

## Overview

I am the team link for Exeter. I am their complaints monitor and attend their team meetings once a month. I take news from the BCMT with me to discuss and the team can ask me things about our BCMT processes, and I try to answer as best I can.

## Complaints

The Exeter NHT has a low volume of complaints, the team had two complaints in March and both were answered within the dedicated time scales.

## Team meeting notes

These notes are from meetings in January and March 2015.

- **Permits and licences for Exeter City Centre**

John Harvey of Exeter City Council left his post in February. He processed various licences for the city centre including street cafes, Section 171s, banners & skips and scaffold licences. This may result in an increase in permits that are submitted to us. Ian Andrews, NHO for the city centre, is working with the systems thinking group to look at the possibility of the city council taking some of these back.

- **Overgrown vegetation process**

The team raised some concerns that they had with the current vegetation process. The part of the highway safety inspection manual that relates to vegetation and trees is going to be reviewed and once this is done we can start to look at the vegetation process. I have noted their concerns and suggestions to take forward for when the review begins. If any of the NHOs are interested in taking part in this review I can also put their names forward.

- **Weed spraying**

Weed spraying started in the city in mid-March and the next programme of this will start in June.

- **NHE & team locality meeting notes**

Notes from the meeting were discussed;

- Footway works are ongoing around the city.
- Budget for community payback works have increased for 2015/ 16. The outcome of tough choices was also discussed and how this would affect the team and future customer enquiries – the team have asked for a clear definition of 'visibility splay' that can be published on the website for all staff to refer to.