e)	Has the Provider completed the mandatory Vehicle and plant requirements in Schedules 3a and 3b?[1]

- 10.15 Supplier A failed to meet c, d and e of the above mandatory requirements and they were advised of this fact and that their bid wouldn't be considered in the onward process.
- 10.16 The evaluation of the initial bids for the remaining suppliers is shown in the table below:

	Supplier B	Supplier C
Compliance Pass/ Fail	Pass	Pass
Financial Score	600	559.18
Technical & Professional Ability	202	234
Total	802	793.18
Ranking	1st	2nd

- 10.17 A number of clarifications for both supplier tenders were raised during the evaluation. These were sent to the suppliers for response, along with a list of items which the Councils were seeking to negotiate on. In addition, the suppliers were asked to provide a list of the items that they wished to negotiate on. This meant that in advance of the negotiation meetings, both parties knew all items which were tabled for negotiation and could prepare accordingly.

Negotiation Stage

- 10.18 Negotiation meetings were held on 11th and 12th December 2018 at Exeter City Council offices.

- 10.19 The meetings were recorded and full notes taken and issued to respective suppliers. The notes included each negotiation point and the resolution reached during the meeting discussion.
- 10.20 Suppliers were also notified where a changes that would affect their bid had been agreed with the other supplier. This was to ensure that at the next round of tenders, there remained an even playing field.

Final Tender Stage

- 10.21 All points from the negotiation meeting were incorporated into the tender documents to produce a final version of the tender and accompanying schedules.
- 10.22 These Final tender documents were released through the e-tendering portal on the 24th December 2018. Under the CPN procedure this is known as the Invitation to Submit Final Tenders (ISFT).

ROCO Meeting

- 10.23 Following the negotiation meetings, based on the volume of points which were discussed and the intricacies of the contract, the project team decided to add an additional stage to the procurement process in the form of the Revised or Confirmed Offer (ROCO) meeting.
- 10.24 The purpose of this meeting was to ensure that both parties (Councils and Suppliers) were clear on and had fully understood the discussion that took place in the negotiation meetings.
- 10.25 Again, full notes were taken and issues to respective suppliers who confirmed their agreement to them by return.

Final Evaluation

- 10.26 Both suppliers provided on time submissions by the deadline of 5th February 2019.
- 10.27 Evaluation was conducted individually by officers of the contracting authorities who then came together in a moderation meeting to review and agree final scores and comments.
- 10.28 A summary of the final scoring is shown below:

	Supplier B	Supplier C
Compliance Pass/ Fail	Pass	Pass
Financial Score	561.34	600.00
Technical & Professional Ability	292.00	320.00
Total	853.34	320.00
Ranking	2nd	1st

Pricing

- 10.29 A breakdown of the tendered prices has been set out in the confidential Annex A Part II report which accompanies this report.
- 10.30 The above table clearly demonstrates that Supplier C has returned the lowest cost and highest quality submission. It is therefore recommended that the contract is awarded to Supplier C for the supply of Vehicles with Maintenance. The contract term should be for 7 years with the option to extend for a further 7 years.

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

- 11.1 Leading a Well Run Council: this decision ensures that the Council has in place a legally compliant contract for the operation of its vehicle fleet, and demonstrates value for money.
- 11.2 A Leading Sustainable City: awarding the contract will enable the timely replacement of a large number of old diesel-powered vehicles. In Year one of the contract, seven diesel vans will be replaced with fully electric-powered equivalents, the maximum number for our existing charging infrastructure. Other older diesel vehicles, including seven refuse collection vehicles, will be replaced by new equivalents that meet the current Euro 6 emission standards, supporting our objective of improving local air quality. From 2020 we expect to have the option to begin introducing electric refuse collection vehicles. A contract hire arrangement reduces the technical risk to the Council of adopting new technology. The fleet management team is working with the Council's Corporate Energy Manager to progress the business case for the required electricity supply and charging infrastructure.
- 11.3 Supplier C Services will make extensive use of local supply chains to provide maintenance services, supporting existing business in Exeter.

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

- 12.1 A key risk during this process was the potential for failure to attract competitive and realistic bids from suppliers who met all the tender requirements. This risk was mitigated by using Ricardo as consultants to draft the tender specification and guide bidders through the competitive procedure with negotiation.
- 12.2 There is always a risk that a contractor ceases trading or goes into administration, with potential for disruption to services. Supplier C is owned by a bank with the equivalent of a parent company guarantee. The tender also offers a suspensive lease, which allows the Council to take on the vehicle lease costs in the event of the contractor ceasing trading. This avoids the potential for the Council to have to hand the vehicles back to an administrator. The Council would still have to make interim vehicle maintenance arrangements but this is not considered a significant operational risk given Exeter's good access to local vehicle maintenance businesses.
- 12.3 Other risks such as a no-deal Brexit increasing the cost of goods and materials, and difficulties for contractors in recruiting local skilled labour, apply to any model of fleet vehicle service delivery. Letting a contract hire arrangement with a national supplier with access to a broad supply chain is likely to be the best way to mitigate these risks.
- 12.4 A significant benefit of a contract hire arrangement is the removal of risk of unforeseen maintenance costs. The risk of major component failure becoming

greater with the increased average age of our current vehicles is mitigated with this model.

13. 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?

13.1 The decision will result in a number of older diesel vehicles being replaced with electric or Euro 6-compliant diesel equivalents in year one of the contract. Reduction of local diesel emissions will have a positive impact on health and the environment.

13.2 No other impacts have been identified.

14. Are there any other options?

14.1 An alternative option is for the Council to continue acquiring fleet vehicles from capital funding using an agreed procurement framework. A maintenance-only contract would need to be let separately. The forecast in Section 4 indicates that this would be a more expensive option due to the backlog of older vehicles in the fleet that are overdue for replacement. Furthermore, there is no guarantee that a new maintenance-only contract would result in the same costs that we currently incur on maintenance: these could increase as previous suppliers review the prices they have charged.

14.2 This alternative would also prolong the Council's exposure to legal risks from failure to market-test its vehicle maintenance arrangements.

Simon Hill – Cleansing and Fleet Manager

Chanelle Busby – Service Lead – Commercial and Procurement

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

Background papers used in compiling this report:-

None

Contact for enquires:

Democratic Services (Committees)

Room 2.3

01392 265275

REPORT TO EXECUTIVE COMMITTEE

Date of Meeting: Tuesday 9th April 2019

Report of: Chanelle Busby Service - Lead Procurement & Commercial

Title: ECC Cleaning Tender Award Report

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

To advise Members of the outcome of the ECC cleaning tender and to request authorisation to award the tender to the successful supplier(s)

2. Recommendations:

It is recommended that

- (a) The contract be awarded on a Lot basis to the following suppliers on a period of four (4) years with the option to extend for a further three (3) years on an annual basis.
 - Lot 1 – Supplier 2
 - Lot 3 – Supplier 6
- (b) Lot 2 Housing requirements are re-tendered.
- (c) A final decision on signing the contract is delegated to the Strategic Management Board once the final information regarding the impact of TUPE is known.

3. Reasons for the recommendation:

The outcome of the tender process shows that a Lot basis award For Lots 1 and 3 is commercially more favourable than awarding an all Lot contract to a single supplier.

The reason for re-tendering Lot 2 is due to the large differences in the supplier's tendered prices for this lot.

Suppliers were not issued with sufficient information about the areas within Housing to be cleaned, to enable them to provide an accurate costing.

As a result, the differences in the cost of general cleaning per m² provided by suppliers is of such a vast nature that no real commercial evaluation could take place to give a meaningful outcome.

The risk to the Council is that once the appointed supplier for the Lot completes a full survey of the areas to be cleaned for Housing, then a revised commercial bid will be submitted which could potentially be much higher than originally submitted and therefore a re-calculation of all suppliers' bids may be required.

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

As part of the tender process Exeter City Council required all staff employed on any resulting contract from this tender to be paid Real Living Wage as a minimum which currently stands at £8.75 per hour but from 1 April 2019 this will rise to £9.00 per hour.

The cost of suppliers providing the service has been impacted by the commitment of the Council to pay the Real Living Wage.

The business case set out that some costs were outside of the control of the council and therefore would impact on the annual spend. These include:

- Members requirement to pay the Real Living Wage
- Statutory deductions e.g. pension and National Insurance (NI)
- Minimum wage/living increases

The m2 space to be cleaned for Lot 2 Housing was difficult to provide with any level of accuracy and a generic cost for cleaning per m2 was requested from suppliers.

All suppliers have reserved the right to amend their cost submission and if successful suppliers have requested that they carry out a detailed survey of the area to be cleaned and re-submit their costings for the service.

On this basis it was felt that Lot 2 should be re-tendered due to the high risk involved in awarding a contract without firm cost figures.

Summary of costs under new contract:

Lot	Current annual spend (2017-18)	Budget 19/20	New contract annual spend	(cost) / Saving per year vs Budget
1 – Civic Centre	£76,148.62	£88,760.00	£90,310.56	-£1,550.56
3 – Ancillary offices	£33,903.16	£33,270.00	£37,681.00	-£4,411.00
4 – All Lot bid	£423,181.26	£314,960.00	£168,542.99	£146,417.01**
2 – Housing Assets	£243,069.25	£208,970.00	£5,466.68	£203,503.32 *

* Cost per m2 ranged from £0.10 to £27.88 and therefore we have little confidence that these figures can be used to conduct a meaningful cost evaluation that will give us an accurate cost for the service required.

** (Please note if Lot 2 is not to be awarded and re-tendered then a Lot 4 All lot award is not possible) The recommendation is to award Lots 1 and 3 and retender Lot 2.

It is also worth noting that included within the new contract sum is the replenishment of consumables (loo rolls, hand towels, soap etc.) which is currently ordered and paid for separately. This has been included in the figures above.

The additional costs of around £6,000 will be managed within existing budgets, but will require reductions in other spend to cover the cost of the new contract.

5. Section 151 Officer Comments:

The award of this contract will mark a major positive step forward for the Council in that it is a truly cross-department tender. The tender has resulted in a small increase in the annual cost of cleaning, but it should be noted, significantly, that the new contract allows for the employees to be paid the real living wage.

Members should note and ensure that they are comfortable with the fact that this policy can be delivered, but it will substantially reduce the prospect of procurement delivering savings towards the £2.4 million reduction required to balance the budget.

There is a small risk surrounding TUPE, which may result in increased costs, however this matter will be resolved during the mobilisation period and prior to signing the contract. If the costs were to rise substantially the Council would not award the contract and re-tender.

6. What are the legal aspects?

None identified

7. Monitoring Officer's comments:

The Monitoring officer is concerned that the tender bids may not be the final cost to be paid given that the tenderers have qualified their bids on the basis they were not satisfied they have been given the correct TUPE information.

8. Report details:

Exeter City Council have procured a new contract for cleaning services.

Key objectives of the Tender are:

- To rationalise the current fragmented supplier delivery arrangements and ultimately the resulting contract management
- Assess the competitiveness of future service delivery through formally competing of the requirements
- Better organise the commercial offer for suppliers to tender for the Services and as a result look to improve value for money
- Reset the commercial arrangements as currently in place based on updated specifications and standards

The Council's intention is to let a contract for four years with the option to extend for up to a further three years on an annual 1 year extension basis.

This Tender was for the provision of Cleaning Services for the Council. For the first time in the Council's history the Tender looks to bring together Cleaning Services under one contractual arrangement. Previous formal and ad hoc contractual arrangements which the Council has operated have not been joined up in approach or delivery, with each area operating independently consequently the Council has seen the Cleaning arrangements fragmented across a number of different suppliers. This means that there has been duplication in both the management of contracts and payment of invoices.

The current contracts/ arrangements have been extended on a number of occasions on either a monthly or 3 monthly rolling basis and there are no formal contracts in place. In addition the Council are looking to secure added Social Value in working with the successful tender(s) in relation to Social, Economic and / or Environmental outcomes.

The work specified within this tender has been split into Lots, with:

- Lot 1 - Cleaning Services – Operational Council Sites (Offices)
- Lot 2 - Cleaning Services - Housing Sites
- Lot 3 - Cleaning Services - Other Council Sites
- Lot 4 - All Lots

The Councils annual expenditure on cleaning services for 2017/18 has been set out below.

	Annual spend £	% Annual spend
Supplier A	215,523.00	50.93%
Supplier B	83,946.91	19.84%
Supplier C	27,546.25	6.51%
Supplier D	20,167.77	4.77%
Supplier E	12,740.73	3.01%
Supplier F	10,938.16	2.58%
Supplier G	10,665.00	2.52%
Supplier H	9,960.22	2.35%
Supplier I	8,990.05	2.12%
Supplier J	7,498.77	1.77%
Supplier K	5,166.63	1.22%
Supplier L	2,412.41	0.57%
Supplier M	1,482.50	0.35%
Supplier N	1,335.88	0.32%
Supplier O	1,307.82	0.31%
Supplier P	1,010.00	0.24%
Supplier Q	837.81	0.20%
Supplier R	777.98	0.18%
Supplier S	304.95	0.07%
Supplier T	243.27	0.06%
Supplier U	82.68	0.02%
Supplier V	73.40	0.02%
Supplier W	67.39	0.02%
Supplier X	49.11	0.01%
Supplier Y	36.40	0.01%
Supplier Z	16.20	0.00%
Total	423,181.29	100.00%

THE PROCUREMENT PROCESS

This tender was procured in line with the Open Procedure which means that all Applicants that submit a Bid shall be evaluated in accordance with the Selection / Award criteria and process outlined within the documents published.

TENDER STAGE

Tender documents were released via the Council website on the 29th October 2018. Submissions were received on the 11th January 2019 from a total of 6 suppliers.

There were 40 expressions of interest with 8 suppliers confirming that they were not going to bid or withdrawing their bid before the closing date.

SUMMARY OF TENDER EVALUATION

Evaluation Criteria and Weightings

The high level award criteria and weightings used for this procurement are set out below:

Evaluation Criteria Breakdown	Means of Evaluation	
	Sub Criteria	Main Criteria
Criteria: Quality		40%
Sub Criteria: Delivery against the Specification and Objectives of the Tender	55%	
Sub Criteria: Staffing Requirements	15%	
Sub Criteria: Contract Management – Quality Control and Customer Care	15%	
Sub Criteria: Social Value Considerations	15%	
Criteria: Price		60%
Sub-Criteria – Grand Total (at end of Year 4 – see Price Schedule 3)	100%	

Scoring Methodology

The scoring methodology used to evaluate the quality criteria was:

Scoring Matrix for Quality Criteria		
Score	Judgement	Interpretation
5	Excellent	Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the services. Full evidence provided where required to support the response.
4	Good	Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the services. Majority evidence provided to support the response.
3	Acceptable	Demonstration of the relevant ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with some evidence to support the response.
2	Minor Reservations	Some minor reservations of the relevant ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with little or no evidence to support the response.
1	Serious Reservations	Considerable reservations of the relevant ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with little or no evidence to support the response.
0	Unacceptable	Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and / or quality measures required to provide the services, with little or no evidence to support the response.

The scoring mechanism for cost is set out below:

Lowest price submitted from all Quotes receives maximum % score. Other Applicants prices are scored in accordance with the following equation:

$$\% \text{ Score} = \frac{\text{Lowest Tendered price}}{\text{Tenderer's price}} \times \text{weighting for either tab 1, 2 or 3}$$

A breakdown of the pricing has been set out in the confidential Part 2 report which accompanies this report.

Scores and ranking

Evaluation was conducted individually by officers of Exeter City Council who then came together in a moderation meeting to review and agree final scores and comments.

Below is a summary of the scores for each Lot.

Lot 1

Tender Evaluation Summary									
Title of Procurement:		Exeter City Cleaning Tender							
Procurement Reference:									
Evaluation Team									
Lowest Price Quoted									
Applicants	Selection	Award - Quality				Award - Price		Total Weighted Score	Ranking
	Selection Questionnaire	Sub-criteria 1	Sub-criteria 2	Sub-criteria 3	Sub-criteria 4	Total Weighting	Price		
	Pass/Fail	55	15	15	15	40	60		
Supplier 1	Pass	13.20	2.40	4.80	4.80	25.20	32.30	57.50	3
Supplier 2	Pass	13.20	4.80	4.80	2.40	25.20	60.00	85.20	1
Supplier 3	Pass	8.80	4.80	3.60	3.60	20.80	25.37	46.17	4
Supplier 5	Pass	4.40	1.20	1.20	1.20	8.00	18.85	26.85	5
Supplier 6	Pass	13.20	3.60	4.80	3.60	25.20	32.85	58.05	2

Lot 2

Tender Evaluation Summary									
Title of Procurement:		Exeter City Cleaning Tender							
Procurement Reference:									
Evaluation Team									
Lowest Price Quoted									
Applicants	Selection	Award - Quality				Award - Price		Total Weighted Score	Ranking
	Selection Questionnaire	Sub-criteria 1	Sub-criteria 2	Sub-criteria 3	Sub-criteria 4	Total Weighting	Price		
	Pass/Fail	55	15	15	15	40	60		
Supplier 1	Pass	13.20	2.40	4.80	4.80	25.20	4.48	29.68	4
Supplier 2	Pass	13.20	4.80	4.80	2.40	25.20	60.00	85.20	1
Supplier 3	Pass	8.80	4.80	3.60	3.60	20.80	1.50	22.30	5
Supplier 4	Pass	17.60	3.60	4.80	4.80	30.80	24.58	55.38	3
Supplier 6	Pass	13.20	3.60	4.80	3.60	25.20	38.00	63.20	2

Lot 3

Tender Evaluation Summary									
Title of Procurement:		Exeter City Cleaning Tender							
Procurement Reference:									
Evaluation Team									
Lowest Price Quoted									
Applicants	Selection	Award - Quality				Award - Price		Total Weighted Score	Ranking
	Selection Questionnaire	Sub-criteria 1	Sub-criteria 2	Sub-criteria 3	Sub-criteria 4	Total Weighting	Price		
	Pass/Fail	55	15	15	15	40	60		
Supplier 1	Pass	13.20	2.40	4.80	4.80	25.20	50.90	76.10	2
Supplier 3	Pass	8.80	4.80	3.60	3.60	20.80	21.48	42.28	3
Supplier 6	Pass	13.20	3.60	4.80	3.60	25.20	60.00	85.20	1

Lot 4

Tender Evaluation Summary									
Title of Procurement:		Exeter City Cleaning Tender							
Procurement Reference:									
Evaluation Team									
Lowest Price Quoted									
Applicants	Selection	Award - Quality				Award - Price		Total Weighted Score	Ranking
	Selection Questionnaire	Sub-criteria 1	Sub-criteria 2	Sub-criteria 3	Sub-criteria 4	Total Weighting	Price		
	Pass/Fail	55	15	15	15	40	60		
Supplier 1	Pass	13.20	2.40	4.80	4.80	25.20	37.09	62.29	2
Supplier 3	Pass	8.80	4.80	3.60	3.60	20.80	18.00	38.80	3
Supplier 6	Pass	13.20	3.60	4.80	3.60	25.20	60.00	85.20	1

The Exeter City Council terms and conditions have been accepted by suppliers.

All known TUPE information was provided by the Council and suppliers were asked to contact the incumbent suppliers for additional information that the Council would not hold. It was reported to us by several suppliers that this information was not received or not received in good time from the incumbents and they have therefore reserved the right to adjust their pricing should the TUPE information that has been provided so far be deemed to be incomplete. This will be resolved prior to signing the new contract and it is recommended that the final decision is delegated to the Service Lead Commercial and Procurement in consultation with the relevant Portfolio Holder to be taken once the final costs are known.

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

Leading a Well Run Council: this decision ensures that the Council has in place a legally compliant contract for the cleaning services, and demonstrates value for money.

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

Potential increase in costs of service can be reduced by not implementing the real living wage.

Re-tendering Lot 2 reduces the risk of the Council awarding a contract based on inaccurate cost figures provided by the winning supplier.

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?

Where cleaning services are required in areas which may bring employees in contact with any of the vulnerable groups mentioned above, the appropriate checks will be made on employees by the cleaning provider and reported to the Council.

12. Are there any other options?

Continue as is but aware that we have rolling contracts that have been extended numerous times. Brexit outcomes may have an impact on staffing levels, cost may continue to rise as we are not in a negotiated contract.

Assistant Director

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

Background papers used in compiling this report:-

None

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

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REPORT TO CORPORATE SERVICES SCRUTINY COMMITTEE

Date of Meeting: 28 March 2019

REPORT TO EXECUTIVE

Date of Meeting: 9 April 2019

REPORT TO COUNCIL

Date of Meeting: 16 April 2019

Report of: Chief Finance Officer

Title: OVERVIEW OF REVENUE BUDGET 2018/19

Is this a Key Decision?

No

* One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Council

1. What is the report about?

- 1.1 To advise Members of the overall projected financial position of the HRA & General Fund Revenue Budgets for the 2018/19 financial year after nine months.

2. Recommendations:

- 2.1 It is recommended that Corporate Services Scrutiny Committee and the Executive note the report and Council notes and approves (where applicable):

The General Fund forecast financial position for the 2018/19 financial year;

The HRA forecast financial position for 2018/19 financial year;

The outstanding Sundry Debt position as at March 2019;

The creditors' payments performance.

3. Reasons for the recommendation:

- 3.1 To formally note the Council's projected financial position and to approve additional expenditure required during the financial year.

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

- 4.1 The impact on the General Fund working balance, HRA working Balance and Council Own Build working balance are set out in sections 8.3.6, 8.2.1 and 8.2.3 respectively.

- 4.2 The financial position has stabilised and the General Fund Working Balance is projected to stand at £3.046 million at year end. The HRA position has again been affected by delays in the Capital Programme resulting in a large reduction in the movement in the Working Balance.

5. Section 151 Officer comments:

5.1 The stabilisation of the financial position of the General Fund is welcome, however maintaining this position will require a discipline to identify ways of funding any unexpected financial pressures that may occur during the rest of the year and also in the next financial year. Early notification of any pressures is therefore essential.

6. What are the legal aspects?

6.1 Section 28 of the Local Government Act 2003 imposes a statutory duty on the Council to monitor during the financial year its expenditure and income against the budget calculations. If the monitoring establishes that the budgetary situation has deteriorated, the Council must take such action as it considers necessary to deal with the situation. This might include, for instance, action to reduce spending in the rest of the year, or to increase income, or to finance the shortfall from reserves.

7. Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

8.1 Financial Summary

FUND	Planned Transfer (to) / from Working Balance	Budget Variance Over / (under)	Outturn Transfer 2018/19
	£	£	£
General Fund	2,005,710	(328,921)	1,676,789
HRA	4,097,145	(3,700,663)	396,482
Council own Build Houses	(16,630)	(410)	(17,040)

8.2 Housing Revenue Account (Appendix A)

8.2.1 The first quarter projection shows a significant reduction in the amount to be taken from the working balance. The projected reduction is now £396,482 to leave the working balance at £9,815,762.

Movement	2018/19
Opening HRA Balance	£10,212,244
Deficit	(£396,482)
Projected balance at year end	£9,815,762

8.2.2 The key variances are as follows:

Management Unit	Over / (Underspend)
Management Costs	(£57,000)
<p>Officer Responsible: Service Lead – Housing Tenancy Services & Service Lead – Housing Assets</p> <ul style="list-style-type: none"> • £130K additional consultancy costs in respect of procurement, as part of a Council-wide action plan to strengthen procurement arrangements. A temporary HRA Procurement Manager has developed a procurement strategy focused on housing assets including full compliance of all contracts and contract management capacity building within existing teams. • (£30K) Forecast savings in employee costs, partly due to two 23 month fixed term IT System Officers starting in August, in order to help implement the new Housing Management system and a vacant Older Persons Property Services Officer post. • (£48k) Reduced legal services recharge to Housing General Management. However, this is offset by an additional legal services recharge to Housing Customers in accordance with timesheet information. • (£30k) Staff training on the new Housing Management System will be deferred until next financial year, ahead of its planned implementation in November '19. • (£30k) Budgets in respect of resident involvement are not expected to be fully spent this financial year, as significant spend has been pending a review of the existing Resident Involvement Strategy. The appointment of a temporary Resident Involvement Officer from mid-February will support the co-ordination, development and delivery of both resident involvement and community development services. • (£15k) A saving in the cost of updating a range of tenant and leaseholder handbooks is forecast as the work will be undertaken in-house, rather than by external consultants <p>(£20k) Additional income from solar panel installations and letting of community rooms.</p>	

Management Unit	Over / (Underspend)
Housing Customers	(£23,000)
<p>Officer Responsible: Housing Lead – Tenancy Services</p> <ul style="list-style-type: none"> • (£35k) Forecast savings in employee costs due to vacant posts and reduced 	

Management Unit	Over / (Underspend)
Repairs and Maintenance Programme	(£360,000)
Officer Responsible: Service Lead – Housing Assets	
<p>This represents a combination of forecast under/overspends, most notably:</p> <ul style="list-style-type: none"> • (£184k) Planned asbestos removal works to flats have been delayed, as two flats made available to temporarily decant tenants were required for other urgent tenant decants, including those affected by fire damage. A lower level of asbestos surveys have also been undertaken as they are largely driven by the kitchen and bathroom replacements programmes, which have been placed on hold for part of the year due to contractor issues. • (£90k) Forecast savings in respect of routine service and maintenance contracts, which predominantly relates to savings in the gas servicing contract. Servicing and associated boiler repair costs have been saved, due to the extent of boiler replacements and that servicing will be due in 12 months' time. • (£350k) A new contractor for external painting and low maintenance works in respect of flats was appointed from 1 October. Slippage in the programme is forecast to reflect a transition period between the main contractors and mobilisation of the new contractor, for this reason a supplementary budget will be requested to carry forward the budget into 2019/20. • £250K Forecast overspend in respect of general reactive repairs, which is predominantly due to a targeted reduction in overdue jobs (from 800 down to less than 200) and additional repairs identified by the Housing Customer Relation Officers following routine property inspections; both assisted by the recruitment to Surveyor posts to oversee the repairs. 	
Revenue Contribution to Capital	(£3,196,550)
Officer Responsible: Service Lead – Housing Assets	
<ul style="list-style-type: none"> • The estimated amount of revenue monies required towards financing the HRA Capital Programme in 2018-19 has reduced by £3.2m, from £7.2m to £4m. <p>In March 2014 Executive approved a £2.7m contribution towards the St Loyes Extra Care scheme, which was profiled to be required in 2018-19 but delays to the scheme will mean that significant spend will not take place until 2019/20.</p> <p>Planned investment in existing stock is also lower than anticipated, predominantly due to delays in the LAINGS project, contractor issues and new contractor mobilisation.</p>	

Management Unit	Over / (Underspend)
Rents	£100,000
<ul style="list-style-type: none"> • A £70k forecast reduction in rents relates to delays in letting the new units at Chester Long Court. It was anticipated that the units would be fully let during 2018/19. However, rental income will only be receivable in the late part of the financial year, as 8 units were let before Christmas and the remaining units are currently being let. The final Building Control inspection highlighted additional fire safety works, resulting in delays in commencing the lettings process. • A £30k reduction in rents relates to garages that have been cleared in readiness of the sites being sold to Exeter City Living Ltd. To date, the sale of two sites have completed; Thornpark Rise and Anthony Road. The sale of Bovemoors Lane is expected to complete in the new financial year. 	
Capital Charges	£173,887
<p>Officer Responsible: not applicable (statutory accounting charge)</p> <ul style="list-style-type: none"> • Depreciation charges are higher than budgeted due to a rise in the valuation of council dwellings. <p>Depreciation is a real cost to the HRA as it represents the amount of money which needs to be set aside in the Major Repairs Reserve to provide for future capital works or to repay debt.</p>	
Housing Assets	(£147,000)
<p>Officer Responsible: Service Lead – Housing Assets</p> <ul style="list-style-type: none"> • (£28k) savings in employee costs are expected due to various vacant posts within the Housing Assets team during the year, including Service Lead – Housing Assets, two 18 month fixed term contract Fire Safety Implementation officers and an Electrician, partially offset by the recent appointment of a Void Surveyor and a Health & Safety Compliance Officer. • (£45k) Stock condition surveys will re-commence in the 2019/20 to supplement the extensive stock condition survey undertaken by consultants last year, in order to achieve 100% coverage. The condition surveys will be performed by the surveyors, rather than external consultants, enabling a saving to be reported. • (£48k) £8k per property was budgeted for the decant of tenants in ten LAINGS properties to facilitate a major demolish and re-build programme. Two properties have naturally become void since the budgets were approved resulting in a £16k saving. A further saving of £32k is reported in respect of decants from LAINGS properties, as works will be focused on those properties that are already empty, avoiding the need to decant tenants until later 2019. • (£18k) Reflects a reduced recharge from Legal Services and a delay in purchasing new office furniture whilst a procurement exercise is undertaken. 	

Management Unit	Over / (Underspend)
Interest	(£110,000)
Officer Responsible: Housing Lead – Tenancy Services, Service Lead – Housing Assets, Service Lead Performance, Strategy & Resources	
<ul style="list-style-type: none"> • Reflects additional interest receivable on HRA balances (Working Balance, Major Repairs Reserve and capital receipts). Combined forecast revenue and capital underspends in 2018-19 will result in higher than anticipated HRA balances. 	

8.2.3 The Council's new properties at Rowan House and Knights Place form part of the overall Housing Revenue Account, but separate income and expenditure budgets are maintained in order to ensure that they are self-financing. There is a small variance to the projected surplus at the end of the third quarter.

Movement	2018/19
Opening Council Own Build reserve	£256,943
Surplus	17,040
Projected balance at year end	£273,983

8.3 General Fund (Appendix B)

8.3.1 The Service Committees show projected overspends of £809,070 against a revised budget of £15,288,840. The main variances are:

8.3.2 **People Scrutiny Committee – (An underspend of £62,760)**

Management Unit	Over / (Underspend)
Housing Needs	(£72,500)
Responsible Officer: Interim System Lead, Housing Needs	
<p>The underspend on pay reflects the lead-in time for fully recruiting to the new Housing Needs structure approved by Executive in February 2018. Recruitment has been a significant challenge primarily due to it being scheduled alongside the implementation of the Homelessness Reduction Act (which went live in April 2018). The service is presently over 90% fully recruited with just two remaining vacant posts currently under JE and to be recruited to before the end of the financial year. Therefore, this current underspend is a one-off in-year saving to the General Fund.</p>	
Revenues, Benefits & Customer Access	31,240
Responsible Officer: System Lead Revenues, Benefits & Customer Access	
<p>The Local Welfare Support reserve will fund expenditure on the Budgeting and Money Management project as well as crisis support for vulnerable customers needing short term help with food, utilities and travel costs. Therefore, this expenditure has no impact on the General Fund.</p>	

8.3.3 Place Scrutiny Committee – (An overspend in total of £707,120)

Management Unit	Over / (Underspend)
Recycling	£105,000
<p>Responsible Officer: Cleansing and Fleet Manager</p> <ul style="list-style-type: none"> • Problems with the MRF and fluctuations in global markets continue to increase costs and reduce income, despite the best efforts of the service to mitigate their impacts. The aging MRF equipment is increasingly unable to meet current quality standards, which leads directly to higher costs • Haulage costs (which vary unpredictably according to what materials are collected for recycling) now look to come in on budget at year-end, reducing the forecast variance by £30,000. 	
Parking Services	£79,000
<p>Responsible Officer: Community Safety and Enforcement Service Manager</p> <ul style="list-style-type: none"> • The estimate for National Non Domestic Rates (NNDR) for this service was £60,000 less than the actual costs. • Additional costs of £50,000 arose as a result of the additional change in tariffs requiring new signage and other related costs and increased maintenance costs • Additional costs of £13,000 arose in the car park cleaning service due to higher than expected vehicle maintenance costs • An estimated £44,000 increased income from parking charges is expected to partially offset these additional costs. 	
Building Control	(£51,500)
<p>Responsible Officer: City Development Manager.</p> <ul style="list-style-type: none"> • Additional income in the Land Charges service is expected to lead to a surplus of £36,500, which will be transferred into an earmarked reserve. • A grant of £15,000 has been received in respect of Land Charges. 	
Planning Services	£394,130
<p>Responsible Officer: City Development Manager.</p> <ul style="list-style-type: none"> • Community Infrastructure Grants amounting to £357,000 have been paid; these will be funded from the Community Infrastructure Levy (CIL). • An additional officer has been seconded to deal with CIL work; the additional £23,000 cost arising will be funded from the CIL. • £160,000 has been contributed towards the Growth Team will be paid, for which there is no budget. This will be funded from New Homes Bonus. • Additional costs of approximately £60,000 are expected to arise from a successful Planning appeal • Fee income is expected to exceed the budget by £210,000. Part of this is earmarked for improvements in the service; it is anticipated that £70,000 of this will be unspent at 31 March 2019 and this will be placed in an earmarked reserve to be utilised in 2019/20. 	

Management Unit	Over / (Underspend)
Public Realm Development Team	(£73,500)
<p>Responsible Officer: Public and Green Space Manager</p> <ul style="list-style-type: none"> • Three posts have been deleted from this unit, leading to pay savings of £128,500. These savings have been used to help fund two tree officer posts in Parks and Green Spaces and three new posts in Waterways • Redundancy costs of £48,050 will be funded from the redundancy reserve. 	
Contracted Sports Facilities	£99,180
<p>Responsible Officer: Category Contracts Manager</p> <p>In June 2018 the Council agreed to the recommendations in the Built Sports and Leisure Facilities report that included the permanent closure of Clifton Hill Sports Centre. A supplementary budget of up to £150,000 was approved to demolish Clifton Hill Sports Centre, to secure the site and avoid incurring Business Rates and other unbudgeted revenue costs, with up to £100,000 also approved to cover loss of revenue and VAT. The £91,465 is the budgeted lost revenue and the £99,180 adds-on £7,715 which will be covered from the Redundancy Reserve.</p>	

8.3.4 Corporate Scrutiny Committee – (An overspend in total of £164,710)

Management Unit	Over / (Underspend)
Democratic Representation	(£50,000)
<p>Responsible Officer: Corporate Manager Democratic and Civic Support</p> <ul style="list-style-type: none"> • Members Allowances are expected to be £20,000 less than the budget due to some members undertaking more than one role whilst taking only one allowance. • One part time employee left the service and has not been replaced, reducing the pay outturn forecast by £10,000. • Income is being generated by sharing Member Services officers with Teignbridge District Council; this arrangement is expected to generate additional income of £20,000 in the current year. 	
Unapportionable Overheads	£63,500
<p>Responsible Officer: Chief Finance Officer</p> <ul style="list-style-type: none"> • Strain payments re Superannuation of £90,000 partially offset by saving against expected additional superannuation payments. 	

Management Unit	Over / (Underspend)
Strategic Management	£84,500
Responsible Officer: Chief Finance Officer	
<ul style="list-style-type: none"> Saving against payroll costs £85,000 within Deputy Chief Executive Cost Centre offset by use of consultants on Strategy/Commercialisation projects, £163,500 to be supported from Transformation Earmarked Reserve. 	
Procurement	£154,250
Responsible Officer: Chief Finance Officer	
<ul style="list-style-type: none"> Delays in forming the Procurement Team have resulted in anticipated savings not being realised £122,690 whilst use of consultants/contractors have more than consumed savings from pay budget £32,000. 	

8.3.5 Other Financial Variations

Management Unit	Over / (Underspend)
Repayment of Debt	(£112,299)
Responsible Officer: Chief Finance Officer	
A lower than forecast need to borrow has resulted in a reduced repayment of debt calculation.	
Net Interest	(£240,000)
Responsible Officer: Chief Finance Officer	
As with the repayment of debt, delays in the commencement of major capital schemes, mean that not only has the Council not borrowed yet, but also there is greater cash available to place. This has had the impact of generating addition interest received rather than the Council incurring interest charges.	

8.3.6 General Fund Balance

In 2018/19 it is projected that there will be an overall net contribution from the General Fund Balance of £1,645,926. The minimum requirement for the General Fund working balance was approved by Council in February 2018 at £3 million and it is projected that the balance will be marginally above this level.

Movement	2018/19
Opening Balance	£4,692,404
Deficit	(1,645,926)
Projected balance at year end	£3,046,478

8.4 OUTSTANDING SUNDRY DEBT

8.4.1 An aged debt analysis of the Council's sundry debts is shown in the table below. The latest data shown is to the end of December.

Age of Debt	February 2018	March 2018	December 2018
Up to 29 days (current)	£1,408,652	£1,639,749	£579,715
30 days – 1 Year	£1,405,970	£1,238,393	£1,654,458
1 – 2 years	£555,307	£787,163	£912,921
2 – 3 years	£690,937	£661,047	£404,095
3 – 4 years	£356,595	£368,184	£588,278
4 – 5 years	£303,416	£259,997	£242,658
5 + years	£390,171	£415,760	£561,541
Total	£5,111,048	£5,370,293	£4,943,666

8.5 DEBT WRITE-OFFS

8.5.1 The following amounts have been written-off during 2018/19:

	2017/18 total	2018/19 (Qtr 3)
• Council Tax	£316,198	£0
• Business Rates	£216,428	£0
• Sundry Debt	£131,163	£7,031
• Housing Rents	£149,210	£0
• Non-HRA Rents	£201,413	£0

8.6 CREDITOR PAYMENTS PERFORMANCE

8.6.1 Creditors' payments continue to be monitored in spite of the withdrawal of statutory performance indicator BVPI8. The percentage paid within 30 days was 94.52% for the first nine months of 2018/19 compared with 91.76% for 2017/18.

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

9.1 This is a statement of the projected financial position to the end of the 2018/19.

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

10.1 The risks relate to overspending the Council budget and are mitigated by regular reporting to the Strategic Management Board and Members. Members have a legal responsibility to take action where balances are projected to reach an unsustainable level and the Strategic Management Board are working to address the current projected shortfall in reserves..

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 Not applicable

12. Are there any other options?

12.1 Not applicable

Chief Finance Officer

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

Background papers used in compiling this report:-

None

Contact for enquires:

Democratic Services (Committees)

Room 2.3

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HOUSING REVENUE ACCOUNT
2018/19 REVENUE ESTIMATES - SUMMARY
as at 31 December 2018

HOUSING REVENUE ACCOUNT

ACTUAL TO DATE			YEAR END FORECAST				
PROFILED BUDGET	ACTUAL TO DATE	VARIANCE TO DATE	Code	APPROVED BUDGET	Qrt 2 FORECAST VARIANCE	Qrt 3 FORECAST VARIANCE	CURRENT OUTTURN FORECAST
£	£	£		£	£	£	£
632,539	512,845	(119,694)	85A1	1,270,275	39,000	(57,000)	1,213,275
894,242	804,610	(89,632)	85A2	1,393,120	(62,000)	(23,000)	1,370,120
262,577	153,192	(109,385)	85A3	561,710	(65,000)	(81,000)	480,710
5,054,658	4,056,194	(998,464)	85A4	6,312,360	(200,000)	(360,000)	5,952,360
0	0	0	85A5	7,196,550	0	(3,196,550)	4,000,000
3,006,450	3,180,337	173,887	85A6	3,006,450	173,887	173,887	3,180,337
1,020,363	867,383	(152,980)	85A7	1,653,960	(145,000)	(147,000)	1,506,960
(15,939,242)	(15,831,967)	107,275	85A8	(19,127,090)	100,000	100,000	(19,027,090)
989,780	989,780	0	85B2	1,829,810	(70,000)	(110,000)	1,719,810
			85B4	(4,097,145)	229,113	3,700,663	(396,482)
				0	0	0	0
			Net Expenditure				
			Working Balance	10,212,244		31 March 2019	9,815,762
			1 April 2018				

COUNCIL OWN BUILD SITES

PROFILED BUDGET	ACTUAL TO DATE	VARIANCE TO DATE	Code	APPROVED BUDGET	Qrt 2 FORECAST VARIANCE	Qrt 3 FORECAST VARIANCE	CURRENT OUTTURN FORECAST
£	£	£		£	£	£	£
21,039	20,444	(595)	H005	32,670	800	(740)	31,930
(7,762)	(7,856)	(94)	H006	(10,350)	0	0	(10,350)
(40,251)	(45,318)	(5,067)	H007	(58,400)	(1,750)	(620)	(59,020)
0	0	0	H008	6,070	0	0	6,070
13,380	14,334	954	H009	13,380	950	950	14,330
			H010	16,630	0	410	17,040
				0	0	0	0
			Net Expenditure				
			Working Balance	256,943		31 March 2019	273,983
			1 April 2018				

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REPORT TO CORPORATE SERVICES SCRUTINY COMMITTEE,
EXECUTIVE AND COUNCIL
Date of Meeting: Corporate Services Scrutiny - 28 March 2019
Executive - 9 April 2019
Council - 16 April 2019
Report of: Chief Finance Officer
Title: 2018/19 Capital Monitoring Statement - Quarter 3

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

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

The report seeks Member approval to amend the annual capital programme in order to reflect the reported variations.

2. Recommendations:

It is recommended that Corporate Services Scrutiny Committee supports and the Executive recommends to Council to approve:

- (i) **The revision of the annual capital programme to reflect the reported variations detailed in 8.1, 8.4 and 8.5**
- (ii) **The additions to the capital programme detailed in 8.7.**

3. Reasons for the recommendation:

Local authorities are required to estimate the total of capital expenditure that it plans to incur during the financial year when it sets the prudential indicators for capital expenditure. This shows that its asset management and capital investment strategies are affordable, prudent and sustainable.

Capital expenditure is a significant source of risk and uncertainty since cost variations, delays and changing specifications are often features of large and complex capital projects.

In order to manage the risks associated with capital programming the annual capital programme is updated every three months to reflect any cost variations, slippage or acceleration of projects.

4. What are the resource implications including non financial resources

The financial resources required are set out in the body of this report.

5. Section 151 Officer comments:

There is one additional request for funding, backed by funds from Devon County Council, to deliver the agile and flexible working project. In terms of deferrals, a number of scheme have been re-profiled and around £10.7 million of projects are being proposed for deferral to future years. In addition £1.074 million is being brought forward into 2018-19. Members should ensure that they are satisfied with the reasons for deferral.

6. What are the legal aspects?

The capital expenditure system is framed by the Local Government and Housing Act 1989.

7. Monitoring Officer's comments:

The Monitoring Officers comments will be reported to the meeting.

8. Report Details:

2018/19 CAPITAL MONITORING STATEMENT – QUARTER 3

8.1 REVISIONS TO THE CAPITAL PROGRAMME

The 2018/19 Capital Programme, including commitments brought forward from 2017/18, was last reported to Corporate Services Scrutiny Committee on 22 November 2018. Since that meeting the following changes have been made to the programme:

Description	£	Approval/Funding
Capital Programme, as reported to Corporate Services Scrutiny Committee, 22 November 2018	31,802,440	
Budget Deferred to 2019/20 & Beyond at Quarter 2	(2,941,100)	Approved by Council 18 December 2018
Overspends/(Underspends) reported at Quarter 2	34,940	
Loan to Exeter City Living	2,200,000	Approved by Council 24 July 2018
Outdoor Leisure Facilities	100,900	Additional S106 funding
New Community Centre in Belmont Park	100,000	New Homes Bonus Grant, approved by Council 21 February 2017
Disabled Facility Grants/Warm Up Schemes	92,380	Additional funding allocation from MHCLG
Land at Ludwell Valley Park	66,640	Funded by S106 income
Replacement Audio & Visual Equipment at the Civic Centre and Guildhall	65,000	Approved by Council 16 October 2018
Revised Capital Programme	31,521,200	

8.2 PERFORMANCE

The revised capital programme for the current financial year is £31.521 million. During the first nine months of the year the Council spent £10.218 million on the programme, which equates to 32.42% of the revised programme. This compares with £6.597 million (38.37%) being spent in the first nine months of 2017/18.

The current programme is detailed in Appendix 1. The Appendix shows a total forecast spend for 2018/19 of £21.113 million with £11.511 million of the programme potentially being deferred to 2019/20 and beyond and £1.104 million being brought forward from future years.

Appendix 2 shows the approved budgets for 2019/20 with the proposed 2018/19 budget to be carried forward to 2019/20 and beyond for Executive and Council to consider for approval.

Appendix 3 shows the overall position for those schemes which span more than one financial year.

8.3 AVAILABLE CAPITAL RESOURCES

The available capital resources for the General Fund for 2018/19 are £11.679 million. An estimated spend of £13.682 million is required of which £6.645 million will be funded from borrowing with £4.643 million capital receipts carried forward to 2019/20. The available capital resources for the HRA for 2018/19 are £31.429 million. An estimated spend of £7.431 million is required leaving £23.988 million to be carried forward into 2019/20. Appendix 4 sets out the forecast use of the resources available for the General Fund and the HRA and the likely amounts of borrowing that will be necessary to fund the capital programme over the next three years.

The value of actual capital receipts received in 2018/19 to date in respect of the General Fund and the HRA are:

	General Fund £	HRA £
Balance as at 1 April 2018	6,306,833	7,704,749
New Receipts to 31 December	87,500	2,098,279
Balance as at 31 December 2018	6,394,333	9,803,028

8.4 EXPENDITURE VARIANCES

The main variances and issues concerning expenditure in 2018/19 are:

Scheme	Estimated Overspend / (Underspend) £	Reason
Car Park Resurfacing, Lining & Boundary Improvements	(50,000)	St James Weir partially collapsed and was likely to deteriorate further, therefore a Delegated Decision was made by the Director and the Leader to transfer £75,000 budget from the Turf Lock Pier Head to St James Weir to enable works to prevent further and more substantial loss. Since the Decision was made the anticipated cost has risen by a further £20,000, in order to
St James Weir	95,000	

Repairs to Turf Lock Pier Head	(45,000)	carry out all necessary works with no further pressure on ECC resources a saving will also be made within the Car Park Resurfacing budget.
Matford Centre Fire Alarm Replacement	(50,000)	Works are still in progress but due to changing the specification it is anticipated that a saving will be made.
Belle Isle Temporary Facilities	65,000	In addition to the planned works it was necessary to replace the meeting and training room as water damage had been caused by rain penetrating the roof. The current roadway has become dangerous for staff to negotiate with large potholes appearing, it is proposed that a total overspend of £65,000 be approved to allow the roadway to be resurfaced and relined.
Garage Upgrades	(74,000)	A programme of garage upgrades is currently being formulated, in order commence a procurement exercise early in 2019/20. The proposed capital programme for the next four years already provides for annual investment of £68,400 per annum, the budget for this year is therefore not required to be carried forward.
LAINGS Refurbishment	150,000	Following drainage surveys it has been identified that many of the 17 LAINGS properties require drainage redirections, which has resulted in both additional costs and time delays to the project. A value engineering exercise has identified savings, which have helped reduce the budget shortfall from £280k to the reported £150k.
Whipton Barton House Water Mains	(50,000)	It was originally planned that a separate water mains would be provided to Council owned bungalows, however the site is subject to a wider site housing development appraisal. A saving is reported whilst the future of the site is determined. Committee approval will be sought to reintroduce to the capital programme, if necessary.

8.5 SCHEMES TO BE DEFERRED TO 2019/20 AND BEYOND

Schemes which have been identified as being wholly or partly deferred to 2019/20 and beyond are:

Scheme	18/19 Budget £	Budget to be Deferred £	Reason
Disabled Facility Grants	801,180	400,000	A variety of awareness activities have taken place, including articles in the Citizen to increase accessibility to these grants. Work has also been undertaken to reduce end to end time with respect to stair lift applications and to remove barriers to people having such adaptations made. A communications plan has been drafted to increase awareness further and it is anticipated that grant take up will be higher in 2019/20.
WHIL Empty Properties	194,000	194,000	An Empty Homes Strategy is currently being developed which will seek to maximise opportunities to bring empty homes back into use, it is expected that loans will be made in 2019/20.
Kings Arms Bridge	384,630	300,000	The tendering exercise has taken longer than anticipated due to the specialist nature of the works.
Replacement of Mallison Bridge	50,000	30,000	Partnership funding needs to be secured before the project can commence.
Parks Infrastructure	150,000	85,810	Further works on these projects will be delayed until the new financial year due to lack of staff resources.
Cemeteries & Churchyards Infrastructure Improvements	60,000	60,000	
Improved Car Park Security Measures at King William Street and Arena Park	45,000	45,000	Work on this project has been delayed to the new financial year as staff resources have been diverted to St James Weir.
Repair to Walls at Farm Hill	30,000	30,000	The procurement process has commenced via Bloom with works anticipated to complete by mid-summer.

Replace Lifts at Mary Arches MSCP	240,000	240,000	The tender process did not result in suitable responses within budget. The consultant has recommended a second tender process be undertaken, this is currently underway.
Outdoor Leisure Facilities	446,430	60,720	Long term sickness absence of the officer best placed to deliver these schemes.
Passenger Lift at RAMM	73,880	73,880	If a viable tender is received the lead time for lift production will result in installation taking place in the next financial year.
Newtown Community Association – Belmont Park Community Building	250,000	50,000	The final payment will be made in May.
RAMM Roof Access Improvements	58,520	56,160	This scheme will be completed in the new financial year.
Leisure Complex	1,540,810	(975,950)	Budgets re-profiled in-line with anticipated expenditure.
Bus Station Construction	362,380	(98,330)	
Pinhoe Community Hub	90,000	90,000	Pinhoe Community Club have plans to spend this in 2019/20.
Energy Saving Projects	2,011,870	2,002,380	The energy team are revising the existing ERDF bid to include future Council operational requirements following receipt of a new funding agreement that does not restrict income generation. The changes will support Council services and utilise renewable energy for increased carbon and cost savings. In addition to small scale battery storage at existing PV sites, a large solar PV array is planned providing a direct supply and battery storage to support electrification of all fleet at Exton Road.
Building Management System	80,000	80,000	Strata do not have the capacity to deliver this project. Discussions are on-going with Exeter University to potentially utilise their in house engineers in the design phase.

Civic Centre Air Conditioning Replacement	150,000	150,000	Due to potential accommodation changes, SMB have approved that complete replacement is not undertaken, but that these budgets are set aside for partial replacements as and when required.
Civic Centre Kitchen Replacement	90,000	90,000	
LAINGS Refurbishment	1,936,000	1,630,070	As explained above, the project to demolish and re-build 17 LAINGS properties has experienced significant delays due to surveying and designing major drainage diversions. The budget has been re-profiled in accordance with the latest cash-flow projections, with work expected to start on site in the next few weeks.
Kitchen Replacement Programme	1,059,950	400,000	Issues with the current contractor have resulted in a hold on planned kitchen replacements. The contract is due for renewal and the procurement process for a replacement contractor is underway for an intended April start. In the interim, the opportunity to replace kitchens in void properties will continue to be undertaken by the contractor for response repairs.
Bathroom Replacement Programme	693,760	230,000	Issues with the current contractor have resulted in a hold on planned kitchen replacements. The contract is due for renewal and the procurement process for a replacement contractor is underway for an intended April start. In the interim, the opportunity to replace bathrooms in void properties will continue to be undertaken by the contractor for response repairs.
Structural Repairs	294,280	250,000	Forecast spend for 2018/19 relates to drainage repairs, whilst monitoring for structural movements continue. Major works are anticipated in the new financial year to repair structural damage to three fire affected properties, along with structural works planned at 19/21 Wilford Road and 1-6 Redlands Close. The budget has been re-profiled accordingly.
Communal Doors & Screens	231,000	131,000	A combined contract was awarded in October and the new contractor started on site from November. However, it is currently mobilising their local multi-disciplined teams to increase to full scale operations in the spring. Window replacements at
Window Replacements	954,300	793,000	

			Flowerpot Lane and Hayes Barton Court are also subject to discussions with Planning. The budget has been re-profiled to reflect the period of contractor mobilisation along with time required to consult with planning.
Porch Canopies	102,000	102,000	
Fire Risk Assessment Works	326,810	256,810	A new Fire Risk Assessment (FRA) Contractor started late 2018 and following a period of mobilisation, new FRAs have commenced. The works that will be identified through the assessments will follow and are likely to result in significant spend in the new financial year.
Zebcat Project	450,000	445,000	The Council is undertaking a net zero energy whole building retrofit to six homes, as part of a project with five other delivery partners. Delays in appointing the main contractor due to higher tender return prices, has necessitated a review of the contract specification. As a consequence, the original deadline for the European grant funding has lapsed and an extension is currently being sought. Spend of this budget is not therefore possible until confirmation that the European grant funding is secured.
Extra Care Scheme	3,600,000	2,100,000	The budget has been re-profiled in line with the latest cash-flow projections. The value engineering work has completed and the contract sum is now close to agreement. Limited work started on site very late in 2018 including site set-up and further ground investigations. Major works are expected to start in late February/March.
Acquisition of Social Housing – Open Market	855,000	330,400	Further spend against this budget is pending the outcomes of an options appraisal in respect of acquiring property at the Vaughan Road site, in order to facilitate a potential wider site housing development.

8.6 ACHIEVEMENTS

The following schemes have been completed during the third quarter of 2018/19:

- **Skatepark at Arena Park**

The new facility at Arena Park was opened in December. It contains ramps, quarterpipes, flatbanks, ledges and rails. The plaza style design also features a

viewing/seating area overlooking all the action. The design of the skatepark was chosen by a group of local skatepark users working to a design brief heavily influenced by the local skatepark community.

- **Topsham Lock**

It was discovered that the canal was leaking under the lock structure, creating considerable underground voids and adversely affecting both the lock pit and walls. The urgent work required to make the lock safe has now been completed with 45 metres of 15 metre deep interlocking piles being installed to give strength and stability. The lock is now structurally stand alone and is now secure for 80 years.

8.7 ADDITIONS TO THE CAPITAL PROGRAMME

- **Mobile and Agile Working for Environmental Health (£74,900)**

The Agile and Flexible Working Project in Environmental Health and Licensing forms part of the Council's overall EX1 Internal Transformational Change Programme. This approach looks to review service delivery by starting with the customer and then redesigning systems around their needs.

The overarching principles of the programme are:

1. Making it as easy as possible for more people to help themselves by providing high-quality information and advice through really great, accessible, digital and self-help services
2. Providing accessible, high quality, customer focused, efficient and effective one-stop shop services for people who need our help and advice
3. Introducing agile and flexible working across the workforce bringing generic roles into play where it makes sense for our customers and the business.

It is proposed that this scheme is funded via a contribution received from DCC in lieu of Disabled Facility Grant funding.

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

The Capital Programme contributes to all of the key purposes, as set out in the Corporate Plan.

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

Areas of budgetary risk are highlighted to committee as part of the quarterly budget monitoring updates.

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?**

No impact

12. **Are there any other options?**

No

DAVE HODGSON
Chief Finance Officer

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

Background papers used in compiling this report:

None

Contact for enquiries:

Democratic Services (Committees)

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2018/19 CAPITAL MONITORING - QUARTER 3

Responsible Officer	Scheme	2018/19 Capital Programme	2018/19 Spend to Date	2018/19 Forecast Spend	2018/19 Budget to be Carried Forward to 2019/20 and Beyond	2018/19 Programme Variances (Under)/Over
		£	£	£	£	£
PEOPLE						
	HELP ME FIND SOMEWHERE TO LIVE					
Environmental Health & Licensing Manager	Disabled Facility Grants	801,180	197,616	401,180	400,000	
Environmental Health & Licensing Manager	Warm Up Exeter/PLEA Scheme	92,380	45,636	92,380		
Environmental Health & Licensing Manager	Wessex Loan Scheme	79,030	45,905	79,030		
Environmental Health & Licensing Manager	WHIL Empty Properties	194,000	0	0	194,000	
System Lead, Housing Needs	Temporary Accommodation Purchase	108,670	276	108,670		
PEOPLE TOTAL		1,275,260	289,433	681,260	594,000	0
PLACE						
	WELL RUN COUNCIL					
Fleet Manager/SMB	Vehicle Replacement Programme	442,500	76,321	442,500		
Service Manager, Community Safety & Enforcement	Car Park Resurfacing, Lining & Boundary Improvements	50,000	0	0		(50,000)
Interim Public & Green Space Manager	Mechanisation of Street Scene	150,000	0	150,000		
Cleansing & Fleet Manager	Waste Infrastructure	16,700	137	16,700		
	IMPROVE THE ENVIRONMENT AND MY NEIGHBOURHOOD					
Commercial Operations Manager, Public Realm	Repair Canal Bank at M5	3,100	1,450	3,100		
Principal Project Manager (Place Making)	Queen's Crescent CPO	18,000	0	18,000		
Commercial Operations Manager, Public Realm	Kings Arms Bridge	384,630	70,451	84,630	300,000	
Interim Public & Green Space Manager	Exwick Cemetery Ashes Section	30,400	30,404	30,400		
Service Manager, Community Safety & Enforcement	Replacement of Mallison Bridge (Exeter Quay)	50,000	17,404	20,000	30,000	
Interim Public & Green Space Manager	Parks Infrastructure	150,000	64,189	64,190	85,810	
Interim Public & Green Space Manager	Cemeteries & Churchyards Infrastructure Improvements	60,000	0	0	60,000	
Service Manager, Community Safety & Enforcement	Improved Car Park Security Measures at King William Street & Arena Park	45,000	0	0	45,000	
Service Manager, Community Safety & Enforcement	Repairs to Turf Lock Pier Head	20,000	0	0	(25,000)	(45,000)
Service Manager, Community Safety & Enforcement	Repairs to Salmonpool Bridge	45,000	0	45,000		
Service Manager, Community Safety & Enforcement	Repair to Walls at Farm Hill	30,000	0	0	30,000	
Service Manager, Community Safety & Enforcement	Bank Repairs & Stabilisation to Watercourses	23,000	27,992	27,990	(4,990)	
City Surveyor	Matford Centre Fire Alarm Replacement	100,000	0	50,000		(50,000)
	KEEP ME/MY ENVIRONMENT SAFE & HEALTHY					
Commercial Operations Manager, Public Realm	Car Park Surfacing - Haven Road	12,350	0	12,350		
City Surveyor	Replace Lifts at Mary Arches MSCP	240,000	0	0	240,000	
Commercial Operations Manager, Public Realm	City Wide Property Level Protection	64,400	45,989	64,400		
Environmental Health & Licensing Manager	RAMM Air Monitoring Equipment	89,560	256	89,560		
Commercial Operations Manager, Public Realm	Topsham Lock	230,000	36,942	230,000		
Commercial Operations Manager, Public Realm	St James Weir	0	0	95,000		95,000
	PROVIDE GREAT THINGS FOR ME TO SEE & DO					
Commercial Operations Manager, Public Realm	Outdoor Leisure Facilities	446,430	259,060	385,710	60,720	
City Surveyor	Sports Facilities Refurbishment	146,430	106,571	146,430		
City Surveyor	Passenger Lift at RAMM	73,880	0	0	73,880	
City Surveyor	St Nicholas Priory	39,920	18,855	39,920		
RAMM, Operational Services Lead	RAMM World Culture Galleries	160,440	114,019	160,440		

Responsible Officer	Scheme	2018/19 Capital Programme	2018/19 Spend to Date	2018/19 Forecast Spend	2018/19 Budget to be Carried Forward to 2019/20 and Beyond	2018/19 Programme Variances (Under)/Over
		£	£	£	£	£
Interim Public & Green Space Manager	Cowick Barton Tennis Courts	33,430	33,434	33,430		
Director	Newtown Community Association - Belmont Park Community Building	250,000	80,007	200,000	50,000	
Director	Belmont Park Enhanced Facilities	50,000	0	50,000		
Principal Project Manager (Strategic Infrastructure Planning)	Land at Ludwell Valley Park Gardens	66,640	0	66,640		
	MAINTAIN THE ASSETS OF OUR CITY					
City Surveyor	RAMM Roof Access Improvement	58,520	2,363	2,360	56,160	
City Surveyor	Pyramids Essential Works	950,000	821,361	950,000		
City Surveyor	Leisure Centre Essential Enhancements	2,000,000	83,975	2,000,000		
City Surveyor	Leisure Centre Additional Enhancements	880,000	648,143	880,000		
City Surveyor	Livestock Market Drainage & Toilets	200,000	3,010	200,000		
	DELIVER GOOD DEVELOPMENT					
Chief Executive & Growth Director	Leisure Complex - Build Project	1,540,810	825,031	2,516,760	(975,950)	
Chief Executive & Growth Director	Bus Station Construction	362,380	167,156	460,710	(98,330)	
Director	Pinhoe Community Hub	90,000	0	0	90,000	
Director	Newtown Community Centre (S106)	75,090	75,090	75,090		
Director	Newtown Community Centre (1st Grant)	50,000	50,000	50,000		
Director	Newtown Community Centre (2nd Grant)	43,410	43,410	43,410		
City Surveyor	Beacon Heath Martial Arts & Boxing Club - New Roof	14,650	0	0	14,650	
PLACE TOTAL		9,786,670	3,703,018	9,704,720	31,950	(50,000)
CORPORATE SERVICES						
	WELL RUN COUNCIL					
SMB	Invest to Save Opportunities	29,550	0	0		(29,550)
City Surveyor	Guildhall Fire Alarms	50,000	38,046	50,000		
City Surveyor	Energy Saving Projects	2,011,870	9,491	9,490	2,002,380	
Interim Public & Green Space Manager	Belle Isle Temporary Facilities	103,330	128,146	168,330		65,000
Director	Council Signage Improvement	40,000	0	40,000		
Corporate Manager, Democratic & Civic Support	Electoral Registration - Mobile Canvassing	20,000	14,500	14,500		(5,500)
Corporate Manager, Democratic & Civic Support	Replacement Audio & Visual Equipment at the Civic Centre and Guildhall	65,000	0	65,000		
City Surveyor	Building Management System (BMS)	80,000	0	0	80,000	
City Surveyor	Civic Centre Air Conditioning Replacement	150,000	0	0	150,000	
City Surveyor	Civic Centre Kitchens Replacement	90,000	0	0	90,000	
SMB	Customer Contact Platform	155,490	0	155,490		
SMB	Annual Contribution to Strata	53,900	53,904	53,900		
SMB	Idox System for Planning	104,300	0	104,300		
SMB	HR System	39,940	0	39,940		
SMB	Convergence Projects	294,660	0	294,660		
SMB	Loan to Exeter City Living	2,200,000	2,200,000	2,200,000		
SMB	Capitalised Staff Costs	100,000	0	100,000		
CORPORATE SERVICES TOTAL		5,588,040	2,444,087	3,295,610	2,322,380	29,950

Responsible Officer	Scheme	2018/19 Capital Programme	2018/19 Spend to Date	2018/19 Forecast Spend	2018/19 Budget to be Carried Forward to 2019/20 and Beyond	2018/19 Programme Variances (Under)/Over
		£	£	£	£	£
HRA						
	INVESTMENT IN EXISTING STOCK					
Reactive Repairs Lead	Adaptations	370,970	304,196	370,970		
Housing Lead - Tenancy Services	Estate Improvements	68,400	33,368	60,700		(7,700)
Planned Works Lead	Programmed Re-roofing	100,590	0	0	100,590	
Planned Works Lead	Energy Conservation	50,000	0	0	50,000	
Planned Works Lead	Garage Upgrades	74,000	0	0		(74,000)
Planned Works Lead	LAINGS Refurbishments	1,936,000	42,750	305,930	1,780,070	150,000
Reactive Repairs Lead	Kitchen Replacement Programme	1,059,950	562,402	659,950	400,000	
Planned Works Lead	Balcony Walkway Improvements	110,000	21,042	22,000	88,000	
Planned Works Lead	Bathroom Replacement Programme	693,760	368,547	463,760	230,000	
Planned Works Lead	Door Replacements (including Outbuildings)	122,000	0	122,000		
Health, Safety & Compliance Lead	Fire Precautionary Works to Flats	28,530	11,681	28,530		
Planned Works Lead	Communal Area Improvements	97,890	17,408	97,890		
Planned Works Lead	Structural Repairs	294,280	23,252	44,280	250,000	
Planned Works Lead	Rennes House Structural Works	210,000	0	145,000	65,000	
Health, Safety & Compliance Lead	Common Area Footpaths/Wall Improvements	250,000	29,119	159,366	90,634	
Planned Works Lead	Soil Vent Pipe Replacement	37,530	0	0	37,530	
Planned Works Lead	Electrical Central Heating	36,940	21,533	36,940		
Planned Works Lead	Smoke/Fire Alarms - Older Persons	0	0	0		
Health, Safety & Compliance Lead	Fire Safety Storage Facilities	60,000	361	50,000	10,000	
Health, Safety & Compliance Lead	Electrical Re-wiring	550,250	279,468	550,250		
Health, Safety & Compliance Lead	Central Heating and Boiler Replacement Programme	560,000	354,538	560,000		
Planned Works Lead	Communal Doors and Screens	231,000	41,632	100,000	131,000	
Health, Safety & Compliance Lead	Fire Risk Assessment Works	326,810	9,174	70,000	256,810	
Planned Works Lead	Loft & Cavity Insulation	50,000	0	5,000	45,000	
Planned Works Lead	Wheaton Barton House Water Mains	50,000	0	0		(50,000)
Planned Works Lead	Re-roofing Works Shilhay	164,800	150,886	164,800		
Planned Works Lead	Window Replacements	954,300	0	161,300	793,000	
Housing Lead - Tenancy Services	Replacement Housing Management System	175,100	107,751	121,224	53,876	
Planned Works Lead	Porch Canopies	102,000	0	0	102,000	
Planned Works Lead	ZEBCat Project	450,000	3,585	5,000	445,000	
	PROVISION OF NEW COUNCIL HOMES					
Service Lead Housing Assets	Social Housing Acquisitions - Open Market	855,000	524,600	524,600	330,400	
Service Lead Housing Assets	Social Housing Acquisitions - Section 106	100,000	493	493	99,507	
Service Lead Housing Assets	COB Wave 2 - Rennes Car Park	344,870	264,352	344,870		
Service Lead Housing Assets	St Loyes Extracare Scheme	3,600,000	257,091	1,500,000	2,100,000	
Service Lead Housing Assets	Estate Regeneration - Heavitree (COB Wave III)	61,610	89,574	89,573		27,963
Service Lead Housing Assets	Estate Regeneration - Heavitree (Clifford Close)	141,950	13,221	141,950		
Service Lead Housing Assets	Estate Regeneration - Heavitree (Vaughan Road)	321,320	61,718	321,320		
Service Lead Housing Assets	Estate Regeneration - Heavitree (South Street)	231,380	187,653	203,417		(27,963)
HRA TOTAL		14,871,230	3,781,395	7,431,113	7,458,417	18,300
TOTAL CAPITAL BUDGET		31,521,200	10,217,933	21,112,703	10,406,747	(1,750)

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BUDGETS CARRIED FORWARD TO 2019/20 AND BEYOND

	2019/20 Budget as per Budget Book/Council Approvals	Proposed Budget to be Carried Forward to 2019/20 and Beyond at Qtr 3	Budget Reprofiled to Future Years	Total 2019/20 Capital Programme	2020/21 Budget as per Budget Book/Council Approvals
	£	£	£	£	£
PEOPLE					
HELP ME FIND SOMEWHERE TO LIVE					
Disabled Facility Grants	500,000	400,000	0	900,000	500,000
PEOPLE TOTAL	500,000	594,000		1,094,000	500,000
PLACE					
WELL RUN COUNCIL					
Vehicle Replacement Programme	400,000	0	0	400,000	400,000
Car Park Resurfacing, Lining & Boundary Improvements	200,000	0	0	200,000	0
Waste Infrastructure	163,000	0	0	163,000	144,000
IMPROVE THE ENVIRONMENT AND MY NEIGHBOURHOOD					
Repair Canal Bank at M5	25,990	0	0	25,990	0
Kings Arms Bridge	15,000	300,000	0	315,000	0
Bowling Green Marshes Coastal Defence Scheme	28,900	0	0	28,900	0
Exeter Flood Alleviation Scheme	200,000	0	0	200,000	0
Replacement of Mallison Bridge (Exeter Quay)	300,000	30,000	0	330,000	0
Parks Infrastructure	250,000	85,810	0	335,810	100,000
Cemeteries & Churchyards Infrastructure Improvements	80,000	60,000	0	140,000	20,000
Purchase of Harbour Patrol Vessel for Exe Estuary	50,000	0	0	50,000	0
Improved Car Park Security Measures at King William Street & Arena Park	0	45,000		45,000	
Repairs to Turf Lock Pier Head	100,000	(25,000)	0	75,000	0
Repair to Walls at Farm Hill	60,000	30,000	0	90,000	0
Bank Repairs & Stabilisation to Watercourses	20,000	(4,990)	0	15,010	20,000
KEEP ME/MY ENVIRONMENT SAFE & HEALTHY					
City Wide Property Level Protection	30,000	0	0	30,000	0

BUDGETS CARRIED FORWARD TO 2019/20 AND BEYOND

	2019/20 Budget as per Budget Book/Council Approvals	Proposed Budget to be Carried Forward to 2019/20 and Beyond at Qtr 3	Budget Reprofiled to Future Years	Total 2019/20 Capital Programme	2020/21 Budget as per Budget Book/Council Approvals
	£	£	£	£	£
PROVIDE GREAT THINGS FOR ME TO SEE & DO					
Outdoor Leisure Facilities	80,000	60,720	0	140,720	0
Sports Facilities Refurbishment	56,430	0	0	56,430	0
Passenger Lift at RAMM	0	73,880	0	73,880	
Newtown Community Association - Belmont Park Community Building	0	50,000	0	50,000	
MAINTAIN THE ASSETS OF OUR CITY					
RAMM Roof Access Improvement	0	56,160	0	56,160	
Riverside Leisure Centre	4,400,000	0	0	4,400,000	0
DELIVER GOOD DEVELOPMENT					
Leisure Complex - Build Project	26,017,300	(975,950)	(9,935,620)	15,105,730	21,259,320
Bus Station Construction	2,208,430	(98,330)	3,776,930	5,887,030	54,000
Pinhoe Community Hub	0	90,000		90,000	
Beacon Heath Martial Arts & Boxing Club - New Roof	0	14,650		14,650	
PLACE TOTAL	34,685,050	31,950	(6,158,690)	28,558,310	21,997,320
CORPORATE SERVICES					
WELL RUN COUNCIL					
Council Signage Improvement	40,000	0	0	40,000	40,000
Annual Contribution to Strata	53,900	0	0	53,900	53,900
DR VDI Infrastructure	53,900	0	0	53,900	0
ECC Cabinet & Network Replacement	125,000	0	0	125,000	0
Street Scene and Other Asset Management	35,940	0	0	35,940	0
Legal Case Management	23,360	0	0	23,360	0
ECM - Scoping Exercise	17,970	0	0	17,970	0

BUDGETS CARRIED FORWARD TO 2019/20 AND BEYOND

	2019/20 Budget as per Budget Book/Council Approvals	Proposed Budget to be Carried Forward to 2019/20 and Beyond at Qtr 3	Budget Reprofiled to Future Years	Total 2019/20 Capital Programme	2020/21 Budget as per Budget Book/Council Approvals
	£	£	£	£	£
Cash and Income Management	28,750	0	0	28,750	0
Loan to Exeter City Living Ltd	2,150,000	0	0	2,150,000	0
Capitalised Staff Costs	100,000	0	0	100,000	100,000
CORPORATE SERVICES TOTAL	2,628,820	2,322,380	0	4,951,200	193,900

HRA					
INVESTMENT IN EXISTING STOCK					
Adaptations	592,500	0	0	592,500	560,820
Estate Improvements	50,000	0	0	50,000	50,000
Programmed Re-roofing	1,401,200	100,590	0	1,501,790	1,391,790
Energy Conservation	25,000	50,000	(50,000)	25,000	25,000
Garage Upgrades	68,400	0	0	68,400	68,400
LAINGS Refurbishments	1,298,580	1,780,070	(724,390)	2,354,260	724,390
Kitchen Replacement Programme	1,347,250	400,000	0	1,747,250	1,347,500
Balcony Walkway Improvements	235,000	88,000	0	323,000	108,710
Bathroom Replacement Programme	918,750	230,000	0	1,148,750	918,750
Door Replacements (including Outbuildings)	172,490	0	0	172,490	213,490
Communal Area Improvements	97,890	0	0	97,890	73,840
Structural Repairs	155,250	250,000	0	405,250	160,680
Rennes House Structural Works	2,000,000	65,000	0	2,065,000	2,000,000
Common Area Footpaths/Wall Improvements	159,360	90,634	(90,634)	159,360	159,370
Soil Vent Pipe Replacement	103,950	37,530	0	141,480	33,740
Electrical Central Heating	15,000	0	0	15,000	15,000
Fire Safety Policy Storage	240,000	10,000	0	250,000	150,000
Electrical Re-wiring	567,200	0	0	567,200	567,490

BUDGETS CARRIED FORWARD TO 2019/20 AND BEYOND

	2019/20 Budget as per Budget Book/Council Approvals	Proposed Budget to be Carried Forward to 2019/20 and Beyond at Qtr 3	Budget Reprofiled to Future Years	Total 2019/20 Capital Programme	2020/21 Budget as per Budget Book/Council Approvals
	£	£	£	£	£
Boiler Replacement Programme	590,670	0	0	590,670	590,500
Communal Doors and Screens	208,060	131,000	0	339,060	208,070
Fire Risk Assessment Works	215,200	256,810	0	472,010	344,830
Loft & Cavity Insulation	52,690	45,000	0	97,690	52,690
Window Replacements	758,750	793,000	0	1,551,750	758,750
Replacement Housing Management System	25,000	53,876	0	78,876	0
Porch Canopies	90,480	102,000	0	192,480	55,810
ZEBCat Project	0	445,000	0	445,000	0
PROVISION OF NEW COUNCIL HOMES					
Social Housing Acquisitions - Open Market	1,000,000	330,400	0	1,330,400	1,000,000
Social Housing Acquisitions - Section 106	390,000	99,507	(99,507)	390,000	100,000
COB Wave 2 - Rennes Car Park	0	2,100,000	(2,061,840)	38,160	2,061,840
St Loyes Extracare Scheme	7,811,840	0	0	7,811,840	1,577,590
HRA TOTAL	20,590,510	7,458,417	(3,026,371)	25,022,556	15,319,050
TOTAL CAPITAL BUDGET	58,404,380	10,406,747	(9,185,061)	59,626,066	38,010,270

CAPITAL SCHEMES SPANNING MORE THAN ONE FINANCIAL YEAR

	Total Capital Budget	Total Spend to Date	2018/19 Programme Variances (Under)/Over
	£	£	£
PEOPLE			
HELP ME FIND SOMEWHERE TO LIVE			
Temporary Accommodation Purchase	584,950	476,560	0
PEOPLE TOTAL	584,950	476,560	0
PLACE			
IMPROVE THE ENVIRONMENT AND MY NEIGHBOURHOOD			
Repair Canal Bank at M5	64,520	36,881	0
Kings Arms Bridge	410,000	80,821	0
Exwick Cemetery Ashes Section	57,984	57,984	0
KEEP ME/MY ENVIRONMENT SAFE & HEALTHY			
RAMM Air Monitoring Equipment	90,000	692	0
PROVIDE GREAT THINGS FOR ME TO SEE & DO			
Passenger Lift at RAMM	75,000	1,120	0
St Nicholas Priory	115,000	93,931	0
RAMM World Culture Galleries	368,740	322,320	0
MAINTAIN THE ASSETS OF OUR CITY			
RAMM Roof Access Improvement	68,500	12,340	0

	Total Capital Budget	Total Spend to Date	2018/19 Programme Variances (Under)/Over
	£	£	£
DELIVER GOOD DEVELOPMENT			
Leisure Complex - Build Project	42,417,790	4,347,018	0
Bus Station Construction	7,700,000	1,465,425	0
Pinhoe Community Hub	100,000	10,000	0
Newtown Community Centre (S106)	85,430	85,433	0
Newtown Community Centre (1st Grant)	70,000	70,000	0
Newtown Community Centre (2nd Grant)	50,000	49,988	0
Beacon Heath Martial Arts & Boxing Club - New Roof	21,810	7,158	0
PLACE TOTAL	51,694,774	6,641,109	0
CORPORATE SERVICES			
WELL RUN COUNCIL			
Belle Isle Temporary Facilities	190,000	214,818	65,000
CORPORATE SERVICES TOTAL	190,000	214,818	65,000
HRA			
PROVISION OF NEW COUNCIL HOMES			
COB Wave 2 - Rennes Car Park	4,048,740	3,968,217	0
St Loyes Extracare Scheme	10,850,000	1,267,659	0
Estate Regeneration - Heavitree (COB Wave III)	460,900	488,868	27,963
Estate Regeneration - Heavitree (Clifford Close)	141,950	13,221	0
Estate Regeneration - Heavitree (Vaughan Road)	321,320	61,718	0
Estate Regeneration - Heavitree (South Street)	370,830	327,102	(27,963)
HRA TOTAL	16,193,740	6,126,785	0
TOTAL CAPITAL BUDGET	68,663,464	13,459,272	65,000

GENERAL FUND AVAILABLE RESOURCES

GENERAL FUND	2018-19 £	2019-20 £	2020-21 £	2021-22 £	2022-23 £	TOTAL £
CAPITAL RESOURCES AVAILABLE						
Capital Receipts Brought Forward	6,306,833					6,306,833
GF Capital Receipts	165,891	0	0	0	0	165,891
Revenue Contributions to Capital Outlay		134,076	0	0	0	134,076
Disabled Facility Grant	493,560	900,000	500,000	500,000	500,000	2,893,560
New Homes Bonus	1,193,422	1,104,647	837,900	697,900	553,900	4,387,769
Community Infrastructure Levy	2,874,423	3,951,069	0	0	0	6,825,492
Other - Grants/External Funding/Reserves/S106	645,325	515,623	617,431	0	0	1,778,379
Total Resources Available	11,679,454	6,605,415	1,955,331	1,197,900	1,053,900	22,492,000
GENERAL FUND CAPITAL PROGRAMME						
Capital Programme	16,649,970	37,813,870	16,546,510	1,217,900	1,053,900	73,282,150
Overspends/(Savings)	(20,050)					(20,050)
Slippage	(2,948,330)	(3,210,360)	6,144,690	14,000		0
Total General Fund	13,681,590	34,603,510	22,691,200	1,231,900	1,053,900	73,262,100

UNCOMMITTED CAPITAL RESOURCES:						
Capital Receipts Brought Forward	6,306,833	4,642,973	2,061,153	1,387,400	1,387,400	6,306,833
Resources in Year	5,372,621	6,605,415	1,955,331	1,197,900	1,053,900	16,185,167
Less Capital Receipts to carry forward	(4,642,973)	(2,061,153)	(1,387,400)	(1,387,400)	(1,387,400)	(1,387,400)
Less Spend in Year	(13,681,590)	(34,603,510)	(22,691,200)	(1,231,900)	(1,053,900)	(73,262,100)
Borrowing Requirement	6,645,109	25,416,275	20,062,116	34,000	0	52,157,500

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HRA AVAILABLE RESOURCES

HOUSING REVENUE ACCOUNT	2018-19 £	2019-20 £	2020-21 £	2021-22 £	2022-23 £	TOTAL £
CAPITAL RESOURCES AVAILABLE						
Usable Receipts Brought Forward						7,704,749
Major Repairs Reserve Brought Forward						11,169,004
Other HRA Sales	1,364,500	690,000	0	0	0	2,054,500
RTB sales	1,840,773	650,000	500,000	500,000	400,000	3,890,773
Surrender back to DCLG - pending investment in replacement affordable housing	0	(1,542,523)	0	0	0	(1,542,523)
Major Repairs Reserve	3,180,337	3,224,210	3,224,210	3,224,210	3,224,210	16,077,177
Revenue Contributions to Capital	4,000,000	5,696,550	3,100,000	4,500,000	3,400,000	20,696,550
External contributions	18,458	592,424	0	0	0	610,882
Grant funding - Estate Regeneration Funding	756,257	0	0	0	0	756,257
Grant funding - Zero Energy Buildings Project	0	216,000	0	0	0	216,000
Commutated sums	1,394,865	3,101,242	2,244,432	0	0	6,740,539
Total Resources available	12,555,190	12,627,903	9,068,642	8,224,210	7,024,210	68,373,908
CAPITAL PROGRAMME						
HRA Capital Programme	14,871,217	20,590,510	12,419,250	10,368,585	8,895,408	67,144,970
Reported slippage - Quarter 3	(7,458,417)	4,432,046	2,899,800	101,571	25,000	0
Reported (under)overspends - Quarter 3	18,300					18,300
Total Housing Revenue Account	7,431,100	25,022,556	15,319,050	10,470,156	8,920,408	67,163,270
UNCOMMITTED CAPITAL RESOURCES:						
Usable Receipts Brought Forward	7,704,749	9,937,672	5,115,149	2,610,145	2,360,145	7,704,749
Major Repairs Reserve Brought Forward	11,169,004	14,060,171	6,488,041	2,742,637	746,691	11,169,004
Resources in Year	12,555,190	12,627,903	9,068,642	8,224,210	7,024,210	49,500,155
Less Estimated Spend	(7,431,100)	(25,022,556)	(15,319,050)	(10,470,156)	(8,920,408)	(67,163,270)
Uncommitted Capital Resources	23,997,843	11,603,190	5,352,782	3,106,836	1,210,638	1,210,638
WORKING BALANCE RESOURCES:						
Balance Brought Forward	10,212,244	9,815,762	5,862,697	5,639,983	4,406,954	10,212,244
HRA Balance Transfer - Surplus/(Deficit)	(3,868,032)	(386,815)	(222,714)	(1,233,029)	25,674	(5,684,916)
Reported under/(overspends) - Quarter 3	275,000					275,000
Revenue Contributions to Capital - slippage	3,196,550	(3,196,550)				0
Supplementary budgets to be requested		(369,700)				(369,700)
Balance Carried Forward	9,815,762	5,862,697	5,639,983	4,406,954	4,432,628	4,432,628
Balance Resolved to be Retained	(4,000,000)	(4,000,000)	(4,000,000)	(4,000,000)	(4,000,000)	(4,000,000)
Uncommitted HRA Working Balance	5,815,762	1,862,697	1,639,983	406,954	432,628	432,628
TOTAL AVAILABLE CAPITAL RESOURCES	29,813,605	13,465,887	6,992,765	3,513,790	1,643,266	1,643,266

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REPORT TO Executive and Council

Date of Meeting: 9 April 2019 and 16 April 2019

Report of: Corporate Manager, Democratic & Civic Support

Title: UPDATES TO THE SCHEME OF DELEGATION

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

1.1 This report sets out proposals to amend the Scheme of Delegation to Officers to match operational arrangements, taking particular account of changes in roles and titles.

2. Recommendations:

2.1 That the Council approve the changes to the Scheme of Delegation to Officers set out in Appendix 1 to this report.

3. Reasons for the recommendation:

3.1 To ensure that the Scheme of Delegation to Officers is up to date and matches the operational arrangements of the Council, thereby ensuring that day to day operational decisions can be taken.

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

4.1 None

5. Section 151 Officer comments:

There are no financial implications to consider in this report.

6. What are the legal aspects?

6.1 None identified.

7. Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8. Report details

Scheme of Delegation

8.1 The Constitution sets out how the Council operates, how decisions are made and the procedures which are followed to ensure that these are efficient, transparent and

accountable to local people. Some of these processes are required by law, while others are a matter for the Council to choose.

- 8.2 The Scheme of Delegation to Officers is the working document which sets out the powers officers have to make decisions on a day to day basis. It therefore needs to be up to date to match operational arrangements and these amendments reflect operational changes within the Council
- 8.3 The revised version of the Scheme of Delegation is set out in Appendix 1 to this report.

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

- 9.1 It ensures that the Council is working as efficiently as possible.

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

- 10.1 If the Scheme of Delegation is not kept up to date, decisions could potentially be taken by officers who may not have the authority to do so.

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 None

12. Are there any other options?

- 12.1 No.

John Street

Corporate Manager, Democratic & Civic Support

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

Background papers used in compiling this report:-

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

Delegation to Officers & Deputies

GENERAL

1. The Chief Executive & Growth Director, Directors, Chief Finance Officer, City Solicitor & Head of HR, Corporate Managers (JNC Officers) and all officers with delegated authority must ensure that relevant Executive members are consulted on all matters of a controversial or sensitive nature. Where appropriate, these matters must be referred to the Executive for a decision/guidance.
2. If a delegated decision requires prior consultation with a specific portfolio holder and that person is not available, if the decision cannot wait, the consultation shall be with the Leader or other portfolio holder.
3. Where any decision proposed under delegated powers is likely to involve a departure from Council policy or any instruction of the Council, Committee or Executive, the officer must refer the matter to the Executive for a decision/guidance after consultation with the Chief Finance Officer where a budgetary issue is involved.
5. Where any decision proposed under delegated powers is likely to involve the approved annual **budget** estimate being exceeded, or is outside the approved capital programme **or AIM process**, the officer with delegated authority must refer the matter to the Executive for a decision/guidance.
4. Where reference is made in the scheme of delegation to an exercise of a function under specific legislation, this shall be deemed to include any statutory extension, amendment, modification and re enactment and any Statutory Instrument, rule, order, or bylaw made thereunder, provided that the nature of the function delegated remains the same.
5. All decisions delegated from the Executive and made under delegated authority shall be recorded by each officer with delegated authority in order that the Scrutiny Committees can properly examine any decision reached.
6. The Directors, Chief Finance Officer, City Solicitor & Head of HR and Corporate Managers are responsible for the day to day management of operational issues. This Scheme of Delegation is intended to supplement the powers, duties and obligations set out in each officer's job description. Without prejudice to the above, the following powers have been specifically delegated to the following officers:-

Chief Executive & Growth Director

1. In consultation with the Leader of the Council, (or in his/her absence the relevant Portfolio Holder), and the Chair of the relevant Scrutiny Committee, to authorise any emergency action required, on any matter which shall include incurring of expenditure, including those falling within the jurisdiction of a Committee, subject to a report then being submitted to the Executive (or relevant Committee).

(Amended April 2019)

2. In cases of emergency and in consultation with the Leader of the Council, the power to prohibit public processions under section 13 of the Public Order Act 1986.
- 3 In consultation with the Leader of the Council, to grant or withhold consent to the Police making the Authorisation pursuant to sections 30 and 31 of the Anti-Social Behaviour Act 2003.
4. To ensure compliance with the Council's Health and Safety Policy throughout the common parts of the Civic Centre.
5. Subject to approved budget and in consultation with the Leader of the Council, Executive member with relevant portfolio to agree redundancies in accordance with the Council's adopted policy and procedure. To prepare a quarterly summary of any such redundancies for information to the Executive, Corporate Services Scrutiny Committee and Audit and Governance Committee.
6. To exercise all/any delegated functions already reserved to specific officers as set out in the scheme of delegation.
7. In consultation with the Chief Finance Officer and the Leader of the Council to allocate resources of up to £1.5 million, funded by an earmarked reserve to support transformation and other projects that will support the Council in delivering £2.75 million in savings (2 years from Council 13 June 2018).
8. To use the power in Regulation 3 (1) of the Prevention of Social Housing Fraud (Power to require Information) (England) Regulations 2014 ('the regulations') to grant authorisation to an officer of this Council (or an officer of another local authority that carries out functions relating to social housing fraud investigation purposes on behalf of this Council) to use the powers at Regulation 4 of the regulations to obtain information from those organisations or bodies listed in Regulation 4.

Deputies - as per written authorise regulation 4

Directors

1. The Directors may exercise any delegated function in the absence of an Officer to whom that authority has been specifically delegated, within the service areas which they manage.

Directors, Chief Finance Officer, City Solicitor & Head of HR and Corporate Managers

1. To be responsible for the effective and efficient day-to-day management of the services for which he/she is responsible in accordance with the Council's agreed priorities and strategic objectives. This shall include authority to sign agreements/contracts in order to fulfil the powers, functions and duties of the service for which the officer is responsible. This power shall only be

exercisable where expenditure is included in the approved annual budget, capital programme ~~or AIMS process.~~

2. To ensure that all policies adopted by the Council, which shall include those relating to its workforce are implemented.
3. In agreement with the City Solicitor & Head of HR, authority to institute legal proceedings under any statute, by law or agreement (which shall include authority to appeal any decision made by a County or Magistrates Court) in the areas for which the Director/Chief Finance Officer/City Solicitor & Head of HR/Corporate Manager is responsible.
4. Where appropriate, to defend any proceedings brought against the Council (which shall include the power to defend any appeal lodged against any decision or determination made under delegated authority).
5. To authorise the City Solicitor & Head of HR to undertake covert surveillance in accordance with the Regulation of Investigatory Powers (Prescription of Offices, Ranks and Positions) Order 2000.
6. To be responsible for ensuring that the Council's Health and Safety Policy is implemented within their own service area and for all buildings and sites for which they are responsible.
7. Where appropriate to discharge any function/s delegated to an officer within their service area in accordance with this Scheme of Delegation.
8. Authority is required for the removal of goods from a Director, Chief Finance Officer, Chief Executive & Growth Director.
9. To take all necessary action for the economic, efficient and effective day to day management, administration and supervision of his/her service subject to compliance with the Council's policies on the management, employment and remuneration of staff (or in their absence the agreement of the Chief Executive & Growth Director) including but without prejudice to the generality of the foregoing:
 - a) Authorising the filling of posts within the approved budget (i.e. within the Council's establishment) and in accordance with the Council's employment policies.

Deputies - City Solicitor & Head of HR

Legal Services

Chief Legal Executive or/and Litigation Solicitor

Human Resources

Human Resources Transactional Services Manager

- b) The taking of any necessary disciplinary action in accordance with the Council's established policy and procedures (this function may also be exercised by other Officers as set out in the relevant employment policy)

Delegated Authority for Necessary Disciplinary Action for:-

Waste Management and Fleet - Cleansing and Fleet Manager

(Amended April 2019)

10. Directors in consultation with their Portfolio Holders can vary fees and charges throughout the year to take account of market conditions, with the exception of car parking charges and statutory charges set by the Government. Commercially sensitive fees are no longer published

Director (DB)

1. To agree any necessary amendments to the management agreement to Exeter City Group Ltd in consultation with the Leader of the Council, the Chief Finance Officer and the Portfolio Holders (currently Portfolio Holder for Place & Commercialisation and the Portfolio Holder for People) and in addition the Chair or Deputy Chair of Corporate Services Scrutiny Committee.
2. Exeter City Group Ltd - To act in the role of Shareholder Representative and to undertake the activities and decisions as identified in the Shareholder Representatives Delegated Powers Document (*refer to the report Exeter City Group Ltd Business Case, Council, 24 July 2018*) including the ability to financially commit up to £499,999 funding for use by Exeter City Living Ltd for matters not in the Year 1 Business Case (August 2018 end March 2019).

Director (JY)

1. In consultation with the Executive Member with relevant portfolio Chief Finance Officer and the Cultural Lead Officer to make advances/loans to Social, Cultural and Sporting organisations in accordance with the Council's agreed policy, provided that such advances/loans are within the Council's agreed budgetary allocations.

~~*Deputies – Sport – Tourism Manager; Arts & Festivals – Arts & Events Manager*~~

Director Communications and Marketing

1. With the Museum Manager and in consultation with the relevant Portfolio Holder, be authorised to submit applications for Grant Funding less than £100,000 in value where there is no requirement for match funding.

~~*Deputy – NA*~~

~~*Deputies – Service Lead – Communications, Tourism and Culture – Museum Manager - Facilities Manager*~~

CITY DEVELOPMENT

Service Lead City Development

Powers, responsibilities and decisions related to the Council's role as a local Planning Authority and its purpose 'Deliver Good Development' including those related to planning, building control and land charges but excluding:

(Amended April 2019)

Functions of the Planning Committee, Executive and Council.

The following functions are delegated subject to consultation or agreement with/of other postholders/group.

Function	Consultation or Agreement	With Postholders/Group
<p><u>Applications</u> Applications (including TPO confirmations) that Ward Members have requested to be brought to the Delegation Briefing.</p> <p>City Council applications not subject to any objections.</p> <p>Applications that have been subject to objections based on material planning considerations that Officers are minded to approve under delegated powers.</p>	<p>Consultation</p> <p>“</p> <p>“</p>	<p>Delegation Briefing</p> <p>“</p> <p>“</p>
<p><u>Enforcement</u> Issue of Enforcement Notice, Stop Notice (inc Temporary), Advertisement Removal Notices, Urgent Works and Repairs Notices and commencement of injunction, prosecution or other formal legal proceedings. Hazardous substance contravention notice.</p>	<p>Agreement</p>	<p>City Solicitor & Head of HR and Executive Member with Relevant Portfolio</p>
<p><u>Section 106 Planning Obligations</u> Minor variations of existing Section 106 agreements, new agreements involving sums of less than £10,000 and those considered necessary with regard to planning appeals.</p>	<p>Consultation</p>	<p>Chair of Planning Committee</p>

Decisions on use of Section 106 funding where the terms are not prescribed by the agreement.	Agreement	Executive Member with Relevant Portfolio
<u>Neighbourhood Planning</u> Publicity, consideration of representations and decisions in respect of applications for neighbourhood plan areas and forums.	Agreement	Executive Member with Relevant Portfolio
<u>Local Infrastructure Fund</u> Decisions not considered by the Panel	Agreement	Chair of the Major Grants or of any group that replaces it.
<u>Assets of Community Value</u> Decisions on listing assets	Agreement	Executive Member with Relevant Portfolio
Approve the use of commuted sums, as required, to acquire new affordable housing in consultation.	Agreement	Executive Member with Relevant Portfolio and Finance and Estates Officers

Deputies – the relevant officer post holder either Assistant City Development Manager (Planning) and/or Assistant City Development (Building Control)

CUSTOMER ACCESS

Service Lead Revenues, Benefits & Customer Access

1. To operate and administer the scheme of housing benefit on behalf of the Council, to include residual council tax benefit including taking all decisions or actions required under the provisions of statute and statutory instrument regulating the scheme and the collection and recovery of Housing Benefits Overpayments.

Deputy –Benefits & Welfare Lead

2. To determine applications for assistance from the Discretionary Housing Payment Fund and Exceptional Hardship Fund'

Deputy –Benefits & Welfare Lead

(Amended April 2019)

3. To exercise the Council's powers in respect of the administration, collection and recovery of monies owed to the Council in respect of Business Rates and Council Tax; and the Business Improvement District levy on behalf of the Exeter BID Company.

Deputies –Payment & Collection Lead and Local Taxation Lead

4. To authorise appropriate officers to appear in the Magistrates Court on behalf of the Council in respect of the recovery of national non domestic rates and council tax; and the Business Improvement District levy on behalf of the Exeter BID Company.

Deputies –Payment & Collection Lead and Local Taxation Lead

5. To operate and administer the local scheme for Council Tax support for working age claimants on behalf of the Council, including taking all decisions or actions required under the Council's local policy and to make administrative amendments to the Council's Section 13A policy under LGFA 1992.

Deputy –Benefits & Welfare Lead

6. To operate and administer the scheme for Council Tax support for pension age claimants on behalf of the Council, including taking all decisions or actions required under the provisions of statute and statutory instrument regulating the scheme.

Deputy –Benefits & Welfare Lead

7. To award, revise or revoke any discretionary relief applications for Business Rates.

Deputy – Local Taxation Lead

8. To authorise the service in relation to rent arrears of Notice of Intention to seek Possession (secure tenancies) and Notice to Quit (non-secure tenancies); and Notice of Proceedings for Possession of an Introductory Tenancy (introductory tenancies).

Deputy –Payment & Collection Lead

9. Initiation and conduct of legal proceedings for possession in respect of cases where rent arrears are outstanding. This shall include the power to authorise officers to appear in the County Court to represent Exeter City Council in respect of rent arrears.

Deputy –Payment & Collection Lead

10. To accept payment of arrears of rent by instalments.

Deputy –Payment & Collection Lead

(Amended April 2019)

11. Authority to apply for a warrant for Possession of Property in relation to rent arrears.

Deputy –Payment & Collection Lead

12. Power to apply to County Court in respect of Housing Benefit Overpayment Recovery.

Deputy –Payment & Collection Lead

13. To appoint enforcement agents for the recovery of any outstanding debts.

Deputy –Payment & Collection Lead

14. In consultation with City Solicitor & Head of HR , authority to institute legal proceedings where fraudulent activity is suspected in relation to Council Tax Support, Council Tax and Business Rates.

Deputies –Benefits & Welfare Lead and Local Taxation Lead

15. Power to impose penalties under LGFA 1992 for the failure to supply requested information in relation to Council Tax liability, discount and exemption and Council Tax Support

Deputies –Benefits & Welfare Lead and Local Taxation Lead

16. In consultation with the Executive Member with relevant portfolio and Chief Executive & Growth Director, authority to apply for Charging Orders, Bankruptcy or Committal to Prison.

Deputy -Payment & Collection Lead

Service Lead Housing Needs & Homelessness

1. In accordance with the Council's approved conditions, policies and allocation scheme to:-
 - (a) Accept/refuse applications for housing. This authority shall include the power, in consultation with Executive Member with relevant portfolio, to review any decision affecting an applicant's right or eligibility for housing assistance and entry onto the Council's Statutory Housing Register.
 - (b) Where appropriate and in consultation with Executive Member with relevant portfolio to accept applications outside those conditions and policies.

Deputy – Assessment and Accommodation Lead

2. ~~(a) In consultation with the City Solicitor & Head of HR and the Chief Finance Officer, to enter into or determine leasing agreements with~~

(Amended April 2019)

~~private landlords to provide accommodation to homeless households as required to meet the Council's statutory requirements.~~

Deputy – Assessment and Accommodation Lead

3. To arrange for and re-charge as necessary for the removal and storage of personal possessions.

Deputy – Assessment and Accommodation Lead

4. In consultation with the City Solicitor & Head of HR, to take legal action to obtain possession of any dwelling occupied by a person accommodated in accordance with the Housing Act 1996 who has refused a reasonable offer of suitable permanent accommodation or who has been declared intentionally homeless.

Deputy – Assessment and Accommodation Lead

5. In consultation with the Executive Member with relevant portfolio to make any necessary amendment to the housing scheme.

Deputy – Assessment and Accommodation Lead

6. In consultation with Human Resources, the allocation of accommodation in respect of service tenancies which shall include the power to refuse allocation of accommodation to personnel whose employment has been terminated.

Deputy – Assessment and Accommodation Lead

7. To arrange rent deposit guarantees in accordance with the Council's policy in consultation with the Chief Finance Officer.

Deputy – Assessment and Accommodation Lead

8. To deal with and determine homelessness reviews in accordance with the Housing Act 1996.

Deputy – Assessment and Accommodation Lead

ENVIRONMENT

Environmental Health and Licensing Manager

1. To carry out functions, duties and responsibilities of the Council in respect of the following matters:
 - drainage
 - pest control
 - air and noise pollution
 - properties that are overcrowded, unfit for human habitation or in disrepair
 - abandoned vehicles/waste/refuse
 - control of dogs
 - skin piercing

(Amended April 2019)

(this power shall include authority to take remedial action where necessary).

*Deputies - Principal Environmental Health Officer (Business Regulation and Strategy)
Service Lead – Private Sector Housing and/or Principal Environmental Health Officer
(Nuisance and ASB)*

2. The licensing of:
 - Dog tracks and Guard dogs
 - Dog breeding establishments
 - Dangerous wild animals
 - Pet shops
 - Riding establishments
 - Animal boarding establishments
 - Performing animals
 - Scrap metal dealers
 - Hackney carriages and private hire vehicles
 - Street trading
 - Licensable activities (as permitted under the Licensing Act 2003 and the Gambling Act 2005)

Deputy – Principal Licensing Officer

3. To appoint Inspectors and authorise officers to carry out any function, power or duty within his remit.

Deputy – N/A

4. Without prejudice to the generality of the above, where appropriate in consultation with the City Solicitor and Head of HR, the Environmental Health and Licensing Manager is authorised to deal with the provisions of and enforce compliance with the following Acts and associated legislation. This shall include the initiation, defence and settlement of legal proceedings, issuing of formal cautions and fixed penalty fines, service of Notices and Orders, the issue, refusal and revocation of licences, certificates and registrations, carrying out of works in default and payment and recovery of costs:

4.1 Caravan Sites and Control of Development Act 1960

4.2 Caravan Sites Act 1968

4.3 Clean Air Act 1993

4.4 Environmental Protection Act 1990 including authorisation and service of notices pursuant to Section 46.

4.5 Food Safety Act 1990 which shall include service of “minded to notices” introduced by the Deregulation and Contracting Out Act 1994 and any Orders or Regulations or other instruments: (i) made thereunder, or (ii) relating thereto, or (iii) having effect by virtue of the European Communities Act 1972 and relating to food safety.

4.6 Prevention of Damage by Pests Act 1949

(Amended April 2019)

- 4.7 Public Health Acts 1936 and 1961 and the Public Health (Control of Disease) Act 1984.
- 4.8 Local Government (Miscellaneous Provisions) Act 1976 requisition for Information in accordance under Section 16
- 4.9 Local Government (Miscellaneous Provisions) Act 1976, Transport Acts 1980 and 1985 and the Town Police Clauses Act 1847 – to grant hackney carriage and Private Hire operator, vehicle and driver licences in accordance with the Council’s agreed policy.
- 4.10 Road Traffic Act 1991 (Access to Criminal Records)
- 4.11 Zoo Licensing Act 1981
- 4.12 Litter Act 1983
- 4.13 Control of Pollution Act 1974
- 4.14 Animal Boarding Establishments Act 1963
- 4.15 National Assistance Acts 1945 and 1951
- 4.16 Breeding of Dogs Act 1973 and 1991
- 4.17 Riding Establishments Act 1964 and 1970
- 4.18 Game Act 1831
- 4.19 Game Licences Act 1860
- 4.20 Dangerous Dogs Act 1991
- 4.21 Guard Dogs Act 1975
- 4.22 Dogs Fouling of Land Act 1996, which shall include enforcing the provisions of the Act including the power to authorise officers of the Council to issue fixed penalty notices in respect of failure to remove faeces from designated land.
- 4.23 The Environmental Protection (Stray Dogs) Regulations 1992 which shall include, in cases of exceptional hardship, the power to waive payment of the recoverable fees and expenses levied in respect of dogs seized and detained as strays.
- 4.24 Water Industry Act 1991 and relevant regulations in relation to:
 - (a) functions with regard to the wholesomeness and sufficiency of public and private drinking water supplies
 - (b) entry into premises for the purpose of analysis of samples of water within Exeter City Council’s district

- (c) receiving and determining applications for authorisation for relaxation of Part III of the private water supplies regulations and the revocation or modification of such authorisations
- 4.25 Health & Safety at Work etc. Act 1974 and any supporting regulations.
- 4.26 Building Act 1984 – all matters, powers, duties and functions of the Council under the provisions of the following sections:
- Sections 59, 60, 64-66(drainage)
- Sections 70 (food storage), 72 (means of escape from fire), 76 (defective premises), 84 (drainage of yards)
- 4.27 Exeter City Council Act 1987 - the powers, duties and functions of the Council under Part 4 and Sections 21, 22, 23, 24 and 29
- 4.28 Protection from Eviction Act 1977, the Housing Defects Act 1984, the Housing Act 1985, the Housing Act 1988, the Local Government Housing Act 1989 and the Housing Act 2004 – to investigate and take appropriate action under these enactments.
- 4.29 Housing Acts 1985, 1988, 1989, 1996, the Home Energy Conservation Act 1996 and the Housing Grants, Construction and Regeneration Act 1996 – to deal with all matters, powers, functions and duties set out therein.
- 4.30 Noise Act 1996
- 4.31 Noise and Statutory Nuisance Act 1993
- 4.32 Local Government (Miscellaneous Provisions) Act 1976
- 4.33 Local Government (Miscellaneous Provisions) Act 1982 (in accordance with the Council's agreed policies)
- 4.34 Licensing Act 2003 (to the extent permitted by Section 10). In particular to determine:
- applications for Personal Licences, where no police objection is made;
 - applications for Premises Licences/ Club Premises Certificates, where no relevant representations have been made;
 - applications for provisional statements, where no relevant representations have been made;
 - applications to vary Premises Licences/ Club Premises Certificates, where no relevant representations have been made;
 - applications to vary designated Premises Supervisor, where no police objection has been made;
 - requests to be removed as designated Premises Supervisor;
 - applications for transfer of Premises Licences where no police objection has been made;

- applications for interim authorities where no police objection has been made;
- decisions on whether a complaint is irrelevant, frivolous, vexatious etc.
- to determine applications under the Licensing Act 2003 Minor Variations to Premises Licence Legislative Reform (Minor Variations to Premises Licences and Club Premises Certificates) Order 2009.
- the giving of a counter notice for Late Temporary Event Notices
- whether to make representations as a Responsible Authority
- the issue of a notice of suspension of licence for non payment of the Annual Fee

4.35 Local Government (Miscellaneous Provisions) Act 1982 (Schedule 3) - to determine applications for the renewal of a sex shop licence

4.36 Refuse (Disposal) Amenity Act 1978

4.37 Pollution Prevention and Control Act 1999

4.38 Clean Neighbourhoods and Environment Act 2005

4.39 Health Act 2006 and the Smoke-Free Enforcement Policy - To authorise appropriate Officers under the provisions of Chapter 1 therein

4.40 Vehicle Crimes Act 2001 and the Motor Salvage Operators Regulations 2002

Deputies –Principal Environmental Health Officer (Business Regulation and Strategy) and/or Principal Environmental Health Officer (Nuisance and ASB) and/or – Principal Licensing Officer and/or Service Lead - Private Sector Housing

5 Enforcement of local bylaws.

Deputies - Principal Environmental Health Officer (Business Regulation and Strategy) and/or Principal Environmental Health Officer (Nuisance and ASB) and/or Principal Licensing Officer

6 Granting financial assistance in accordance with the Council's policy for the repair/improvement of properties. This shall include the power in consultation with the Executive Member with relevant portfolio and Chief Finance Officer to waive repayment and depart from the Council's agreed policy where such a departure is minor in nature.

Deputies - Principal Environmental Health Officer (Business Regulation and Strategy) and/or Principal Environmental Health Officer (Nuisance and ASB) and/or Service Lead – Private Sector Housing

7. To deal with the provisions of and enforce compliance with Sections 40 - 42 of the Anti-Social Behaviour Act 2003.

Deputies - Principal Environmental Health Officer (Business Regulation and Strategy) and/or Principal Environmental Health Officer (Nuisance and ASB)

(Amended April 2019)

8. To deal with and enforce compliance with the provisions of Sections 43 to 45 and 47 of the Anti-Social Behaviour Act 2003, with the exception of sub-section 44(f), which deals with offences contrary to the Town and Country Planning Act 1990 which will be dealt with by the City Development Manager.

Deputies - Principal Environmental Health Officer (Business Regulation and Strategy) and/or Principal Environmental Health Officer (Nuisance and ASB)

9. To deal with the provisions of and enforce compliance with sections 55 and 56 of the Anti-Social Behaviour Act 2003, where appropriate in consultation with the City Solicitor & Head of HR.

Deputies - Principal Environmental Health Officer (Business Regulation and Strategy) and/or Principal Environmental Health Officer (Nuisance and ASB)

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

Deputy – Principal Licensing Officer

11. Be authorised under Section 53 of the Anti Social Behaviour Crime and Policing Act 2014 (the Act) for issuing Community Protection Notices (CPN) and related Fixed Penalty Notices of a £100 penalty fee in respect of breaches of a CPN.

Deputies - Principal Environmental Health Officer (Business Regulation and Strategy) and/or Principal Environmental Health Officer (Nuisance and ASB) and/or Principal Licensing Officer

12. To implement Public Spaces Protection Orders (PSPO) under Part 4 Chapter 2 of the Anti Social Behaviour Crime and Policing Act 2014 following agreement in each case at the multi-agency Anti Social Behaviour Action Team and related Fixed Penalty Notices of a £100 penalty fee in respect of breaches of a PSPO.

Deputy - None

13. To issue a Closure Notice of no longer than 24 hours following appropriate consultation under Part 2, Chapter 3 of the Anti Social Behaviour Crime and Policing Act 2014.

Deputy – Refer to Chief Executive & Growth Director or Director

14. To change the statutory service plan in the light of centrally issued guidance and/or to meet operational needs.

Deputy – none

Cleansing and Fleet Manager

1. Without prejudice to the generality of the above, where appropriate in consultation with the City Solicitor & Head of HR, the Cleansing and Fleet Manager is authorised to deal with the provisions of and enforce compliance with the following Acts and associated legislation. This shall include the initiation, defence and settlement of legal proceedings, issuing of formal cautions and fixed penalty fines, service of Notices, carrying out of works in default and payment and recovery of costs:
 - 1.1 Environmental Protection Act 1990 including authorisation of works and recharges pursuant to Section 45 and authorisation and service of notices pursuant to Section 46.
 - 1.2 Litter Act 1983
 - 1.3 Refuse (Disposal) Amenity Act 1978
 - 1.4 Clean Neighbourhoods and Environment Act 2005

Deputy – None

Chief Finance Officer (Section 151 Officer)

1. To determine interest rates and their applicable dates in respect of new and existing mortgages.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

2. In consultation with the City Solicitor & Head of HR to initiate court proceedings for the recovery of arrears in respect of mortgages.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

3. To be responsible:
 - a. For all day to day decisions on short term borrowing, investment and financing in accordance with the CIPFA Code of Practice “Treasury Management in the Public Services”.
 - b. In consultation with the Executive Member with relevant portfolio for decisions on long term borrowing in accordance with the Prudential Code for Capital Finance in Local Authorities and the CIPFA Code of Practice “Treasury Management in the Public Services”.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

4. To deal with all insurance claims against the Council. This power shall include where necessary authority to settle all such claims.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

5. To approve all housing advances for purchase or improvement.

(Amended April 2019)

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

6. To be responsible for undertaking the role of Money Laundering Reporting Officer in accordance with the Money Laundering Regulations 2003.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

7. The execution and administration of treasury management decisions, in accordance with the Council's policy statement and treasury management practises and, if a CIPFA member, with CIPFA's Standard of Professional Practice on Treasury Management.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

8. In consultation with the Leader of the Council and the City Solicitor & Head of HR authorise the application of the Councils Local Government Pension Scheme Employer Discretions.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

9. To approve the creation or modification of approved contractor standing lists.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

10. In consultation with the Executive Member with relevant Portfolio Authority to approve financial assistance in the form of relief from Business Rates in respect of Charities/Good Causes and cases of hardship.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

11. In consultation with the Executive Member with relevant portfolio, to deal with applications for discretionary rate relief to sports clubs not in receipt of mandatory relief, as registered charities.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

12. In consultation with the Executive Member with relevant portfolio, to determine in accordance with the Council's agreed policy, applications for discretionary rate relief under Sections 47 and 49 of the Local Government and Finance Act 1988.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

13. In accordance with the Housing Act 1980 and the Council's agreed policy to accept/refuse applications for mortgages, including further advances to administer and monitor payments of mortgage instalments and where necessary issue possession proceedings for mortgage arrears in consultation with the City Solicitor & Head of HR.

Deputy – Technical Accounting Manager (Deputy Section 151 Officer)

14. In consultation with the Leader to review the Discretionary Relief Scheme and, if necessary increase the maximum threshold to ensure Government funding is fully directed to businesses in Exeter.

Deputy – NA

15. The Section 151 Officer in conjunction with the Portfolio Holder for Support Services, to sign off any amendments to the Procurement and Contract Procedures and supporting notes and report back to Members.

Deputy – NA

16. In consultation with the Director for Place, the Leader of the Council and Portfolio Holder for Place and Commercialisation, to award funds against the Commercialisation Capital Budget of £10 million.

Deputy – NA

17. To use the power in Regulation 3 (1) of the Prevention of Social Housing Fraud (Power to require Information) (England) Regulations 2014 ('the regulations') to grant authorisation to an officer of this Council (or an officer of another local authority that carries out functions relating to social housing fraud investigation purposes on behalf of this Council) to use the powers at Regulation 4 of the regulations to obtain information from those organisations or bodies listed in Regulation 4.

Deputies - as per written authorise regulation 4

HOUSING

Service Lead Housing Assets, Service Lead Housing Tenancy Services Service Lead Performance, Strategy & Resources

1. Adaptation of Council Properties for disabled persons.
2. In agreement with the Leader of the Council and the Executive Member with Relevant Portfolio (or their substitutes nominated by the Leader) and the City Surveyor following receipt of professional property management advice, the identification for disposal at market value or less than best value of small areas of land no longer required for the housing unit's purposes, in accordance with the agreed scheme.
3.
 - (a) To administer the scheme for Housing Capital Grant.
 - (b) In consultation with the Chief Finance Officer, to authorise payment of the Housing Capital Grant in accordance with 3 (a) above.
 - (c) To negotiate and enter into Nomination Agreements in accordance with 3 (a) and (b) above.

(Amended April 2019)

- (d) Where this does not prejudice the Authority's capital receipt, to seek maximum nomination rights on disposal of land to registered social landlords.
4. In consultation with the City Solicitor & Head of HR to enter into releases of covenants affecting former Council rented or shared ownership dwellings.
 5. To deal with and approve applications for grant in accordance with Section 24 and 25 of the Local Government Act 1988.
 6. In consultation with the City Solicitor & Head of HR and Housing Solicitor to:-
 - (i) institute injunction proceedings in respect of anti-social behaviour pursuant to current relevant legislation;
 - (ii) institute proceedings in the County Court to obtain Demotion Orders pursuant to current relevant legislation;
 - (iii) institute proceedings in the County Court to obtain possession orders pursuant to current relevant legislation; and
 - (iv) In consultation with the Executive Member with relevant Portfolio and the Chief Finance Officer, to make minor amendments to the Contract Regulations to reflect changes in legislation.
 7. In consultation with the Executive Member with relevant Portfolio and Finance and Estates officers, to acquire **and dispose of** suitable premises under the Housing Asset Management Plan framework using receipts generated by the disposal of assets.
 8. In consultation with the Executive Member with Relevant Portfolio, to undertake an Enforced Sale, an Empty Dwelling Management Order or a Compulsory Purchase Order to bring an empty property back to use.
 9. To arrange for and re-charge as necessary for the removal and storage of personal possessions.
 10. The Service of Notice of Intention to Seek Possession.
 11. Initiation and conduct of legal proceedings for possession in respect of cases where rent arrears are outstanding. This shall include the power to authorise officers to appear in the County Court to represent Exeter City Council in respect of rent arrears.

Service Lead Housing Assets

Deputies – Planned Works Lead, Reactive Repairs Lead, Compliance Lead

Service Lead Housing Customers

Deputies – Customer Relations Lead, Lettings & Leasehold Lead

Housing Development Manager

Deputy – Senior Housing Development Officer

(Amended April 2019)

Service Lead Housing Tenancy Services

1. Grant, administer and, where necessary, terminate any flexible tenancy.

Deputies – Customer Relations Lead and/or Lettings & Leasehold Lead

2. To terminate any tenancy or licence where necessary, by relying on the absolute grounds for possession introduced by the Anti-Social Behaviour Crime and Policing Act 2014 (the ASBCP Act 2014).

Deputies – Customer Relations Lead and/or Lettings & Leasehold Lead

3. In consultation with the Executive Member with relevant Portfolio in conjunction with the Chief Finance Officer and the City Solicitor & Head of HR, approve a repayment plan with a landlord where a property is handed back early from a private rental agreement with an individual landlord where outstanding funds are owed to the Council. This will be subject to a legal charge being created and registered in the Council's favour against the property.

Deputies – Customer Relations Lead and/or Lettings & Leasehold Lead

4. Authority to opt to surrender Right to Buy (RTB) to Department of Communities & Local Government or pass receipts over to a housing association, subject to prior consultation with the Chief Finance Officer and the Executive Member with relevant Portfolio.

Deputies – Customer Relations Lead and/or Lettings & Leasehold Lead

5. In consultation with the City Solicitor & Head of HR and the Chief Finance Officer, to enter into or determine leasing agreements with private landlords to provide accommodation to homeless households as required to meet the Council's statutory requirements.

Housing Development Manager

- ~~1. Approve the use of commuted sums, as required, to acquire new affordable housing in consultation with the Executive Member with Relevant Portfolio and Finance and Estates Officers.~~

~~Deputy – Senior Housing Development Officer~~

- ~~2. In consultation with the Executive Member with relevant Portfolio approve the use of consultants to assist the Housing Development Team in undertaking viability appraisals and the appraisal of new forms of affordable housing delivery within approved budgets.~~

~~Deputy – Senior Housing Development Officer~~

PLACE

Service Manager Public and Green Spaces

(Amended April 2019)

1. To agree requests for the adoption of land and facilities provided by a developer for the Parks and Open Spaces service pursuant to a planning obligation.

Deputy - Commercial Operations Manager

2. In consultation with other Officers as appropriate, the letting of parks and open spaces for special events where this does not have a negative financial impact on the Council.

Deputy - Customer Services Manager

3. In consultation with the Chief Finance Officer, the power to vary the fees and charges in respect of the Council's recreational and sports facilities (this shall exclude any facilities which may have been outsourced by the Council).

Deputy - Commercial Operations Manager

4. Exercising the obligations place on the Council under the 1980 Environment Act regarding the cleaning of public places.

Deputy – Public and Greenspaces Operations Manager

5. In consultation with the Executive Member with relevant Portfolio to decide on bids for the use of the Bowling Green Marshes Fund, in accordance with the agreed criteria and having sought the views of ward members.

Deputy - Commercial Operations Manager

Service Manager Community Safety and Enforcement

1. To exercise the Council's powers under Section 6-8, 25 and 30 of the Exeter City Act 1987.

Deputy – Parking and Enforcement Team Manager

2. In consultation with the City Solicitor & Head of HR, to agree/refuse requests for road closures.

Deputy – Parking and Enforcement Team Manager

3. To discharge the powers conferred on the City Council by the following sections of the Exeter City Council Act:-

Section 19 – Restriction of vehicles in certain residential streets; and
Section 30 – Prohibiting of parking of vehicles on footways, verges and central reservations.

Deputy – Parking and Enforcement Team Manager

4. In consultation with the Leader of the Council and Executive Member with relevant Portfolio to consider objections to Exeter City Council Parking Places Orders and amendments thereto.

Deputy – Parking and Enforcement Team Manager

5. Be authorised under Section 53 of the Anti Social Behaviour Crime and Policing Act 2014 (the Act) for issuing Community Protection Notices (CPN) and related Fixed Penalty Notices of a £100 penalty fee in respect of breaches of a CPN.

Deputy – Parking and Enforcement Team Manager

6. To implement Public Spaces Protection Orders (PSPO) under Part 4 Chapter 2 of the Anti Social Behaviour Crime and Policing Act 2014 following agreement in each case at the multi-agency Anti Social Behaviour Action Team and related Fixed Penalty Notices of a £100 penalty fee in respect of breaches of a PSPO.

Deputy – Parking and Enforcement Team Manager

7. All matters relating to the day-to-day management of the River Exe and Canal.

Deputy – Waterways Manager

8. The day-to-day management, lettings and allocation of harbour mooring and to issue consents to use landings, slipways, pontoons and berthing subject to such charges and policies approved by the Council.

Deputy – Waterways Manager

9. In consultation with the City Solicitor & Head of HR, the regulation and enforcement of Harbour by-laws.

Deputy – Waterways Manager

10. To deal with burials in accordance with the National Assistance Acts 1948-1951 and the Public Health (Control of Diseases) Act 1984.

Deputy – Customer Services Team Manager

11. Where appropriate, to serve Notices to Quit terminating allotment tenancies.

Deputy – Customer Services Team Manager

12. In consultation with the City Solicitor & Head of HR and the Portfolio Holder Environment, authority to make amendments to the Allotment Gardens Rules and Conditions.

Deputy – Customer Services Team Manager

13. Authority to enter into management agreements with duly elected Allotment Associations, as prescribed (Council 15 October 2014) in consultation with Executive Member with relevant Portfolio.

Deputy – Customer Services Team Manager

14. To reassign any residue from any future capital funding for the waterway in order to effect immediate and or significant repairs elsewhere in the Canal or Quay, in consultation with the Executive Member with relevant Portfolio and the Chief Finance Officer.

Deputy - Commercial Operations Manager

15. Responsibility to interpret the Allotment Garden Rules and Conditions (agreed Council 15 October 2014) in the case of a dispute.

Deputy – Customer Service Team Manager

16. In compliance with the Port Marine Safety Code be designated as the “Duty Holder” for the Port of Exeter.

Deputy – None

17. To exercise the powers and functions of the Council under Section 26 of Exeter City Act 1987.

Deputy - Commercial Operations Manager

18. Duty holder for Harbour Authority with the Principle Health and Safety Manager, in consultation with the relevant Portfolio Holder for Waterways.

Deputy – None

Devon County Council Officers; Parking Processing Officer, Parking Processing Team Leader, Parking Services Appeal Team Leader

1. Authority to cancel Penalty Charge Notices

City Solicitor & Head of HR and Monitoring Officer

1. To act as the Council's Chief Legal Advisor responsible for the initiation, defence, settlement and conduct of any legal proceedings which may affect the interests of the Council or the inhabitants of the City.

Deputies – Chief Legal Executive and/or Litigation Solicitor

- 2 (a) The service of any notice required to terminate any contract, agreement or lease entered into by the Council including notices to vary any terms of such contract, agreement or lease.

- (b) Where power to institute proceedings in the Magistrates Court is given by statute to the Council, the City Solicitor & Head of HR/Monitoring Officer shall institute and progress those proceedings (including progressing them in the higher courts if appropriate).
- (c) In consultation with a Director concerned, authority to issue formal cautions where he/she considers this appropriate.

Deputies – Chief Legal Executive and/or Litigation Solicitor

- 3. To authorise officers under Section 7 of the Exeter City Act 1987 in respect of the maintenance of the city walls.

Deputies – Chief Legal Executive and/or Litigation Solicitor

- 4 In consultation with the Chief Finance Officer and City Surveyor following receipt of professional property management advice, authority to agree the release of any covenants imposed on former council houses where such release is in the interests of the Council.

Deputies – Chief Legal Executive and/or Litigation Solicitor

- 5. To apply to the Justices to authorise entry into land or premises by persons named by the City Development Manager under the Town & County Planning Act 1990 (as amended).

Deputies – Chief Legal Executive and/or Litigation Solicitor

- 6. In conjunction with the relevant Director, to approve orders under Section 21 of the Town Police Clauses Act 1847, for the temporary closure of streets, subject to consultation with Police and the County Council.

Deputies – Chief Legal Executive and/or Litigation Solicitor

- 7. To attest the Common Seal of the Council and sign other legal documents. In his/her absence, this may also be undertaken by the Chief Legal Executive or in their absence by the Chief Executive & Growth Director.

Deputies – Litigation Solicitor

- 8. To provide and sign statements of truth in accordance with the Civil Procedure Rules.

Deputies – Chief Legal Executive and/or Litigation Solicitor

- 9. To institute, defend or participate in any legal proceedings in any case where such action is necessary to give effect to decisions of the Council or in any case where the City Solicitor & Head of HR considers that such action is necessary to protect the council's interest.

Deputies – Chief Legal Executive and/or Litigation Solicitor

10. To discharge the functions of the Monitoring Officer as set out in Articles 11 and 14 of Part 2 of the Constitution.

Deputies – Chief Legal Executive and/or Litigation Solicitor

11. To approve minor administrative/typographical corrections to the Constitution in consultation with the Leader of the Council.

Deputy – Corporate Manager Democratic & Civic Support

12. In consultation with the Council's appointed independent person, to deal with any complaint received, alleging a breach of the Members Code of Conduct in accordance with the complaints procedure, including the authority to decide whether an allegation merits investigation.

Deputies – Chief Legal Executive and/or Litigation Solicitor

13. To determine requests from Members for dispensations to take part in the debate and/or vote in a meeting where he/she has an interest to declare, and where there is conflict, for another Member of the Audit and Governance Committee to be consulted.

Deputies – Chief Legal Executive and/or Litigation Solicitor

14. The authority to amend HR policies and procedures

Deputy – Human Resources Business Manager

15. Exeter City Group Ltd – In consultation with the City Surveyor to sell at open market value, any Council owned land identified in the Exeter City Group Ltd Year 1 Business Case.

Deputy – NA

Corporate Manager Democratic & Civic Support

1. (a) Designated as the “proper officer” for the purpose of the following sections of the Local Government Act 1972:-
 - (i) Section 100B(2) - determination of the agenda items and reports which are likely to be dealt with in part 2
 - (ii) Section 100B(7)(C) - supply of papers to the press
 - (iii) Section 100C(2) - summaries of the proceedings held in part 2
 - (iv) Section 100F(2) - determination of documents not available for inspection by members
- (b) Designated as the “proper officer” in respect of The Executive Arrangements (Decisions, Documents and Meetings) (England)

(Amended April 2019)

Regulations 2000 and the Local Authorities (Executive Arrangements)
(Meetings and Access to Information) (England) Regulations 2012.

Deputy – Democratic Services Manager

2. In consultation with the leaders of the Political Groups, to implement minor variations of numbers and appointments of Members of Committees/Sub-Committees, in order to comply with the proportionality requirements of the Local Government and Housing Act 1989.

Deputy – Democratic Services Manager

3. To exercise the powers set out in Section 31 of the Exeter City Act 1987 in respect of the restriction on the use of armorial bearings.

Deputy – Lord Mayors Support Officer

4. To authorise the use of the Guildhall for private functions.

Deputy – Lord Mayors Support Officer

5. To carry out the duties of the Electoral Registration Officer and/or arrange for the discharge of the Returning Officer's duties.

Deputy - Electoral Services Manager

Corporate Manager Executive Support Unit

1. To conduct listing reviews and compensation reviews in respect of assets of community value.

Deputy - None

City Surveyor

In respect of every single decision/transaction in relation to property matters, the City Surveyor or the officer appointed for the purpose shall exercise the authority delegated to him/her in accordance with the following:

- 1) In undertaking property matters decisions/transactions the following authority and decision processes will apply:
 - (a) Where the cost or equivalent value to the Council does not exceed £25,000 per annum - The City Surveyor or the officer appointed for the purpose.
 - (b) Where the cost or equivalent value to the Council is between £25,000 and £50,000 per annum City Surveyor or the officer appointed for the purpose in consultation with the Director (DB).

(Amended April 2019)

- (c) Where the cost or equivalent value to the Council is between £50,000 and £100,000 per annum - City Surveyor or the officer appointed for the purpose in consultation with the Executive Member with relevant portfolio and the Director (DB).

Provided always that any decision/transaction which may involve expenditure over £100,000 in value shall be reported to the Executive for a decision.

For the avoidance of doubt no delegated authority shall be exercised unless in accordance with 1 (a) to (c) above

Deputy – Principal Estates Surveyor

2. Authority to enter into and grant leases, licenses, tenancies at will and wayleave agreements.

Deputy – Principal Estates Surveyor

3. To consent to the assignment, sub-letting or surrender of existing leases and to approve amendments to the terms of existing leases, licence or agreement

Deputy – Principal Estates Surveyor

4. Where appropriate in consultation with the City Solicitor & Head of HR, to authorise and take necessary legal proceedings for the termination and renewal of leases, agreements and licences.

Deputy – Principal Estates Surveyor

5. In consultation with the Chief Finance Officer and City Solicitor & Head of HR, to take legal/court action to enforce payment of rent and other charges due to the Council.

Deputy – Principal Estates Surveyor

6. To approve the revision of rent and licence fees either in accordance with the formula set out in the lease or in accordance with the open market value. This shall include authority to agree not to increase the rent where appropriate.

Deputy – Principal Estates Surveyor

7. In consultation with the City Solicitor & Head of HR, authority to institute proceedings for the removal of trespassers on City Council land.

Deputy – Principal Estates Surveyor

8. In consultation with the City Solicitor & Head of HR, authority to exercise the powers contained under Sections 77 and 78 of the Criminal Justice Public Order Act 1994.

Deputy – Principal Estates Surveyor

9. Authority to submit planning applications for the development or redevelopment of Council owned sites.

Deputy – Principal Estates Surveyor

10. In accordance with any procedures required by the Asset Management Plan and in consultation the Chief Finance Officer, where this is deemed to be in the overall best interests of Exeter City Council, and where such disposal is of no strategic importance to the Authority, the disposal by freehold sale of land and/or buildings at open market value.

Deputy – Principal Estates Surveyor

11. Authority to vary or release freehold covenants where such release is not likely to prejudice the Council's existing land holding or any future development proposals.

Deputy – Principal Estates Surveyor

12. In consultation with the Chief Finance Officer and City Solicitor & Head of HR, to pay or accept compensation where appropriate.

Deputy – Principal Estates Surveyor

13. In consultation with the Chief Finance Officer, authority to acquire interests in land, provided that such acquisition is catered for within the capital bidding programme and the AIM process.

Deputy – Principal Estates Surveyor

14. To act as appointing officer and take all necessary action to comply with Party Walls, etc. Act 1996.

Deputy – Principal Estates Surveyor

15. In consultation with the Chief Finance Officer and in agreement with the other relevant Officers, to agree requests for the adoption of land and facilities provided by a developer pursuant to a planning obligation.

Deputy – Principal Estates Surveyor

16. To approve the creation or modification of approved contractor standing lists.

Deputy – Corporate Property Asset Manager

Events, Facilities & Markets Manager

1. The alteration of market days required as a result of statutory holidays.

~~*Deputies – Corn Exchange – Events, Facilities & Marketing Officer
-Matford Centre/Markets, Facilities & Admin Officer
Tourism Facilities – Visitor Facilities Officer*~~

(Amended April 2019)

2. To establish/vary tolls, fees and charges in respect of the Matford Centre, Corn Exchange and the various markets authorised by Exeter City Council.

~~*Deputies — Corn Exchange — Events, Facilities & Marketing Officer
Matford Centre/Markets, Facilities & Admin Officer
Tourism Facilities — Visitor Facilities Officer*~~

3. The day-to-day management, including where appropriate, opening hours and bookings for the Council's recreational facilities.

~~*Deputies – Corn Exchange – Corn Exchange Manager
Matford Centre/Markets – Matford Centre Manager
Tourism Facilities – Visitor Facilities manager*~~

Museum Manager

1. The effective day to day running of the City Museums and to determine the casual use of the Museum buildings in connection with events promoted by or supported by the City Council.

Deputy – Content Management Lead Officer

2. To exercise the powers and functions of the Council under Sections 9 and 10 of Exeter City Act 1987.

Deputy – Content Management Lead Officer

3. To agree requests for the adoption of land and facilities provided by a developer for the Museums service pursuant to a planning obligation.

Deputy – Content Management Lead Officer

4. In consultation with the Executive Member with relevant Portfolio to approve items for de-accession from the museum collection, unless the item is of a significant nature or monetary value.

Deputy – Content Management Lead Officer

5. In consultation with the relevant Portfolio Holder, be authorised to submit applications for Grant Funding less than £50,000 in value where there is no requirement for match funding.

Deputy - NA

Principal Health and Safety Manger

1. Duty holder for the Harbour Authority with the Service Manager with the responsibility for Waterways, in consultation with the relevant Portfolio Holder for Waterways.

(Amended April 2019)

REPORT TO: EXECUTIVE COMMITTEE

Date of Meeting: 9 April 2019

Report of: Director of Place

Title: Results of Consultation on Public Toilets

Is this a Key Decision?

Yes

Is this an Executive or Council Function?

Executive

1. What is the report about?

The report details the responses from the public consultation on the future of public toilets across the City. The report makes a series of recommendations to the Executive on how we may achieve the required budget savings, whilst retaining some degree of service provision.

2. Recommendations:

That the Executive Committee:-

- 2.1 Note the results of the consultation exercise
- 2.2 Support the decision to close all of the 13 public conveniences listed the report with immediate effect in addition to the two already closed. Leaving 11 in operation as detailed in appendix 1.
- 2.3 Allow the City Surveyor to divest the running of the toilets to other organisations, or to explore alternative uses including potential disposal, to achieve best value for the authority. Priority consideration should be given to alternative uses which incorporate a publically accessible toilet.
- 2.4 To investigate further the introduction of a Community Toilet scheme.

3. Reasons for the recommendation:

- 3.1 To rationalise the number of public conveniences across the City to a more manageable number which will save over £60,000 per year in revenue funds and enable the Council to set a balanced budget.

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

- 4.1 This will result in the loss of two posts (currently filled by temporary staff) and a saving of just over £60,000 per year.

5. Section 151 Officer comments:

- 5.1 The proposal is noted. As Members are aware the budget for 2019-20 has now been approved by Council and this proposal meets the requirement to deliver a saving in

this area. Therefore, if the proposal is not agreed savings of an equal value must be identified at the meeting to ensure the Council maintains a balanced budget.

6. What are the legal aspects?

- 6.1 Local authorities are under no statutory obligation to provide public conveniences; it is at the discretion of the authority, who may charge such fees for the use of any such convenience as is deemed fit. (S.87 Public Health Act 1936).

7. Monitoring Officer's comments:

This report raises no issues for the Monitoring Officer.

8. Report details:

8.1 Background

We operate 26 public conveniences across the City Council area, with two of those currently closed due to anti-social behaviour. In January 2019 the Executive committee supported a decision to begin a consultation of the future of our public toilets. The consultation proposed closing 13 public toilets in addition to the two already closed to save over £60,000 per year.

As well as saving money it was recognised that many were built a long time ago and are hidden away, in the wrong location and some are in poor condition. Some sites also attract serious and repeated anti-social behaviour including drug use and are regularly vandalised. They fare poorly in comparison to the large number of good quality, publically accessible toilets, provided by our shops, cafes or shopping centres. Consequently some are rarely used for legitimate purposes.

- 8.2 Provision of public toilets is not a statutory responsibility for the Council and many authorities around the country have been reviewing their provision in light of continuing budget reductions. A report by the BBC in 2018 noted;

- At least 1,782 facilities have closed across the UK in the last decade,
- Ten areas, including Newcastle, Merthyr Tydfil in south Wales and Wandsworth in South London, now have no council-run public toilets at all,

- 8.3 Continued central government funding reductions are putting increased pressure on public services throughout the UK. On top of several years of budget cuts, the City Council has to find an additional £3.9 million over the next two years. All services have been through challenge to ensure that they are delivering maximum value for money.

- 8.4 We have resisted closing public toilets in the past but retaining current numbers is no longer sustainable. Many of our public toilets require significant investment to bring them up an acceptable condition but continued austerity has eroded the resources required to do this. In spite of the claims austerity has ended, the reality is that for local government it has not, nor is there any indication that it is likely to do so any time soon.

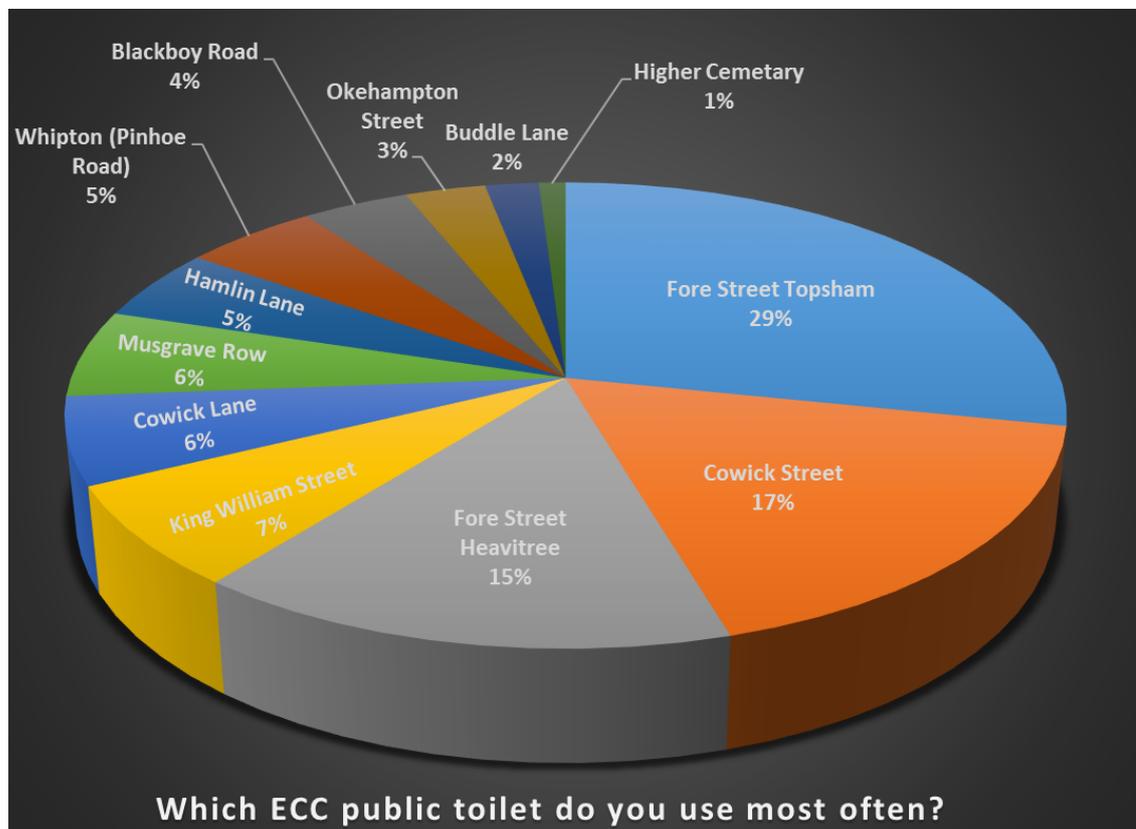
8.5 Consultation process

A web based consultation was carried out over three weeks in February 2019, with hard copies available in our customer service centre. Not everyone chose to use the online survey and some letters and emails were received separately and fed into the consultation. Separate letters came from individuals and organisations such as Public Health Devon, the Topsham Community Association and the Exeter Green Party.

8.6 In total 526 people replied to the consultation, 447 identified that they live in Exeter, 230 work in Exeter, 71 visit Exeter and 41 run a business in Exeter (some will have picked more than one option). Appendix 3 contains the questions and 4 contains the full, online consultation results.

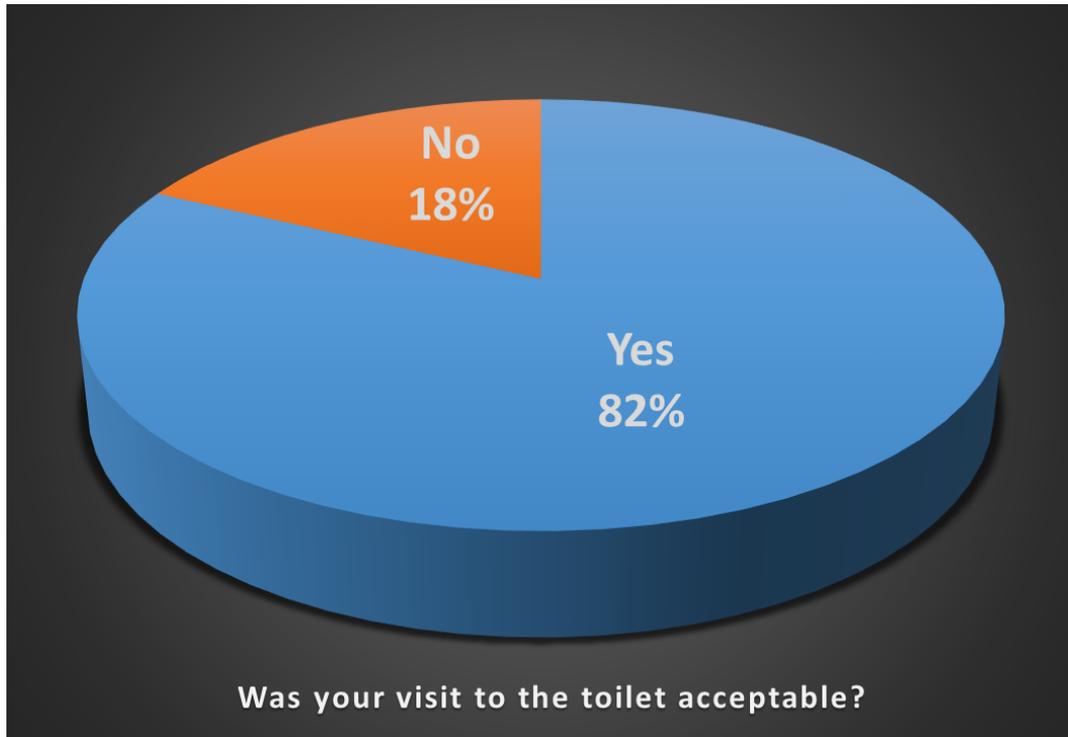
8.7 Highlighted Consultation responses

8.8 Which ECC public Toilet do you use most often?



Fore Street Topsham was the most frequently used public toilet on the proposed list for closure with 127 responses or 29%. Other local shopping centres such as Fore Street, Heavitree and Cowick Street also received larger numbers at 15% and 17% respectively. City Centre toilets where there are good alternative publically accessible choices, received very few responses.

8.9 Was your visit to the toilet acceptable?

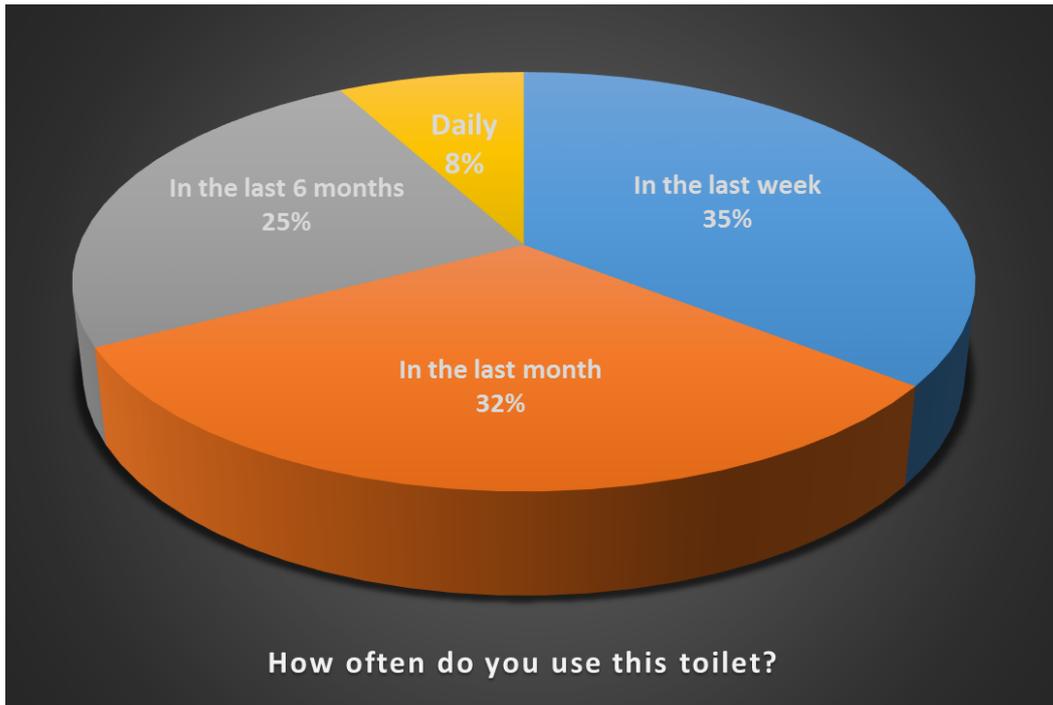


Somewhat surprisingly given the condition of our assets 82% of respondents rated their visit as acceptable. This doesn't tally with the associated comments and toilets which were rated as acceptable attracted comments such as "Just about acceptable in case of emergency. Humans deserve better than this" and "May be smelly but I'm pleased that it's there". Had this consultation not been about closing toilets, we expect that this would have been much lower.

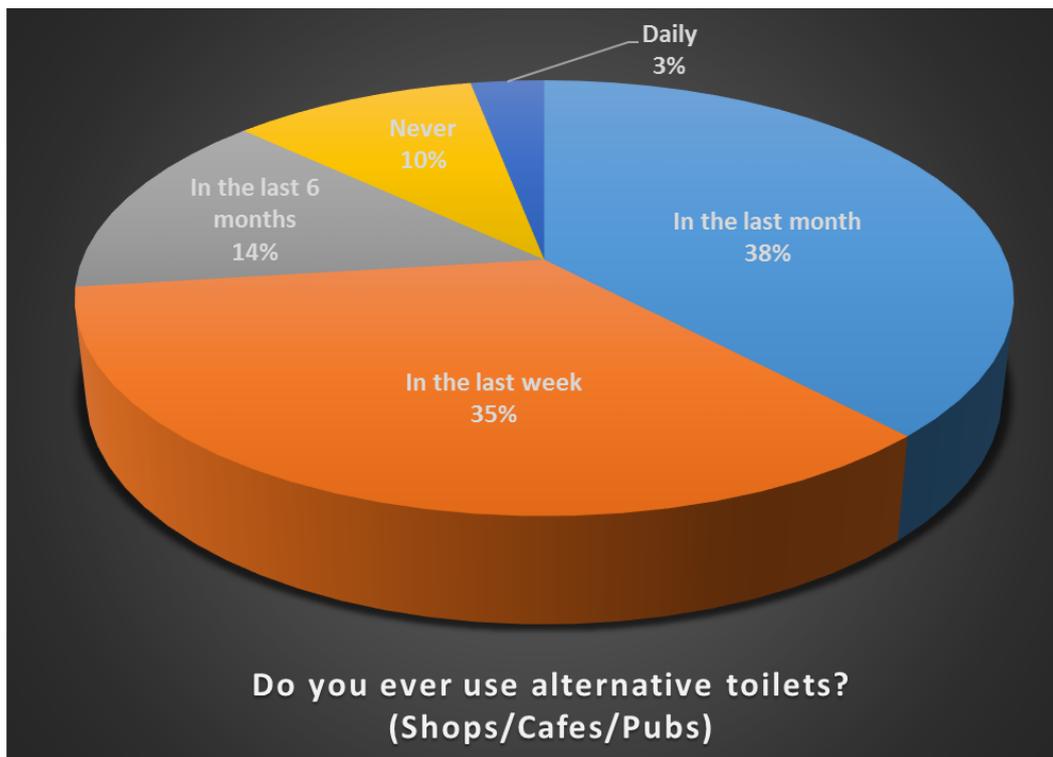
Toilets where there are known problems with drug use and ASB as expected, fared far worse. Comments in those locations included "Broken bottles on floor and men and a woman drinking in ladies toilets. I walked back out and went to use M&S toilets instead. It didn't feel safe for myself or my daughter" and "Drug taking paraphernalia in the sink".

8.10 How often do you use this toilet?

Frequency of use was surprisingly low from the respondents to the survey with only 8% using them daily but 35% had used them in the last week.



8.11 Do you ever use alternative toilets?

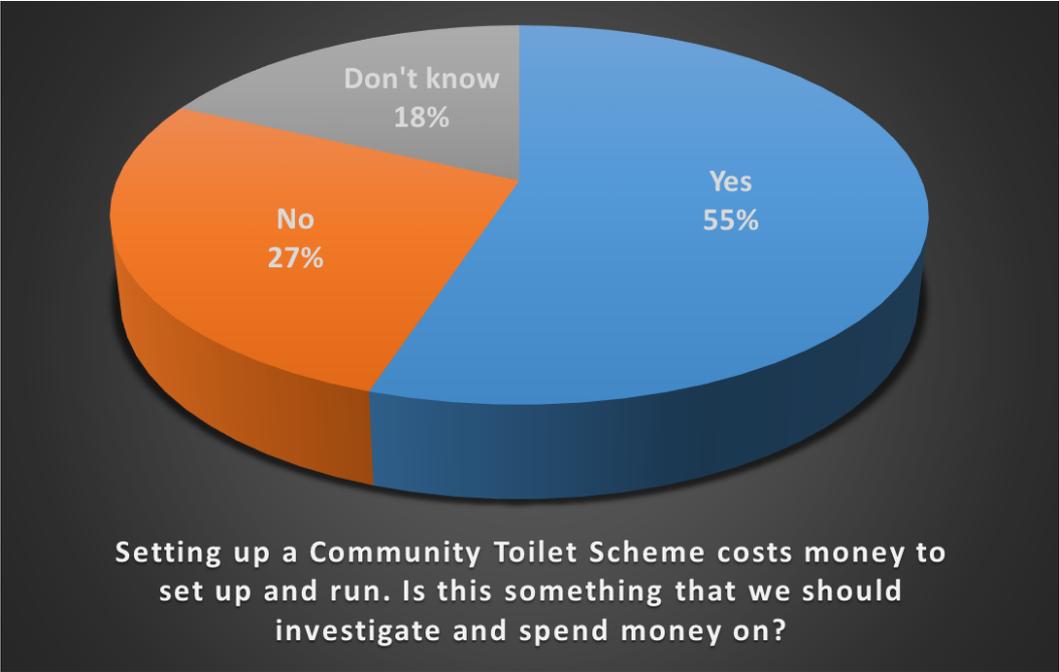


The use of alternative publically accessible toilets was largely similar to the use of our own facilities. When asked if they experienced any difficulties in accessing or using the toilets 56% said no, leaving 46% who had. By far the most common reason for not using alternative toilets was the expectation that you had to be a customer and to buy something, this was both real by example and perceived. There were also concerns

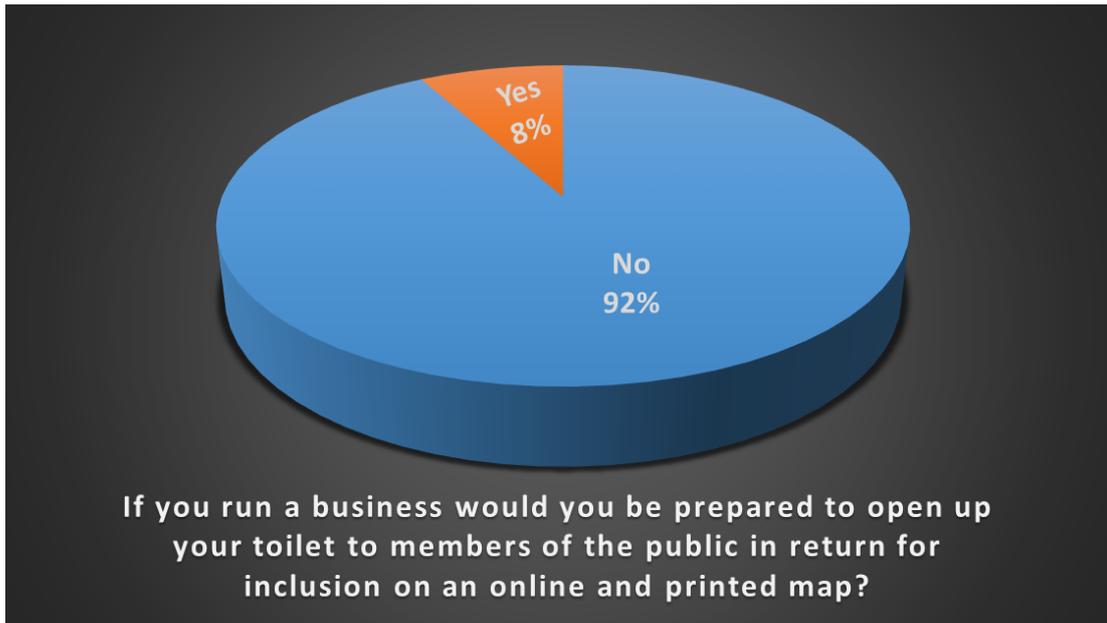
around accessibility, with many premises having toilets either up or down stairs. Also mentioned was that they are always very busy in the larger stores which reflects our observations that the vast majority of shoppers would prefer to use toilets in shops or cafes rather than our public toilets.

8.12 Community Toilet scheme.

A community toilet scheme is where local businesses sign up to an advertised scheme whereby they allow their toilets to be used by the general public. The benefits to businesses are increased publicity for their business and increased footfall. The Bristol scheme places business who sign up, onto an online interactive map of the City, together with a printed community toilet scheme map available for tourists, visitors and residents to the city. Bristol currently has 32 business signed up to the scheme which has resulted in increased availability of better quality publically accessible toilets.



The idea of a community toilet scheme similar to the Bristol scheme was generally supported, with 55% of respondents in favour of it being set up, 27% against it and 18% undecided. This possibly reflects that people are unsure of how the scheme will work and what it actually means.



The responses to this question indicate a significant issue but on closer inspection many of the respondents didn't actually own a business and failed to spot the instruction to click 'next' if you didn't own a business. Of those who left relevant comments some of the barriers to opening to the public were the suitability and location of the facilities (too small or in secure private areas of the building) or businesses run from home. Whilst this question did not prove entirely useful, it does cast doubt on whether a community toilet scheme would prove viable in the City. Further work is required to see if this proposal has merit. Specifically this will require direct canvassing of individual businesses, to see if they would be prepared to participate. Whilst this question did not prove entirely useful it does highlight the need to explain the benefits of the scheme carefully and only select suitable premises,

8.13 Additional comments

The full range of additional comments can be found in Appendix 2. The comments of 328 out of 526 respondents were against the proposed closures. There were many comments asking for more investment to bring the facilities up to an acceptable standard and some that suggested employing extra staff as toilet attendants. Other common concerns included the displacement of antisocial behaviour which currently goes on in and around the toilets. There were 23 comments in favour of the proposed closures mainly from people who work or live close to the facilities where antisocial behaviour regularly occurs.

8.14 Conclusions and recommendations

The consultation attracted relatively few responses for a City-wide issue at only 526. After the initial rush in the first week, responses slowed significantly and by week three had virtually stopped. It is therefore unlikely that even if the consultation period had been longer, we would have received many more responses. This contrasts with the consultation on the Air Quality Action Plan last year which attracted nearly 3000 responses (over a longer period of time). However the proposals are undoubtedly unpopular with those who responded.

- 8.13 The fact remains that we do not have the funding to keep all of these facilities open across the City, nor do we have the funds to bring them up to an acceptable standard. Numbers must therefore be reduced to some degree.
- 8.14 The recommendation is for all 13 to be closed in addition to the two already closed which would leave 11 open across the City, mainly in parks, sporting facilities and tourist areas. This compares favourably to Bristol which is a city nearly four times the population of Exeter.
- 8.15 Once the facilities have closed to achieve the savings required, the City Surveyor should be tasked with exploring options for community asset transfer (should organisations come forward), or looking at alternative uses which would achieve best value for the Council. Uses which incorporate alternative publically accessible toilets should be given priority consideration.
- 8.16 In recognition that the remaining toilets need to be brought up to an acceptable standard, the toilets at Exeter Quay and Topsham Quay should put forward for refurbishment as part of the capital programme.
- 8.17 The community toilet scheme has not proved to be a popular idea with those respondents who highlighted that they ran a business. More work is therefore required to establish directly with business if this is something they would be prepared to support.

9. Human Resources considerations

- 9.1 Two posts will be removed from the structure which are currently filled by temporary staff supplied by an Agency,

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

- 11.1 The proposed closures will help to provide a balanced budget and will retain some public toilets mainly in our parks, sports facilities and tourist areas. .

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

- 12.1 A risk register is included as appendix 2.

15. 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?

- 15.1 A full Equalities Impact Assessment has been prepared which is include as Appendix 5. We will examine ways to mitigate the impact of the closures such as the potential for a community toilet scheme and when looking at alternative uses we will favour those options which contain publically accessible toilets.

16. Are there any other options?

- 16.1 Community Transfer
The toilets in Topsham, Heavitree and Cowick Street generated a larger number of replies than any other location. These three sites could be examined for asset transfer to a community organisation (if one can be found) and the potential for grant funding

for renovation examined. They should still be closed while this process is undertaken to achieve the required budget savings.

16.2 Closing Topsham Quay rather than Fore Street Topsham.

There are three toilets in Topsham but only two of the size required to realise savings. We can no longer afford to maintain all three. If the toilet on Fore Street is popular then consideration could be given to closing the toilets on Topsham Quay instead. These are however more heavily used and in a better condition than those in Fore Street. This does not make good sense and has been rejected by this report.

16.3 Converting toilets to pay on entry

Pay on entry systems would require renovation to offer some degree of value for money and would be extremely unlikely to recoup their costs in the City Centre where there are many publically accessible alternatives. It will also not provide adequate pay back on our lesser used toilets. They may prove more viable in some of the District Centres but with no way of recording visitor numbers this is impossible at present to evaluate properly. Pay on entry systems require a regular staff presence to collect cash and are an ongoing maintenance liability so will undoubtedly raised revenue costs. Charges would have to be high enough to cover these additional costs.

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

Background papers used in compiling this report:-

None

**David Bartram
Director of Place**

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Democratic Services (Committees)
Room 2.3
01392 265275

Appendix 1: Proposed closures

Location	Close Y / N	General comments
Cathedral & Quay Car Park	Y	Closed in 2016 due to repeated anti-social behaviour
Guinea Street	Y	Closed in 2016 due to vandalism, heavy drug use and repeated anti-social behaviour.
Blackboy Road	Y	Heavily used for drugs, constant vandalism to baby change area but relatively new. ASB issues constantly as it's on the boundary of the no alcohol limit and Police in regular attendance.
Buddle Lane	Y	Poor location and so rarely used, replacement roof required, access not compliant with current regulations for disabled people
Cowick Barton Playing fields	N	Heavily vandalised but used by sports activities, and no other nearby provision. Review as part of the physical activity strategy.
Cowick Lane	Y	Poorly located and so little used but regular graffiti and vandalism.
Cowick Street	Y	Under the railway arch, awful condition, drainage problems, regular vandalism and extensive ASB.
Ennerdale Way	Y	Mainly used at weekends for recreation but was not transferred to Exeter College. High levels of drug use through the week and vandalism.
Exeter Quay	N	Roof constantly leaks, hand wash facilities poor but very well used by traders / visitors etc. It serves a major tourist area but is of poor quality and requires a significant refurbishment when funds are available.
Exwick Cemetery (In mess room)	N	Part of staff mess room and used by funerals.
Fore Street Heavitree	Y	Regular ASB Issues including drug use and vandalism due to poor design.
Fore Street Topsham	Y	Needs extensive refurbishment with a pungent smell which is impossible to get rid of but still well used. Topsham has 3 toilets at present but the only disabled toilet is here.
Hamlin Lane	Y	Long history of Anti-Social Behaviour and repeat fly tipping. Used by small number of refuse teams and parks staff.
Heavitree Park	N	Next to sport & leisure activities and well used in spring / summer. Should be considered as part of proposals for a community building / café.
Higher Cemetery	Y	Rarely used by anyone but location and infrequent use means that it's vulnerable to misuse.
Honiton P&R	N	Commuter facilities. Potential to divest to DCC but considered unlikely
King George V Playing Fields	N	Next to leisure & sport facilities. Review as part of the physical activity strategy.
King William Street	Y	Heavy drugs use & vandalised regularly causing issues to Citizens advice offices.
Matford Park & Ride	N	Commuter facilities. Potential to divest to DCC but considered unlikely.

Musgrave Row	Y	Awful smell, very poor condition, oppressive blue lighting due to constant drug use. Kept open overnight on Friday's & Saturdays as a trial.
Okehampton Street	Y	Heavily used for drugs and extensive ASB issues, no designated ladies it's shared with disabled
Paris Street	N	Very busy with visitors and commuters, continue to operate until new facilities open.
Pinhoe Road, Whipton	Y	Poor condition and constantly vandalised but is at least in a good location near shops.
St Thomas Park	N	Next to leisure & sport facilities. Suffers from vandalism and drug use, requires upgrading. Review as part of the physical activity strategy.
Topsham Cemetery	N	Cemetery toilet, not used much but offers little in the way of a saving
Topsham Quay	N	Needs updating, but is used heavily by tourists and visitors to Topsham.

Appendix 2: Risk Register

No.	Risk (Threat to achieving the goals of the project)	Risk Mitigation Measures
1	Failure of businesses / community organisations to get involved with the community toilet scheme.	<ol style="list-style-type: none"> 1. We will utilise the marketing skills of our own Communication, Tourism and Culture team to make the project appealing to businesses and to emphasise the benefits to them. 2. We will utilise our contacts to approach as many suitable businesses in the City as possible. Some of these already offer their facilities to the public and some have expressed interest when the bus station toilets were proposed to close. 3. We will work with the BID to promote the scheme to their members.
2	People not knowing where the nearest publically accessible toilet is in the City	<ol style="list-style-type: none"> 1. We will either produce a separate map with publically accessible toilets and community toilet scheme members on it or integrate it into our existing tourist maps of the city. 2. We will produce an interactive map on our website which will show locations, information on what to expect and provide directions to the nearest facility. 3. We will work with older peoples groups and forums, equalities groups and forums as widely as possible. 4. By working with the Communication, Tourism and Culture team we will ensure that we liaise with the RAMM, Underground passages and other key tourist locations. 5. Those participating in the scheme will have a sign outside their premises indicating exactly what provision is available. 6. Reconfigure street directional signs to match the changes. 7. Signposting on closed facilities directing them to the nearest suitable alternative.
3	The closure of some sites may take place before alternative provision is available.	<ol style="list-style-type: none"> 1. There is already a large provision of publically accessible toilets within the City Centre in shops, shopping centres, bars and cafes. Large numbers of shoppers and visitors already favour these facilities over our own. 2. Focussing on those who already have publically accessible toilets and targeting their early sign up will give good coverage across the city. 3. Signposting on closed facilities and quick updating of online resources once businesses have signed up. 4. In areas where alternative provision is going to be a problem consider community asset transfer.

- Appendix 3 - Online Survey Result
- Appendix 4 - Online Survey Questions
- Appendix 5 - Equalities Impact Assessment

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Appendix 3 - Online Survey Result

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Exeter Public Toilets Consultation

In common with many cities around the UK, our public toilets no longer serve the needs of residents and are costly to maintain. Many are hidden away and are in poor condition. They attract serious and repeated anti-social behaviour including widespread drug use and are regularly vandalised. Understandably many are infrequently used.

Further central government funding reductions mean that the City Council has to find an additional saving of £3.9 million over the next two financial years. Every service is being challenged to ensure that it provides value for money and all non-statutory services are under considerable pressure. Public conveniences are not a statutory service and we no longer have enough funding to adequately maintain all the sites we operate.

We are therefore proposing to rationalise our public conveniences to a more manageable number. We have suggested that those which are under used, heavily abused, subject to antisocial behaviour, in the wrong location or where there are already better publically accessible toilets nearby, are closed. This will help to prevent cuts to our frontline services and enable the Council to set a balanced budget.

The proposal is to permanently close the following public toilets:

Cathedral & Quay Car Park (closed in 2016 due to repeated anti-social behaviour), Guinea Street (closed in 2016 due to vandalism, heavy drug use and repeated anti-social behaviour), Blackboy Road, King William Street, Cowick Lane, Ennerdale Way, Hamlin Lane, Higher Cemetery, Buddle Lane, Musgrave Row, Okehampton Street, Fore Street Heavitree, Cowick Street, Fore Street Topsham, Whipton (Pinhoe Road)

That would leave 11 remaining in the city:

Paris Street, Cowick Barton Playing fields, Exeter Quay, Exwick Cemetery (in mess room), Heavitree Park, Honiton P&R, King George V, Matford Park & Ride, St Thomas Park, Topsham Cemetery, Topsham Quay

We welcome your views on this proposal and ask you to please answer the following questions with regards to the public toilets we propose to permanently close.

This questionnaire should take no more than five minutes to complete.

Q1 Which of the following best describes you (tick all that apply to you):

447 I live in Exeter

230 I work in Exeter

41 I run a business in Exeter

71 I visit Exeter

Q2 Do you ever use Exeter City Council's public toilets?

451 Yes

75 No

Q3 Please let us know which ECC public toilet you use the most. (You will have the opportunity to let us know about up to three toilets you use on a regular basis)

--Click Here--	
Blackboy Road	19
King William Street	31
Cowick Lane	28
Ennerdale Way	3
Hamlin Lane	22
Higher Cemetery	4
Buddle Lane	10
Musgrave Row	26
Okehampton Street	14
Fore Street Heavitree	69
Cowick Street	77
Fore Street Topsham	127
Whipton (Pinhoe Road)	21

Q3a How often do you use this toilet?

34 Daily

160 In the last week

143 In the last month

114 In the last 6 months

Q3b Was your visit to the toilet acceptable?

372 Yes

79 No

Q3c If no, please give a short explanation

95

Q4 Would you like to comment on a second public toilet?

205 Yes

246 No

Q5 Please let us know which ECC public toilet you use the most (Second choice)

--Click Here--	
Blackboy Road	16
King William Street	25
Cowick Lane	7
Ennerdale Way	0
Hamlin Lane	11
Higher Cemetery	13
Buddle Lane	10
Musgrave Row	10
Okehampton Street	15
Fore Street Heavitree	27
Cowick Street	35
Fore Street Topsham	18
Whipton (Pinhoe Road)	18

Q5a How often do you use this toilet?

- 10 Daily
- 55 In the last week
- 85 In the last month
- 55 In the last 6 months

Q5b Was your visit to the toilet acceptable?

- 173 Yes
- 32 No

Q5c If no, please give a short explanation

33

Q6 Would you like to comment on a third public toilet?

- 97 Yes
- 108 No

Q7 Please let us know which ECC public toilet you use the most (Third Choice)

--Click Here--	
Blackboy Road	3
King William Street	14
Cowick Lane	4
Ennerdale Way	1
Hamlin Lane	8
Higher Cemetery	7
Buddle Lane	11
Musgrave Row	4
Okehampton Street	7
Fore Street Heavitree	11
Cowick Street	11
Fore Street Topsham	7
Whipton (Pinhoe Road)	9

Q7a How often do you use this toilet?

- 3 Daily
- 32 In the last week
- 37 In the last month
- 25 In the last 6 months

Q7b Was your visit to the toilet acceptable?

- 81 Yes
- 16 No

Q7c If no, please give a short explanation

16

Q8 Do you ever use alternative toilets when in Exeter? E.g. Shops, Cafes, Pubs

- 52 Never
- 17 Daily
- 185 In the last week
- 200 In the last month
- 72 In the last 6 months

Q9 If you have used alternative locations, have you experienced difficulty in accessing or using these toilets?

- 208 Yes
- 266 No

Q10 Could you explain what problems you've experienced accessing and using alternative toilets in Exeter?

208

A community toilet scheme is where local businesses sign up to an advertised scheme whereby they allow their toilets to be used by the general public. The benefits to businesses are increased publicity for their business and increased footfall.

Q11 Setting up a Community Toilet Scheme costs money to set up and run. Is this something that we should investigate and spend money on?

290 Yes

141 No

95 Don't know

Q12 If you run a business would you be prepared to open up your toilet to members of the public in return for inclusion on an online and printed map? (Please click next if you do not own a business in Exeter)

12 Yes

139 No

Q13 If you are interested, please could you provide us with a location and contact details?

28

If you leave a contact name for your business, the survey will not be anonymous but will remain confidential.

Q14 Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

352

Equality Monitoring

All of the following questions are voluntary. You do not have to give us any of the information but everything you do tell us will help us to understand and improve our services and make sure they are fair and accessible to all.

The information you provide is completely confidential and will not be used to identify you in any way. Only statistical group results will be reported on.

If you provided us with business contact details in the survey, this information will not be anonymous but will remain confidential.

Q15 What was your age last birthday?

451

Q16 Do you consider yourself to be a person with a disability (an impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities)?

105 Yes

370 No

Q17 If you answered yes, please give details:

27 Physical impairment

6 Sensory impairment

22 Mental health condition

4 Learning disability

51 Long standing illness or condition (such as Crohn's disease, urinary incontinence, cancer, HIV, chronic heart disease, diabetes or epilepsy).

Q18 Do you look after, or give any help or support (in a voluntary capacity) to family members, friends, neighbours or others because of either:

64 A long term physical or mental ill-health / disability?

82 Problems related to old age?

311 No

Q19 Are you

181 Male

288 Female

5 Other/non binary

Q19a Do you identify as Transgender / formerly Transgender?

3 Yes

446 No

Q20 What is your ethnic background?

--Click Here--	
White - British	426
White - Irish	3
White - Gypsy or Irish Traveller	2
Black or Black British - Caribbean	1
Black or Black British - African	0
Mixed - White and Black Caribbean	2
Mixed - White and Black African	0
Mixed - White and Asian	1
Other ethnic group - Arab	0
Asian or Asian British - Indian	0
Asian or Asian British - Pakistani	0
Asian or Asian British - Bangladeshi	0
Asian or Asian - Chinese	0
Other	15

Q20a If other, please provide your ethnic background here:

15

Q21 What is your religion?

--Click Here--	
No religion	197
Christian (including Church of England, Catholic, and all other denominations)	192
Buddhist	3
Hindu	1
Jewish	1
Muslim	1
Sikh	0
Other	17

Q22 If other, please provide your religion here:

15

Thanks for your time

Please click [Submit](#) to send us your replies

Appendix 4 - Online Survey Questions

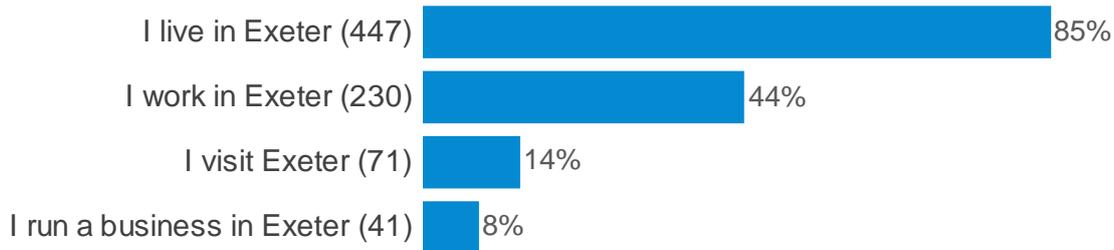
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Exeter Public Toilet Consultation

This report was generated on 25/02/19. Overall 526 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Which of the following best describes you (tick all that apply to you):

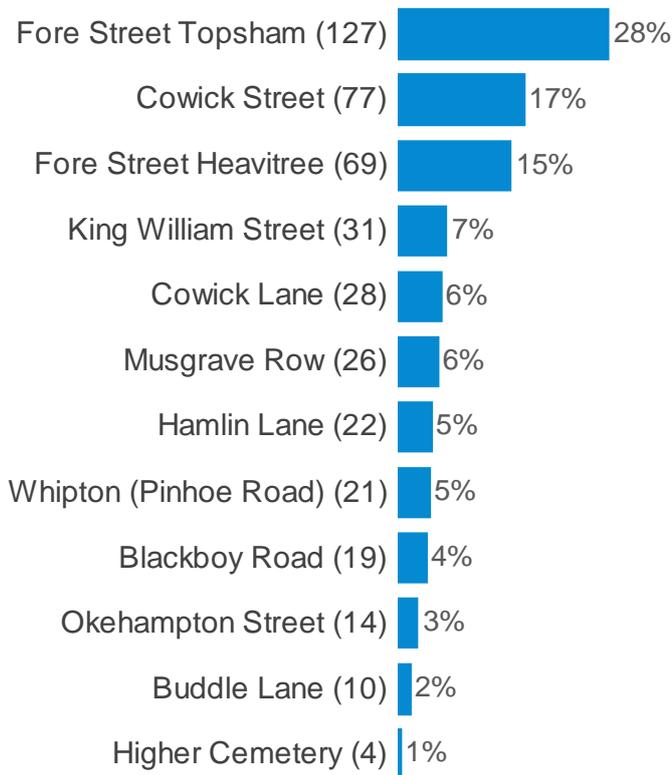


Do you ever use Exeter City Council's public toilets?

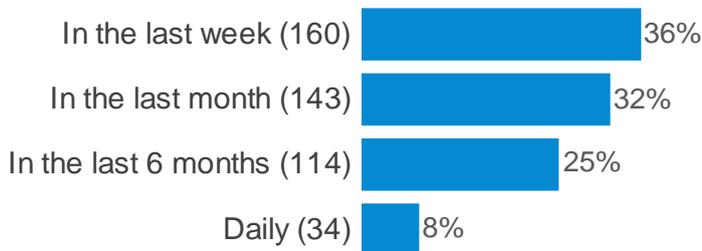


Exeter Public Toilet Consultation

Please let us know which ECC public toilet you use the most. (You will have the opportunity to let us know about up to three toilets you use on a regular basis)



How often do you use this toilet?



Was your visit to the toilet acceptable?



If no, please give a short explanation

I've used various toilets around the city and found that are usually cold and dirty

Cold smelly and pretty unpleasant - but essential

It's just about 'acceptable' in case of emergency. Humans deserve better than this

Dirty

Exeter Public Toilet Consultation

If no, please give a short explanation

It was closed!

Has been closed with no explanation. Had to use the ladies facilities which is most embarrassing

I regularly use this toilet and for the past 12-18 months there has been a sign saying wash basin temporarily out of use, the toilets are clearly not used by drug users but are run down and tired looking.

Smells and needs a good clean but way better than no accessible toilet

Not looked after, needles etc

The toilet and basins needs to be modernised they haven't been updated for years

Full of broken glass paper and water.

It had a bad odour and the handwashing facilities inadequate

Used needles everywhere

Smelly and dirty

Bus drivers on the e route use this facility too

Dirty

May be smelly but I'm very pleased that it's there

Could do with being spruced up but I've never seen any drug dealing in the actual mens toilets

It does need a bit of work, but this is not a reason for closing it.

It is a very convenient toilet in the heart of Topsham and used frequently by shoppers and tourists but sadly Exeter City Council have neglected to refurbish over the past years. It would not cost a great deal to make this facility more acceptable.

The toilets need an upgrade and looking after

Dirty and poorly maintained.

Always unpleasant and unclean, full of litter

All OK but the floor was very wet and had obviously been cleaned but left very wet and slippery.

Dirty

Just acceptable as it have been aloud to deteriorate.

Smell off putting

Has Not cleaned for a long time, very unhygienic

Dark, dirty, smelly, cld

Very run down and dirty, needs a spuce up. But if you want families to spend money in the shops in cowick street there needs to be toilets there or an agreement with local businesses that kids especially can use there's.

The toilets are acceptable but could be better as are the Topsham Quay ones.

Broken bottles on floor and men and a woman drinking in ladies toilets. I walked back out and went to use m&s toilets instead. It didn't feel safe for myself or my daughter.

Pretty dirty and horrid

Drug taking paraphernalia in the sink

Need a a good clean up

Needs regular cleaning

Dirty.

Bit smelly

the toilet I used wasn't on the list

Exeter Public Toilet Consultation

If no, please give a short explanation

Not well maintained

Dirty and clearly hadn't been cleaned in some time

It was intact, just dirty...Surely no one would mind paying a small fee to use these facilities which would help funding and keep undesirables out! Take them away though and where will everyone urinate? Your plan is flawed, not enough businesses have toilets for use by the public and you will end up with the whole of Exeter smelling like a latrine!

Damp and not particularly pleasant in common with most public loos but usable

Automatic light not set to be on long enough. I am fit and able and visit the loo quickly but the light always goes off well before I leave the cubicle

The toilets are in need of some renovation but are an essential facility in the town

Smelly, uncared for public toilet..reminded me exactly of how they were 50 years ago

Did the job

Could have been better (cleaner)

Very basic - dirty .but children okay football there as some teams travel a long way and obviously be the toilet

Could have been better kept, just can't see how in this day and age when the revenue and income to local authorities is greater than it ever has been that services to help and support the community are at an all time low? I guess all the managers and leaders in the council need to kept in the manner they are used to heaven forbid they remember what service they are meant to be focused on and who they are there to serve??

Bit grotty and smelly.

Much needed for a young child on more than one occasion, very old and battered.

Filthy place, but I have a bowel disease and was a matter of urgency, as a local I was ashamed of the state of the facilities

Often dirty.

Feel like in a goldfish bowl. Also sometimes the loo doesn't flush.

It's not fantastic but when you're desperate it's ok.

Scruffy, broken tiles, the general level of grime that would match that of a pig sty. Very cold! Not at all welcoming but as I go to the shops of Topsham a couple of times a week after the school pick up, primary school children are often bursting! As we have to drive to school we are not close to home so the public toilets are needed. Its not polite to use businesses without spending with them.

Not very clean

It's old, smelly, but basically clean

I would have gone there if it was bloody open. It's always closed

Essential toilet for elderly and for people with chronic conditions that need access to such a facility.

These toilets are dark, small and not necessarily clean.BUT I would rather use this facility than have to go in a bush in the park especially if I need to defecate!

Toilet now closed. Electrical Fault? I need to use bladder problem. Exeter is supposed to be a civilised city. Tavistock have a good idea with separate urinals that are free. Otherwise a 20p charge could be levied.

Long outstanding repairs needed

Not clean. And looks shabby. But they are usable if desperate

Very smelly and I felt threatened by people outside on the bench

The toilets are right by the car park I use and been closed.

Just acceptable - a bit dark and smelly

Exeter Public Toilet Consultation

If no, please give a short explanation

I have seen needles in here before, it was clean last week.

It wasn't very clean.

Smelly drug paraphernalia

Twasa a mess

The sharps bin provided is overflowing with other rubbish so it cannot serve its purpose. If there was a bin more clearly available, the sharps bin could serve its purpose and the area would be safer for everyone.

Drugs paraphernalia

Gents padlocked shut

I could not see gender-neutral toilets.

Smelly and drug people around

Smelly

ECC toilets are poorly maintained, waterlogged and often closed for reasons nobody can really understand because ECC doesn't tell us.

Dirty and untidy,

ECC have long neglected the toilets, i remember the days they used to have a toilet monitor/attendant to upkeep standards and no one would have dared to cause issues as police were then called! Fact is they are only now a budget issue as problems have been allowed to escalate and have been ignored and refitting has not taken place probably in most cases since the 80s/90s from my childhood.

Not well maintained, dirty. Although about what you expect from public toilets anywhere when councils have no money to maintain them properly.

Not clean

It was 2 months ago, I can't remember the specifics, but I generally find the design and state of Exeter's public toilets to be below expected standards.

Absolutely foul, not maintained to any kind of standard. This is possible as I have used acceptable public toilets in and around East Devon. However, the Exeter toilet used is in Heavitree park and predominately used by children

Mucky and I had to use my own tissues, but I needed to go so was grateful it was open. I do use this toilet when shopping and it would be a shame for it to go.

These toilets just need basic updating. They are totally necessary

Filthy and unsanitary. Drug users congregated outside which was not nice for my children as foul language and intimidating behaviour as well as open drinking and drug use.

Dirty and vandalised. Needs to be looked after better as it services a shopping area, bus stop, and railway station.

Poor condition

They are always smelly but that's public toilets

Not especially clean, but convenient location

Standard of toilets was poor, not because of cleaning but because structurally they are old and in need of replacement. I would only use if I were desperate.

Not clean and evidence of drug use, council have let it become run down

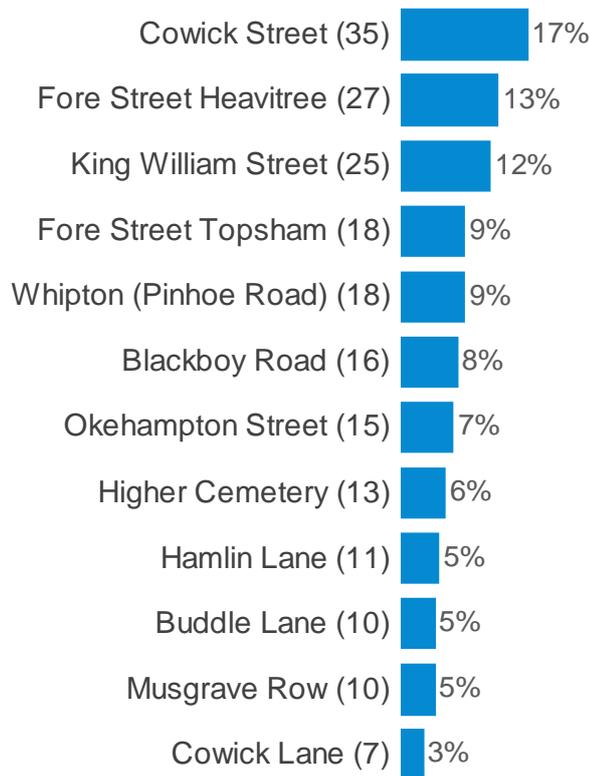
Used needles, empty bottles.

Exeter Public Toilet Consultation

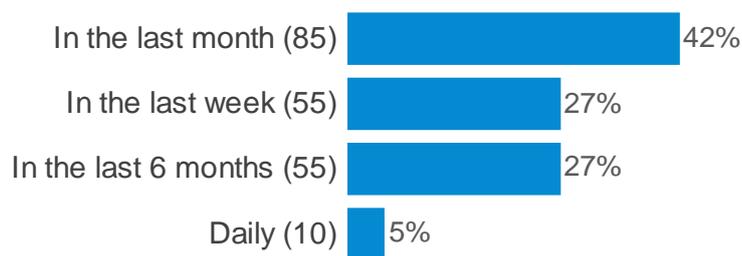
Would you like to comment on a second public toilet?



Please let us know which ECC public toilet you use the most (Second choice)



How often do you use this toilet? (Let us know frequesnt you use the toilet)



Was your visit to the toilet acceptable?



Exeter Public Toilet Consultation

If no, please give a short explanation

Blocked with paper and overflowing. However no other toilet available.

Needle found and faeces on toilet.

Extremely smelly and there was drug paraphernalia on the floor

Very Dirty and drug use and ended using liabry

Needs cleaning more regularly

Blue lighting , both doors locked without people in them , a man walked in demand8ng toilet paper ,

It was disgusting and unusable

It was closed

Clean and simple, no issues. Not modern but still all functional, it doesnt need to be shiny.

People hanging around

Smelly

It could do with cleaning more often. It stinks.

no light working in the toilet

This are a bit dated and hidden behind shrubs etc where unfortunately drug dealers and user can hideout

Drug paraphernalia left lying around

Condition of toilet is very poor. Hand wash machine not functioning, no loo roll and very dirty.

It's good enough for an emergency

These toilets tend to smell and are not kept as clean as the ones in Fore Street Heavitree.

Again these toilets aren't very clean but should I have to go to a café or other business to use the toilet, feeling like I have to buy something to justify using there fasciities. These toilets are in a very prominent location just under the railway bridge and I am convinced that probably commuters would use the toilet as I have done myself in the past!

Closed at moment? Why?

Stunk run down

Once again not clean, also shabby. Would be nice if you could keep the toilets open. Even if it means doing them up a bit and charging 20p at the door to use. Like I have seen in other cities.

A threatening place to visit

Too many people hanging around (drink/drugs groups?)

However, are often closed due to faults, I understand this problem however, you are closing toilets significantly near/surrounding the city centre while leaving those on the opposite side or close to the river open. Also this won't solve the problem of the PSPO urinating problems!

Faeces on the floor which I walked in accidentally.

Drug users around and perverts

Very dirty

It was locked AGAIN.

this toilet is often closed. The local traders really are unhappy about this as Cowick street is frequented by young families and older people.

Shut/filthy/drug parifinalia

Dirty and in poor repair

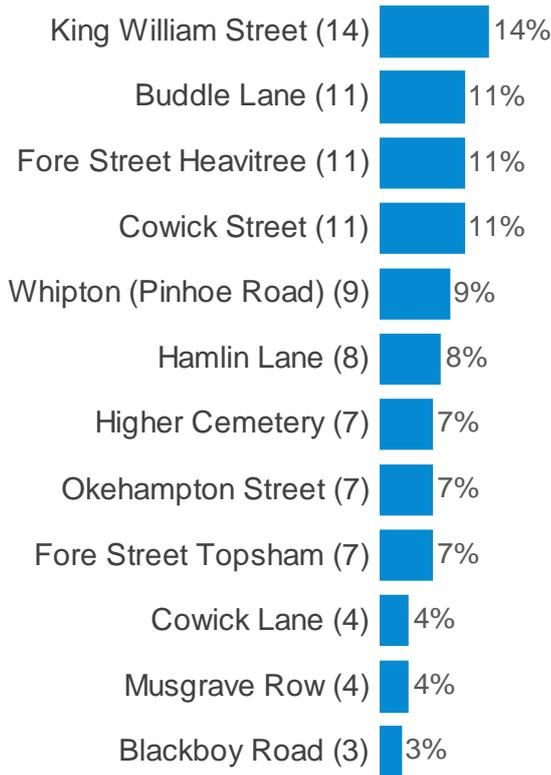
They were closed

Exeter Public Toilet Consultation

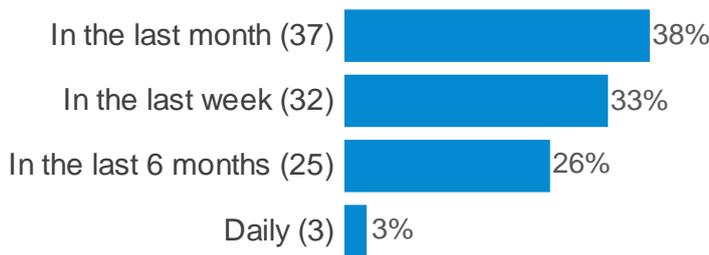
Would you like to comment on a third public toilet?



Please let us know which ECC public toilet you use the most (Third Choice)



How often do you use this toilet? (Let us know frequesnt you use the toilet)



Was your visit to the toilet acceptable?

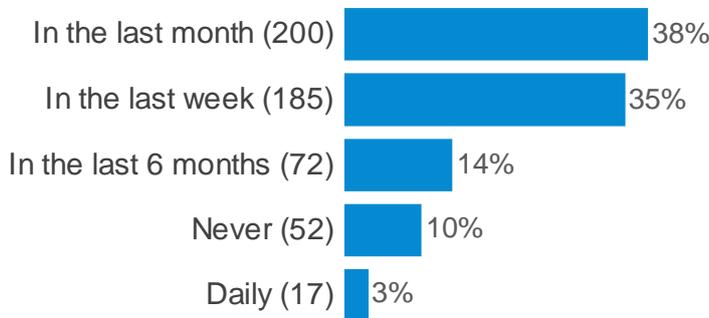


Exeter Public Toilet Consultation

If no, please give a short explanation

- There were people actively using drugs in one of the cubicles
- Dirty & smelly
- It was closed
- Locked up I could not get in
- It was shut and there was nowhere close by to use. Not acceptable
- Wanted to use it, but it was closed, whilst the gents was open. Unacceptable.
- Dark and pokey, unpleasant and slightly shadowy.
- Not very nice at all these have always attracted anti social behaviour .. but a toilet is still better than none
- Cubicle full of mess, litter and paraphernalia. No soap in machine. Urinal smells strongly.
- A bit dirty.
- Another one closed often. It means I have to think carefully if I can visit Cowick st
- Gents was closed when I tried to use so used the ladies and another gent in there already. Desperate and trying to catch a weekly bus to Topsham.
- There was a string poking out of the sanitary bin which I reported. This put me off using the toilet.
- This is a major toilet for a busy part of Exeter. And us delivery drivers rely on the public loos due to fact being able to use any other toilets, due to corporate rules and regulations.
- Either shut/disgusting.
- Dirty

Do you ever use alternative toilets when in Exeter? E.g. Shops, Cafes, Pubs



If you have used alternative locations, have you experienced difficulty in accessing or using these toilets?



Exeter Public Toilet Consultation

Could you explain what problems you've experienced accessing and using alternative toilets in Exeter?

Very awkward having to use shop and supermarket toilets, if you are not needing to go there. Often out of the way. I am a social care manager and do lots of home visits, so use public toilets a lot and would prefer to not have to airways look for shop toilets to use.

Alternatives are not necessarily open at the time I wish to use them e.g. RAMM, Library. Matthews Hall, Topsham is only available to users of the Hall.

Usually have to go up a flight of stairs when can't hold on for long. had accidents last summer.

Calling in solely to use a toilet is often discouraged, sometimes physically.

I travel around the city & have often found toilets closed. Just because you don't have a duty to provide toilets THIS IS UNACCEPTABLE. people NEED toilets. If you stopped wasting money you would have more for important things like this.

Not open when required

Unless you are a customer of said cafe then you shouldn't be using their facilities Queues are often very long

The cafes are kinda small in Topsham, so really not ideal with a pram. You can't really take kids in through quality dining establishments or pubs, and you can be waiting for ages just to ask if it's ok to use the facilities. Debenhams in town we use has great family facilities, but you have to queue for the lift at busy times with a pram (and toddlers and NEW mums with weak pelvic floors can't wait long!). The same can be said for M&S (and their dreadful lifts that malfunction all the time) and John Lewis, you have to trek all through the shops! Mind you with M&S and Debenhams share prices looking shaky and their last quarters not so good if we lose these stalwarts that take care of their loos, where are we supposed to go? You can't put it on all the small cafes owners!

Shops not always open eg Sundays) Cafes don't like you using their facilities if you don't buy something

I've used coffee shop loos, but have been asked if I'm a customer. I have pretended to be, just so I can use the facility.

As soon as shops are closed I have to make sure I am home. This makes attending any vigil in Bedford st difficult. Even the Christmas carol service in the Cathedral in the evening

Proprietors don't like the public using their facilities. The scheme for signing up shops and businesses to allow the public to use toilets should be confirmed and up and running before public toilets are closed.

Most are not open for public use, only for paying customers. They are also limited by location and opening hours.

Not always easy to get to and sometimes heavily used.

cafes not open, Museum is not open on a monday, the library toilets stink and are hidden away upstairs

Shops won't allow you to use them if your not a customer. With small children you need a toilet you can use quickly. Other shops only have staff toilets which you can't use.

Was told by several businesses that they were for Customers Only, and not for public who weren't customers.

Shops closed

Closed for repairs

As most shops won't allow you and with a disability it's a must at times also some areas are difficult to get too

They have been out of order. Or to busy to actually get to the loo

Exeter Public Toilet Consultation

Could you explain what problems you've experienced accessing and using alternative toilets in Exeter?

They are always busy so if it's urgent you may need to feel uncomfortable and wait. Often washing facilities are not working or no soap etc. Difficult access for those with mobility issues or who might be overweight

Most shops, hotels, pubs etc state toilets are for customers only so essentially it costs to use them

Shops, cafes bars etc are often very reluctant to let you use them

My father is elderly and can't get up stairs easily so having public toilets on the ground floor and close to the street is essential for him to get out and about

Unhappy about asking where it was in a business that I wasn't buying anything from.

cafes and like expect you to at least buy a drink, but it is possible to slip into a pub and just used their toilet on the rare occasion you need to

cafes and restaurants do not encourage use of their toilets if you are not a customer, and can make it difficult for older people who require frequent visits

Companies don't like giving access to them to there costs. And we delivery drivers are not allowed to use business loos unless we are delivering to them. And devinatly not the customers which leave public loos or hedge rows when rural.

Not always available, Only available by goodwill of owner: no right to use. Is it reasonable to put the responsibility for meeting human needs on local businesses?

When I'm out walking the dog I use the public loos. I like to walk and enjoy our wonderful area but I need to use the loo on a regular basis. With an animal you can't use shops. If you close these public amenities this will stop a lot of us from enjoying our lovely area.

Toilets owned by shops and cafes are for patrons only, Why should they fit the bill when their business rates are going up when there are perfectly adequate Council owned toilets available. Also if you are promoting a healthy city with less traffic, people will need a toilet to use if they are walking, especially in Heavitree as there are no other facilities available in the area. What about small families with children who always need to use a toilet when you're not expecting it! What about the elderly who will be afraid to leave their homes for fear of having an accident and being left feeling humiliated. Heavitree toilets need to stay open.

Embarrassment

Stores dont like you using their toilets if you are not buying from them.

There are too many people using the toilets in the library.

My problem is I don't go to town much but if I need the toilet I'd rather use a pub or cafe ect as they are cleaner. Modern ect don't need to worry or feel scared like I would with the council ones however I have felt intimidated using a pubs toilet as then your expected to buy stuff in there. Also I do think it's a good idea keeping the toilets that are at playing fields ect

Smaller pubs and businesses actively discourage non customers using their facility.

You can't generally just walk in to a cafe, restaurant, etc and use the toilet. You have to purchase something. I have to resort to doing this as I am unable to locate public toilets! Even now as a pregnant woman, I am frowned upon for using toilets without making a purchase.

Not knowing where they are and then they are very busy

Often cafe owners etc can be funny if you are not purchasing something.

I sometimes get caught short when I'm in town, hard to find a convenient toilet

so me places won't let use them unless you buy a drink

Tried to use toilets in Guildhall shopping centre, but they were being cleaned and could not get access.

Only customers are allowed to use toilets in bigger shops, cafe's and often in smaller pubs.

Exeter Public Toilet Consultation

Could you explain what problems you've experienced accessing and using alternative toilets in Exeter?

Toilets are dirty ones at the end of our road I never locked always kept open so they're vandalised

Long queues eg in Marks & Spencer at all times

A lot of the times the public toilets have been closed when I needed to use them.

when I have tried in the past to use a public toilet they have been cover in blood with used needles in them, to which no one would use so I prefer to go to a shop like Debenhams/john lewis etc

They expect you to buy a drink or something else.

I have seen homeless people refused these toilets multiple times, so they NEED somewhere to go.

Most Doctors Surgeries do not like members of the public just coming in and using there facilities.

Most businesses ok with use if you ask, but some are not. Comments frequently on rates as a reason when you want to use toilets if not making purchase

Opening Hours, accessibility.

Many need access codes, or you need to be a customer to use them. Some are in poor condition too.

Do not feel comfortable or at ease using facilities belonging to an establishment (eg cafe) where I am not also a customer. Very easy to feel self-conscious/observed.

The ones in the guildhall are always cramped and not enough room to manoeuvre.

I live in Topsham and use alternative private toilet facilities if I am visiting the premises anyway, ie a cafe, shop, pub or restaurant. It is not right for me to expect those facilities to be offered by businesses, and impractical anyway if closed or too far away and perhaps with grandchildren. The community scheme only works during opening hours.

i am a resident of topsham and am writing about the proposed closure of the topsham fore street toilets. i walk past this toilet block most days and can assure you that this facility is frequently used by local residents as well as visitors to the town. it's in the centre of the town so easily accessible, and has a disabled toilet. it is also useful to the people who play tennis close by. as far as i am aware, it has not been the cause of any local antisocial behaviour or used for drug dealing. i don't think it fulfils the criteria on which you are making you decision so would recommend that this much used facility remains open.

The embarrassment of having to sneak in just to use their toilet facilities without actually being a customer. Many businesses do not appreciate members of the public just using their loos without purchasing anything from their stores.

Awkward asking

Having to wait for keys, only one toilet in a large facility

Having to pay exact change to get into toilets or high queues

Having young children and keeping them safe

Shops and certain businesses are not very helpful

When not a customer there are issues and nlt many places have some available. Unstandably business resent the council for the traffic they are seeing using their facilities abd the cost.

Due to having IBS I get refused

Shops closed. Refused access

Stairs Business so not allowed to use

I suffer from IBS. If I have a moment of incontinence, which does happen on occasion, I absolutely must get to a toilet to avoid soiling myself. I have on more than one occasion appealed to a local retailer to use their staff toilet only to be turned away as they don't understand my urgency. Having proper local public toilets is a must for me.

Exeter Public Toilet Consultation

Could you explain what problems you've experienced accessing and using alternative toilets in Exeter?

Understandably, if not a customer of an establishment they do not want you using the facility m. Try to use John Lewis, Debenhams and Marks & Spencer's. however they are not always easily accessible with a buggy or up to acceptable standard.

You can't just walk into a private business and use their loos without buying anything. It is up to the Local Authority to provide them. Elderly people in particular will not do this and what about those with special needs physical or mental?

Having to buy something in a shop that I don't want to use the toilet. Trying to find toilets that are close by is difficult

Usually GP practices but it's not always easy to just walk in off the street if not a patient of the particular practice

Having to be a paying customer to use toilets in restaurants etc.

You get looked at sternly sometimes, and I don't know where to find toilets I am allowed to use without buying anything except for the ones in the Guildhall. A list of toilets you can use, in cafes etc where they don't mind, would be great.

Want you to be a customer

Very busy and long waits

I am on a limited budget and if you need to use a toilet in a café I feel obliged to spend money that I can ill afford out of guilt. Far sooner use a public toilet.

I have children and care for children with special needs we need regularly access to toilets when in the city. Particularly if walking/using public transport. To use toilets quickly with a group of children in a restaurant or pub is not easy. Lots of shops won't let you use theirs as is against their insurance. Especially with a potty training toddler this makes me more likely to use my car. I keep a travel potty in it. Or they want you to buy something from them which I can't always afford in this climate. It's also not great as a customer of somewhere to have large family groups in and out to access toilets as no suitable public facilities. It costs business to provide loo roll, water, soap etc so it's understandable they get annoyed if regularly frequented when no purchases are made. Lack of accessible toilets of a clean standard is also a huge issue for me and the children I care for. I have a radar key but they are still generally not suitable for children with special needs that can't weight bare.

There is usually a queue in toilets in pubs,cafes etc whereas city toilets are usually not so busy. If all the mentioned toilets are removed The back streets could become quite "messy" and that we do not need!

Always feel obliged to buy something but often on my own, can't afford to buy something or simply just want some comfort. My needs aren't as difficult as some and whilst I experience awkwardness using toilets in pubs cafes etc. I can only begin to imagine the difficulties those with incontinence, inflammatory bowel diseases etc. experience. In addition, it must also be difficult for people with young children who are again made to feel awkward unless making a purchase from cafes restaurants etc.

No shops with toilet between Alphington and Cowick street

Pubs and cafes tend not to like you using their facilities unless you buy something

Usually on the top floors of shops. Queues from shop toilets. Pubs/restaurants only let customer use their toilets.

Not being a customer of the business

In shops, toilets are usually on the top floor!

If you go in a pub or cafe, you feel obliged and sometimes are obliged to buy something.

Exeter Public Toilet Consultation

Could you explain what problems you've experienced accessing and using alternative toilets in Exeter?

It is not really possible to find a suitable alternative toilet in St Thomas, unless you are willing/able to buy something from a pub or cafe. This is impractical for train/bus users, and shoppers in some circumstances. Visiting toilets in either of the parks is not a viable alternative as it's a long way from Cowick street, especially for those who don't know they are there.

The Princesshay toilets are currently being renovated meaning access was restricted

It is awkward to ask to use the restroom if you are not a paying customer and many shops do not have facilities - Particularly around the outside of the city centre (eg Exwick and St Thomas).

Customer use only

Always at the top of the building! Needs a key! Should be a paying customer!

Cafe owners not very happy having the public come in just to use the toilet

They are sometimes situated on the higher floors of large stores, so that I panic when I need to identify and reach a toilet urgently.

most cafes and restaurant expect you to be spending on their premises..

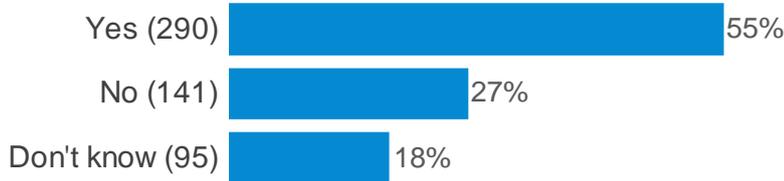
Tried using toilets in McDonalds but they were closed for cleaning

Not Allowed to use unless you buy

Don't feel I can just pop into a cafe to use their toilets and not buy anything. Shops often won't let you use them even with desperate children. Also there aren't always cafes or shops nearby or open, e.g. Higher cemetery, Polsloe Bridge. Public toilets are far more accessible and vital for vulnerable members of the community e.g. elderly, unwell, small children.

Unavailability of toilets as to closure of business through working hours

Setting up a Community Toilet Scheme costs money to set up and run. Is this something that we should investigate and spend money on?



If you run a business would you be prepared to open up your toilet to members of the public in return for inclusion on an online and printed map? (Please click next if you do not own a business in Exeter)



Exeter Public Toilet Consultation

If you are interested, please could you provide us with a location and contact details?

Not applicable

Don't run a business

The only thing is to mabthe toilets to stop the druggies and homeless getting in there but think it's wrong how u have made your decision to close the toilets plus if u clean them regularly and check them regularly u wouldn't get the druggies in there

Sorry I don't have a business

What about letting people use the toilets at the civic center?

Not applicable

Yes but unfortunately not a business, if i did would like something in return for efforts.

Stupid idea

n/a

No business sadly

I am a retired resident in Topsham

I do not run a business

Why should businesses bail out the council on their duties? If ECC are no longer providing this service will we be getting a rebate on our council tax in accordance to this reduced service provision ??

No chance, I run my business from home and can't afford to grow let alone take on yet more jobs for the council that still charge me but don't provide half the services they should!

This should not be an entirely voluntary scheme. It is an essential part of civic life.

This only works if there is business/ cafe happy to let you use the toilet in a place where there has been a public toilet... what if the buys essential changes and then there is no toilet in the area

Toilets are a necessity, why should a business provide this, this is a council responsibility to its citizens and visitors

Would you let a stranger on the street on a wet day come in to use the toilet in your house?? People don't want to have to go into a shop or cafe and be made to feel like they have to buy something just to use their facilities. There are no businesses in Heavitree big enough to offer extra footfall from the general public. What about disabled residents in the area? If you're gonna leave that one open next to the Royal Oak, you might as well leave them all open.

Backworld, 202 Topsham Road. There is one unisex toilet at the back of the shop so not sure it's suitable.

I run a business and would in no way want members of the public using my toilet. It would not increase my turnover, it would just mean people would continually be coming into my premises to use the toilet before walking straight back out again.

Already have public toilets in our building: Exeter Library, Castle Street, Exeter, EX4 3PQ.

I work from home, so it would not be appropriate.

We have no loo or water in our shop

N/A to my business. Out of town

Don't run a business.

I'm not certain why the council would stop funding publicly owned toilet facilities to find a partnership with businesses.

Business run from home so not practical

My business is based in a shared office block which has communal toilets but there is restricted access to the building. If my business had its own private facilities I would consider opening to the public

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

Elderly people and people with medical conditions rely on these toilets in order to be independent and enjoy going out

Just that as a recent new mum (& whilst i was pregnant) i often found myself using public toilets - and that it is very stressful when you can't find somewhere....

The toilet provided by the mobility scheme near Exeter bus station is very clean and accessible - do enough people know of its existence? Toilets in the central library are good. No provision in Fore St in central Exeter - this is not helpful if you want to encourage more shoppers there. Toilets in Guildhall Shopping Centre - I know these aren't ECC run, but very cramped provision there. The disabled toilet in Princesshay is very good, but I don't find it acceptable that the other toilets nearby are located downstairs. Could toilets be monitored by cctv outside - you would have to press a buzzer to be let in - but that's another expense, I'm sure

I would keep the Cowick Street toilet open, as it is in a prime location, and could effect many people if closed, causing people to use nearby alleyways as an alternative.

Having recently received major surgery after being diagnosed with Bladder Cancer it is essential that when going into the town centre or places like the Quay I have access to a clean public convenience to be able to empty or change my urine pouch. On most occasions I would use a shop or pub to do this because they are cleaner and better facilities for me.

Getting rid of toilets is disgusting, what are older people with weak bladders found to do? Where are mums going to change their baby's nappies?

Why close toilets? These are basic requirements. I will have to pee in a busy will I? And my children? Exeter council you should be ashamed that you are even considering this.

There are no other alternatives in Heavitree for use of a toilet if you are out shopping, the pubs don't open til noon and some people would not want to go into a pub anyway, Heavitree park is too far away if you are shopping, the two supermarkets don't have one for the public.

These closures would have minimum impact whilst allowing savings and ECC should be commended for the initiative.

I feel it would be very bad to close so many of the public toilets. I understand that money is tight for the council, but I feel that public toilets are very important and should be a statutory obligation. Many people in society need to have access to toilets, pregnant ladies, mothers with young children, older people with incontinence issues. I also feel that businesses should not have to fill the void. It's all very well saying that allowing access to your wc facilities in your business premises will increase footfall, but it will not improve turnover and in small cafes and restaurants the actual paying customers may well have to wait to use the wc because someone who is not a customer is using it. There is also the added cost to the business of additional cleaning and toilet paper and handsoap costs etc. I am also very concerned about the effect this will have on the city centre as regards the night time economy. Where are people supposed to go when they leave pubs and clubs in the night? There is already a problem with people urinating in the street. I own a business in Gandy Street and regularly find my door way covered in urine when I open my business in the morning.

Please don't close Heavitree fore street toilets, we use them a lot, they are always nice and clean and in a good position. We spend a lot of time at the park in the summer and although there are toilets already there, there are only two and they can get into a filthy state. When it's a nice day an you've got the park full of kids using the paddling pools etc the 2 toilets are just not enough so we often walk up to the ones in fore street!! I think it would have a really negative impact on heavitree!

Without going into details that I'm sure you don't want to hear (!), I have a bladder issue that means I need to urinate more often than normal. While I understand the issues around anti social behaviour and the need to save costs, I would welcome additional facilities being made available in shops, etc, as not having access to so many toilets will potentially cause me physical pain.

I think the money currently used on keeping public toilets open could be better used I personally don't use them preferring to use coffee shops restaurants etc when out and about I don't feel they are safe the money could be better spent

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

The Public toilet on Black boy road in particular is covered in blood inside the toilets, there is always used needles in there, on the floor on the toilets etc. the people that hang around outside these toilets constantly drinking and going into there to inject. its a horrible public toilet and brings a bad name to this end of town

Toilets are a human right and people who live in the streets of Exeter need somewhere to go. It's dehumanizing not to. Furthermore if you remove the toilets, there will be more issues with the public complaining about public urination, etc. Think of the dickhead devon live commenters.

I think The cemetery should have a toilet . Given that every walk of life will be there at any given time I would encourage it. Generally I have had no reason to use any others and don't believe many do. The public toilets are more a location for (in my opinion) drug use and activity associated to the homeless and the addicts. I would always have a fear for my safety at using any of the public toilets and I wouldn't even consider them if I had children with me. Personally I no longer view them as a public convenience , the standard of them is so poor they only attract people who I would consider intimidating or I would be concerned about.

As I am a Bus Driver in this City and can be driving up to 5 hours at a time it is a essential to be able to have access to Public Toilets around the City not only for comfort but for safety reasons as well you can appreciate.

Great examples of the community schemes along the thames path In richnodn they link to a'richmond card' which shares offers and info for associated businesses

Although I do not personally use public toilets in Exeter, I am always purchasing items in other locations that then enables me to use their toilets. We see from the large footfall to our toilets at Exeter Library (where I am the manager) that there is a high demand for public toilets of a decent quality and for the large majority of the time we do not mind our toilets being used in this way. However the Council proposing to close toilets in part due to ASB is not solving a problem but just moving it on. We experience a direct correlation of an increase in ASB when the public toilets in Musgrave Row are temporarily shut and usage of our toilets. At best this is the toilets being left in an unsanitary state but most recently has lead to needles and other drug paraphernalia being left in the cubicles. Whilst we accept our responsibility to manage such situations if they occur I consider this move to be one that may save the Council money but will increase ASB for businesses in the city, put more members of the public at risk of harm, and does not serve to support the wider needs of the city. Regards ██████████ Centre Manager Exeter Library

I agree with some of the comments already made regarding the necessity for clean, accessible toilets in suitable places around the city. eg Park & Ride sites, bus & train stations, Civic centre (especially the new Civic centre), Council run parks and facilities, St Sidwells Point (whenever!) Quayside (improved toilets). If necessary, to keep the public toilets clean & usable by all, charge a reasonable fee & employ staff to oversee the toilets like they did in "the old days". There was a good reason for "spending a penny" and having a toilet attendant, even if it's only during daytime hours. Other cities and countries can do it, so why not Exeter and other UK towns & cities. Good accessibility to public toilets in Exeter city centre is dire. The nice toilets behind House of Fraser are limited accessibility. Lots of visitors are unaware of accessible toilets opposite nearby bike racks. The Guildhall shopping centre Ladies toilets are upstairs, cramped, and of poor design for such well-used toilets. The Library toilets are hidden away on the top floor. Pointless for many to consider using, eg, those with incontinence problems, small children, accessibility/mobility issues. Museum toilets not much better. Nice clean modern toilets, but if you don't know exactly where to find them, with limited mobility or small children, this one issue can ruin your whole day. If you are walking down Fore Street or from the city centre to the Quayside - no provision at all. This is the 21st century! One of the richest countries in the developed world! And we are struggling to provide the most basic hygienic facilities for all. Sheer madness. Get your priorities sorted - FAST!

Hamlin Lane toilet is used by the children practising to ride their bikes at the cycle pad. It must be used by those using the train at Polsloe Bridge and those using the football pitches.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

If you close the toilets it will lead to an increase in anti-social behaviour e.g. urinating in the street. In this age we should be looking to improve facilities and not close them.

Exeter's public toilets are fairly scary and they tend to be in isolated and unpleasant areas. I would never use the public toilets in Exeter because they feel unsafe.

I think that to decrease antisocial behaviour and drug taking in public toilets a better route to take would be to provide a supervised drug consumption room in Exeter. This would have wider health benefits as well as public order benefits which has been seen in the places where they are in use in Europe, Australia and Canada. This would allow for public toilets to remain open, which helps keep toilets accessible.

I am one of the many shop owners with no toilet facilities. I am on Exeter Quay but know of at least 2 shops in Fore Street Topsham that have no facilities. I also do markets in Exeter where finding a loo is a real problem.

It is good to retain a number of public toilets for visitors and people who do not want to enter cafes etc
Businesses should be required to permit access to their toilets if there is no public toilet nearby.

Never underestimate the value of public toilets. They make the difference between people enjoying their time in the city or not. If people find their visit comfortable then they will return. Comfort and access feeds tourism which gives the city income. Plus there are numerous residents with varying disabilities who need public toilets in order to be able to go about every day activities. Such a shame to take away basic needs. If at all possible, please keep as many as you can .

There are 3 Public toilets in Topsham and the decision to shut the one in the middle of the town is ridiculous. The one in the cemetery is obviously for the use of those visiting the cemetery as it is far to far to walk to from Topsham centre. In a similar vein the one at the quayside is also a long way to walk. The one by the Fire station is perfectly placed and should NOT be removed.

Close them. They are often unsightly and smelly. I suspect very infrequently used. Most people would happily go into a pub first

Whilst I fully agree that some public toilets can become magnets for anti-social behaviour, it is too easy to invoke that fact as a reason to close them. But more importantly still: to claim, as the Council does, that some of the toilets are in "the wrong place" is laughable. When you are - as I am - a pedestrian and frequent walker through Exeter, you build up a mental map of where toilets are, especially if you are of an age where you might need to use them more frequently than other people. A toilet is never in the wrong place when you have reached it because you need it! My biggest reason for being upset over these proposals is that they do not chime with Exeter's fresh new motto: LIVE BETTER. I will certainly not live better if over time the number of public toilets is reduced. I love Exeter (and have lived here for 30 years) and am generally impressed with the work of the Council, but I fear that too much priority is now being given to glitzy projects, big boasts, preoccupation with its place in "top tens" (e.g. education, retail), grand projects etc, and too little to the ordinary humble concerns of its ordinary humble citizens. A city that has fewer and fewer public toilets is not a friendly city - neither to its citizens, nor to its visitors. It's not just about cafes and restaurants and science parks and trendy venues and new sports centres. What does LIVE BETTER mean when it gets harder and harder to find a toilet? It is too easy also to say that it is not a statutory obligation to provide toilets. What about a moral obligation? What about a friendly determination? What about providing a service, for what is one of our most basic needs as human beings?

Haters gonna hate. People will be unhappy no matter what you do because you're the council. Just do what's best for the city!

When the play and exercise facilities in Topsham recreation ground were upgraded, a survey was undertaken to ask what we would like to see. Many people, those with young children particularly and grandparents who tend to need a toilet more frequently, asked for a new toilet block to replace the one that had existed there before it was sold off. We were told that a new toilet would not be provided because there was one in Fore Street, and pubs etc (see my earlier comments on that one). Now you want to shut the one in Fore Street. You couldn't make it up!

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

This survey is a poor consultation which does not provide the context, background or possible monetary savings from this action. ECC should be ashamed of the way it hoodwinks the public. Just like with the downtrodden public buildings, such as Clifton Hill sports centre and Pyramids and Riverside pools, left to rot until the council can justify closing them due to the damage that the council themselves allowed to happen, these public toilets are often poorly maintained, which reflects negatively on the city and is terrible for the people who rely on the them. A community toilet scheme cannot replace the signage that exists to help people find public toilets and so would not fix the issue of the dearth of toilets in the city centre should this plan come to fruition.

Public toilets are are basic service which every council should provide. Sometimes there just isn't any alternative and going into a business is just not possible (ie. The Higher Cemetery) apart from feeling awkward/embarrassed if you do not want to buy but just their facilities. Surely this a step backwards and hardly makes Exeter a nicer place to visit, not everyone stays in the city center where shops and cafes can be readily used. Please think again I know times are hard, but think of the people these cuts will affect, not cosy office workers, but those who are working around the city out and about delivering, driving buses etc.

Since Clifton Hill Sports Centre was closed there is no public toilet in Belmont Park. There needs to be one particularly for those with disabilities as well as families with children and others. People with disabilities have said they have used the Blackboy Road toilets and still want them to be there with good access and not closed to them. Also these toilets are used by the St Anne's Church congregation.

We run a shop in the city centre, but due to our size and nature of our business, is would not be suitable to advertise as being available for the general public to use our facilities. We do however suffer repeatedly with people urinating and defecating in our shop doorway or in the grounds of our business, which mainly happens overnight. We have seen a significant rise in this behaviour since the closure of the Guinea Street toilets and we fear this will get worse if more toilets are closed. On a personal note, as someone who has recently suffered from a medical problem and undergone surgery to try and resolve it, I have found the city's public toilets to be absolutely essential.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

My primary interest is in preserving the Blackboy Road and Whipton toilets. A few observations: 1. The Council's budget situation is not primarily the result of the provision of public toilets. The excessive and rapidly escalating financial commitments to the much delayed swimming pool and bus station redevelopment are far more significant. The Council's recent record on running leisure facilities is not a cause for optimism that this vanity project won't cripple other services too. The consultation makes a point of emphasising that public toilets are not a statutory requirement; the pool and bus station project is also not a statutory requirement; it doesn't seem to be under similar scrutiny. 2. This proposal will disproportionately impact the elderly, transgender people, people with hidden disabilities (such as incontinence), people with young children (but primarily mothers), and the homeless. Both the Blackboy Road and Whipton toilets allow flat access: something that wouldn't be on offer from many commercial premises with customer toilets (for example McDonalds, House of Fraser) that the Council might view as adequate alternative provision. Blackboy Road toilets and to a lesser extent Whipton toilets are also used by runners (myself included) and cyclists; they support the City's aspiration to be the most active city in England. 3. One claimed justification for closure is that some of the toilets are poorly used. This is unsurprising in the case of 2 that have been locked for over 2 years and several that seem to be shut for prolonged periods. The Whipton toilets are currently shut, again. The Blackboy Road toilets have closed for weeks on end (over 10 weeks on one occasion I believe); when they've re-opened I've expected to see the Sistene Chapel because of the length of the closure yet they seem exactly as before (ie same fixtures and décor, not a complete refit) suggesting that any damage has not justified such a long closure. Another claimed justification is that they are hidden away: the Blackboy Road toilets could hardly be more obvious; the Whipton toilets are fairly obvious too. 4. Undoubtedly public toilets (and those in fast food restaurants, etc) do experience drug use and anti-social behaviour by a small number of users. Closing these facilities doesn't stop these problems; it will simply relocate them to other parts of the city. Personally, I'd rather someone take drugs in a single-user public toilet with a sink than in the street or a public park; better for everyone. Homeless people, who already have few options at night, won't suddenly stop needing to use a toilet during the day; they'll make greater use of alleys and parks as toilets. Not great for them, residents or the Council. I don't believe that a community toilet scheme would offer a viable alternative to the Blackboy and Whipton toilets: which businesses would be willing and able to offer adequate provision? Also I have limited confidence that such a scheme would be in place well ahead of any closures taking place. More likely that the closures would happen and then the scheme with businesses quietly abandoned.

The provision of accessible toilets is a fundamental public service. The lack of facilities discourages people, particularly the elderly, parents and those with disabilities, from going out and about in Exeter and its neighbourhoods.

Ecc toilets are horrible and always dirty or unsafe. Invest money in proper facilities that are kept clean and secure

People need toilets due to medical and health issues I myself suffer from a weak bladder and often just need to go and if toilets close what do many members of the public do then People who walk dogs and children if anything you lack massively in the disabled area and both mum and dad baby changing toilets which is incredibly poor for parents in the city Visitors coming to exeter must really struggle if toilets in the city close where do they go then

I suffer from type 2 diabetes and often get a feeling of being caught short. I need access to a toilet quickly. When I go out I make sure my route encompasses toilets on route. My hubby drives the Natwest Mobile Bank and because he has a bladder conditions needs to visit the toilet frequently. When I was in Specsavers I asked to visit the toilet but was told they had closed it to the public so I had to run across the road to Starbucks to use theirs. There are not enough toilets as it is let alone go and close what we have. When we go abroad to Spain you can use anyone's toilet inside and these are kept clean and accessible. They have outside toilets which are in a good state. We seem sadly behind the times for having accessible toilets. Your scheme sounds good but if shops like Specsavers can't provide a toilet are the rest of the shops going to join up?

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

Could you please not shut public toilets as it would be so hard for people having no toilets around we all need toilets to go to When we are all out & about it will be a absolute nightmare not having any toilets around

Just sort it out Exeter! If London can keep public loos open so can we!! All you need is to create more jobs and have toilet attendants again and create deterrents not incentives for thr problems. You could even create community service jobs for all those that are sentenced if they have to cleqn the loos under supervision then they will soon change their ways no doubt! There is a reason things are getting worse wnd not better and ite because you have removed the things that once protected our toilet facilities. If i was a non local/tourist or student i would happily pay 20p to use the toilet if looked after by staff as for the rest of us we more than pay for these facilities in our council tax. Perhaps using some of the money from the developments for luxury flats should fund these much needed public facilities as the student population will also need to use the loo??? There needs to be some give as so fsr all us residents see is take, take, take!

The Public Toilets I use are well maintained and in good condition.

As a regular runner, relatively long distance runner, I appreciate the availability of public toilets when I am training. I am concerned of the anti social behavior that may arise from the closure of these toilets. With regards the Hamlin Lane toilets, adjacent to Polsloe Bridge station, as this is an inter modal transport point, I strongly believe these should be retained. I appreciate balancing the council budget is a challenge and the misuse by a few means the rest of us 'suffer'. I would strongly be in favour of returning the requirement to pay to use public facilities, historically we spent a penny, I'm sure this would be 50p or a £1 these days, perhaps we need to refocus the attention of all that nothing in life is for free and if you wish to use a public facility it comes at a price. I would rather carry a method of payment and have the option to use a toilet that go for a run knowing I could get caught short.

As a taxi driver We need toilet all the time

The toilets in Whipton are the only ones available. We noted they were closed 3 weeks ago when we went to use them. For someone with 2 young children who tries to walk as opposed to drive everywhere with them, it is essential we know there are toilets en route. Needless to say, we had an accident which was extremely embarrassing for a 7 yr old. We did ask the local shop if we could use their toilet, we got a flat "NO" from them. The public aren't allowed at the back. The idea of listing where toilets are available in high streets / town is a good idea, but please remember, the local people who use their local shops & there is no cafe or anyone else willing to help a child alleviate himself NEED public toilets. The toilets in Whipton are locked nightly, so vandalism & anti social behaviour doesn't happen. Please keep them open!

Understand councils have to find places to cut back spending in the current climate of Central government cuts (still). But public toilets should not be removed and actually more funding should be diverted there. These are vital services to a lot of people and should be treated as such. I know there isn't a magic bullet to solve the local government cash crisis but removing toilets will only be blamed on the local council, not Central government cuts. Please think about alternative targets.

It is utterly unacceptable to punish the many because of the actions of a few. If you close these toilets the anti social behaviour will just move to other toilets. Many of these are used even more by children e.g. Ones in parks where safety is even more vital. What will you do then close all the toilets? What message does this send? This policy is discriminatory and must not go ahead. Older people, people with disabilities especially hidden ones, pregnant women, children (who are more often in the care of women) there are many women who are left with long term issues after child birth which mean they need easy access to toilets. This policy will affect the most vulnerable in our society and will affect women more than men. Such a sexist policy is intolerable.

I can see how a community toilet scheme as mentioned on the previous pages has value as a SUPPLEMENT to a properly funded and cared for public toilet network, specifically for those most in need. However, it is not a substitute and should not be investigated as an excuse to close existing public toilets.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

I used cowick Barton field toilets regularly. Toilets attached to parks should be kept open. Topsham should also be kept open due to being a tourist destination.

I support the closure, to save money.

As previous said, Heavitree Park toilet needs a lot of work and I hope the benefit of shutting the other toilets would be more targeted maintenance in the ones that remain open. It is possible to provide acceptable toilets (Broadclyst/Sidmouth for example).

Exeter city council should provide toilets and stop wasting money on vanity projects. This is one of your core responsibilities, use our money properly and provide services people need. Inadequate facilities will prevent many, many people from using the City. If anti social behaviour goes on, monitor the loos and keep them clean.

We should have free to use public toilets. However they need to be monitored more closely to avoid anti social behaviour. I don't think they should be closed as pregnant old and people with disabilities need access to toilets in a short amount of time

People who have medical issues that aren't necessarily classed as disabled will suffer I.e urinary incontinence, colitis etc

The toilets in Heavitree fore Street are a godsend for us. I have 2 young children who use these on a regular basis, quite often when we are visiting the charity shops or on the way home from school. The toilets in Heavitree Park are miles away from here and quite often closed. Will be very sad if these close down. There will be no where for the children to go. I doubt the pub next door will be happy for us to visit and tesco garage do not have any either. These are needed!

I feel all public toilets are a needed due to majority of the public having young children

With a growing older population, I feel it's important to keep all facilities open. Likewise adults with young children need a place to 'go' without having to walk a long way. With the closure of Mothercare immanent this is one welcoming rest room for parent/ grandparents with young children.

Directing the public in to businesses they don't need services from to use their facilities is not a good replacement for well maintained and managed public conveniences. Bus Drivers, Van drivers and Taxi drivers depend on public toilets as their work doesn't usually allow cafe breaks etc.

The toilets in cowick lane need to be kept open because there is no where else to go ie no cafes etc The bus drivers use these toilets daily as there is a bus stop there also the allotment members do as the only toilets available The lane behind the toilets is part of the green walks The past few days with the advent of a large police presence and media the toilets were in constant use please let common sense prevail

I don't think it's a bad idea closing the public toilets in the roundabout near Old Tiverton rd, always have dodgy people around them!

As a mother of four children, it is vital that public toilets remain open as business are never keen for people to come and use their toilets without buying anything. Some businesses even have signs saying customers only. With increased car parking fees and toilets closing I am put off going in to town to do any shopping.

In Topsham I am there weekly to walk, so I use the public toilet in Topsham almost every week and so do my companions. It's ridiculous that the council cant maintain these public toilets. Didn't have a problem in the french villages I visited last year!

Public toilets are a basic necessity. When budget cuts need to be made this is one area which should never be considered.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

The toilets in Okehampton street are absolutely horrific, I live right by them and have had over 25 years of watching them being abused by drug users and drug deals being carried on ! There have been needles all around the toilets as well as in them ! There has been men having sex in the toilets ! There has been homeless people camping up the side of them where the ladies toilets are ! Only last week I saw two people sleeping there !! The list goes on ! These toilets must be closed down ! Know one in their right mind would use these only the people mentioned above ! I urge and beg you to close these down before some one is found dead in them due to a drug overdose ! If they haven't found anyone dead already in there ! Also behind the toilets is a council estate with children playing and growing up there ! It's a worry to think that these people are constantly hanging around the area where children play ! These toilets are vile !! I also think the ones in Cowick Lane need to be shut too ! As many men seem to be meeting outside babe doing god knows what in them ! Absolutely disgusting!

The elderly and the young and disabled are the people that most rely on decent public facilities. You are penalising them and reducing their ability to access their communities and that is not ok!! A city like Exeter should be able to provide decent standard public facilities and keep them maintained! Why are the groups of drug users that hang around them not given arrest to prohibited them from frequenting such sites.

I believe that local businesses would be interested in keeping them open as it would stop our streets becoming messy and smelly and no one would object to paying a few pence to use a clean and tidy toilet!

Again unsure of why public funding would be used to fund a scheme with businesses instead of using funding for public toilets? Isn't it more ethical for business owners to do this through charitable demeanour rather than a scheme that absorbs public money? Any business that is putting further strain on public resources using this scheme as cheap or free marketing wouldn't compel me to buy from them. I think this scheme may actually work to their detriment. There appears to be nothing in the way of Changing Places for disabled people (eg adults that require full assistance) in the city? Would it not be preferable to suggest businesses in the city sign up to something of this nature, improving accessibility, inclusivity and diversity? If this is happening, it is not widely publicised. Advertising this type of business would be far better? Carers of disabled adults or older disabled children, knowing where they can change their disabled person without having to use the floor; seems like a much better scheme.

Toilets at end of Broadway / Cowick are used by the bus drivers on a regular basis.

I think you should keep open the toilets in Fore St Exeter, not only for myself - I am an occasional user - but also for visitors. The toilets are centrally located and therefore convenient for visitors and locals, including those using facilities such as Matthews Hall and the tennis courts.

Please reconsider closing the cemetery toilets. I know lots of elderly people visiting graves that really need the use of these facilities, especially before walking back home again. Without these facilities I fear they won't go. Please consider older people and people with health conditions that may need these facilities while out and unable to find alternative.

as I sometimes need to get to a toilet quickly its important to have them within a reasonable distance, the Cowick St one is useful when out at the shops there and in town its often hard to get to a toilet as they are quite spaced out it would have been good to have built one in the new Princesshay centre when it was built was sad to see no toilets except for the ones near cathedral which you have to pay for and go down steps which is hard for me with arthritis. I often use the bus station toilets while in town up that way and worried if they close them while rebuilding the bus station as quite a way to get to toilets in that area, if I go to the jobcentre the bus station is nearest toilets and they wont allow anyone to use the staff toilets at jobcentre and tell people to go to the bus station, I think there should be one in that area otherwise would have to walk to King William street, the toilets are fine there but theres often people like drug addicts and weird people around or in them so its a bit worrying incase its not safe and the other nearest is top of John Lewis shop in the café which is a long way up if your desperate to go.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

Charge to enter the toilets. Get students to pay for them, you allow enough student accommodation to be built because "they bring money into the city".

Public toilets are an important part of Exeter's infrastructure for visitors and for people who work / live in the city. Despite provision not being a statutory function, community benefit must be taken into account and ways identified to keep public toilets open. Vandalism and improper use which impacts on operational costs must be addressed; closing the toilets will not end negative social issues yet will impact on the young, elderly, and ill, as well as everyone else who needs to use public toilets while out and about across the city.

When you've got to go, you've got to go! 3 kids in tow, no fun when they need the loo, and there isn't one, Sometimes without warning. Keep our toilets (please) How much money would the toilet pass cost?

I think it's very important to keep cowock street toilets open or provide an obvious alternative where you do not have to purchase something to use a toilet. Anti social behaviour is very annoying but they will find somewhere else. It may be worth looking into setting up a safe secluded environment, for these people to take their drugs, to avoid them using other public spaces that are less avoidable than toilets. I don't think toilets should be closed. I have been in banks and shops in cowick street and have had to use these public toilets as places do not let you use their toilets.

I agree that we have too many public toilets in West Exeter. If the toilets on Okehampton St and Cowlick Hill are closed, could we not put a bit more resource into the Cowlick St toilets, especially as they are needed for shoppers and/or commuters.

I have previously used the council toilets on Cowick Street and in St Thomas park with my young children but never again. They are disgusting, always dirty and risk finding drug paraphernalia. I either use the toilets in M&S in exe bridges or use the Wetherspoons pub toilets on Cowick st if we can't get home in time. It's sad to have to close down public toilets as many people suffer with illnesses or weak bladders where they require nearby facilities but the drug use just stops people using them. With the money saved from running these facilities, the council should spend the money on having safe-havens for drug users so the general public are not put at risk (especially small children).

Closing Topsham Fore Street toilets would mean it was be harder for the disabled to have access to a toilet, the nearest public one would be The Quay or Nancy Potter House, neither of which are easily assessable from Fore Street

Children can't always wait for toilets so we need to have public ones. Not all businesses let you use theirs as you aren't a paying customer.

You must keep the Cowick Street toilets open, it is a very busy area.

I think that less people will support local businesses in st Thomas if no public toilets. City centre there are more businesses such as shops and cafes where there are toilets

People in Topsham desperately need the Fore Street toilet to stay open, it is in constant use and it is ideally situated for everyone to use whilst shopping in Topsham.

Visitors to Topsham need access to toilets in the main shopping area. Our small shops can't provide facilities and cafes are fed up with people coming in just to use toilets (this applies to Matthew Hall and Topsham Museum as well) Toilets need to be where the greatest footfall is and this is Fore Street Topsham and the Quay rather than the cemetery. Why should private businesses incur costs of cleaning toilets when often the people do not spend mone6 with them. Topsham is promoted by ECC as a visitor destination so ECC should provide facilities to encourage a good visit.

I would rather public money was spent on other services than on public toilets. I think accessible toilets for disabled people are very important due to medical conditions, so making sure there are facilities around is important - they don't have to be council facilities. The rest of us can manage where we shop, work, eat and live. Public toilets attract problems, and are outdated in current society. Please close them.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

The way the questions are framed is misleading. The questions assume I am only concerned with my own needs. I have completed the questions to answer this, but I am equally concerned about the impact toilet closures would have on others in my community. For example, I know in this elderly population (Topsham) that there are folk who are often "caught short" and need to access a toilet quickly. I also know that families that use our excellent recreation ground on Ferry Road are directed to the Fore Street toilets as we have no toilets on the rec. The questions do not take account of the large numbers of daily visitors to Topsham who come by car, bus, train or boat (Stuart Line). They are unlikely to see or reply to this consultation, but whilst staying in the town for several hours need toilet access more than residents or businesses. I appreciate that ECC is being almost "held to ransom" by central government cutting its funds. We must not just cave in to this and reduce public services more and more. Public services often target the most vulnerable in our communities, such as people with chronic medical conditions and disabilities. We must challenge the cuts and make it clear that we believe in protecting our most vulnerable citizens. Closing public toilets gives the opposite message. Public toilets are a necessity, not a luxury. The toilets in Topsham are in dire need of updating, but do not attract drug users or antisocial behaviour. Please keep them open.

There are many people who have a disability or who are elderly or even small children who need to have access to public toilets quickly and often. The shutting down of all those toilets would be very sad although there is definitely a drug problem in Exeter and public toilets are frequently used. I have experienced evidence of this around the city.

I visit the cemetery at Topsham regularly and had no idea there is a toilet there. How many use that one??? I live near the fore Street Topsham toilets and regularly see people using them. Lots of tourists, builders and some of the shops do not have toilets on their premises. Elderly and children and those with a bladder problem need it when shopping.

Public toilets in urban areas are absolutely essential, we cannot rely on businesses alone. Although I am pleased to see toilets being kept open on the quay and in the St Thomas parks, these plans would leave virtually no public toilets in the whole of the city centre. I think the toilets in Guinea Street should also re-open, and those in Blackboy Rd, Musgrave Row and Cowick Street be kept open as they all provide a vital service in busy areas. These closures are enough to put people off coming to visit our city. If they are attracting anti-social behaviour, that needs to be addressed, the toilets should not be closed as a result.

Public toilets are used by people who walk or use public transport. I assume that just about all the councillors voting on this issue get in their cars and drive from home to work. If you want to encourage people to walk, cycle or use public transport you should provide facilities.

Exeter council should be ashamed they allowed the toilets to deteriorate to the point that some are truly disgusting. Public toilets are needed for the elderly, children and people with health issues.

I am disabled and need to use the loo a lot plus lots of people need them

My worry about closing public toilets is around accessibility. Someone disabled may need to be able to access toilets urgently and they have to be accessible. RADAR key accessible loos would cover this perhaps, keeping public toilets locked for general use and preventing anti social behaviour. Toilets in stores are often not very accessible, down steps or on top floors, lifts not always available...

The public toilets need to be kept open, particularly the ones on the main streets. Cowick St in particular, as it also serves St Thomas station.

Toilets are a vital community resource. As a council tax payer I do not support any cut to these services, especially such extensive cuts with no viable alternative. Using a shop or cafe toilet is often not possible. Vulnerable members of the community will suffer/ be less likely to make trips out if they know a toilet is not available.

I feel the public toilets are a vital facility to Exeter. I have two children and they and I are often about in Exeter walking as we do not have a car, being able to access toilets in places like ennerdale way is really important for me and my children. I have allergies that make these facilities vital. Please please reconsider as these facilities are a life line to people like myself and my family.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

I would like strongly to oppose the closure of the public toilets on Fore Street, Topsham on the basis that to do so would be irrational by reference to the Council's criteria as stated in the Consultation, for the following reasons: 1. No longer serving the needs of residents: on the contrary, these lavatories are an important facility for any residents wishing to spend time shopping or enjoying the other assets of Fore Street. Furthermore, Topsham has a varied demographic, spanning a large elderly population and a great many families with young children, all of whom rely on being able to access public lavatories both to use the loos and to wash hands. Personally, I cannot take my children out for a walk / bike ride without knowing that I am within easy reach of a loo - it would have a very limiting effect on my use of high street amenities and my ability to support local business. It would also discourage / prevent me from giving my children exercise and fresh air, which would not be compatible with public health objectives, nor with the Council's first stated objective at 3.8 of the Core Strategy to reduce CO2 emissions. I am not comfortable with using a local hostelry only for its loos (and have been reprimanded for doing so when forced to on one occasion). Finally on this point, I would challenge the criteria being limited to the needs of residents. Visitors to Topsham are also relevant and they rely even more on public conveniences. To restrict their ability to visit Topsham would be to the detriment of local business and push trade away. This cannot be compatible with Council objectives to support retail. 2. Hidden and in poor condition: neither of these factors applies to the loos on Fore Street, Topsham - they are in a central and visible location and I have always found them to be in reasonable condition. If they are considered to be in poor condition and if this is as a result of the Council's mis-management / lack of funding to date, the Council should not be able to rely on this to justify a consequential decision to close them. That would effectively mean that the Council made the decision to close them when they stopped investing in them, prior to consultation. 3. Anti-social behaviour: I am not aware of any cases of serious or repeated anti-social behaviour and would challenge the Council to provide evidence of this if they are going to rely on this criteria. On the contrary, the Council must consider what alternative a resident in need of a loo would have if the public loos were closed. A likely consequence will be that men and children who are 'caught short' will urinate in public areas instead (exhibiting the anti-social behaviour that the Council seeks to avoid), which would be detrimental to public health and to the character of the area. 4. Infrequently used: Personally, I rely on using these lavatories (or the ability to do so if needed) every time I take my children or an elderly member of my family out for a walk, not to mention for my own use. I am aware of many others who do so too. Alternatively, if the Council has evidence of infrequent use and if this is as a result of poor condition from inadequate maintenance, the Council should not be able to rely on its own omission in this regard to justify closure. 5. Location: as per 2 above, these lavatories do not satisfy this criteria given their central location, amongst the shops, play areas, swimming pool, bowling green and other amenities. There is a high foot-fall on Fore Street. On the contrary, this would not appear to apply to the other loos in Topsham. Can the Council provide a rational argument for choosing to close the loos in Fore Street, Topsham, as opposed to those at the Quay or Cemetery, which are in more peripheral and residential locations? 6. Other public alternatives: there is no alternative public loo within a reasonable walking distance of these lavatories or the amenities they serve. A reasonable walking distance should take account of the likely user's ability to walk which, given the nature of the facility and its location amongst amenities benefiting a wide demographic, must include the very young, the elderly, and the disabled who, by their nature, have limited ability to tolerate walking very far to find a lavatory. Finally, a relevant consideration for the Council when deciding which lavatories to close must be not only the existing population of an area, but the future one. Given the residential developments currently underway and those additional ones which have received planning permission within the vicinity of Topsham, the number of people visiting Fore Street (and thus impacted negatively by a decision to close the public loos) will increase.

Exeter Public Toilet Consultation

Any additional comments (including information about individual public toilets you were unable to comment on earlier in the survey)

As someone who has young children and lives in Topsham, closure of these facilities would have a meaningful negative impact on our enjoyment of living in the area (for example, where could we use toilets for our 3 and 6 year old kids close to the recreation ground?). This would also detract meaningfully on the ability of visitors to the area to enjoy visits to Topsham, visitors who underpin the viability of many of the shops upon which we rely on a daily basis (e.g independent high street shops such as the butcher, greengrocer, cheese shop, zero waste shop Nourish, cafes such as Plum, etc). In short, this could decimate the viability of our (already threatened) high street and undermine the sustainability of Topsham as a place to live. The rationale for shutting these facilities seems short-sighted and against the interests of both Exeter City Council and residents living in the area. Exeter City Council should be promoting the sustainability and amenity of these communities, not destroying them. I understand that costs need to be cut', but this would be shortsighted, ill-advised an counter-productive to the Council's interests.

What was your age last birthday?

52	40
61	57
43	40
75	40
29	37
59	41
32	30
59	34
27	60
50	23
61	54
73	42
73	34
52	25
65	31
49	58
52	35
26	68
25	58
45	37
Prefer not to say but I'm over 18	27
60	58
51	35
34	59
70	36
45	36
43	56
47	52
34	45

Exeter Public Toilet Consultation

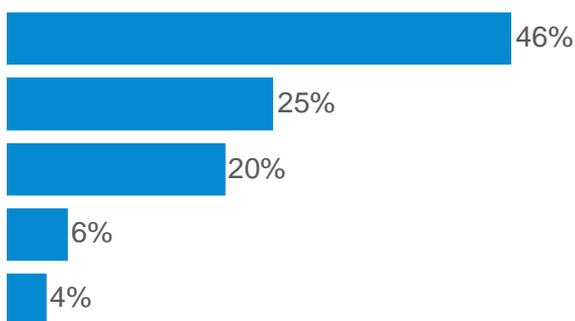
What was your age last birthday?

29	45
31	32
61	55
39	59
34	57
70	69
56	Over60
34	42
60	63
40	72
35	47
29	72
28	75
32	52
48	50
44	61
32	53
41	44
43	48
52	39
29	39

Do you consider yourself to be a person with a disability (an impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities)?

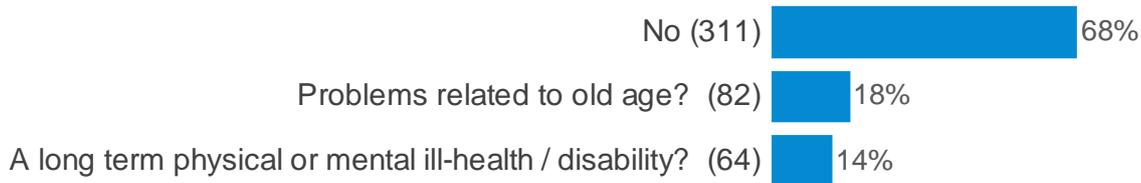


If you answered yes, please give details:



Exeter Public Toilet Consultation

Do you look after, or give any help or support (in a voluntary capacity) to family members, friends, neighbours or others because of either:



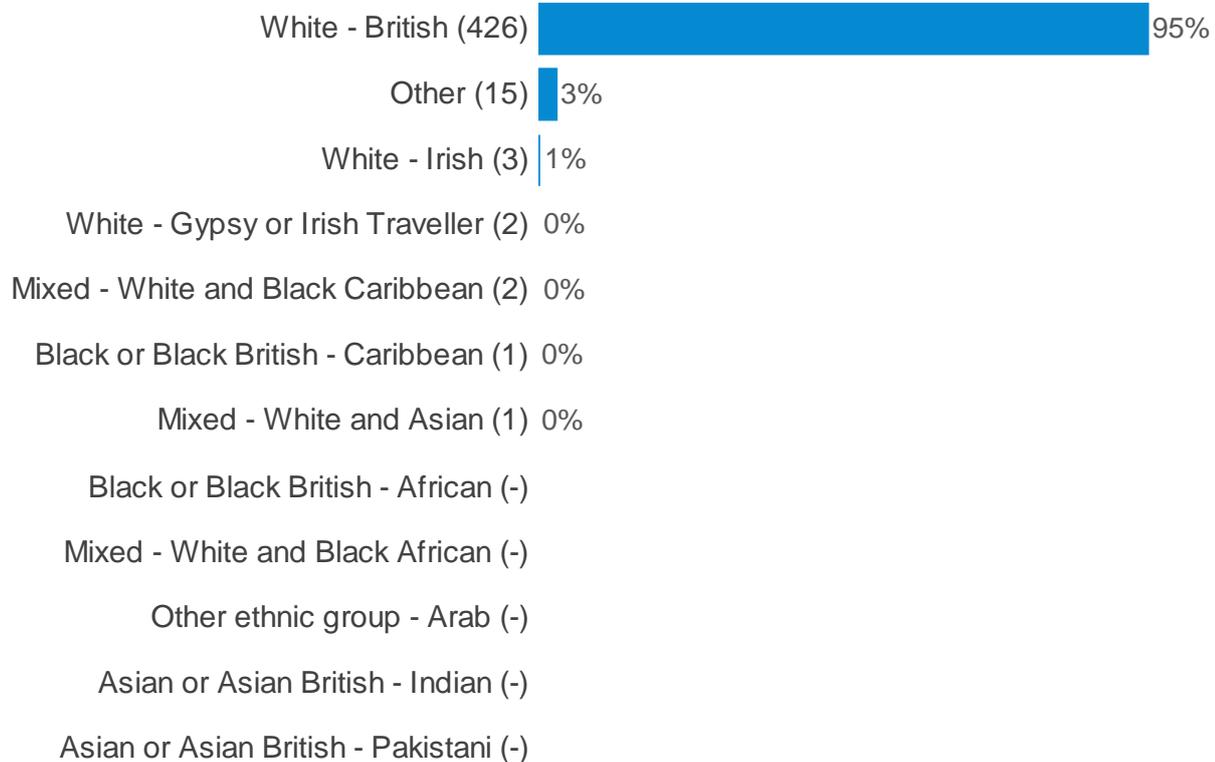
Are you



Do you identify as Transgender / formerly Transgender?



What is your ethnic background?



If other, please provide your ethic background here:

- Swedish

- White European

- Hispanic

- Prefer not to say

- White - English

- Not applicable

- Central European

- Not relevant, we all have to use toilets

- White British and thoroughly ashamed #IamEuropean

- This is not required for your consultation

- White - other

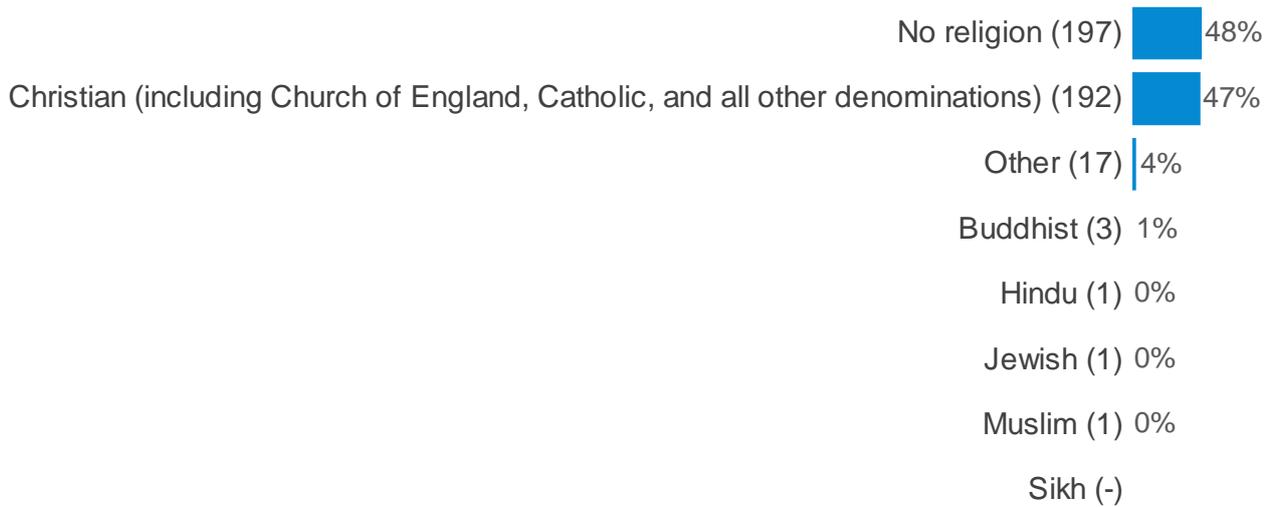
- European

- Jewish

- No

- White - European

What is your religion?



If other, please provide your religion here:

- None
- quasi bahai
- Jedi
- Religion should have no say in people living together
- not applicable
- My religion is totally irrelevant for the purpose of this survey, as is my ethnic background.
- Paganism
- Jedi
- NA
- Vocal Atheist
- xxx
- This is not required for your consultation
- Quaker
- Pagan
- No

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Appendix 5 - Equalities Impact Assessment

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Exeter City Council

Public Toilets Review Equalities Impact Assessment

Version 2 – March 2019

	Equality Impact Assessment Report Questions
1.	<p>Describe the piece of work you are assessing and the reason it is being carried out.</p> <p>This is a review of a non-statutory service in response to the need to make budget savings and enable a balanced budget to be set. The council operates 26 public toilets across the City Council area, with two of those currently closed due to anti-social behaviour. The proposal is to close 13 of the 26 in addition to the two already closed. This would leave 11 open across the City mainly near sports facilities, parks and tourist areas.</p> <p>A community toilet scheme has been proposed whereby local businesses sign up to an advertised scheme to allow their toilets to be used by the general public. Such a scheme is currently running in Bristol.</p>
2.	<p>Who is leading on the piece of work being assessed?</p> <p>Project Lead: Louise Harvey, Interim Public & Green Space Service Manager Senior Responsible Owner :David Bartram, Director</p>
3.	<p>What are the timescales for completing the work? Are there any committee deadlines you have to meet?</p> <p>The consultation exercise was approved by the Executive on 15 January 2019, and ran for three weeks. The paper with the full recommendations for closures is due to be considered by the Executive on 09 April 2019. Any approved changes to the service are planned to be in place by April 2019.</p>
4.	<p>What are the aims and objectives of the work? How do these link to wider council or strategic objectives.</p> <p>Non-statutory service reductions to help achieve budget savings to meet our legal duty to set a balanced budget meets the aim of Providing Value-For-Money Services.</p>
5.	<p>Who will be the main beneficiaries of the piece of work and in what way? All people in Exeter? Council staff? A specific stakeholder group? A combination of these?</p> <p>As the primary driver for the review is the aim to make budget savings, then the council is the main beneficiary. However the proposals contain recommendations for investment to improve two of the most heavily used facilities which will benefit the public at large and those groups identified who are in greater need of toilet provision.</p>
6.	<p>Do you have any data on how different groups would be affected by the work?</p> <p>All members of the community in Exeter would have the need for a public toilet at some point but the need is more prevalent amongst certain groups.</p> <p>Approximately 1 in 5 of the population has a longstanding illness or disability and has significant difficulty with day to day activities. These conditions often include problems with mobility or stamina and require access to adapted toilets. Conditions such as irritable</p>

bowel syndrome, ulcerative colitis, and Crohn's disease cause many people to reduce their outdoor activities and stay at home because of concerns about toilet facilities. It is estimated that over 1 in 20 women aged between 15 and 44 years and up to 1 in 7 women aged between 45 and 64 suffer with bladder problems. Over 1 in 33 men of working age have bladder problems. Faecal incontinence remains a greater taboo subject than urinary incontinence; it is quite prevalent, with an estimate that between 1 and 17% of adults live with this condition with the prevalence increasing as individuals age.

15.9% of the Exeter population are over the age of 65

7. Have any research studies or reports been carried out in other areas of the country or nationally that provide information about the likely impact of your work on equality groups?

The review of public toilets has been undertaken by numerous other local authorities across the UK. A recent BBC report noted;

- At least 1,782 facilities have closed across the UK in the last decade,
- Ten areas, including Newcastle, Merthyr Tydfil in south Wales and Wandsworth in south London, now have no council-run public toilets at all.

Other reports:

NHS Good Practice in continence services

(<https://www.nhs.uk/chq/Documents/2015%20uploads/DH%20-%20Good%20practice%20in%20continence%20services.pdf>)

Communities and Local Government Select Committee on Publicly Accessible Toilets

(<https://publications.parliament.uk/pa/cm200708/cmselect/cmcomloc/636/63602.htm>)

Publicly Accessible Toilets An Inclusive Design Guide by Gail Knight and Jo-Anne Bichard (http://www.hhc.rca.ac.uk/CMS/files/Toilet_LoRes.pdf)

Nowhere to Go, March 2007 ([http://www.ageuk.org.uk/documents/en-gb/for-professionals/research/nowhere%20to%20go%20public%20toilet%20provision%20\(2007\)_pro.pdf?dtrak=true](http://www.ageuk.org.uk/documents/en-gb/for-professionals/research/nowhere%20to%20go%20public%20toilet%20provision%20(2007)_pro.pdf?dtrak=true)) A survey of older people's views on public toilet provision in their local areas identified the practical, health and social issues that impact older people. The research findings included the following:

1. "many older people suffer from incontinence or have incontinence issues, caused by muscle weakness. It is estimated that over 3-3.5 million people suffer from urinary incontinence in the UK." (page 2)
2. "a major barrier in preventing people from using public toilets is that they are often not located in places where older people need them such as on trains, bus and transport terminals and in parks" (page 3)
3. "older people need toilets to be clean, safe, accessible, staffed, open and located in the wide variety of places where they go" (page 4)
4. ".Lack of public toilets is a significant contributory factor in the isolation older people..." (page 5)
5. "84% of respondents to our survey felt that shops and businesses should make more effort to provide toilet facilities for the public to use" (page 10)

	<p>Bladder and Bowel Foundation. (http://www.bladderandbowelfoundation.org/)</p>
<p>8.</p>	<p>What consultation has taken place or is planned with customers (individuals and groups) from equality groups?</p> <p>A web based consultation was carried out over three weeks in February 2019, with hard copies available in our customer service centre. In addition key organisations in the city who support affected groups were contacted to alert them and their members to the consultation. 526 online and hard copy responses to the consultation were received.</p> <p>Not everyone chose to use the online survey or consultation form and some letters and emails were received separately and fed into the consultation. Separate letters came from individuals and organisations such as Public Health Devon, the Topsham Community Association and the Exeter Green Party.</p>
<p>9.</p>	<p>What does the consultation indicate about any differential positive or negative impact(s) of this piece of work?</p> <p>Rationalisation of our public toilets to a more manageable number will have negative consequences but some public toilets will remain. This is not a total service withdrawal. The proposal for a community toilet scheme should help address the loss of facilities and may increase the availability.</p> <p><u>Gender</u></p> <p>Urinary incontinence affects more women than men. An estimated 34% women aged over 19 are affected by urinary incontinence (NICE 2015).</p> <p>Women who are pregnant or at the menopause need to use the toilet more often, as do those with other conditions such as diabetes. At any one time, about a quarter of all women of childbearing age will be menstruating and require access to toilets.</p> <p>Women are still more often carers of older people or children and need toilets in accessible locations with facilities to accommodate the needs of those for whom they are caring as well as their own (11 of the current sites have baby changing facilities). Small children have less control over their bladders and outings can be abruptly shortened if a child needs to use a toilet.</p> <p><u>Gender reassignment</u></p> <p>Transgender people may be worried that they will be turned away due to, people's perception about their gender. This may be more of an issue within business premises if male and female toilets are located in different parts of the building or if they need to speak to a member of staff to access them.</p> <p><u>Disability</u></p> <p>Approximately 1 in 5 of the population has a longstanding illness or disability and who have significant difficulty with day to day activities. These conditions often include problems with mobility or stamina and require access to adapted toilets. Conditions such as irritable bowel syndrome, ulcerative colitis, and Crohn's disease cause many people to reduce their outdoor activities and stay at home because of concerns about toilet facilities. It is estimated that over 1 in 20 women aged between 15 and 44 years and up to 1 in 7 women aged between 45 and 64 suffer with bladder problems. Over 1 in 33 men of working age have bladder problems. Faecal incontinence remains a greater taboo subject than urinary incontinence; it is quite prevalent, with an estimate that between 1 and 17% of adults live with this condition with the prevalence increasing as individuals age (22 of the current</p>

	<p>sites have disabled access)</p> <p><u>Mental Health & Social Exclusion</u></p> <p>A potential knock-on effect of inadequate public toilet facilities is that people who cannot go out in their community could become inactive. This can impact on health and social care as, with inactive individuals likely to become more immobile, isolated, ill and depressed leading to a possible need further treatment. It could also have detrimental effects on people's mental health due to the isolation created by not leaving home.</p> <p><u>Faith</u></p> <p>The closure of public toilets in itself does not have a direct impact on those of faith, however it would be important to ensure that in the community toilet scheme there is provision suitable for people of different cultural or religious backgrounds. For example, if all the community provision was in licensed premises, this would not be appropriate for some members of the community.</p> <p>People of some faiths may not feel welcome in some premises and the consultation will seek to understand if this is an issue.</p> <p><u>Ethnic background</u></p> <p>People of some ethnic backgrounds may not feel welcome in some premises and the consultation will seek to understand if this is an issue.</p> <p><u>Age</u></p> <p>Elderly people are more likely to suffer with incontinence and may need to use the toilet more frequently and with greater urgency. 15.9% of the Exeter population are over the age of 65.</p> <p>For many older people, lack of toilet facilities can stop them going out which can increase physical and mental health problems.</p> <p><u>Rough sleepers</u></p> <p>There could be negative impacts to homeless individuals who use public toilets as somewhere to wash as well as a toileting facility. The needs of homeless people are seldom mentioned in connection with public toilets, but their toileting requirements do need to be addressed if street fouling is to be reduced. Homeless people may also suffer from stigma, and may not be or may not feel welcome in some establishments.</p>
<p>10.</p>	<p>If there are gaps in your previous or planned consultation and research are there any experts/relevant groups that can be contacted to get further views or evidence on the issues? If so please explain who they are and how you will obtain their views.</p> <p>In addition to the consultation the council is liaising with other authorities who have already undertaken this process such as Bristol City Council who closed 18 on street public toilets in early 2018.</p>
<p>11.</p>	<p>Could there be a positive or negative impact on community relations or equal opportunities?</p> <p>If the proposal results in an increase in on street fouling this could have a negative impact on community relations.</p>

	A successful community toilet scheme could have a positive impact on community relations if people see businesses taking part in something which contributes to the public good. People going into businesses to use toilet facilities regularly may have conversations with and get to know staff.
12.	If you have indicated there is a negative impact on any group, is that impact Legal; Intended; of high or low impact? The impact is legal, unintended and of high impact. The provision of public toilets is not a statutory service and can be withdrawn at any time. There will be a negative impact on all groups but the provision of a community toilet scheme will mitigate the impact.
13.	If you identified any negative impact that is of low significance, can you minimise or remove it? If so how? See above
14.	Could you improve the strategy/policy/project's positive impact and if so how? No. The community toilet scheme aims to address the loss of public toilets by adding further publically accessible toilets.
15.	How do you intend to continue monitoring the impact of this strategy/policy/project? It will not be possible to rigorously monitor the impact of the proposal as there is little current baseline data to measure against. However the council will continue to liaise with businesses and residents to assess whether there is an impact and whether the community toilet scheme (if selected) has been successful. Our ward councillors will be key to our understanding of the success or otherwise of this proposal.
16.	If there are gaps in your evidence base, do you need to carry out any further research about the likely impact of your work on equality groups? No
	The following part of the report will be completed when the consultation results have been analysed.
17.	As a result of this assessment and available evidence collected, including consultation, do you need to make any changes to the strategy/policy/project? No, our proposal is to reduce the number of public toilets we run to enable a balanced budget to be set. This remains unchanged but we have changed our position to request capital investment in the two most popular remaining public toilets and stated that when looking at alternative uses for the current public toilet sites, preference will be given to uses which incorporate a publically accessible toilet.
18.	Will the changes planned ensure that the negative impact is: Legal; Intended; of low impact? No, the impact remains legal, unintended and of high impact.

	<p>The provision of public toilets is not a statutory service and can be withdrawn at any time. There will be a negative impact on all groups but the provision of a community toilet scheme will mitigate the impact.</p>
19.	<p>Have you set up a monitoring/evaluation/review process to check the successful implementation of the strategy/policy/project?</p> <p>As stated in 15, It will not be possible to rigorously monitor the impact of the proposal as there is little current baseline data to measure against. However the council will continue to liaise with businesses and residents to assess whether there is an impact and whether the community toilet scheme (if selected) has been successful. Our ward councillors will be key to our understanding of the success or otherwise of this proposal.</p>
20.	<p>How will this monitoring/evaluation further assess the impact on the equality groups/ensure the strategy/policy/project is non-discriminatory?</p> <p>All feedback will be incorporated into the proposed 6 monthly review.</p>
21.	<p>Please provide an action plan showing any recommendations that have arisen from the assessment and how you plan to take them forward. Are your actions SMART (specific, measurable, achievable, relevant and time-based).</p> <p>There are no recommendations arising from the consultation.</p>
22.	<p>When will you next review this work and the impact assessment?</p> <p>We propose to review the impact assessment 6 months after any approved closures, this is proposed to be completed as part of Place Scrutiny.</p>

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of the Local Government Act 1972.

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