

Agenda for Cabinet

Wednesday, 9 September 2015; 5.30pm

[Members of the Cabinet](#)

Venue: Council Chamber, Knowle, Sidmouth, EX10 8HL

[View directions](#)

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Issued 1 September 2015



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Members of the public exercising their right to speak during Public Question Time will be recorded.

- 1 [Public speaking](#)
- 2 Minutes of 12 August 2015 (pages 4-13), to be signed as a true record.
- 3 Apologies
- 4 [Declarations of interest](#)
- 5 [Matters of urgency](#)
- 6 Confidential/exempt items – there is one item which officers recommend should be dealt with in this way.

- 7 Forward Plan for key decisions for the period 1 September to 31 December 2015 (pages 14-18)
- 8 Joint meeting of the Overview and Scrutiny Committees held on 11 August 2015 (pages 19-25)
- 9 Recycling and Refuse Partnership Board minutes of a meeting held on 21 August 2015 (pages 26-30)

Part A matters for decision – Key decision

- 10 **Office re-location Masterplan – update** (pages 31-44)
The Deputy Chief Executive's update to Cabinet on the progress of relocation plans including the signing of the conditional contract on the Knowle site with Pegasus Life Limited. Cabinet agreement is sought to further key actions.

Plus Appendices:

- 1 Moving and Improving consultation – letter to residents
- 2 Office relocation questionnaire
- 3 Moving and Improving consultation – background information
- 4 Moving and Improving consultation - contact form

Part A matters for decision

- 11 **Procurement of new recycling waste collection and associated services contract** (pages 45-69)
The report is an update on the procurement of a new contract for recycling, waste collection, and associated services, and the trial of a new service model in Feniton and Exmouth (the Colony).

Plus Appendices:

- 1 Trial timetable September – November
- 2 Project Plan for collection trial
- 3 Waste and recycling trial campaign hanger
- 4 On board logo
- 5 Frequently asked questions (FAQs)

- 12 **Exemption from Standing Orders – Handy Persons' scheme** (pages 70-71)
The purpose of this report is to consider the offer of a property for conversion to office space for a period of 3 years.

- 13 **Monthly Performance reports - July 2015** (pages 72-75)
Performance information for the 2015/6 financial year for July 2015 is supplied to allow the Cabinet to monitor progress with selected performance measures and identify any service areas where improvement is necessary.

Appendix 1 - June Snapshot

Private meeting: Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012: Notice is given of intention to hold this part of the meeting in private as required by the Regulations. The statements of reasons for meeting to be held in private, details of any representations received why the

meeting should be open to the public in response to the '28 clear days notice' already posted on the Council's website, and the Council's response to the representations, are set out against each agenda item below. Where it has been impracticable to comply with the private meeting notice procedures, the required agreement has been obtained from the relevant chairman or vice chairman that the meeting is urgent and cannot reasonably be deferred. Notice of this agreement, if relevant to this meeting, may be viewed on the council's website. [View statutory exclusion information here.](#)

14 The Vice Chairman to move the following:

"that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out on the agenda, is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B)".

Part B Matters for Decision

15 Manor Pavilion – renewal of the summer season licence (pages 76-86)

To consider renewal of the Manor Pavilion summer season licence which finishes on 31 October 2015

Plus Appendix – copy of existing licence agreement.

Reasons for consideration in Part B:

- 1) Para 3 Schedule 12A Information relating to the finance or business affairs of any particular person
- 2) The report includes details of negotiations between the Council and current licensee with specific detail of the proposals for the licence fee charges 2016-18.

For a copy of this agenda in large print, please contact the Democratic Services Team on 01395 517546

EAST DEVON DISTRICT COUNCIL

Minutes of the meeting of Cabinet held at Knowle, Sidmouth on 12 August 2015

Attendance list at end of document

The meeting started at 5.30pm and ended at 6.58pm

***58 Public Speaking**

Lynne Askew, chairman of Clyst Honiton Parish Council (CHPC), spoke at the end of the meeting to thank members for agreeing to the CHPC's request for £9000 per annum for 3 years to cover the post of Clerk. She stated CHPC were working hard to empower people to have greater control over the local area and to create better life opportunities for the wellbeing of the community. This responsibility to deliver the best possible service was not only to its parishioners, but also to those working and travelling within Clyst Honiton. This was very important to CHPC, as was their work to benefit all developing strategic neighbours.

***59 Minutes**

The minutes of the Cabinet meeting held on 15 July 2015 were confirmed and signed as a true record.

***60 Declarations**

Cllr Paul Diviani– Min no. 8

Type of interest - Personal

Reason: Member of DCC Health and Scrutiny Committee

Cllr Eileen Wragg – Min no. 8

Type of interest - Personal

Reason: Member of DCC Health and Scrutiny Committee

***61 Exclusion of the public**

There were no confidential items which officers recommend should be dealt with in this way.

***62 Matters of urgency**

None

***63 Matters referred to the Cabinet**

There were no matters referred to the Cabinet by the Overview and Scrutiny Committees.

***64 Forward Plan**

Members noted the contents of the forward plan for key decisions for the period 1 August to 30 November 2015.

65 Scrutiny Committee minutes of a meeting held on 30 July 2015

Members received and noted the minutes of the meeting of the Scrutiny Committee held on 30 July 2015.

The Chairman of Scrutiny Committee, highlighted the recommendations in minutes 11 and 12 and asked the comments be taken into account. The Leader noted his comments. The Portfolio Holder Corporate Services asked for clarification on minute 14 from the Chairman of Scrutiny. He wanted it on record that the Media Protocol was a refresh of the present protocol, and where appropriate ward members and portfolio holders had been involved.

RESOLVED (1) that the following decision be noted:

Minute 11 - NHS Northern, Eastern and Western Devon Clinical Commissioning Group decision on community hospital beds

1. that the Scrutiny Committee recognises the extremely valuable and popular service provided by the community hospitals in East Devon;
2. The Scrutiny Committee regrets the failure of the NEW Devon Clinical Commissioning Group:
 - a. to take proper account of the views of East Devon District Council, and of many residents and community groups in East Devon, who strongly opposed proposals to discontinue the provision of minor injuries service and to reduce or remove the in-patient beds at East Devon community hospitals;
 - b. to take proper account of the views of the stakeholder group, under the chairmanship of Sir John Evans, which produced a comprehensive report, commissioned by NEW Devon Clinical Commissioning Group, on East Devon community hospitals;
 - c. in deciding to reduce the number of in-patient beds at Exmouth Hospital, and Honiton Hospital, and to close all the in-patient beds at Axminster Hospital and Ottery St Mary Hospital, and to cease the minor injuries service at Axminster Hospital, Ottery St Mary Hospital, Seaton Hospital and Sidmouth Hospital;
 - d. Publish detailed financial costing to justify its closure of services despite frequent requests to do so.

Minute 13 - Sickness absence

1. that the committee accept the report on sickness absence;
2. that the committee continue to be kept informed on the levels of sickness absence;
3. that comparative data, where available from other authorities, is included in future updates to the committee.

Minute 14 - Media Protocol

That the committee endorses the Media Protocol

Minute 15 - Local Elections 7 May 2015

RESOLVED

1. that the committee endorses the report by the Chief Executive on the local elections 7 May 2015;
2. that the committee recognises the hard work of all staff involved in the running of the national and local elections on 7 May 2015;
3. that a brief financial statement on how the elections are funded be provided to the committee.

RESOLVED (2) that the following recommendations be agreed:

Minute 11 - NHS Northern, Eastern and Western Devon Clinical Commissioning Group decision on community hospital beds

1. that Cabinet writes to the Chairman of the Devon County Council Health and Wellbeing Scrutiny Committee expressing its concern at the failure of process by NEW Devon Clinical Commissioning Group in reaching its decision on 16 July, and asks that the matter be considered at the Devon County Council Health and Wellbeing Scrutiny Committee on 14 September 2015;
2. that Cabinet writes to Neil Parish, MP, and Hugo Swire, MP expressing its concern at the failure of process by NEW Devon Clinical Commissioning Group and asks that they raise the matter with the Health Secretary as a matter of urgency, and ask him to seek to overturn the decision.

RECOMMENDED that the following recommendations be referred to Council:

Minute 12 - Financial Plan and Draft Transformation Strategy 2015 - 2021

That the Financial Plan and Draft Transformation Strategy be accepted.

Minute 14 - Media Protocol

1. that the communications service should apply equally to all councillors and committees, not just the Cabinet;
2. that early and consistent involvement of Ward Members in work across the Council is encouraged as part of the working culture of officers.

*66 **Strata Joint Executive Committee minutes of a meeting held on 10 June 2015**

Members received and noted the minutes of the meeting of the Strata Joint Executive Committee minutes of a meeting held on 10 June 2015.

The Chief Executive confirmed there were three members on the joint executive committee.

RESOLVED (1) that the following be noted:

Minute 9 - Strata progress report - June 2015

The progress of the implementation of Strata.

Minute 10 - Strata finance

The financial report.

Minute 12 – Progress report on post commencement tasks

The progress report.

Minute 13 - Strata performance indicators report

1. The performance indicators report.

RESOLVED (2) that the following decision be noted:

Minute 11 - Shared project process – opportunities to look for new ways of working

The shared project process is revised to focus on the IT business case and will be approved by a future meeting.

Minute 13 - Strata performance indicators report

2. The indicators in the operation be approved; and
3. A presentation be given to the next Joint Executive Committee of a full suite of indicators that have also been approved by the Senior Management at the three councils.

*67 **Recycling and Refuse Partnership Board minutes of a meeting held on 15 July 2015**

Members received and noted the minutes of the meeting of the Recycling and Refuse Partnership Board held on 15 July 2015.

The Chairman of Recycling and Refuse Partnership Board noted the request for the STRATA Chief Operations Officer to attend the next Board meeting. This was to give an update on Cloud 9 in-cab technology. The Portfolio Holder Corporate Services asked for a review of the situation by September.

The Chairman of Recycling and Refuse Partnership Board highlighted the successful day change to collections in Cranbrook.

Discussions included:

- Would there be a charge for Absorbent Hygiene Products (AHPs); not including nappies? The Chairman of Recycling and Refuse Partnership Board confirmed that there was no charge presently. Officers worked with people who were struggling with this type of waste to help alleviate the situation.
- Cloud 9 technology would reveal any residents who had acquired an additional unofficial refuse collection bin. Operatives would only empty bins officially registered to each household.

RESOLVED (1) that the following decision be noted:

Minute 6 – Statistical information

1. The update report.
2. The Recycling and Waste Contract Manager bring a report to the next meeting on charging options for replacement refuse and recycling receptacles.

Minute 7 - SITA Senior Contract Manager update

The performance report.

Minute 8 - Cloud Nine/in-cab technology update

The STRATA Interim Chief Operations Officer be requested to attend the next Board meeting to give an update on Cloud 9 in-cab technology.

Minute 11 – Progression of collection contract procurement

The procurement update.

RESOLVED (2) that the following recommendations be agreed:

Minute 7 – SITA Senior Contract Manager update

That a press release be issued on the success of the change in collections at Cranbrook.

Minute 9 - Sustainable waste service trial (Feniton & Exmouth) – update, leaflets and communications plan

1. Fortnightly collections of nappies be included in the trial
2. A strong communications message regarding the nappy trial be presented to the next Board meeting.

68 Financial Monitoring Report 2015/16 - Month 3

The Strategic Lead, Finance presented this report that summarised the Council's overall financial position for 2015/16 at the end of month 3 (30 June 2015). There were two additional recommendations for funding from Clyst Honiton Parish Council and Exmouth Town Council.

Current monitoring indicated that:

- The General Fund Balance was being maintained within the adopted range.
- The Housing Revenue Account Balance would be maintained at or above the adopted level.
- There was a sufficient Capital Reserve to balance this year's capital programme.

RESOLVED:

that the variances identified as part of the Revenue and Capital Monitoring process up month 3 be acknowledged.

RECOMMENDED:

1. that Clyst Honiton Parish Council be grant aided £9,000 per annum for three years totalling £27,000.
2. that additional support be given to Exmouth Town Council to deal with customer demand at the Town Hall. This to be in the form of either extra financial support for 2015/16 of £12,200 (raising the total to £19,000) or by providing equivalent EDDC employee support to assist with customer needs at the Town Hall.

REASON:

The report updates Members on the overall financial position of the Authority following the end of each month and includes recommendations where corrective action is required for the remainder of the financial year.

69 The use of Local Authority Business Growth Incentives (LABGI) funding

The Deputy Chief Executive presented the report, which was to agree a strategy for the allocation of the remaining LABGI scheme funding which gave local authorities a financial incentive to encourage local business growth.

It was proposed that the remaining LABGI funding be used to undertake a series of regeneration and economic development projects, research and feasibility work to promote local economic growth across East Devon. Examples of these broad project areas were provided in the report.

Discussions included:

- the importance of working with local businesses
- Superfast Broadband was vital to East Devon's economy, small business and home workers. The uptake for Superfast Broadband must improve
- Systems in place to record the benefit of delivery of these studies/projects and collection of data.
- Evidence was essential to gain future investment.
- Perhaps not use all funding into these studies and use to fund present or future workshops.
- Was there evidence to how effective the Business Information Point (BIP) was to East Devon businesses?
- Were staffing levels sufficient to deliver these projects within the timetable?
- Surprise there was no market research already available for the tourism industry.

RECOMMENDED:

1. that the allocation of £200,756 of LABGI funding to undertake a series of regeneration and economic development projects and detailed studies be approved. This would enable informed investment in economic growth where the need for interventions or a return on investments could be evidenced.
2. that the Deputy Chief Executive in consultation with the Economy Portfolio Holder be given delegated authority to allocate the spending of the LABGI funds in accordance with the Council's economic development priorities.
3. that an annual report be produced on spend and impacts of LABGI funds.

REASON:

To allow targeted and informed regeneration and economic development projects in accordance with aims of the LABGI scheme. Similarly, to enable the recommendations from the Serviced Workspace Demand & Delivery Appraisal (2014) to be taken forward through specific feasibility analyses.

70 **Provision of interim workspace at Cranbrook**

The New Community Projects Officer stated development of the local economy was essential to achieving the long held objective for Cranbrook's development as a healthy, sustainable and vibrant town. Work on an Economic Development Strategy and a locally lead 'Our Place' plan indicated that there was a need to support small and growing enterprises in the town. The purpose of the report was to consider the offer of a property for conversion to office space for a period of 3 years. Whilst there was a need for additional work on the detail of the scheme, including assessing the demand for it more thoroughly, it was likely to have the potential to meet some of the need in the town.

Discussions included:

- Future phases of build-out in Cranbrook would include business space. This was an interim offer to cover the immediate need for economic space.
- This was a young and entrepreneurial community, therefore essential to nurture these businesses.
- This would be simple office space, mainly desk space.
- Presumption in the beginning was that residents would work outside Cranbrook so small business space would not be needed immediately.

RESOLVED:

that the principle of establishing a work hub and/or small office unit at Cranbrook be supported.

RECOMMENDED:

1. that a lease for a building/buildings for use as a work hub and/or small office unit at Cranbrook be delegated to the Deputy Chief Executive.
2. that approval of up to £25,000 for capital costs and £30,000 for revenue costs over 3 years be delegated to the Deputy Chief Executive.

REASON:

To support the development of Cranbrook's economy.

*71 **East Devon Public Health Plan: Annual Review June 2014 - May 2015**

The Council had responsibility to protect, maintain and improve the physical and mental health and wellbeing of individuals living in, visiting and working in East Devon. The Council had shown commitment and drive to progress many health-related activities, which met the actions identified via the East Devon Public Health Plan 2014-2017.

The key themes were:

1. Realising our health potential
2. Developing connected communities
3. Positively influencing our health.

Based on statistical evidence provided by Devon County Council, the Public Health Priority Actions Implementation Plan 2014 identified six areas for focus:

1. Targeted family support
2. Prevention of cardiovascular disease in priority communities
3. Raising levels of physical activity across the life-course
4. Falls prevention
5. Emotional health and wellbeing
6. Actions to address poverty and provide support for those experiencing hardship.

Eighteen evidence-based activities contributed to the six priorities. Council teams included Housing, Countryside and Environmental Health had embraced such activities. The post of Public Health Project Officer was filled at the end of October 2014 with a remit to support these implementation activities.

In addition to these activities, many elements of public health work had contributed to the Council's wider agenda; for example by initiating and developing partnerships with groups and organisations across East Devon.

RESOLVED:

that the Annual Review and its recommendations be approved

REASON:

To help ensure that staff across the Council make the best possible use of resources recommended in the Annual Review.

72 Community Engagement Policy

The Strategic Lead, Organisational Development and Transformation explained the policy, what was meant by engagement and all the ways in which people were able to give their views; in order to influence and be involved in Council decisions, services, and performance checks. The Council would engage across its activities, to ensure opportunities to work with partners were taken up whenever possible. The policy linked to all areas of the Council Plan.

Discussions included:

- Councillors were a good resource – use them
- This would be used as a guide/checklist for officers

RECOMMENDED:

that the Community Engagement Policy be agreed

REASON:

1. Community engagement was important in many areas of Council work.
2. Changes in Government legislation.
3. Changes in best practice in terms of engaging communities.
4. The Devon Strategic Partnership had published its Community Engagement Policy after working with a wide variety of residents, partners and stakeholders. Rather than engage with these groups again the Council would adopt a similar policy to the one already implemented.

***73 Monthly Performance reports – June 2015**

The Cabinet considered the report of the Strategic Lead, Organisational Development and Transformation setting out performance information for the June 2015. This allowed Cabinet to monitor progress with selected performance measures and identify any service areas where improvement was necessary.

Three indicators showed excellent performance, namely:

1. Percentage of planning appeal decisions where the planning inspector has disagreed with the Council's decision
2. Percentage of Council Tax Collected
3. Percentage of non-domestic rates collected

One indicator showed concern:

1. Working days lost due to sickness absence – Sickness absence had reduced that month but it was still higher than the agreed target. Cases were being monitored very closely and further reductions over the next couple of months were expected.

The Portfolio Holder, Sustainable Homes and Communities congratulated the Housing Rental team for collecting 99.59% of rent due on council owned homes.

The volunteers who contribute their time and efforts to support the Countryside team were also acknowledged.

RESOLVED:

that the progress and proposed improvement action for performance measures for June 2015 be noted

REASON:

The performance reports highlighted progress using a monthly snapshot report; SPAR report on monthly performance indicators and system thinking measures in key service areas including Development Control, Housing and Revenues and Benefits.

Attendance list

Present:

Paul Diviani Leader/Chairman

Portfolio Holders:

Tom Wright Corporate Business
Iain Chubb Environment
Jill Elson Sustainable Homes and Communities
Phil Twiss Corporate Services
Philip Skinner Economy

Cabinet Members without Portfolio

Geoff Pook
Eileen Wragg

Cabinet apologies:

Andrew Moulding Deputy Leader/Strategic Development and Partnership
Ian Thomas Portfolio Holder Finance

Also present:

Councillors:

Mike Allen
Megan Armstrong
Brian Bailey
David Barratt
Colin Brown
Paul Carter
Maddy Chapman
Peter Faithfull
Steve Gazzard
Roger Giles
Pat Graham
Alison Greenhalgh
Ian Hall
Steve Hall
Ben Ingham
Dawn Manley
John Nash
Cherry Nicholas
John O'Leary
Chris Pepper
Val Ranger
Marianne Rixson
Pauline Stott
Mark Williamson

Also present:

Officers:

Mark Williams, Chief Executive
Richard Cohen, Deputy Chief Executive
Simon Davey, Strategic Lead - Finance
Henry Gordon Lennox, Strategic Lead – Legal, Licensing and Democratic Services
Karen Jenkins, Strategic Lead – Organisational Development and Transformation
Andy Wood, East of Exeter Projects Director
Darren Summerfield, New Community Projects Officer
Andrew Ennis, Service Lead - Environmental Health and Car Parks
Amanda Coombes, Democratic Services Officer

Councillor apologies

Non Cabinet:

Matt Booth
David Chapman
Alan Dent
David Foster
Graham Godbeer
John Humphreys
Brenda Taylor

Officer apologies

None

Chairman Date.....

EAST DEVON DISTRICT COUNCIL

Forward Plan of Key Decisions - For the 4 month period 1 September 2015 to 31 December 2015

[In addition Key Decisions and other decisions which are proposed to be taken in a private meeting are identified to comply with the Local Authorities (Executive Arrangements)(Meetings and Access to information)(England) Regulations 2012).

A public notice period of 28 clear days is required when a decision making body is to hold a meeting wholly or partly in private

This document includes notice of those matters the Council intends, at this stage, should be considered in the private part of the meeting and the reason why. Any written representations that a particular decision should be moved to the public part of the meeting should be sent to the Democratic Services Team [address at the end] as soon as possible.

Key Decision		List of documents to be submitted to Cabinet [so far as known at present]. Other documents may be submitted to the Cabinet in addition.	Lead Member	Lead/reporting Officer	Proposed Consultation and meeting dates (Committees, principal groups and organisations) Members of the public are given the opportunity to speak at meetings unless shown in italics.	Operative Date for decision (if no call-in)	Part A = Public meeting Part B [private meeting] (and reasons)
1	TNRP Review		Portfolio Holder – Finance	Principal Estates Surveyor	Cabinet 9 September 2015	22 October 2015	Part A
2	ESCO Energy Services		Portfolio Holder Strategic Development and Partnership	East of Exeter Projects Director	Cabinet 9 September 2015 Council 21 October 2015	22 October 2015	Part A
3	Public Health Plan annual review		Sustainable Homes and Communities Portfolio Holder	Strategic Lead -	Cabinet 9 September 2015	17 September 2015	Part A

Key Decision		List of documents to be submitted to Cabinet [so far as known at present]. Other documents may be submitted to the Cabinet in addition.	Lead Member	Lead/reporting Officer	Proposed Consultation and meeting dates (Committees, principal groups and organisations) Members of the public are given the opportunity to speak at meetings unless shown in italics.	Operative Date for decision (if no call-in)	Part A = Public meeting Part B [private meeting] (and reasons)
4	Empty Homes Strategy (Private Sector)		Portfolio Holder – Sustainable Homes and Communities	Strategic Lead – Housing, Health & Environment	Cabinet 7 October 2015 Council 21 October 2015	22 October 2015	Part A
5	Refresh of the Council Plan		Portfolio Holder - Corporate Services	Service Lead - Organisational Development & Transformation	Cabinet 4 November 2015	12 November 2015	Part A
6	Annual Car Parks Review		Economy Portfolio Holder	Strategic Lead - - Housing & Environment	Cabinet 4 November 2015	12 November 2015	Part A
7	Review of the Refuse and Recycling Trial		Environment Portfolio Holder	Strategic Lead - - Housing & Environment	Cabinet 2 December 2015	10 December 2015	Part A
8	Green space Strategy		Environment Portfolio Holder	Service Lead - Countryside & Leisure	Cabinet 2 December 2015 Council 16 December 2015	17 December 2015	Part A

Key Decision Reminder to report writers to give due regard to equality impact as part of the report content	List of documents to be submitted to Cabinet [so far as known at present]. Other documents may be submitted to the Cabinet in addition.	Lead Member	Lead/reporting Officer	Proposed Consultation and meeting dates (Committees, principal groups and organisations) Members of the public are given the opportunity to speak at meetings unless shown in italics.	Operative Date for decision (if no call-in)	Part A = Public meeting Part B [private meeting] (and reasons)
Other decisions to be taken in Part B	Exmouth Regeneration Action Notes following regular meetings	Portfolio Holder Strategic Development and Partnership	Deputy Chief Executive (RC)	Cabinet meetings following production of Action Notes		Part B [only if commercially sensitive]
	Seaton Regeneration Action Notes following regular meetings	Portfolio Holder Economy	Deputy Chief Executive (RC)	Cabinet meetings following production of Action Notes		Part B [only if commercially sensitive]
	Leisure East Devon Joint Working Group		Chief Executive	Cabinet meetings following production of Action Notes		Part B [if commercially sensitive]
	Capital Strategy & Allocation Group – report of a meeting		Strategic Lead – Finance	Cabinet meeting following production of notes which will be taken into account when setting the budget.		Part B

Table showing potential future key decisions which are yet to be included in the current Forward Plan

Future Key Decision		Lead Member	Lead Officer	Consultation and meeting dates (Committees, principal groups and organisations) To be confirmed	Operative Date for decision To be confirmed
1	Specific CIL Governance Issues	Strategic Development and Partnership PH	Deputy Chief Executive (RC)		
2	Business Support – options for the future	Portfolio Holder – Economy	Deputy Chief Executive (RC)		
3	Thelma Hulbert Gallery - progress	Portfolio Holder - Environment			

This plan contains all the key decisions that the Council’s Cabinet expects to make during the 4-month period referred to above. The plan is rolled forward every month. Key decisions are defined by law as “**an executive decision** which is likely :–

- (a) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council’s budget for the service or function to which the decision relates; or
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the Council’s area

In accordance with section 38 of the Local Government Act 2000, up-dated by the Local Authorities (Executive Arrangements)(Meetings and access to Information)(England) Regulations 2012 in determining the meaning of “significant” in (a) and (b) above regard shall be had to any guidance for the time being issued by the Secretary of State in accordance with Section 9Q of the 2000 Act (guidance).. The

Cabinet may only make a key decision in accordance with the requirements of the Executive Procedure Rules set out in Part 4 of the Constitution and the Regulations. A minute of each key decision is published within 2 days of it having been made. This is available for public inspection on the Council's website <http://www.eastdevon.gov.uk>, and at the Council Offices, Knowle, Sidmouth, Devon. The law and the Council's constitution provide for urgent key decisions to be made without 28 clear days notice of the proposed decisions having been published. A decision notice will be published for these in exactly the same way.

Obtaining documents

Committee reports made available on the Council's website including those in respect of Key Decisions include links to the relevant background documents. If a printed copy of all or part of any report or document included with the report or background document is required please contact Democratic Services.

The members of the Cabinet are as follows: Cllr Paul Diviani (Leader of the Council and Chairman of the Cabinet), Cllr Andrew Moulding (Strategic Development and Partnerships Portfolio Holder), Tom Wright (Corporate Business Portfolio Holder) Cllr Phil Twiss (Corporate Services Portfolio Holder) Cllr Philip Skinner (Economy Portfolio Holder), Cllr Iain Chubb (Environment Portfolio Holder) Cllr Ian Thomas (Finance Portfolio Holder), Cllr Jill Elson (Sustainable Homes and Communities Portfolio Holder), and Cabinet Members without Portfolio - Geoff Pook and Eileen Wragg. Members of the public who wish to make any representations or comments concerning any of the key decisions referred to in this Forward Plan may do so by writing to the identified Lead Member of the Cabinet (Leader of the Council) c/o the Democratic Services Team, Council Offices, Knowle, Sidmouth, Devon, EX10 8HL. Telephone 01395 517546.

August 2015

EAST DEVON DISTRICT COUNCIL

Minutes of a joint meeting of the Overview and Scrutiny Committees held at Knowle, Sidmouth on 11 August 2015

Attendance list at end of document

The meeting started at 6.00pm and ended at 7.20 pm.

***1 Election of Chairman**

Councillor Peter Bowden was elected Chairman of the joint meeting.

The Chairman welcomed Councillors to the joint meeting and reminded the Overview and the Scrutiny Committee Members that voting on any proposed recommendations would be conducted separately for each committee.

***2 Appointment of Vice Chairman**

Councillor Roger Giles was appointed Vice Chairman of the joint Committee.

***3 Public speaking**

There were no public speakers.

***4 Declarations of Interest**

No declarations were made.

***5 Exclusion of the public**

RESOLVED:

that the classification given to the documents to be submitted to the Cabinet be confirmed; there were no items which officers recommended should be dealt with in Part B.

***8 Moving and improving consultation**

The Chairman advised that purpose of the meeting was to seek views on the proposed consultation on the services to be provided at the Honiton and Exmouth offices. Views were sought on the consultation methodology, the questions in the questionnaire, and anything additional Members felt was required to obtain a robust feedback to inform the future provision of services at the two sites and across the district.

The joint committees' agenda papers had included the report and appendix (draft questionnaire and guidance notes) that had been referred to the Cabinet meeting of 15 July 2015.

Karen Jenkins, Strategic Lead – Organisational Development and Transformation outlined that, following the Council's decision to relocate, this consultation exercise provided an opportunity to hear what residents think about which services should be based at Honiton and Exmouth and how the locations of EDDC surgeries might be reviewed or changed when the Council was no longer based in Sidmouth.

The Strategic Lead highlighted that it was important to remember that this consultation would provide the Council with a snapshot in time, and that, overtime, the pattern of customer demand would change especially as the Council was working towards more and more of the Council's services being made available on a self-service, online basis. The Strategic Lead went on to outline that day to day the Council used systems thinking principles to inform where it sets up surgeries and for what type of enquiry – systems

thinking meant that customer demand was monitored to understand types and numbers of customer queries.

The approach to the consultation was a prescriptive one. The questionnaire would be sent to 3000 council taxpayers (randomly selected from the Land and Property Gazetteer database) which would allow the Council to statistically extrapolate the results to the wider population. Responses of over 400 from the random mail-out would be considered statistically reliable. Members were advised that best practice in consultation surveys was to recognise a margin of error of (plus or minus) 5% - resulting in a 95% level of confidence in respect of the way the rest of the population would answer the survey questions. Increasing the number of respondents to over 400 would only increase the margin of error by + or – 3% but would significantly add to the costs.

The Strategic Lead outlined that even without any consultation whatsoever the Council could easily assume that if it was no longer based in Sidmouth, customers who currently visit the Knowle offices every year would want the Council to provide a surgery based in the town. The approach being proposed was therefore proportionate in terms of cost.

The questionnaire would also be sent to a broad range of stakeholders and partners to meet the Council's equalities and best value duties. Later in the process, the equality groups would also be consulted through the design stages of the reception and public areas in the new offices and for the refurbishment of the Exmouth Town Hall. In addition, the consultation questionnaire would be available on the Council's website for interested people - not included within the postal invitation – to provide feedback.

The recipients of the paper questionnaire would be given the option to complete the survey on-line as an alternative. Each questionnaire sent by post would have a unique identifying number so that it would be possible to send out reminder letters should there be a need to boost the return rate and also so that a check could be made on the on-line responses to avoid a consultee responding more than once.

The results from the random sample would be reported separately from the feedback received from other stakeholders.

The anticipated cost of the consultation was £4500 – to be started in September with results collated by the end of November/early December.

Methodology – general approach

Issues raised by the committees in considering the methodology of the consultation process included:

- What was there to stop people completing the on-line survey more than once?
Officer response: The 'confidence level' of 95% was in respect of the random mail-out as each had a unique identifying number. On-line respondents who do not include the unique identifier will be assumed to be self-selecting and their answers will be analysed separately as their results cannot be extrapolated to the whole population.
- Could the self-selecting respondents use a unique identifying number (such as from the council tax bill) to prove that they have only responded once? There would also be benefit in this approach, as the data would indicate the respondents' location within the district.

Officer response: This suggestion would be explored with Strata officers for future consultations.

- The diversity of the population across East Devon meant that someone living in Exmouth would have a different viewpoint in respect of service delivery from someone living in the rural east of the district. Should the survey be split into rural and urban?

Officer response: Adopting the prescribed methodology meant that results would be representative. The random nature of the survey was essential for the methodology to work. However, as the proposed questionnaire included demographical questions in respect of age group, gender, disabilities and location, the Council would have an option to weight numerical data if necessary (in accordance with best practice) to help achieve accurate levels of representation of certain groups in the district. Differences in responses from towns would be identified as the consultees would be asked to indicate which town they live in.

Similarly, a town-by-town survey would significantly increase costs.

- There might be gaps in the pattern of responses – for example young people being under-represented.

Officer response: This would be addressed if such a problem was identified.

- There was some potential for misrepresentation and it might be useful in the first instance to trial a small sample so that any misunderstanding in the questionnaire wording could be amended.

Officer response: this is not considered necessary as the consultation document itself has received wide input from officers and members.

- If more than 400 responses were received from the random mail-out, will these be included?

Officer response: All responses with the unique identifier will be used.

- There was a need, when inviting on-line responses, to take into account the inadequacy of broadband in many rural areas.

Officer response: The Council was aware of broadband not-spots and gapping provision.

Background information on moving and improving (introduction to questionnaire)

The background information included:

- why the Council was consulting
- why there was to be a move from the current offices in Sidmouth
- the aims of the relocation
- why the move was to Honiton and Exmouth
- services to be provided at each site
- a list of services that would be increasingly provided without the need to visit the offices in person

The introduction would include an explanation of the Council's general duty to secure continuous improvement in the way it delivers its functions – having regard to a combination of economy, efficiency and effectiveness/best value – and would invite ideas and suggestions.

Issues raised by the Committees in considering the introduction to the questionnaire included:

- The statements explaining the Council's current and planned position could distract from the consultation and suggest that the decisions have already been made.
Officer response: There was a need for some historical context but most of the introduction was about moving forward. The introduction would retain reference to 'best value' as the Council needed to explain its approach.
- People needed to be energised into completing the questionnaire – the introduction was too long and wordy and used council-speak (such as the names of the services) rather than Plain English. Much of the detail in the introduction was irrelevant to the average person. Instead, it should say that the office move was to modern offices, which were well positioned with good transport links. The detail should also include which services the Council provides and the ones for which it does not have responsibility. It should also explain what the questionnaire wording means by access and differentiate between direct visits, telephone contact and email.
Officer response: The comments were noted - the introduction would be edited using Plain English.
- A motivating statement at the start of the introduction would be helpful. Much of the rest of the detail could be included at the end of the document for those interested.
Officer response: The covering letter would be drafted in a way that would motivate people to read on and complete the survey.
- Think about how the press can be involved and support the process.
Officer response: Consideration had already been given as to how the consultation would be publicised to engage the wider population – in addition to the mail-out – and offer the on-line opportunity.
- What was the basis for listing the proposed services to be delivered from Exmouth and Honiton?

Officer response: The decision would be informed by the consultation but the proposed service delivery was based on the need to provide key face-to-face services from Exmouth subject to the constraint of space. An early view is that it seems sensible for all corporate services to be based in Honiton but the survey will inform this. The decision would be monitored by analysing demand. Members were reminded that service delivery would not only be from the two sites but would also be delivered across the district on-line and through mobile working and surgeries. Wording could be changed from 'services that would be available in Honiton/Exmouth' to 'services that would be provided from Honiton/Exmouth to emphasise that service delivery was not just face-to-face but other options, including by telephone, were available. Service leads were responsible for delivery and continually monitored and reviewed their services based on demand. This was the Council's embedded way of working.

- How would surgeries work?
Officer response: The council already runs surgeries from existing facilities and there would be on-going opportunity to review this provision based on feedback and demand.

Questionnaire

This was discussed page by page – issues raised included:

- This was a real opportunity for excellent consultation but the exercise was in danger of falling into a trap of telling the public what the Council was already planning. This constrained the questions and limited real actionable feedback. The questions needed to be constructed so they were not just asking respondents to agree with the Council's plans.
Officer response: this was agreed but it was also necessary for the consultation to outline how the Council thought it could create best value in organising its services and this required setting out some thinking that people could comment on.
- Open questions would reduce the response rate as generally, people are put off by writing – a better response would be achieved through tick-boxes/a checklist of options.
Officer response: the survey would be amended to reflect this.
- Lists of towns – which needed to include Cranbrook - at Q3 and disabilities at Q7 would be more helpful if put in alphabetical order.
- Question 9 should include the opportunity to suggest where surgeries were needed.
- Could the descriptions/wording at Questions 5 and 6 be re-worded?
- It would be better to put Section B (About you) at the end of the questionnaire. It was general practice to include demographical information at the end of a questionnaire. Swapping the order of Section B with Section C might avoid respondents from being discouraged from completing current Section C (Moving and Improving).
- Q8 should include how the respondent accesses services – for example by phone, on-line, email or by personal visit.

In summing up the Chairman thanked Members and advised that their comments would be taken into account. He asked the Committees to agree to the proposed course of action – namely that the methodology be supported and that the introduction and questions be reviewed in line with comments raised during the meeting.

The Strategic Lead – Organisational Development and Transformation thanked members for their valued input. She advised that the document would be reviewed, up-dated and put to Cabinet.

The Overview and Scrutiny Committees voted separately on the proposals and each Committee unanimously supported the resolution and recommendations.

RESOLVED

that the Committees noted and understood the methodology to be used for the consultation process.

RECOMMENDED

1. that the introduction to the survey be reviewed and edited in line with comments raised by the Committees during the debate.

2. that the questions within the questionnaire be reviewed and re-ordered in line with comments raised by the Committees during the debate.

Attendance list

Overview Committee members present:

Mike Allen
Matthew Booth
Peter Bowden
Peter Faithfull
Graham Godbeer
Maria Hale
John Humphreys
Rob Longhurst
Christopher Pepper

Scrutiny Committee members present:

Dean Barrow
Maddy Chapman
Cathy Gardner
Roger Giles
Alison Greenhalgh
Cherry Nicholas
Marianne Rixson

Other Members present:

David Barratt
Jill Elson
Pauline Stott
Tom Wright

Officers present:

Mark Williams, Chief Executive
Richard Cohen, Deputy Chief Executive
Henry Gordon Lennox, Strategic Lead – Legal, Licensing and Democratic Services
Karen Jenkins, Strategic Lead - Organisational Development and Transformation
Diana Vernon, Democratic Services Manager

Committee Members apologies:

Overview

Ian Hall

Scrutiny

David Chapman
Alan Dent
David Foster
Simon Grundy
Marcus Hartnell
Bill Nash
Val Ranger

Other Member apologies:

Iain Chubb
Paul Diviani
Andrew Moulding
John O'Leary
Phil Twiss

Chairman Date.....

EAST DEVON DISTRICT COUNCIL

Minutes of a meeting of the East Devon Recycling and Refuse Partnership Board, Council Chamber, Knowle, on 21 August 2015

Present

Councillors:

Ian Chubb – Portfolio Holder, Environment
Simon Grundy
Geoff Jung
Geoff Pook

Officers:

Lorna Christo – Waste Management Officer, EDDC
David Feltham - Senior Waste Management Officer, EDDC
John Golding – Strategic Lead, Housing, Health and Environment, EDDC
Andrew Hancock - Service Lead – StreetScene EDDC
Steve Maclure – Waste Management Officer EDDC
Paul McHenry – Recycling and Waste Contract Manager, EDDC
Chris Powell – Chief Operating Officer, STRATA
David Sercombe - Business Systems Manager, STRATA
Alison Stoneham – Acting Communications and Public Affairs Manager, EDDC
Alethea Thompson – Democratic Services Officer, EDDC

SITA:

Nick Browning - General manager Municipal SITA
Carl Morrish – Assistant Contract Manager
Dave Swire - Regional Manager

Apologies:

Councillor Steve Gazzard

Cherise Foster – Customer Services Manager EDDC
Andy Williams – Senior Contract Manager SITA

The meeting started at 10.05am and ended at 12.15pm

***13 Minutes**

The minutes of the Recycling and Refuse Partnership Board meeting held on 22 July 2015 were confirmed and signed as a true record.

***14 Declarations of interest**

None

***15 Matters arising**

None

***16 Statistical information**

The Recycling and Waste Contract Manager reported that the missed refuse and recycling data for July was inaccurate due to an IT issue. This meant that there was no recording for a number of days in June and as a consequence they were added in July which had

increased the numbers. However, performance in relation to missed refuse, recycling and assisted collections was continually improving. Proportionately there was only a small number of missed collections, but the service would always aim to improve performance. During the summer SITA had a greater number of regular frontline staff on leave which required the use of more contract staff which was likely to lead to more missed collections.

It was reported that assisted collections were periodically reviewed to determine whether assisted collections were still required. Good feedback was also received about these from the SITA crews.

It was noted that there was regular and high demand for replacement food caddies and recycling boxes, at a considerable cost to EDDC. It was suggested that requests from residents for additional receptacles needed to be managed carefully to see how many were being asked for and the costs involved. It was reported that other authorities charged for all requests for additional/replacement containers. The Waste Management Team were looking at the number of bins properties had and any extra unauthorised bins would be brought back into the stock at the SITA depot, cleaned and reused. The Cloud 9 system allowed much greater data reporting from the SITA crews, which helped with checking issues such as additional bins.

On behalf of the Board the Chairman thanked the Recycling and Waste Contract Manager for his report.

RESOLVED:

1. that the update report be noted
2. that the Recycling and Waste Contract Manager send the amended statistical information for July to the Board members.
3. that the Recycling and Waste Contract Manager bring a report to a future meeting on charging options for replacement refuse and recycling receptacles.

***17 SITA Senior Contract Manager update**

The SITA Assistant Contract Manager updated the Board on the action plan included in the agenda papers:

- The food waste haulage had now been sub contracted to Greendale and was working well with ongoing savings.
- Bring bank rationalisation was still being considered.
- Two drivers needed to be recruited.
- The apprenticeship scheme was going very well, with three apprentices recruited.
- Cloud 9 – 18 recycling crews and 2 refuse crews were now using the on board computing/reporting system, with no issues to report. There had been a 600% increase in the 2 refuse crews reporting issues.

RESOLVED: that the performance report be noted.

***18 In-cab technology and citizen app progress report and new systems review**

EDDC began a project to place a mobile device in each of their refuse and recycling vehicles in August 2013. The system chosen to be implemented was developed by Cloud9 and was intended to be implemented around December 2013.

The project had experienced delays since March 2014 due to various factors but mainly because the collection round data needed significant re-work to enable it to be used in the

IT system. This meant the mobile devices could not be used by crews as the rounds were missing streets and properties. A round validation process was active since that time, where the round data on the tablets was checked against the actual round driven by the crew. The current situation was that recycling rounds were 100% validated, residual waste rounds were 87% validated, with about 10 weeks work still to complete. This data was important for both the current SITA contract and for any contractor that would take over the contract in April 2016.

The Cloud9 system was very much in a testing phase and issues were being raised on a daily basis. However, the system allowed flexibility and was clean and simple to use. Exeter City Council was using an alternative technology system called Bartec. This system was also due to be implemented in the new fleet of vehicles at Teignbridge District Council. The Bartec system also had further functionality for managing street cleansing operations, inspections and maintenance operations. The pros and cons of using Cloud9 and Bartec were outlined in the report and discussed during the meeting. It was also noted that the new contract bidders were likely come to the negotiations with their own preferred in cab option, which was unlikely to be Bartech or Cloud9

It was agreed that it was important that the collection round data was owned by EDDC rather than SITA as the waste contract finished in April 2016 and any new contractor would expect good, clean data to be passed over to them. The quality of the data was fundamental to any in-cab system.

The Chief Operating Officer, STRATA explained that because of the late delivery of the in-cab project and the relative closeness of the new waste contract thought was given to the likely technology requirements of the new contract with its new vehicles and to question whether it was beneficial to implement the Cloud9 system at this late stage or to focus on the new contract in April 2016.

Cloud9 had also developed the East Devon citizen app, which had been very successful, despite a low key marketing campaign.

RESOLVED: that the report be noted.

***19 Sustainable waste service trial (Feniton & Exmouth) – update, leaflets and communications plan**

The Recycling and Waste Contract Manager reported that two distinct areas (Feniton and Exmouth colonies) with approximately 800 properties each had been chosen for the enhanced recycling trial (to include cardboard and mixed plastics). Recycling would be collected weekly, with a three weekly refuse collection service. It was noted that many councils were considering a similar system but were all waiting for a successful pioneer. At present there were three local authorities within the UK who had rolled out three weekly refuse collection services with improved recycling services.

The Service Lead – StreetScene explained that work on the trial was continuing at pace and was on track for the target start date. Communications were regarded as key to the success of the trial, as well as a well thought out contingency plan. The Board agreed that all Councillors should be kept informed. A briefing letter had been produced and would be distributed to all Councillors. This briefing would also be repeated later in the year to keep Councillors up to date, and a report brought to a future Cabinet meeting.

The Acting Communications and Public Affairs Manager explained the extensive (internal and external) communications timetable. A letter and leaflet had been sent out to all households in the trial area and a bin hanger would be placed on receptacles on the last 'normal' collection before the start of the trial. It was noted that the leaflet had been distributed at the start of the week and no comments had been received by the Customer Service Centre (CSC). There was a continuing 'drip drip' effect to the media. Press releases and roadshows would also contain information about real nappies and the East Devon app. Social media would be utilised and a logo had been devised. The Chairman had appeared on local radio. Both positive and negative media feedback had been received.

Roadshows would be held over the next two weekends, which would include rebranded waste management vans, banners and display boards. The message being sent out was "we are here to help". There would also be waste management officers out 'on the ground' on the relevant trial collection days.

The Chairman informed the Board that he had been invited to attend Exmouth Town Council meetings on 7 and 14 September 2015 to discuss the trial and suggested that waste management officers also attend the meetings.

At the last Recycling and Refuse Partnership Board meeting detailed discussion had taken place regarding the collection of nappies and other absorbent hygiene products (AHP). Nappy collection appeared to provoke the most concerns from residents. Discussion had continued at a recent Cabinet meeting where a three point plan had been agreed. This would be clearly communicated to residents in the leaflets that they received. The trial would then inform future AHP collections district wide. Again, communications was regarded as the key to getting a clear, strong message about the collection of nappies during the trial. The trial also provided the opportunity to promote the use of reusable nappies and the East Devon app.

It was noted that the SITA crews had been briefed on the trials and would be provided with an FAQ sheet that they could give to the public if necessary. The information sheet created for the Councillors would also be given to the SITA workforce.

The STRATA Chief Operating Officer reported that an East Devon cartoon link had just been created to market the East Devon app. He would send this to Board members.

RESOLVED: that the sustainable waste service trial update be noted.

***20 Exclusion of contractual partners due to the nature of the items which will include business plans and future contract arrangements**

The Council's contractual partners were asked to leave the meeting at this point as the Board wanted to discuss various commercially sensitive issues including business plans and future contract arrangements.

***21 Charging options for replacement refuse and recycling receptacles**

The Recycling and Waste Contract Manager apologised to the Board and would bring a report on charging options for replacement refuse and recycling receptacles to the next Board meeting.

***22 Progression of collection contract procurement**

The Recycling and Waste Contract Manager updated the Board on progress since the last meeting. He outlined the interested bidders. A draft report was circulated which would be presented to the next Cabinet meeting requesting that the indicative procurement timetable be amended to allow more time for the completion of the procurement. The report also sought Cabinet approval to engage Capita to provide specialist financial support in relation to the refuse contract. The reasons for this were outlined in the Cabinet report and explained during the meeting. The suggested new procurement timetable was noted.

The draft Cabinet report also provided an update on the trial of a new service model in Exmouth (Colonies) and Feniton and the employment of a research company to carry out a forensic analysis of waste from 50 households in both trial areas before the trial and during the second collection cycle. This analysis would be a very useful tool.

RESOLVED: that the procurement update be noted.

***23 Date of next meeting**

RESOLVED: that a meeting of the Recycling and Refuse Partnership Board be held on Wednesday 28 October 2015 at 10.00am at Knowle.

Chairman Date.....

Report to: Cabinet
Date of Meeting: 9 September 2015
Public Document: Yes
Exemption: None
Review date for release None



Agenda item: 10

Subject: Relocation Update

Purpose of report: Further to previous reports and, most recently, the Cabinet report of June 2014, this is an update for Cabinet to advise on progress of relocation plans and seek Cabinet agreement to further key actions.
Conditional contract has now been signed with Pegasus Life Ltd enabling the relocation project to take another significant step forward.

Recommendation:

Knowle Site

1. Note that EDDC is now in conditional contract with Pegasus Life Ltd for sale of part of the Knowle site
2. Note that the Deputy Chief Executive has formally proposed key terms to Sidmouth Town Council with the offer to transfer the remaining Knowle Park together with a commuted sum for the benefit of the town
3. Note that the inquiry regarding Rights of Way at the Knowle will be heard on 15 September 2015
4. Note that EDDC is opposing a potential Judicial Review claim of the Council's decision to reject the application to register part of the Knowle site as an Asset of Community Value

Honiton Heathpark

5. Note that further consultation will be carried out with Business Centre licensees by the design team and by officers as the design process progresses

Exmouth Town Hall

6. Note the tasks and procedures required to deliver refurbishment of ETH and agree to bring forward refurbishment works at Exmouth Town Hall (ETH)
7. Confirm that it is EDDC's clear desire to retain the existing tenants within a newly refurbished town hall

Other

8. Note the detailed framework procedure used to select the design team to take forward detailed design work for Heathpark and Exmouth and manage planning processes as required
9. Note the ongoing framework driven selection procedure for the construction contractors to carry out new build and

refurbishment work

10. Note the ongoing detailed engagement with staff and tenants through Worksmart workshops to gain their views on internal design, fit out and operational requirements so that we create the right environment and provide the right tools for working smarter

11. Note the ongoing consultation with our residents and equalities partners to ensure that our future service provision is accessible and meeting demand through an equalities and best value consultation exercise

Reason for recommendation:

The above recommendations are to advise Cabinet on project progress and seek agreement to take forward the previous commitment of Council to deliver relocation from Knowle to Honiton and Exmouth offices.

Officer:

Richard Cohen, rcohen@eastdevon.gov.uk, tel: 01393 571552

Deputy Chief Executive – Regeneration, Development and Partnerships

Financial implications:

Spend to date is £0.658m which is within budget for this stage of the project and within overall budget of £9.7m.

The effect of bringing forward the timescale of Exmouth Town Hall refurbishment will be earlier expenditure than planned prior to receiving a capital receipt thus resulting in; additional funding costs (not expected to be significant) and risk of spending before certainty of a capital receipt from passing Gateway 7 of the project (planning permissions in place and contractor costs known).

Legal implications:

The legal implications are addressed within the report

Equalities impact:

Low Impact

Equalities consultation is being conducted alongside best value. The Council will fully explore potential impacts and mitigations of equality and accessibility enabling our customers to interact with us in ways that suit them best either physically or remotely. Investment in our HQ buildings and presence in the District will result in significant improvement in the customer experience.

The relevant consultation documents are attached as Appendices 1-4

Risk:

Medium Risk

The project includes a comprehensive and detailed risk register alongside structures management and decision making procedures. The register is reviewed monthly and updated as required. SWAP reviewed the risk register operation as part of a report to Council in March 2015 and was satisfied as to the professional approach taken to risk management and project decision gateways.

Links to background information:

Click here to enter links to background information; appendices online; and previous reports. These must link to an electronic document. Do not include any confidential or exempt information.

Link to Council Plan:

Relocation meets a range of the Council's priorities. It will provide future resilience and improved working for the Council and underpin service efficiencies and improvements for our residents, businesses and visitors.

Report in full

Following on from the Council's reassertion of its commitment to relocate at an extraordinary Council meeting in 3 June 2015, the project has moved forward on a number of fronts:

1. **Pegasus Life** - Following detailed negotiation, conditional contract has been signed between EDDC and Pegasus Life Ltd for the sale of the Knowle site. This has opened the way for Pegasus to commence their planning process and EDDC has moved to secure design and construction services.
2. **Design Contract** - EDDC has completed a detailed selection process overseen by the South West Construction Framework to secure a design contractor. A process of invitation to tender, long and short listing procedures including presentation and interview of design companies by Members and officers from the Relocation Project Executive Group was carried out. From a short list of four companies Aecom/LHC have been selected.
3. **Construction Contract** – The tender procedures also using the South West Construction Framework are underway to select the construction contractor to deliver both the new build HQ at Honiton and the refurbishment of Exmouth Town Hall.
4. **Knowle Park:**
 - a. **Sidmouth Town Council** - The Deputy Chief Executive has proposed key terms to Sidmouth Town Council regarding the transfer of the remaining parklands and lower car park area into the ownership of Sidmouth. Detailed negotiation is expected to follow that will include more specific detail on conditions, timing and the financial considerations.
 - b. **Rights of Way (RoW)**- As has been previously advised, an inquiry will be held shortly (15 September 2015) following an objection by EDDC, to the proposed registration of RoW across parts of the Knowle site. The outcome of the appeal does not affect the ability of the project to move forward but is a matter to be considered within the planning process if the appeal fails and rights of way are registered.
 - c. **Community Asset** There has been a threat of challenge to the Council's decision to reject an application to register the Knowle as an Asset of Community Value. The original application was made by the Knowle Residents Association although they are not the party now seeking to challenge the decision (rather it is an individual). The Council has rejected the basis for the challenge and we wait to see if the matter will be pursued. Should the challenge be successful then in all likelihood the Council will have to take the decision again. At this stage it is not possible to determine what the outcome of any such decision would be, but even if it was to register the land claimed as an Asset of Community Value it would not prevent or delay the sale to Pegasus Life Limited.
5. **Exmouth Town Hall:**
 - a. **Accelerated Delivery** - In response to member encouragement, officers have looked into the opportunity to accelerate the refurbishment of ETH with a view to completing the works and occupation six months before the Honiton HQ. On the basis that an internal refurbishment will not need planning permission this is possible and has already been discussed in principle with the design team. The benefit of a staggered relocation is that i) Exmouth Town Hall is fully occupied early and resolves reception issues at the earliest opportunity and ii) manages the risks in the physical move and allows us to identify what works well and not so well in a smaller move

before the main Honiton transfer eg ICT, new equipment, office procedures and working practices, communication between offices etc

- b. **Tenant Continuity** - It is EDDC's clear desire that ETH should be a building offering a mix of customer focused services and we wish to ensure that the Town Council and other current tenants are able to remain with us and that we offer them a fair deal to do so. Tenant engagement is therefore vital through the process. There has been early discussion with the Town Clerk, Town Councillors and tenant representatives to identify their expectations and concerns. This process will continue and involve our design team who will also be able to advise whether tenants and our staff may be able to remain in the building while works are underway or will need to leave for the predicted eight months duration commencing around May 2016. Current leases will need to be formally ended and new leases agreed and we will shortly begin that process involving close liaison with the individual tenants. The Deputy Chief Executive will lead discussions and negotiations with the Town Council and our other tenants with the aim of reaching fair terms and securing commitment to remain in/return to the modernised town hall.
- c. **Financing** – To achieve an early start on ETH it is likely that the timing will precede completion of the planning process on the Knowle on which sale is conditional. The merits of early refurbishment of ETH are attractive but there is the risk that these costs (the apportioned budget being £1.1m) being committed without the certainty of the capital receipt from the Knowle. The cash flow implications can be managed and internal funds will be used as a temporary funding source on which the Council is currently only receiving less than 1% interest. Members may consider that this is an acceptable risk as they would still pursue this element of the project to be funded from the capital programme in any case to meet its services objectives in Exmouth.
6. **Honiton Heathpark** – The design team will investigate whether it is possible to combine elements of the existing business centre (while retaining the serviced office space function) with the new EDDC HQ. In particular, there is the aspiration to adapt the atrium space for a council chamber and share reception and meeting space. The design team and EDDC officers will work with our business licensees in the centre to explore their expectations and concerns about the development and seek to identify ways to retain them and enable their continued business operation from the centre. There should also be opportunities to update and renew the business centre as well including offices, meeting rooms, common parts, security etc.
7. **Design Procurement** - A detailed tendering and selection procedure was carried out according to South West Construction Framework conditions. A short list of four different design contractors were invited to present and be interviewed on 29 July 2015 by a team comprising officers and Members of the Relocation Project Executive Group. The decision of the Group was that the contract be awarded to AECOM. Their bid presented a strong mix of quality in terms of the breadth and depth of the team assembled, clear understanding of the project brief and Council's requirements and financial value. The bid was within the Council's allocated budget for this element of the overall project.
8. **Construction Procurement** – The South West Construction Framework process to secure construction services for Honiton and Exmouth is underway. Five Framework Contractors have been selected on the basis of the CFSW evaluation criteria to receive the Mini Competition tenders. Tenders are due to be returned on 25 September 2015, and the successful Contractor will be appointed on the basis of a Pre Construction Agreement. Following the completion and approval of the detailed design, the Contractor will be

required to provide a Second Stage tender before any appointment to commence construction/refurbishment.

9. **Consultation** – There has been extensive and ongoing engagement with our staff, members and tenants regarding how the new offices will look and operate as part of our Work Smart strategy. Responses, ideas and analysis will be fed into the work of our design team. Externally we are conducting a best value and equalities consultation with our communities to ensure that our services continue to be accessible to our users. The findings of this consultation will be fed into our design and the ways and places that we make services available to our service users.
10. **Facilities Management** – We will begin the recruitment process for a Project and Facilities Manager (FM) post to oversee the internal aspects of our move working alongside the Relocation Manager. The physical move of staff, functions and services is a very detailed and complex process with many interdependencies and, to minimise risk, the planning needs to start early. It is envisaged that this will be a fixed term post for three years working with our existing facilities team to manage the staged move in the two years through the Exmouth and Honiton moves and for a year after to ensure that staff and systems are supported to be able to deliver effectively in transition.

Conclusion

Now that the Council has moved from options consideration and has a clearly evidenced and independently verified case for relocation, the project is starting to move at pace. With the signing of a conditional contract with Pegasus Life and the commissioning of our design team, relocation has moved forward significantly. Staff are keen to see progress and this will become an even more engaged process as the design team begin their work. The consultation process with our residents will further inform our evolving and improving service provision through the move to our twin sites.

The Deputy Chief Executive and officers will be working closely with our tenants in Exmouth Town Hall and Honiton Business Centre to manage the impact of the run up and duration of construction works. We will work to minimise uncertainties and come up with a fair arrangement around new leases and license agreements so that these partner organisations and businesses are a part of the much improved new accommodation that we will be able to offer

Some objection is still being made to challenge Council's commitment through process-based objections. This is despite the independently verified and compelling case for the cost effectiveness of relocation. The new Council has reiterated its commitment to moving from the Knowle and will continue to manage the challenges as they arise. In the meantime, reporting of relocation is continuing regularly through public reports to Cabinet and the Council will continue to publish relocation documentation as it has consistently promised to do so.

A further report will be brought to Cabinet advising of progress and seeking decisions as required. Future steps to be reported on will include:

- Development and agreement on detailed design matters
- Commissioning of construction contractors
- Planning processes by Pegasus and EDDC for respective sites

Moving and improving

September 2015

■ It's easy to complete this questionnaire online at www.eastdevon.gov.uk/consultation-and-surveys/moving-and-improving

■ Alternatively, you can complete this paper copy and return it to us by ??

A - Your current use

1. On average, how many times in the last 12 months have you visited East Devon District Council's main offices in Sidmouth?

- None - please move onto question 3
- One to five times in 12 months
- Once or twice every couple of months
- Two to three times a month or more often
- Unsure

2. Have you visited East Devon District Council's main offices in Sidmouth in the last six months?

- Yes
- No - please move onto question 3
- Unsure - please move onto question 3

If yes, why did you visit?

Please tick all that apply

- To look at a planning application
- To drop off a letter or form
- To make a payment
- To attend a council meeting
- To discuss your circumstances with an officer, please tell us which service in the box below:
- Other, please write in below:

B - Moving and improving

Please read the background information that came with this questionnaire before answering these questions.

As you answer these questions, it is important to remember East Devon District Council is not responsible for services like schools, roads, health and social care and policing.

3. When we move, do you think you will visit us in Honiton or at Exmouth Town Hall to access our services?

- Yes
 No - if no, please move onto question 4

If yes, which of our services will you access by visiting our new locations in Honiton and Exmouth?

Please tick all that apply

	Services I would like to access in Honiton	Services I would like to access in Exmouth
Planning	<input type="checkbox"/>	<input type="checkbox"/>
Housing benefits and council tax support	<input type="checkbox"/>	<input type="checkbox"/>
Collection of council tax and business rates	<input type="checkbox"/>	<input type="checkbox"/>
Searches on land and property	<input type="checkbox"/>	<input type="checkbox"/>
Council housing- including housing advice, homelessness, housing register, landlord services, rent management	<input type="checkbox"/>	<input type="checkbox"/>
Home Safeguard, our telecare alarm service for vulnerable people	<input type="checkbox"/>	<input type="checkbox"/>
Help with difficulty in affording council bills	<input type="checkbox"/>	<input type="checkbox"/>
Licensing - alcohol, entertainment and other licences for residents and businesses	<input type="checkbox"/>	<input type="checkbox"/>
Environmental health - health and safety enforcement in businesses, investigating food poisoning, noise pollution etc	<input type="checkbox"/>	<input type="checkbox"/>
Off street car parks service	<input type="checkbox"/>	<input type="checkbox"/>
Recycling and waste; street cleaning; parks and gardens; beach management; concessions etc	<input type="checkbox"/>	<input type="checkbox"/>
Private sector housing - advice and support for private sector housing landlords and tenants	<input type="checkbox"/>	<input type="checkbox"/>
Building control - making sure all building work carried out meets certain standards	<input type="checkbox"/>	<input type="checkbox"/>
Other (please tick and write in below)	<input type="checkbox"/>	<input type="checkbox"/>

4. Bearing in mind services we have said are likely to be based at Honiton and Exmouth; the surgeries (face to face drop in sessions) we already run and our better online self service options, do you think that you will be able to access services you need when we move to Honiton and Exmouth?

- Yes
 No

If yes, how do you think you will access our services when we move to Honiton and Exmouth?

Please tick all that apply

- At our new Honiton offices
- At our new offices in Exmouth Town Hall
- Online, using our website
- Online, using our App which you can download onto your tablet device or Smartphone
- Online, contacting us using our social media accounts like Facebook and Twitter
- By post
- By phone
- Surgeries (face to face drop in sessions)
- Other, please write below:

If no, what other options do you think we should consider to help you access the services you need when we move to Honiton and Exmouth?

5. When we move, if services are provided in Honiton and Exmouth as proposed in the background information, where else would you like us to provide or continue to provide surgeries (face to face drop in sessions)?

Please tick all that apply

- | | | |
|---|---|---|
| <input type="checkbox"/> Axminster | <input type="checkbox"/> Cranbrook | <input type="checkbox"/> Woodbury |
| <input type="checkbox"/> Budleigh Salterton | <input type="checkbox"/> Ottery St Mary | <input type="checkbox"/> Other (please tick and write in below) |
| <input type="checkbox"/> Broadclyst | <input type="checkbox"/> Seaton | |
| <input type="checkbox"/> Colyton | <input type="checkbox"/> Sidmouth | |

6. Generally, which services would you want to access at surgeries (face to face drop in sessions) in the locations you have specified in question 5?

- Planning
- Housing benefits and council tax support
- Collection of council tax and business rates
- Searches on land and property
- Council housing - including housing advice, homelessness, housing register, landlord services, rent management
- Home Safeguard, our telecare alarm service for vulnerable people
- Help with difficulty in affording council bills
- Licensing - alcohol, entertainment and other licences to residents and businesses
- Environmental health - health and safety enforcement in businesses, investigating food poisoning, noise pollution etc
- Off street car parks service
- Recycling and waste; street cleaning; parks and gardens; beach management; concessions etc
- Private sector housing - advice and support for private sector landlords and tenants
- Building control - making sure all building work carried out meets certain standards
- Other (please write in below)

7. Thinking about our new purpose built head office in Honiton, do you have any specific requirements for the design?

For example; visitor car parking spaces, a lift to upper floors, requirements for the reception area, a hearing loop in the council chamber, small meetings rooms where you can talk to an officer in private

- Yes
- No - please move onto question 8

If yes, please tell us what specific requirements you have for the design:

8. Thinking about our move to offices in Exmouth Town Hall, do you have any specific requirements for the refurbishment of the Town Hall?

For example; visitor car parking spaces, requirements for the reception area, small meetings rooms where you can talk to an officer in private

- Yes
- No - please move onto question 9

If yes, please tell us what specific requirements you have for the refurbishment:

9. Do you have any other comments about how we are proposing to deliver services as described in the background information?

10. To help us continue to improve our service delivery, do you have any other suggestions about how we can deliver effective, efficient and economical services to you?

C - About you

We are asking the following questions so we can see if any particular groups have specific requirements. All information will be treated in accordance with the Data Protection Act.

11. Can you regularly access the internet for your own personal use?

- Yes
 No - please move onto question 12

If yes, is this through a:

Please tick all that apply

- PC or laptop Smartphone Tablet device

12. Which town or village do you live in?

- | | | |
|---|---|---|
| <input type="checkbox"/> Axminster | <input type="checkbox"/> Cranbrook | <input type="checkbox"/> Seaton |
| <input type="checkbox"/> Budleigh Salterton | <input type="checkbox"/> Exmouth | <input type="checkbox"/> Sidmouth |
| <input type="checkbox"/> Broadclyst | <input type="checkbox"/> Honiton | <input type="checkbox"/> Woodbury |
| <input type="checkbox"/> Colyton | <input type="checkbox"/> Ottery St Mary | <input type="checkbox"/> Other (please tick and write in below) |

13. Which age group are you in?

- | | | | |
|---------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> 29 and under | <input type="checkbox"/> 30 to 49 | <input type="checkbox"/> 50 to 69 | <input type="checkbox"/> 70 and over |
|---------------------------------------|-----------------------------------|-----------------------------------|--------------------------------------|

14. Are you:

- | | | | |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

15. To which ethnic group do you consider you belong?

For example, White British, Chinese

16. Do you have a long standing illness, disability or infirmity that limits your day to day activities in any way?

- Yes
 No - please move to the end of the questionnaire

If yes, please tell us the nature of your disability:

Please tick all that apply

- Blind or visually impaired
 Deaf or hearing impairment
 Learning disability
 Mental health issues
 Mobility (physical disability)
 Progressive disability or chronic illness. For example Multiple Sclerosis
 Other - please write in below

Thank you for taking the time to complete this consultation.

Please send it back to us in the pre-paid envelope by ??

Office relocation - Moving and Improving

September 2015

Background information

Why have we chosen Honiton and Exmouth?

- Honiton is located in the middle of the district with good transport links.
- Exmouth has the largest population in East Devon.
- These two sites combined will allow easy access for most people that want to visit our offices.
- We own the land in Honiton and Exmouth Town Hall.

Services likely to be located in Honiton include:

- Planning
- Housing benefits and council tax support
- Collection of council tax and business rates
- Searches on land and property
- Council housing - including housing advice, homelessness, housing register, landlord services, rent management, community development etc.
- Home Safeguard, our telecare alarm service for vulnerable people
- Help with difficulty in affording council bills (debt advice)
- Licensing – grant alcohol, entertainment and other licences to residents and businesses
- Environmental health - health and safety enforcement in businesses, investigating food poisoning, noise pollution etc
- Off street car parks service
- Queries about recycling and waste; street cleaning; parks and gardens; beach management; concessions etc
- Private sector housing - advice and support for private sector landlords and tenants
- Building control – making sure all building work carried out meets certain standards
- All corporate functions such as Human Resources, Legal, Finance, Communications and Democratic Services.

Services likely to be located at Exmouth Town Hall include:

- Planning
- Housing benefits and council tax support
- Council housing - housing advice, homelessness, housing register, landlord service, rent management, community development etc.
- Help with difficulty in affording council bills (debt advice)
- Environmental health - health and safety enforcement in businesses, investigating food poisoning, noise pollution etc
- Off street car parks service.

All our services are and will increasingly be provided without the need to visit our main offices:

- Most of our customers already deal with us by phone or on line.
- We are developing our website so there will be more services available through online self service.
- We have launched a new App for smartphones and tablets. People with the App can use it for all sorts of purposes including reporting issues to us, finding out more about planning applications, looking at local food hygiene ratings.
- We already have council housing staff based at Exmouth Town Hall as it is the area we have the most council housing.
- We have a base for Housing support staff in each of our main towns and use our community centres for occasional surgeries/drop in sessions.
- We already hold council tax benefit, housing benefit and debt advice drop in sessions in Axminster, Cranbrook, Honiton, Ottery St Mary and Seaton.
- Documents related to planning can already be viewed at the town council offices in Seaton, Ottery St Mary, Honiton, Budleigh Salterton and Axminster.
- We are making sure that our officers have the right technology to work in a mobile way around the district.
- We will develop our use of surgeries in the rest of our towns and this consultation will inform this development.

Moving and Improving - contact form 2015



1. Would you like to enter the prize draw to win £100 of shopping vouchers?

- Yes - please make sure you provide your name, postal address and phone number below
- No

2. Would you like to receive direct feedback on the results of the survey and what we are doing with the results?

- Yes by e-mail - please make sure you provide your e-mail address below
- Yes by post - please make sure you provide your name and postal address below
- No- You will still be able to find out about the results and feedback from this survey on our website at www.eastdevon.gov.uk/consultation-and-surveys

3. If you have answered 'Yes' to either of the two questions above please provide the relevant contact details below:

Your contact details will not be linked to your answers and will be used in accordance with the Data Protection Act.

If you are providing your e-mail address please write clearly in BLOCK CAPITALS

Thank you for taking the time to fill in this form, please send it back to us in the pre-paid envelope provided along with your completed questionnaire by ??

Report to: **Cabinet**
Date of Meeting: 9 September 2015
Public Document: Yes
Exemption: None



Agenda item: 11

Subject: **Update on the procurement of a new contract for recycling, waste collection, and associated services, and the trial of a new service model in Feniton and Exmouth (The Colony).**

Purpose of report: To inform members of progress towards the procurement of the new contract for recycling and waste collection, and of the trial of a new service model. The report also includes a request to extend the timetable of the procurement process.

- Recommendations:
1. That Cabinet note the progress so far on the procurement of the new recycling and waste collection contract, and of the recycling and waste collection trial.
 2. That Cabinet agrees to amend the initial procurement timetable to allow more time for completion of the procurement.
 3. If agreeing to extend the procurement timetable, Cabinet also agree to extend the length of the existing collection contract, subject to agreement being reached with SITA and delegated authority be given to the Strategic Lead (Housing, Health and Environment) to agree terms with SITA and to the Strategic Lead (Legal, Licensing and Democratic Services) to take such steps as are necessary to progress and secure the 2 month contract extension.
 4. It is also recommended that Cabinet approves the engagement of Capita to provide specialist financial support in relation to the refuse contract and agrees the associated exemption to Contract Standing Orders.
 5. A further more detailed report is brought to Cabinet showing accurate costing, tender evaluation and implementation timescales prior to the award of the new contract.

Reason for recommendation: By extending the procurement timetable, sufficient time will be available to carry out the procurement of the new contract, including full examination of the potential to purchase contract fleet by the council via use of capital monies to provide a better and more economic service for our residents; to allow further time for a detailed analysis of the trial of a new service model in Feniton and Exmouth [The Colony] of the benefits and cost implications of an improved recycling service with three-weekly refuse collection.

Officer: Paul McHenry, Recycling and Waste Contract Manager
pmchenry@eastdevon.gov.uk Tel: 01395 571617

- Financial implications:** There may be financial implications of extending the contract with SITA by two to three months. These implications cannot yet be quantified. There is a cost to the Council of using the professional services of Capita and this will be capped by prior arrangement to £22,500. The final report will need to consider the financial implications of refuse and recycling collection against potential savings on waste disposal costs on the basis of shared savings with Devon County Council.
- Legal implications:** The appointment of Capita (and associated exemption to Contract Standing Orders) seems appropriate to help facilitate greater savings for the Council. It should be noted that the Council will be procuring specialist legal advice to progress and complete the new contract and provide relevant advice as procurement progresses. In terms of the 'roll-on' of the existing contract with SITA to cover the hiatus between the existing contract coming to an end (31st March 2016) and commencement of the new contract (end of May 2016) provided the terms agreed with Sita do not alter the existing pricing structure, then it would seem permissible under procurement rules to agree to this limited extension without having to go through a procurement exercise solely in respect of it. It is recommended that delegated authority be given to progress this so that, once Sita's position is known, that whatever requirements are necessary to facilitate the extension can be undertaken without having to report back to Cabinet.
- Equalities impact:** Low Impact
The new contract will provide kerbside recycling of cardboard and mixed plastics recycling at some future stage, providing an improved service to all households across the District. The continuation of the existing contract for a brief period of extension will not impact on householders negatively.
- Risk:** Medium Risk
The intention to introduce additional recycling services for cardboard and mixed plastics is included within Council service pledges to coincide with a new recycling and waste collection contract in 2016, therefore there may be reputational risk to the authority if an improved service is not introduced.
The form of service must be suitable for all service users, to encourage community participation and high tonnage yields.
- Links to background information:**
- Link to Council Plan:** Living in and Enjoying this outstanding place.

1.0 Background

- 1.1 A report was presented to Cabinet on 7th January 2015 detailing the steps required to procure a new recycling, waste collection and associated services contract, including phases for commissioning, procurement and mobilisation. The report contained an indicative procurement timetable, outlining the procurement method [competitive dialogue] to be used to procure the contract.
- 1.2 A further report was presented to Cabinet on June 17th 2015 detailing the opportunity to provide a trial of a new improved kerbside recycling service, including collection of

cardboard and mixed plastics together with three weekly refuse collection, in two areas of the district [Feniton and The Colony area of Exmouth]. . The trial was suggested and agreed as a way to test the efficacy of the new recycling and waste collection system, the public reaction to the trial service model, and to provide an in-depth analysis of the effect on collected tonnages of the new collection system of recycling, food waste and of non recyclable wastes placed for collection by residents.

1.3 Work on the procurement of the new contract commenced on 27th February 2015 with the issue of a contract notice, containing requests for expressions of interest from contractors and an invitation to a Bidders Open Day event, held at the council offices in Knowle on 19th March 2015. Contractors expressing an interest were invited to the event, at which officers and members presented information on future options for the collection service which the council wished to explore, including an expansion of materials collected at the kerbside for recycling and the potential to extend the frequency of refuse collection from fortnightly to three-weekly.

1.4 Following the Bidders Open Day event, interested contractors submitted pre qualification questionnaires [PQQ's] detailing their financial and legal status together with information on their technical capacity and references from previous clients. PQQ submissions were received from seven companies. Once evaluation of submissions was completed by an officer evaluation panel, six companies were selected to enter the procurement process. However, three of those companies withdrew* prior to commencement of the initial stages of the procurement, leaving three bidding companies to compete.

*The three companies who withdrew did so due to commitment to other procurements elsewhere.

1.5 Officers worked to prepare ISOS [invitation to submit outline solutions] procurement documents, including a bidders document [details of what the council wished to see included within submissions from bidders, including pricing of outline solutions] and an asset template, which bidders were asked to complete, detailing the types and numbers of fleet they would require to operate the new contract.

2.0 Procurement process to date.

2.1 The three bidding companies who passed the evaluation process were asked to submit outline solutions to the six options provided within the bidders document. Those options included the below 'Lots:

i] Lot One; weekly kerbside dry recycling collections [with kerbside sorting] of newspapers, magazines plus telephone directories and junk mail; plastic bottles; tins, cans and foil; glass bottles and jars; clothes and textiles: collections of small W.E.E.E. [used household batteries]; weekly kerbside food waste collections: fortnightly kerbside refuse collection : collections of clinical waste as required from households : bulky waste collections : servicing of recycling banks : storage and delivery of wheeled bins and other waste containers : servicing of litter bins and dog waste bins; all fleet, fleet maintenance and associated management, supervision and labour to required to provide the above.

ii] Lot Two; as [i] above but with the addition of cardboard in the kerbside recycling collection.

iii] Lot Three; as [i] above but with the addition of mixed plastics [e.g. trays, pots and tubs] in the dry kerbside recycling collection.

iv] Lot Four; as [i] above but with the additions of cardboard [as per ii above] and mixed plastics [as per iii above].

v] Lot Five; as [iv] above but with three-weekly kerbside refuse collection, mainly from 180 litre wheeled bins].

vi] Lot Six; as [iv] above but with four-weekly kerbside refuse collection, mainly from 180 litre wheeled bins].

2.2 Bidders were asked to provide pricing for each Lot, together with detail on how they would operate other aspects of the service, which include the matters set out below:

- Storage and delivery of recycling and waste containers
- Collection and storage of unwanted recycling and waste containers
- Servicing of recycling banks
- Clinical waste collections
- Bulky waste collections
- Servicing of dog waste bins and rural litter bins

2.3 Bidders submitted their ISOS documents by the agreed timetable of June 15th 2015. Interviews of each bidding company took place during the week commencing Monday 29th June 2015. Interview questions were provided to bidders prior to interview, to allow preparation of answers. Bidders were also requested to present a ten minute presentation of their submission.

2.4 Each of the submissions made by bidders, together with their interview and presentations, were evaluated by an officer panel. This process took longer than expected for a number of reasons. The documentation provided by bidders was very detailed and required time for each officer on the evaluation panel to read, evaluate and score. None of the bidding companies has been involved in moving a waste collection service to a three weekly frequency, a relatively new service option in the UK, meaning that time had to be taken to analyse the options provided by bidders.

2.5 Each of the companies provided high quality submissions and presentations and performed well at interview. Following evaluation and scoring it was decided by the evaluation panel to allow each company to progress to the next stage of the process, the ISDS stage [invitation to submit detailed solutions].

2.6 The ISOS document also included an option for the council to provide capital financing of the fleet required to operate the contract, which is a new initiative for the council. The capital financing option has been discussed by officers from legal, finance and environment, who have recommended that the council take specialist legal and financial advice.

2.7 In wishing to ensure that the procurement is carried out correctly and to ensure that it provides the best value contract for the council and residents a request to Cabinet to extend the procurement timetable is detailed below.

2.8 The current indicative procurement timetable is as below:

- Invitations to participate in ISOS stage [invitation to submit outline solutions]; issue ISOS documents – Monday 11 May 2015.
- Due date for return of written ISOS proposals – Monday 15 June 2015 at 12 noon.
- ISOS Dialogue Phase – Monday 29 June 2015 [dates for interviews will be agreed by phone].
- Invitation to submit detailed solution [ISDS] – Monday 20 July 2015.
- Due date for return of written detailed solutions – Friday 21 August 2015.
- ISDS Dialogue Phase – Monday 7 September 2015.
- Invitation to submit final tender [Best and Final Offer] – Monday 28 September 2015.
- Due date for return of final tender [Best and Final Offer] – Friday 24 October 2015.
- Evaluation process – from Monday, 26 October to Friday, 6 November 2015.
- Report to Cabinet – Wednesday 25 November 2015.
- Intention to Award Notice – Thursday 26 November 2015.
- Alcatel standstill period – until Thursday 10 December 2015.
- Contract Award Notice – Friday 11 December 2015.

2.9 The suggested new timetable is detailed below:

- Invitation to submit detailed solution [ISDS] – Thursday 11 August 2015.
- Due date for return of written detailed solutions – Monday 14 September 2015.
- ISDS Dialogue Phase – from Monday 5 October 2015.
- Invitation to submit final tender [Best and Final Offer] – Monday 2 November 2015.
- Due date for return of final tender [Best and Final Offer] – 12 noon, Monday 30 November 2015.
- Evaluation process – from Monday, 30 November to Friday, 18 December 2015.
- Report to Cabinet – Wednesday 10 February 2016
- Intention to Award Notice – Thursday 11 February 2016.
- Alcatel standstill period – until Thursday 25 February 2016
- Contract Award Notice – Friday 26 February 2016.

*The Contractor will have three months from contract award to prepare and mobilise the contract for commencement on 23/05/2016.

2.10 If agreement to extend the procurement timetable is given, the council will require the existing collection contract to be extended for a period of 2 perhaps 3 months, subject to legal advice regarding legality and risks of an extension of contract. The offer of a small extension will require agreement with the existing collection contractor, SITA.

2.11 The invitations to the bidding companies to the invitation to submit detailed solutions [ISDS] stage of the procurement were issued on 11 August 2015. Bidders have been requested to provide their detailed solutions with complete costings by 12 noon on 14 September 2015.

2.12 The renewal of the refuse contract has important financial implications for the Council in terms of both the nature of the service delivered and the capital assets used to deliver that service. A significant financial element that the Council needs to consider before awarding the contract is the way the capital assets are procured and financed. This level of work is of a specialist nature and is very resource intensive. As such it is recommended that specialist advice is sought to supplement the work of the Council's finance team and to ensure that the Council has sufficient information to allow it to award the contract to achieve the best value for money.

2.13 The Council has already engaged Capita Asset Services to provide treasury consultancy services and this current piece of work builds upon the Council's Treasury Management Strategy in that in part it involves the consideration of how best to use the Council's reserves. For that reason it is considered appropriate to also engage Capita to work with the Council in relation to the financial implications of the renewal of the refuse contract. Capita has extensive experience of working with local authority clients in relation to procurement and capital financing and has a demonstrable record of helping those clients to achieve savings in this area. Capita has ready access to financial modelling tools and procurement frameworks which mean it can provide financial analysis and benchmark costings effectively and efficiently which is particularly important given the refuse contract renewal timetable.

2.14 This piece of work would incur an additional charge to the Council which is calculated as 10% of any savings made, in relation to the financing aspect only, over the life of the contract, but it is on a 'no saving, no fee' basis. At this stage in proceedings it is difficult to quantify exactly what that fee would be however; Capita has agreed to cap the fee at a maximum of £22,500.

2.15 It is therefore recommended that the Council approves the engagement of Capita to provide specialist financial support in relation to the refuse contract and agrees to the associated exemption to contract standing orders..

3.0 Trial of recycling and waste collection service option and waste analysis.

- 3.1 As referred to in 1.2 above, Cabinet agreed to a trial of a new collection service involving an improved weekly collection of recyclable material [with additional cardboard and mixed plastics] together with three-weekly refuse collection. This trial has been organised for two diverse areas of the district [Feniton and The Colony area of Exmouth] and commences in September. Residents in the trial areas will be provide with an additional recycling bag, into which additional recycling can be placed.
- 3.2 Officers from the recycling and waste team have worked with colleagues from Organisational Development, Finance and Strata, together with SITA, in designing the trial and associated promotion and publicity information. This includes detailed collection information and a calendar of new collection dates for the trial period.
- 3.3 A communications timetable of events and issues linked to the collection trial is provided as Appendix One.
- 3.4 A timetable of the project is provided in Appendix Two.
- 3.5 An example of promotional materials to be used in the trial is provided in Appendix Three.
- 3.6 A communications programme has been devised to include member briefings, press releases and briefings and a number of live radio and television interviews with the Portfolio Holder for Environment. There are also dedicated areas of the council website devoted to the collection trial, along with Twitter and Facebook pages, which are regularly updated. A brand [“On Board”] has been developed for promotion of the trial, with some of the East Devon vehicles now displaying the brand logo [please see Appendix Four].
- 3.7 Details of the collection schedules for the trial areas are detailed below:
- September 10 Last Colony Waste/Recycling collection (old scheme)
 - September 16 Last Feniton Waste/Recycling collection (old scheme)
 - September 17 First Colony Recycling collection (new scheme)
 - September 23 First Feniton Recycling collection (new scheme)
 - October 1 First Colony Waste collection (new scheme)
 - October 7 First Feniton Waste collection (new scheme)
- 3.8 Appendix One details the communications to be made directly to service users in the trial areas. Over 800 properties are being trialled in each of the two areas. The trial service consists of an improved weekly recycling service, including additional collections of cardboard and mixed plastics [pots, tubs and trays]. The trial areas will also have a different refuse collection frequency, adjusted from two-weekly to three-weekly collections. It is hoped that the trial will show that the increased recycling service will provide additional room in the residual waste wheelie bin, therefore allowing for less frequent refuse collections.
- 3.9 Nappies and incontinence products [also known as Absorbent Hygiene products, or AHP] is a recognised issue and members and service users have been concerned about three weekly collections of residual [non-recycled] waste from wheelie bins containing nappies and incontinence pads. In order to assuage concerns the council has worked with SITA to provide service options: throughout the trial we will be offering households a number of options in the way they dispose of nappies and hygiene products such as incontinence pads. We will be helping them on an individual basis if they approach the council for assistance.

3.10 If residents need to dispose of nappies and hygiene products such as incontinence pads they can:

- Double wrap the products and dispose of them in their current waste bin,
- If they find this difficult, we will assist the resident and, if appropriate, supply additional capacity bins,
- If this doesn't work for the household, they will be offered a sacked fortnightly collection with assisted collections if required.

3.11 These concerns will be addressed in the promotional materials being sent to residents in the trial areas and on the website, Facebook and Twitter pages. Issues surrounding AHP and other similar questions are being addressed via a series of frequently asked questions [FAQ's] that has been developed jointly with officers from the Customer Service Centre [CSC] – please see Appendix Five for a listing of FAQ's.

3.12 A survey of residents in the trial area is also planned during the trial period, to analyse satisfaction and comments on the alternative service provision. This information will be provided to members to allow discussion and to inform the procurement process and a final decision on the best service option for East Devon.

3.13 In addition to the survey of residents, the council is seeking 'community champions' from the trial areas, to provide updates on their view and experience of the new service. This information will be provided to service users via our web site, Facebook and Twitter.

3.14 An external waste analysis company has been engaged to analyse the contents of recycling and of non recyclable waste placed out for collection by residents in the trial areas. The analysis will consist of a sample from a 50 properties taken prior to commencement of the trail and another from collections during the second full cycle of the trial. In carrying-out an analysis, the council will have detailed information on the effects of the additional recycling service and on waste placed out for disposal. In other areas where improved recycling services and three-weekly waste collections have been introduced [e.g. Falkirk] it was found that some residents placed unopened packages of waste food out for collection in their wheeled bin, rather than unwrapping the food and placing it in the food waste caddy. The analysis will inform the council on issues of this type, helping to target future communication messages.

4.0 Other issues for Consideration

4.1 An improved recycling service, together with less frequent refuse collection, will enable the council to increase its recycling rate and reduce the tonnage of waste sent for disposal. Savings in waste disposal costs are being broached with the county council by other districts within Devon on the basis of shared savings. Officers from the council wish to discuss this savings potential with the county council, to understand and provide a future report on financial implications for the council of this initiative.

5.0 Conclusions

5.1 The new procurement timetable will assist members and officers in making a successful procurement of this major front-line operational service. As indicated in sections 2.12 to 2.15 of this report, the procurement has important financial implications for the council. Providing greater time to complete the process will allow sufficient time for the council to

evaluate the complex submissions in detail of both the service delivery and financing options.

- 5.2. The new procurement timetable will also allow the council to consider the results of the trial, the waste analysis, the feedback from user surveys and from the community champions. This information will help inform members when making the decision on collection options when the final report on the procurement is presented to members.
- 5.3 Moving towards a better recycling service and a reduced refuse collection frequency will reduce tonnages sent for disposal and will assist in discussions with the waste disposal authority regarding a shared savings initiative.

EDDC Recycling and Waste Trials Communications Timetable - Sept - Nov 2015 v2

Action	15-Jun-15	22-Jun-15	29-Jun-15	06-Jul-15	13-Jul-15	20-Jul-15	27-Jul-15	03-Aug-15	10-Aug-15	17-Aug-15	24-Aug-15	31-Aug-15	07-Sep-15	14-Sep-15	21-Sep-15	28-Sep-15	05-Oct-15	12-Oct-15	19-Oct-15	26-Oct-15	02-Nov-15	09-Nov-15	16-Nov-15	23-Nov-15	30-Nov-15	December
Preparation																										
Liaise with Falkirk - ongoing																										
Falkirk lessons learned feedback																										
Communications SWOT (update)																										
Comms timetable (update)																										
Branding - On Board approved inc strapline?																										
Intro letter to residents - sign off,																										
FAQs - plain English - sign off (remaining live on website)																										
Agree website info																										
Residents mailer - plain English sign off																										
Info for residents hanger - sign off																										
Recycling Champions - brief																										
Recycling Champions search/posters (Members?)																										
Recycling champions on board, briefed, articles, photos. Place on website and send out to media																										
Media pack: to include JG presentation, press releases, logo example.																										
Media briefing for local journalists																										
CST briefings notes																										

Line	East Devon Trial Project Plan	Person/ Team																		BH			
	Project Timescale		04-May	11-May	18-May	25-May	01-Jun	08-Jun	15-Jun	22-Jun	29-Jun	06-Jul	13-Jul	20-Jul	27-Jul	03-Aug	10-Aug	17-Aug	24-Aug	31-Aug	07-Sep	14-Sep	
1	Agree Project Team meeting schedule with all members	Project Manager																					
2	Agree progress reporting procedure with Project Management Team	Project Manager																					
3	Weekly highlight report	All teams																					
4	Members briefing of the trial	Project Manager led																					
5	Trial start date																						
6	Trial Period																						
7	Operational meetings during the trial	All Project teams & CSC																					
8	Members update meetings- results, waste analysis results etc.	Project Manager led																					
9	Decision on whether to continue trial in the two areas	All Teams																					
Operational																							
10	Finalise addresses/ UPRNS in the two trial areas and distribute to relevant parties.	WM/ICT																					
11	Agree with IT date for collection days to change on the web.	WM/ICT																					
12	Order recycling containers	Ops Team																					
13	Survey trial area for unauthorised containers	WM																					
14	Ensure sufficient stock of all containers	WM/SITA																					
15	Ensure vehicle availability for trial start	SITA																					
16	Ensure sufficient manual operatives and drivers for trial period	SITA																					
17	Brief crews on the trial	SITA																					
18	Initial waste analysis	Ops Team																					
19	Measure participation prior to trial	WM																					
20	Measure tonnages prior to trial start	WM																					
21	Second waste analysis	WM																					
22	Ongoing measurement of crew data	Ops Team																					
Communications																							
23	Liaise with Falkirk/Bury	Comms Team																					
24	Draft and finalise. Communication strategy and consultation plan	Comms Team																					
25	Agree communications timetable and form of communication	Comms Team																					
26	Agree road shows date and content	Comms Team																					
27	Agree web content	Comms Team																					
28	Agree FAQs	Comms Team																					
29	Finalise communication design and content	Comms Team																					
Recycling Champions																							
30	Agree communications delivery dates with operational team and CSC	Comms Team																					
31	Delivery of 1st wave communications	Comms Team																					
32	First letter sent out																						
33	Mailer sent out																						
34	Hangers on Feniton bins																						
35	Hangers on Colony Bins																						
36	Record podcast	WM																					
37	Publsh Podcast	WM																					
38	Procure promotional material (freebies)																						
39	Commence roadshows	WM																					
40	Delivery of second wave communications	Comms Team																					
41	Post trial roadshows and feedback sessions	Comms Team																					
42	Exit strategy if required	All Teams																					
KEY																							
	REQUIRING ACTION																						
	ACTIVITY COMPLETE																						
	Key Milestone (impacts others activities)																						
	NOT COMPLETE																						

Line	East Devon Trial Project Plan	Person/ Team															
	Project Timescale		21-Sep	28-Sep	05-Oct	12-Oct	19-Oct	26-Oct	02-Nov	09-Nov	16-Nov	23-Nov	30-Nov	07-Dec	14-Dec	21-Dec	28-Dec
1	Agree Project Team meeting schedule with all members	Project Manager															
2	Agree progress reporting procedure with Project Management Team	Project Manager															
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	NOT COMPLETE																

IMPORTANT REMINDER



**RECYCLING AND
FOOD WASTE**

Your recycling
and waste
collections
have changed



WASTE

**SEE INSIDE
FOR DETAILS**

FENITON
ON BOARD



YOUR COLLECTIONS



RECYCLING Your first weekly recycling collection that includes cardboard and mixed plastics:
WEDNESDAY 23 SEPTEMBER



WASTE Your three-weekly waste collections:
HAVE STARTED



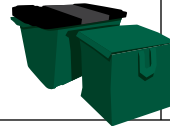
DOWNLOAD THE EAST DEVON APP

Our easy-to-use East Devon app will remind you of your recycling and waste collections on your smartphone

eastdevon.gov.uk/app

YOUR CALENDAR

RECYCLING (YOU CAN ALSO USE YOUR NEW EXTRA BAG)



FOOD WASTE



WASTE



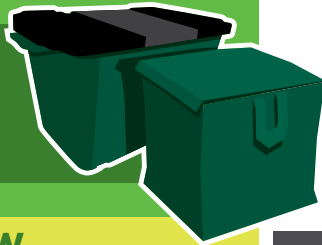
		RECYCLING (YOU CAN ALSO USE YOUR NEW EXTRA BAG)	FOOD WASTE	WASTE
SEP	23 Wed	■	■	
	30 Wed	■	■	
OCT	7 Wed	■	■	■
	14 Wed	■	■	
	21 Wed	■	■	
	28 Wed	■	■	■
NOV	4 Wed	■	■	
	11 Wed	■	■	
	18 Wed	■	■	■
DEC	25 Wed	■	■	
	2 Wed	■	■	
	9 Wed	■	■	■
	16 Wed	■	■	

We'll send you information with the dates of your next holiday collections closer to the time

WHERE IT GOES

RECYCLING

You can use both containers for all your recycling



FOOD WASTE

Please use compostable liners

WHAT'S NEW

CARDBOARD

(must be clean, dry and flat with no food residue)

- ✓ Glossy printed card
- ✓ Egg boxes
- ✓ Toilet and kitchen roll inner tubes
- ✓ Brown cardboard boxes (flattened)
- ✓ Card from other packaging like toys and electrical goods (please remove any plastic or other materials before recycling)
- ✓ All cardboard food packaging like cereal packets, cardboard sleeves
- ✗ No Tetra Pak containers

MIXED PLASTICS

- ✓ Plastic bottles
- ✓ Margarine and ice cream tubs
- ✓ Yoghurt pots
- ✓ Food packaging like meat trays
- ✗ No plastic bags, film, crisp packets and chocolate bar wrappers

STILL TAKING

- ✓ Plastic bottles
- ✓ Household batteries
- ✓ Textiles, shoes
- ✓ Paper
- ✓ Glass bottles and jars
- ✓ Metals

WASTE

Make the most of your wheeled bin: use smaller bags and place sideways



NAPPIES AND INCONTINENCE PADS

- 1 Double wrap and put in your wheeled bin.
- 2 If you find this difficult, ask us for help. We can give advice on reducing rubbish and if appropriate give you a bigger bin.
- 3 If this doesn't work we'll offer you a sacked fortnightly collection with help if required.

YOU COULD SAVE SPACE AND MONEY WITH REAL NAPPIES

They're better for the environment and for babies' comfort and health. They also make less waste. Phone 0800 328 8175 or visit recycledevon.org/nappies



Disposable nappies

60



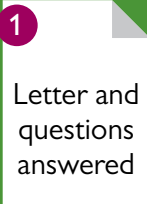
Wipes for real nappies

IMPORTANT REMINDER

Your recycling and waste collections have changed

WHY HAVE YOU BEEN GIVEN THIS REMINDER?

We're working hard to keep you informed. Please keep the leaflets we send you as they contain important information.



CONTACT US


01395 571515
csc@eastdevon.gov.uk


Waste management team
East Devon District Council
Knowle, Sidmouth, EX10 8HL
(Open Mon to Fri, 8.30am to 5pm)

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QUESTIONS ANSWERED

eastdevon.gov.uk/onboard

RECYCLING TIPS

eastdevon.gov.uk/recycling-tips

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WASTE

**SEE INSIDE
FOR DETAILS**

**EXMOUTH –
THE COLONY**
♻️ **ON BOARD**



YOUR COLLECTIONS



RECYCLING Your first weekly recycling collection that includes cardboard and mixed plastics:
THURSDAY 17 SEPTEMBER



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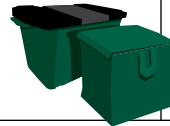
eastdevon.gov.uk/app

YOUR CALENDAR

RECYCLING (YOU CAN ALSO USE YOUR NEW EXTRA BAG)

FOOD WASTE

WASTE



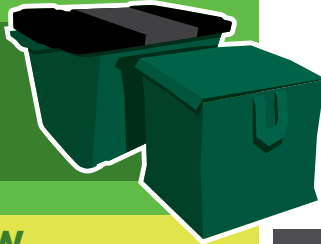
		RECYCLING (YOU CAN ALSO USE YOUR NEW EXTRA BAG)	FOOD WASTE	WASTE
SEP	17 Thu	■	■	
	24 Thu	■	■	
OCT	1 Thu	■	■	■
	8 Thu	■	■	
	15 Thu	■	■	
	22 Thu	■	■	■
NOV	29 Thu	■	■	
	5 Thu	■	■	
	12 Thu	■	■	■
	19 Thu	■	■	
DEC	26 Thu	■	■	
	3 Thu	■	■	■
	10 Thu	■	■	
	17 Thu	■	■	

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Wipes for real nappies

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1

Letter and questions answered

2

Leaflet

3

This reminder

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csc@eastdevon.gov.uk

Waste management team
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FAQ's for trial areas.

1. Can I opt out?

The trial has been created to meet a demand for greater recycling. It is important that everyone in the trial area is involved. The improved scheme means that you can recycle even more items and we would appreciate your feedback

2. Why are you doing this?

There will be a new contract for the collection recycling and waste from 2016. We are ensuring that they can take as much material for recycling as possible. With an increase in recycling we believe that your bin waste won't need to be collected as often as it was.

3. Is this to save money?

Environmentally we need to increase the amount we recycle. Finances will play a part but so do environmental factors.

4. What about nappies or incontinence pads?

Throughout the trials we will be offering households a number of options in the way they dispose of nappies and hygiene products such as incontinence pads. We will be helping them on an individual basis if they approach the council for assistance.

If residents need to dispose of nappies and hygiene products such as incontinence pads they can:

- Double wrap the products and dispose of them in their current waste bin
- If they find this difficult, we will assist the resident and, if appropriate, supply additional capacity bins
- If this doesn't work for the household, they will be offered a sacked fortnightly collection with assisted collections if required.

5. Will I get a bigger rubbish bin?

With the improved recycling service the likelihood is that you will not need a bigger rubbish bin. In fact some residents may find they could use a smaller bin. Compressing your waste and placing the bags in sideways may help to use your bins capacity to its fullest. If you still find you are struggling please contact us on 01395 571515 to discuss the options.

6. What does 'enhanced recycling service' mean?

Enhanced recycling service means you will be able to recycle more items at the kerbside than you did previously, such as plastic tubs, pots and trays plus cardboard.

7. How can I let you know what I think of the trial?

You can contact us by calling 01395 571515 or emailing csc@eastdevon.gov.uk. We will also be asking for your feedback in a separate letter.

8. Why has my area been chosen for the trial?

The trial areas were chosen to give us a good mix of the population of East Devon. This will include those households with children, couples and older people.

9. Will we get more containers?

An additional recycling container will be provided to you. This will be a green reusable bag. The bag is an extension of the recycling box and should be used to place any of the items we recycle into. You do not have to use the bag if you have room in your recycling box.

10. Will you still collect clinical waste weekly?

Clinical waste collections will not be affected and will continue to be collected weekly.

11. Will my waste smell after 3 weeks?

Food waste will be collected weekly as usual which means the majority of the bin waste will be dry. If there are any items that you feel may produce an odour then double-bagging them should help.

12. How long will the trial last and what happens after?

We do not have an end date for the trial at present. This is because the trial may be very successful and it would be a shame to stop the collections if this is the case

13. When will the trial start?

The start dates for the trial will be sent to you in August but the trial will start in September 2015.

14. Why can't you collect all plastics?

The trial is aimed to collect as many plastics as possible. If this proves to be successful we would like to extend this across the whole of East Devon.

15. Why can't you collect all cardboard?

The trial is aimed to collect most cardboard but some cardboard items like takeaway pizza boxes have been contaminated with food.

16. Can I place excess recycling out loose?

Any excess recycling should be placed out in carrier bags to the side or on top of the recycling box. Any cardboard items should be flattened.

17. Where will the recycling go?

The recycling will go to a variety of processors here in the UK, across Europe and the rest of the world, depending on demand

18. Do you have any tips to reduce waste?

Please see our website for a range of waste reducing tips - <http://eastdevon.gov.uk/recycling-tips>

19. Who do I contact if I am having difficulties with the new changes?

If you are struggling to manage your waste please contact our Customer Service Team on 01395 571515 for help or advice.

20. Do I need to separate my recycling?

Your recycling can be mixed in the recycling box and bag. The collection crews will

separate it on the vehicle.

21. I do recycle but the fact that you are collecting cardboard/mixed plastics will not help with the amount of refuse I have

If you find that you are recycling everything you can and your bin is still not large enough, please contact us on 01395 571515 and we will discuss this with you.

22. Where do I place the extra containers that you will be giving me?

The only extra container will be a recycling bag. The bag should fold down quite small and take up little space. If you don't have any room to store any containers please call us on 01395 571515.

23. When will the other areas in the district have the same arrangement?

Depending on how successful the trial is and if we need to make any changes, we hope to roll out the improved scheme within a year.

24. What's in it for me?

By taking part in the scheme you are helping East Devon District Council to improve the way in which collections are made. If there are savings to be made then these savings can help to maintain services in other areas of the District such as Street Cleansing or Parks and Gardens.

25. Why couldn't we carry on as we were but have larger or extra containers for recycling but stick to fortnightly landfill?

With a better recycling service there will be less rubbish to collect across the district meaning that less waste is sent for disposal and more recycling is used as a resource.

26. I already have bigger bin, will you take this away? If you do what will happen if I still produce too much landfill? Surely I should have been left with what I had?

If you currently have a larger bin you may find that you no longer need it with the improved service. We will work with residents with larger bins to see if they still need them once they are recycling everything.

27. Will there be any road-shows so it can be explained fully?

There will be local road-show events so that people can see the recycling container and talk to staff if they wish. Dates of the events will be published nearer the time.

Report to: Cabinet
Date of Meeting: 9 September 2015
Public Document: Yes
Exemption: None
Review date for release: None



Agenda item: 12

Subject: Exemption request for handy person scheme

Purpose of report: To agree the exemption request for the handy person scheme. We did not obtain three quotations for the work on the trial scheme as required under Corporate procurement rules. This was due to a misunderstanding and an assumption that as the work is part of the day to day repairs function and the contract for this had gone through the OJUE process, this did not need to be a separate tender process.

Recommendation: To agree the exemption to procurement requirements for the trial handy person scheme

Reason for recommendation: To allow the scheme to proceed in September 2015

Officer: Amy Gilbert, Property and Asset Manager, agilbert@eastdevon.gov.uk
ext. 2578

Financial implications: There was no specific budget set for the Handyman scheme but the costs can be met from other existing HRA budgets.

Legal implications: The contract value falls below the threshold set out in the Public Contracts Regulations 2015 and therefore the EU procurement procedure does not apply and an exemption can be validly given pursuant to the Council's Contract Standing Orders Rule 3.1. The basis for the exemption (as set out in the report) appears sound and as such the exemption has been legitimately secured. Accordingly there are no legal implications arising and Cabinet can note/endorse the exemption.

Equalities impact: Low Impact

Risk: Low Risk

Links to background information: Click here to enter links to background information; appendices online; and previous reports. These must link to an electronic document. Do not include any confidential or exempt information.

Link to Council Plan: Living in this outstanding place

Report in full

Following a Task and Finish Forum, the Housing Review Board agreed to a six month trial of a handy person scheme for tenants of East Devon. The scheme is open to all tenants in sheltered accommodation, all tenants over 70 years of age or with a disability, and all tenants on the individual garden maintenance scheme. The trial will run in two areas of the district, Exmouth town, and the Honiton and Axminster areas.

The service has two parts – (1) to provide a free handy person service for specific tenants (see above); (2) to carry out EDDC small scale repairs, under the value of £100. Using the scheme to undertake these small scale repair works should bring about savings of at least £14 per repair.

The scheme has been widely advertised and we already have a register of over 100 residents interested in using it. The service will start on 7 September 2015. Our current contractors EmmDee and Skinners will each provide a handy person – EmmDee for the Exmouth area, Skinners for the Honiton and Axminster areas.

As the work falls within the remit of day to day repairs our current contractors EmmDee and Skinners were asked to quote for the work. Part of their original tender submission for the main day to day repair contract included reference to running a handy person scheme at some future date, but this was not costed within the contract. For the six month trial it seems sensible to use our current contractors who know the trial areas and in many cases will be familiar with our tenants, and with working with elderly and vulnerable residents.

It has been brought to our attention that, because of the contract sums involved, three quotes should have been obtained for this work, as required by contract standing orders.

An exemption report has been written and signed off as required, requesting that we proceed with the trial scheme without the need for obtaining a third quotation.

Report to: Cabinet
Date of Meeting: 09 September 2015
Public Document: Yes
Exemption: None



Agenda item: 13

Subject: Monthly Performance Report July 2015

Purpose of report: Performance information for the 2015/6 financial year for July 2015 is supplied to allow the Cabinet to monitor progress with selected performance measures and identify any service areas where improvement is necessary.

Recommendation: 1. That the Cabinet considers the progress and proposed improvement action for performance measures for the 2015/16 financial year for July 2015.

Reason for recommendation: This performance report highlights progress using a monthly snapshot report; SPAR report on monthly performance indicators and system thinking measures in key service areas including Streetscene, Development Management, Housing and Revenues and Benefits.

Officer: Karen Jenkins, Strategic Lead – Organisational Development and Transformation

kjenkins@eastdevon.gov.uk ext. 2762

Financial implications: There are no direct financial implications.

Legal implications: There are none arising from the recommendations in this report.

Equalities impact: Low Impact

Click here to enter text on impact level relating to your report. Link to an equalities impact assessment form if necessary.

Risk: Low Risk

A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information:

- [Appendix A – Monthly performance snapshot for July 2015](#)
- [Appendix B - The performance indicator monitoring report for the 2015/16 financial year up to July 2015](#)
- [Appendix C – System Thinking Reports for Housing, Development Management, Streetscene and Revenues and Benefits for June 2015](#)

Link to Council Plan: Living, working, enjoying and outstanding Council

Report in full

1. Performance information is provided on a monthly basis. In summary most of the measures are showing acceptable performance.
2. There are four indicators that are showing excellent performance,
 - Percentage of planning appeal decisions where the planning inspector has disagreed with the Council's decision
 - Percentage of non-domestic rates collected
 - Creditor days – percentage of invoices paid in 10 working days
 - Creditor days – percentage of invoices paid within 30 days

3. There is one performance indicator showing as concern.

Working days lost due to sickness absence – We continue to monitor sickness absence closely and are expecting a reduction to these figures in the next few months as sadly those with long illnesses will be ill health retired.

4. Monthly Performance Snapshot for May is attached for information in [Appendix A](#).
5. A full report showing more detail for all the performance indicators mentioned above appears in [Appendix B](#).
6. Rolling reports/charts for Housing, Streetscene and Revenues and Benefits appear in [Appendix C](#).

Monthly Performance Snapshot – July 2015



This monthly performance snapshot shows our performance over the last month:

- **99.75%** of rent due on council owned homes collected
- **5.74 days** to process your Housing or Council Tax Benefit claims
- **95%** of invoices received by us are paid within 10 days
- Less than **3 days** on average to clear fly tipping cases, dealing with **50 cases** in July.

Latest headlines:

- The main build work for Seaton Jurassic has now been completed by Kier. The interpretation contractor, Lloyd Turner, is now on site carrying out the internal fit out of the exhibition halls and the external garden areas. We expect the centre to be completed in January and will open in the spring.
- Hearing Sessions into the Local Plan and Community Infrastructure Levy (CIL) reconvened and the inspector heard additional evidence and representations that will help him to determine if the Local Plan and CIL charging schedule are sound. Officers will be submitting some additional information to address some questions he raised and then we expect to receive his report in the autumn.
- During July volunteers gave the Countryside team nearly 330 hours of their time, much of which was spent building the first access ramp to the new building – the Lookout – at Seaton Wetlands. We are very grateful to them all for their hard work and support.
- Numbers attending Countryside events at Cranbrook were on the increase in July, with 35 people turning up in their togas for a Roman-themed event and over 50 insect enthusiasts coming along to the Bug Bonanza, organised by our trainee ranger Laura Goble.
- Popular new Countryside events Willow Basket Making and the Canoe Safari in July were oversubscribed, and the perennial favourite Nightjars and Stars was also fully booked.

- We crowned our sheltered housing King of the Xbox Challenge after semi finals at Millwey Community Centre, Axminster and Ratcliffe House in Exmouth.
- We visited an amazing array of beautiful gardens over two days of judging our annual garden competition.
- We provided first aid training to tenants requiring training for the first time, or as an annual refresher
- Thelma Hulbert Gallery curator Angela Blackwell was invited to talk about the work, projects and public role of the gallery to more than 60 members of the Budleigh Salterton Art Club last week. The response has been really positive, with a standing ovation, claims it was one of the best talks they have seen and amazed at how much went on in the gallery some members have already been in to see for themselves.
- The new Thelma Hulbert Gallery signs have been a huge success, working really well at catching the attention of those using the car parks and getting new audiences and visitors to Honiton into the gallery
- Thelma Hulbert Gallery are now in the final stages of collaborating with Museums at Night artist Luke Jerram where an installation of 1000 clocks will feature in a week long exhibition and series of events at the gallery in October.
- Thelma Hulbert Gallery have been shortlisted to host the prestigious Alexandra Reinhardt Memorial Award residency in 2016. This involves working with a commissioned UK artist to engage the community in a series of workshops to make a final artwork. Worth over £15,000, we find out if we have been successful in late September.

Did you know?

- At the 2011 Census East Devon's population was recorded at 132,457, the highest population of all the district areas in Devon.