

Committee Manager : Erica Keegan (Ext 37547)

8 June 2017

## **CABINET**

A meeting of the Cabinet will be held in Committee Room 1 (Pink Room) at the Arun Civic Centre, Maltravers Road, Littlehampton, on the **19th June 2017 at 5.00 pm** and you are requested to attend.

Members : Councillors Mrs Brown (Chairman), Wensley (Vice-Chairman), Bence, Charles, Clayden, Haymes, and Wotherspoon.

## **A G E N D A**

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declarations of personal and/or prejudicial interests that they may have in relation to items on this Agenda.

You should declare your interest by stating :

- a) the item you have the interest in
- b) whether it is a personal interest and the nature of the interest
- c) whether it is also a prejudicial interest
- d) if it is a prejudicial interest, whether you will be exercising your right to speak under Question Time

You then need to re-declare your interest and the nature of the interest at the commencement of the item or when the interest becomes apparent.

3. QUESTION TIME

- a) Questions from the public (for a period of up to 15 minutes).
- b) Questions from Members with prejudicial interests (for a period of up to 15 minutes).

4. MINUTES

To approve as a correct record the Minutes of the meeting held on 10 April 2017 (previously circulated).

5. START TIMES

Cabinet is asked to approve its start times for 2017/18.

6. BUDGET VARIATION REPORT

To consider any reports from the Head of Corporate Support (Standard Item)

7. \*AWARD OF CONTRACT FOR THE SUPPLY, IMPLEMENTATION AND SUPPORT & MAINTENANCE OF AN ENVIRONMENTAL HEALTH, PRIVATE SECTOR HOUSING AND PUBLIC HEALTH IT SOLUTION

This report seeks approval for the award of contract following a competitive procurement conducted in accordance with current European Union procurement legislation and internal contract standing orders. Supplier A submitted the most economically advantageous tender (confirmed by thorough evaluation) and their system is within the agreed budget.

8. \*FUNDING TO REVIEW/UPDATE MADE NEIGHBOURHOOD DEVELOPMENT PLANS

Arun District Council has received funding from central government to support the preparation of Neighbourhood Development Plans (NDPs) and there is sufficient funding within this ear marked reserve to be able to provide additional funding (over and above further government grants that are available) to support new or updated Neighbourhood Development Plans. This report seeks Cabinet approval for the grant funding.

9. \*COMMUNITY HOUSING FUND – EXPENDITURE AND FUTURE USE

The Council has been allocated a grant of £706,119 by central government for enabling the delivery of community-led housing initiatives in the Arun district. This report provides detail on how the Council proposes to allocate this new money and boost local community-led housing.

10. \*TACKLING HOMELESSNESS

This report identifies issues contributing towards homelessness, the steps that are currently being taken to address it along with proposals to help reduce Bed and Breakfast expenditure in the long term.

11. \*CORPORATE PLAN 2013-2018 – PERFORMANCE OUTTURN YEAR-END REPORT FOR THE PERIOD 1 APRIL 2016 TO 31 MARCH 2017

This report (with Appendix) sets out the year end performance outturn for the Corporate Plan performance indicators for the period 1 April 2016 to 31 March 2017.

12. \*SERVICE DELIVERY PLAN (SDP) 2013-2018 – PERFORMANCE OUTTURN YEAR-END REPORT FOR THE PERIOD 1 APRIL 2016 TO 31 MARCH 2017

This report (with Appendix) sets out the year end performance outturn for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2016 to 31 March 2017.

13. JOINT AREA COMMITTEES

To consider and note the Minutes of the meetings of the Joint Arun Area Committees as follows:-

- (a) Joint Eastern Arun Area Committee – 7 March 2017
- (b) Joint Western Arun Area Committee – 15 March 2017

Note : \*Indicates report is attached for all Members of the Council only and the press (excluding exempt items). Copies of reports can be obtained on request from the Committee Manager).

Note : Members are reminded that if they have any detailed questions would they please inform the Chairman and/or relevant Director in advance of the meeting.

**AGENDA ITEM NO.7****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET ON 19 JUNE 2017****PART A: REPORT**

**SUBJECT:** Award of Contract for the Supply, Implementation and Support & Maintenance of an Environmental Health, Private Sector Housing and Public Health IT Solution (replacement of EHADD).

**REPORT AUTHOR:** Nat Slade, Group Head of Technical Services   **EXTN:** 37683

**DATE:** April 2017

**EXECUTIVE SUMMARY:**

This report seeks approval for the award of contract following a competitive procurement conducted in accordance with current European Union procurement legislation and internal contract standing orders. Supplier A submitted the most economically advantageous tender (confirmed by thorough evaluation) and their system is within the agreed budget.

**RECOMMENDATIONS:**

It is recommended that Cabinet award the Contract to Supplier A and give authority to the Group Head of Technical Services in consultation with the appropriate Cabinet Member to enter into the necessary legal agreement.

**1.0 BACKGROUND:**

- 1.1 Environmental Health and the Private Sector Housing and Public Health Teams currently use an in-house IT system (EHADD) which is over 20 years old and no longer considered "fit for purpose". This is impacting on service delivery and the teams are unable to provide a cost efficient service. A new system will allow the service to adopt modern and agile ways of working which in turn will support more efficient ways of working and reduced operational costs.
- 1.2 On 16 November 2015 Cabinet approved the Capital Project Prioritisation report (C/033/161115) which included the capital budget for the procurement of an IT system to replace EHADD. This was then approved by Full Council on 25 February 2016.
- 1.3 The service has secured a revenue budget for support and maintenance.
- 1.4 The Business Case was approved by the Arun Improvement Programme Board on 15 July 2015.

- 1.5 The project was put on hold between May and August 2016 pending the outcome of the Shared Services review.
- 1.6 The tender process commenced on 5 January 2017 with the issue of a Contract Notice in the Official Journal of the European Union (OJEU). Tenders have been submitted, evaluated and moderated in order to select a contractor. This report reviews the evaluation process and recommends a preferred contractor.
- 1.7 The length of contract is 5 years with an optional extension of up to a further 5 years.
- 1.8 The closing date for the submission of tenders was 8 February 2017. Three suppliers submitted tenders via In-Tend, the Council's electronic procurement portal.
- 1.9 The tenders were evaluated by the Project Board which included the Group Head of Technical Services.
- 1.10 The proposal for the award of contract is made on the basis of the most economically advantageous tender (MEAT) for the Council. This approach allows for quality to be considered as well as price.
- 1.11 The approved tender evaluation criterion is 40% price and 60% quality. The 60% quality is split between Quality (35%) and Technical & Functional (25%).
- 1.12 An evaluation matrix with an appropriately weighted scoring system was devised for both the financial (cost over the length of the contract) and the qualitative (Quality and Technical & Functional) aspects of each bid.
- 1.13 The final evaluation scores are shown below:

<b>Weighted Criteria Scores</b>				
<b>Supplier</b>	<b>Quality</b>	<b>Cost</b>	<b>Technical &amp; Functional</b>	<b>Combined</b>
Supplier A	30.45%	24.44%	24.03%	78.92%
Supplier B	14.70%	23.01%	23.43%	61.14%
Supplier C	13.65%	40.00%	24.30%	77.95%

- 1.14 The tenders were based on a go-live date of no later than 1 April 2018.
- 1.15 The cost of the system from Supplier A is within the agreed overall 5 year budget.
- 1.16 Awarding the contract to Supplier A will enable Arun to realise the benefits and savings identified in the agreed business case.
- 1.17 The new system will support the Council in meeting the corporate vision to:
- Offer an improved customer experience
  - Provide more digital opportunities to make dealing with us easier for our customers
  - Become smaller but more effective
  - 'Get things right' first time
  - Do things as quickly as possible
  - Meet future demands

<b>2. PROPOSAL(S):</b>		
It is proposed that Cabinet award the Arun District Council Contract to Supplier A and give authority to the Group Head of Technical Services in consultation with the appropriate Cabinet Member to enter into the necessary legal agreement.		
<b>3. OPTIONS:</b>		
i. Award the Arun District Council Contract to Supplier A		
ii. Not award the Arun District Council Contract to Supplier A		
<b>4. CONSULTATION:</b>		
Has consultation been undertaken with:	<b>YES</b>	<b>NO</b>
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>	<b>YES</b>	<b>NO</b>
Financial	✓	
Legal	✓	
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology	✓	
Other (please explain)		✓
<b>6. IMPLICATIONS:</b>		
<b>Finance</b> consulted regarding budget (capital & revenue) and procurement process.		
<b>Legal</b> consulted regarding the contract with the supplier.		
Representatives from <b>Technology</b> are on both the Project Board and Project Team to ensure that the new system will meet ADC's technological requirements.		
<b>7. REASON FOR THE DECISION:</b>		
To enable the Environmental Health and the Private Sector Housing and Public Health Teams to procure an IT system to replace EHADD and deliver the benefits identified in the business case.		
<b>8. BACKGROUND PAPERS:</b>		
Cabinet Report dated 16 November 2015		



**AGENDA ITEM NO.8****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET  
ON 19th June 2017****PART A : REPORT**

<b>SUBJECT:</b> Funding to review/update made Neighbourhood Development Plans
---

<b>REPORT AUTHOR:</b> Donna Moles	<b>DATE:</b> 22 <sup>nd</sup> March 2017
<b>EXTN:</b> 37697	

**EXECUTIVE SUMMARY:**

The increase in the Council's housing requirement for the Local Plan period 2011-2031, has resulted in an additional 1,250 homes required to be delivered through new or updated Neighbourhood Development Plans (or a Development Plan Document if Neighbourhood Plan Groups choose not to produce new or updated Plans).

Arun District Council has received funding from central government to support the preparation of Neighbourhood Development Plans (NDPs) and there is sufficient funding within this ear marked reserve to be able to provide additional funding (over and above further government grants that are available) to support new or updated Neighbourhood Development Plans.

To assist those groups who intend to produce new or modified Plans, Arun District Council will provide grant funding of up to £5,000 per parish (up to £105k in total for all parishes within ADC LPA) for any parish that is updating or creating a new Plan and will have reached a stage within 3 years (post Local Plan adoption) where a Plan is proposing an appropriate scale of housing development.

**RECOMMENDATIONS**

1. To approve grant funding of up to £5,000 per Neighbourhood Plan Group (NPG) (up to £105k in total for all parishes within ADC LPA) for any parish that is updating their Plan or creating a new Plan and will have reached a stage within 3 years (post Local Plan adoption) where a Plan is proposing an appropriate scale of housing development. This funding will come from the existing Neighbourhood Plans ear marked reserve.
2. To delegate authority to the Director of Place, in consultation with the Cabinet Member for Planning, to approve the distribution of individual parish grant.

**1. BACKGROUND:**

1.1 Arun District Council are proposing as part of our proposed modifications to the



submitted Local Plan, that in addition to the proposed strategic allocation, that land for an addition 1,250 homes should be identified across the district on non-strategic sites (less than 300 homes). To achieve this goal it is necessary to identify the location of these additional homes in either new or updated Neighbourhood Plans or potentially a Site Allocations Plan produced by the District Council.

- 1.2 To date, Neighbourhood Plans have made provision for 686 new dwellings through allocations and the Parish numbers contained in the 2014 version of the emerging Local Plan are now six years old and housing requirements have doubled in that time.
- 1.3 In addition to our Parish and Town Council briefings, we have written to every Parish or Town Council to give them the opportunity to indicate which approach they would prefer (i.e. either to prepare a new or updated Neighbourhood Plan or leave it to the District Council to produce a Site Allocations Plan for those parts of the Plan area not covered by new or updated Neighbourhood Plans). This follows the recent decision of Full Council (22 March) to support the proposed strategy.
- 1.4 Officers would like to be in a position to present to the Local Plan Inspector at the reconvened Examination, a Plan showing which areas of the Council will be subject to new or updated Neighbourhood Plans or a Site Allocations Plan.
- 1.5 Officers recognise that for many Parish and Town Councils the Neighbourhood Plan is not that old and that experience has shown that creating any formal Plan takes time; hence why in our modifications we have focused on the delivery of the 1,250 homes being in the later phases of the Plan. However, the Local Plan Inspector will also be looking for certainty as to how this suggested option will be actually delivered. Therefore the Local Plan sets out the triggers for the commencement of work on a Small Site Allocations DPD in the event that Neighbourhood Plans have not made sufficient progress in committing to additional numbers. On this basis we would expect work to have been agreed with all those Parish and Town Councils intending to prepare updated or new Neighbourhood Plan, the scale of development to be provided in each of those areas, and for this Plan preparation to have commenced within 3 year (post Local Plan adoption). The Council will also commit to submitting a Site Allocations DPD for any residual areas for examination within 4 years.
- 1.6 However, it needs to be noted that the Local Plan Inspector might not agree with the timings for this work, in which case we would need to amend our approach.
- 1.7 Arun District Council is at the forefront in promoting Neighbourhood Planning and currently has some funding remaining within the Neighbourhood Plans ear marked reserve from the grants from government for the Plans that have been made. This is sufficient to be able to pass some of this on to Neighbourhood Planning Groups to assist them in preparing new or modified Plans.
- 1.8 Officers are proposing to provide grant funding of up to £5,000 per parish for any parish that is updating their Plan and will commence within 3 years (post Local Plan adoption). This would be conditional upon the NPG having reached a stage where a Plan is proposing an appropriate scale of housing development.

## 2. PROPOSAL(S):

- 2.1 At the moment, there is no legal obligation for Arun District Council to distribute the burden funding received by DCLG, to Parish and Town Councils. Other authorities have decided to retain the monies received and put it towards any additional costs incurred as a result of Neighbourhood Plan production. However, it is recommended that in the spirit of our working relationships with Town and Parish Councils that we allocate some of this funding, to the Parish and Town Councils that will be reviewing/updating their plans.
- 2.2 However, because there are no conditions attached to the burden funding received from Government, Arun District Council needs to ensure complete transparency for clear accountability in order to provide an audit trail of where the money went and how it was spent. To this end we are seeking approval for allocating this funding of up to £5,000 per parish for any parish that is updating their Plan and will commence within 3 years (post Local Plan adoption).

## 3. OPTIONS:

The options considered are:

- A) Not provide the NPG's with any grant funding.
- B) Provide grant funding of up to £5,000 per parish for any parish that is updating their Plan or creating a new Plan and will have reached a stage within 3 years (post Local Plan adoption) where a Plan is proposing an appropriate scale of housing development.

Option A is does not show any commitment to working with the groups in updating the plans. Option B, reflects the spirit of Localism and our continued support for the parish/town councils to guide and assist them in bringing NDPs forward.

## 4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		×
Relevant District Ward Councillors		×
Other groups/persons (please specify) <b>Neil Crowther - Group Head of Planning</b> <b>Karl Roberts - Director of Place</b> <b>Claire Rowlands - Finance</b>	×	
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	×	
Legal		×
Human Rights/Equality Impact Assessment		×
Safeguarding Adults/Children		×

Community Safety including Section 17 of Crime & Disorder Act		×
Sustainability		×
Asset Management/Property/Land		×
Technology		×
Other (please explain)		×

#### 6. IMPLICATIONS:

The decision to approve the grant support has financial implications.

There are no time constraints imposed by Government within the regulations or legislation which is intended to promote flexibility, this Council can therefore set their own time frames with spending the money.

The review/updates of the NDPs will lead to further examinations and referendums which will require resourcing to support this but it is anticipated that DCLG will provide additional burden funding in line with the original support previously.

#### 7. RISK:

There is still £50k income to be requested to provide sufficient funding IF all Parishes were to go ahead, however, the money is being funded through DCLG Burden Funding for Local Planning Authorities for NDP work so the potential risks could be if this funding was no longer available.

There is the risk of DCLG not providing sufficient or any burden funding to resource and support examinations and referendums.

#### 8. REASON FOR THE DECISION:

To get authorisation for funding to support new or updated Neighbourhood Development Plans and provide greater certainty on the Council's commitment to this agreed approach.

#### 9. BACKGROUND PAPERS:

Planning practice guidance:

*How are neighbourhood plans updated? can be found in Paragraph: 085 Reference ID: 41-085-20160519 of the National Planning Practice guidance <https://www.gov.uk/guidance/neighbourhood-planning--2#updating-a-neighbourhood-plan>*

*Updating a neighbourhood plan can be found in Paragraph: 084 Reference ID: 41-084-20160519 of the National Planning Practice guidance <https://www.gov.uk/guidance/neighbourhood-planning--2#updating-a-neighbourhood-plan>*

**AGENDA ITEM NO.****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET  
ON 19 JUNE 2017****PART A : REPORT****SUBJECT: COMMUNITY HOUSING FUND – EXPENDITURE AND FUTURE USE****REPORT AUTHOR:** Andy Elder **DATE:** 15th May 2017 **EXTN:** 37714

**EXECUTIVE SUMMARY:** The Council has been allocated a grant of £706,119 by central government for enabling the delivery of community-led housing initiatives in the Arun district. This report provides detail on how the Council proposes to allocate this new money and boost local community-led housing.

**RECOMMENDATIONS:** It is recommended that the Cabinet:

- 1) Approves that the Community Housing Fund (CHF) grant of £706,119 is utilised in line with the formal requirements of the fund, with 90% (£635,507) allocated to support community-led housing schemes in Arun and 10% (£70,612) allocated to support the Sussex Community Housing Hub operated by Action in Rural Sussex (AiRS).
- 2) Agrees that authority be delegated to the Director of Services in consultation with the Cabinet Member for Housing and the Council's Section 151 Officer to allocate the Community Housing Fund Grant to individual projects and initiatives which fall within the remit of (1) above, and as appropriate make suitable payments.
- 3) Approves a grant of £5,000 to the Ford Community Land Trust to support their legal formation and set-up costs.
- 4) Approves the principle of a grant of up to £30,000 to the Angmering Community Land Trust to support their pre-development finance costs for a Community Led Affordable Housing Scheme at Mayflower Way, Angmering. The Grant to be provided to the Angmering Community Land Trust upon the transfer or acquisition of the land by the Angmering Community Land Trust and the receipt of a document setting out details of the intended expenditure; these details to be approved by the Director of Services in consultation with the Cabinet Member for Housing.

**1. BACKGROUND:**

Following the 2016 national budget, £60 million was allocated in grant to support Community Led Housing in order to help a number of areas affected by second home ownership. Initial allocations are to local authorities proportionate to the number of second homes in the local area and taking account of the affordability of housing to local people. This assessment has led to an allocation to Arun District Council of £706,119 which will provide significant new opportunities for the authority. The fund is part of a 5-year programme although in future year's money will not be paid directly to a local authority but via a new bidding process.

Community-led housing is about local people playing a leading and lasting role in solving local

housing problems, creating genuinely affordable homes and strong communities in ways that are difficult to achieve through mainstream housing. Community-led builders can access mainstream funding, such as the £3 billion Home Building Fund and money from the HCA's affordable housing Programme.

Community-led housing can bring significant benefits to local authorities. These include:

- Mobilising public support for new homes and regeneration initiatives;
- Reducing reliance on public services, for example addressing social care through building communities with mutual support for the elderly and vulnerable, and involving homeless people in renovation of homes;
- Providing a range of genuinely affordable housing in perpetuity, and homes for those priced out of ownership;
- Diversifying the local housebuilding market, and unlocking small sites and landowners that are not attractive or available to established housebuilders;
- Supporting the implementation of duties such as providing permissioned plots for individuals and groups on the Self and Custom build registers; and
- Promoting community cohesion and resilience that can help tackle issues like anti-social behaviour;

For the most part, the routes for community-led housing schemes are the same as in any other industry-standard housing scheme. The difference is that the community takes a central role. Communities may work in partnership with a local housing association or developer, or can work on standalone projects. They can provide affordable housing through a section 106 agreement and/or a Rural Exception Site.

There are three main ways in which community-led groups can become involved in the process:

- **Group-led:** new community-led groups form in response to local housing need, or to deliver their own homes. They sometimes emerge from existing networks such as Neighbourhood Forums and parish councils. They access technical expertise to support the development and realisation of their ideas.
- **Extension of community based activity:** existing community-based organisation with local roots decide to provide housing in addition to their current activities, accessing technical expertise to help them understand this new area of work.
- **Developer-led partnership:** a Local Authority, landowner, housing association or local developer wants to provide housing that incorporates a community-led element. They access technical expertise to recruit 'founder members' from within the community and support them to take over ownership and/or management of the homes. In this scenario, it is essential that all of the community-led criteria are met to ensure genuine community benefit and involvement.

The Council's Allocation of £706,119 must be spent on community-led housing and is for schemes being developed in the Arun area. It is proposed that the Arun Allocation will be used to provide support to local groups so that they can be properly formed and supported and provide new homes with local ownership and permanent affordability. The Council will also investigate whether an affordable housing scheme can be delivered in partnership between itself and a community-led organisation in Arun. In targeting the allocation in this way, the new funding can be directed towards the strategic housing priorities of the Council.

All of the local authorities in Sussex received an allocation for community-led housing, with Arun's the third highest. The highest allocation was to Chichester DC of £1.3 million, Mid Sussex received £46,000; Adur £49,000; and Horsham £144,000. In East Sussex Lewes received an allocation of £180,000; Eastbourne £366,000; Wealden £301,000; Rother £749,000 and Hastings £244,000

and Brighton & Hove Council received an allocation of £465,000.

For Mid Sussex, Adur and Horsham their Allocation is insufficient to create developments, as they do not have any active community-led housing groups. Therefore, they plan to invest their Allocation in a county-wide service which would help set-up and provide on-going support to various community-led groups.

It is proposed that the Sussex Community Housing Hub, operated by Action in Rural Sussex (AiRS), will be supported by the Council, this will provide technical support and advice to various groups to enable the delivery of new community-led housing schemes in Arun. The Hub will operate throughout Sussex in order to;

- support community-led groups to apply for funds including capital for building new homes;
- be a one-stop shop for support and development for community-led groups;
- facilitate training for community-led housing groups (e.g. developing a business case, group management and business planning);
- organise events - networking, skill sharing, community engagement and outreach to systematically capture and share learning;
- strengthen the mutual understanding and communication between community-led housing organisations across the Sussex area;

## 2. PROPOSAL(S):

The Arun Allocation of £706,119 must be spent upon Community Led Housing and it is proposed that:

- A proportion 10% (£70,611) is used to support a cross authority (Sussex) community housing hub. This technical support would assist the volunteers that usually make up community-led housing groups, assist in the project management of developments, and advise on the legalities of incorporation, so that community group's delivery of new assets can be significantly increased, as expected by the DCLG.
- A proportion 90% (£635,507) will be provided as revenue and capital support to community groups to enable them to deliver new community-led housing schemes in the Arun District. Revenue support will include, housing demand studies; start up support; provision of professional fees; feasibility studies, legal and planning costs; and strengthening existing enabling organisations. Capital support will purchase and prepare sites; purchase land; provide serviced plots for self – builders; or provide an equity loan fund. Capital support from the Council's CHF, towards affordable housing schemes, is unlikely to exceed the levels previously awarded by the authority which were broadly commensurate with grant levels from the Homes and Communities Agency (HCA) at around £20,000 per dwelling.

## 3. OPTIONS:

- a) To allocate the CHF as set out in this report;
- b) To identify an alternative proposal to allocate the Council's CHF;

## 4. CONSULTATION:

None

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓

Other groups/persons (please specify)		✓
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>	<b>YES</b>	<b>NO</b>
Financial	✓	
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land	✓	
Technology		✓
Safeguarding		✓
Other (please explain)		✓
<b>6. IMPLICATIONS:</b>		
<p>The use of the Council's Community Housing Fund allocation will enable the development of new community-led assets (including and predominantly new housing), which otherwise would not come forward. The Council does not have to provide match funding in order to utilise this grant.</p>		

**7. REASON FOR THE DECISION:**

To ensure that the Council can utilise the Community Housing Fund and to allow for an understanding of community led housing

**8. BACKGROUND PAPERS:**

None

**AGENDA ITEM NO.10****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET  
ON 19 JUNE 2017****PART A : REPORT****SUBJECT: Tackling Homelessness****REPORT AUTHOR: Brian Pople DATE: 11 May 2017 EXTN: 37718****EXECUTIVE SUMMARY:**

This report identifies issues contributing towards homelessness, the steps that are currently being taken to address it along with proposals to help reduce Bed and Breakfast expenditure in the long term.

**RECOMMENDATIONS:**

1. That an update is brought back to the Housing and Customer Services Working Group which sets out how the Flexible Homeless Support Grant is to be used along with details of how its success will be measured along with details of the proposed increase in budget for Bed & Breakfast for 2017/18 to more accurately reflect demand
2. It is recommended that Cabinet request Full Council to approve a supplementary estimate of up to £1million (equivalent band D tax £16.82) for the purchase of a suitable property or properties for use as temporary accommodation, with the purchase delegated to the Cabinet Member for Corporate Support in conjunction with the Group Head of Corporate Support and Group Head of Residential Services, once they are satisfied that a viable business case has been made.

**1. BACKGROUND:**

- 1.1 The incidence of homelessness is continuing to grow at a District, County and National level. The reasons are many and varied and include:

Increase in homelessness demand – more people are unable to control the stability of their accommodation or have the financial means to resolve difficulties, when they arise.

Welfare Reform – Universal Credit – Housing Benefit is paid direct to the claimant, but they must budget themselves. The Universal Credit claim process puts tenants into 7 weeks arrears at the outset, from which some do not recover leading to eviction.

Private Landlords selling their properties – affected by housing market and other economic influences. Rather than let to clients on housing benefits, they are choosing to dispose of properties.

Overall lack of private rented accommodation at a level which is affordable.

Local Housing Allowance Rates – have not increased since 2011 and are frozen until



2019. Rents have continued to rise which leads to clients increasingly being unable to afford rent or find a property they can afford.

- 1.2 The impact is further compounded by Housing Associations which have slowed or stopped their building developments as a result of a change to their funding criteria. Central Government focus has moved toward starter homes and shared ownership, not affordable rent. Housing Associations have also tightened up the criteria for the clients they will accept as tenants, and they will not accept individuals who they believe are a risk in terms of making rental payments. Again this issue is widespread and seems to apply to a number of housing associations. This matter has been picked up by the West Sussex Strategic Housing Group and is going to be investigated further, in terms of identifying ways to influence Housing Associations, who are the main means of providing new affordable housing.

### 1.3 **The position in Arun**

- 1.3.1 There continues to be a significant demand for temporary accommodation in the district, which the Council meets through a combination of Temporary Accommodation and Bed and Breakfast Accommodation. The Council has spent more than £440k on Bed and Breakfast for 2016/17 and currently there is nothing to suggest that demand will diminish in 2017/18. To set this spend in context, across West Sussex Borough and District councils, spend has exceeded £4.5m and nationally Bed and Breakfast is costing Councils up to £2.0m per day (Source – Local Government Association).

#### 1.3.2 **Temporary Accommodation**

Below are details of Temporary Accommodation which is currently used for homelessness.

Property	Number of TA Units	Comments
Howard House, Bognor Regis	29	Currently undergoing a phased planned alteration scheme to create solely self-contained flats ranging from 1-3 bed units rather than bedsits with bathrooms
Glenlogie Bognor Regis	6	Property extensively refurbished 2013
29 New Road Littlehampton	7	
Maxwelton, New Road Littlehampton	2	Property purchased 2013/14 using RTB receipts.
67a High Street Bognor Regis	3	Refurbished 2016/17.
Greenside Littlehampton	5	Use likely to increase overtime.
	52	

- 1.3.3 In addition to the Temporary Accommodation units above, a further 17 units of housing stock are being let on licence, as at the end of February 2017, meaning that

a total of 69 units of accommodation are currently being used for homelessness.

1.3.4 It should be noted that all of the costs associated with maintaining the above properties is met from the Housing Revenue Account.

#### 1.4 **Use of Bed and Breakfast Accommodation**

1.4.1 In addition to the use of existing Temporary Accommodation, there is an increasing need to use Bed and Breakfast to meet the accommodation shortfall. As mentioned earlier, the Council has spent more than £440k on Bed and Breakfast during 2016/17.

1.4.2 As an example, at the end of February 2017, 13 single people and 27 couples with a total of 27 dependants were housed in bed and breakfast.

1.4.3 A number of Bed and Breakfast establishments are used for the provision of homeless accommodation. However, over the past few months it has been necessary to place a number of homeless families in Kent as local bed and breakfast has been full. In these instances, there has been little option, given that these were the nearest bed and breakfast establishments with vacancies willing to accept homeless clients on benefit. When individuals or families have been placed outside of the district, steps are taken to relocate them into the district as soon as reasonably possible.

1.4.4 Within the district the Council has access to a total of 8 bed and breakfast establishments, with a further 2 in Worthing which are sometimes used when they have vacancies. In the past year more than £250k has been spent with one proprietor who owns 4 of the bed and breakfasts used by the Council.

#### 1.5 **Further changes likely to require additional resources**

1.5.1 The Homelessness Reduction Bill has received Royal Assent on 27 April 2017 and is now an act. The date of enactment, based on possible statements, would appear to be likely to be sometime between 11 January 2018 and 1 April 2018. The Act places a duty on all local authorities to offer early support to households threatened with homelessness in the following ways:

- A new duty on Councils to provide a written personalised plan for every person who approaches the Council as threatened with homelessness.
- Homeless applicants have a right to request a review at key stages of their application to empower them to dispute the Council's decisions.
- A new duty on Councils to help homeless applicants to source suitable accommodation for 6 months.

1.5.2 In general the new legislation will require more detailed and intensive work with every client who approaches the Council. So far the Council has made 558 homeless decisions in the first 3 quarters of 2016/17. The Council has accepted a duty for 158 of these applicants with general advice being given to the other 400. Funding is to be made available from the Department of Communities and Local Government (DCLG) to help Council's meet their new responsibilities. It is anticipated that there will be a need to increase staffing resource to support the change in approach. The situation will be kept under review and proposals brought forward in due course once the operational consequences of these changes are now fully understood.

## 1.6 **Flexible Homeless Support Grant**

- 1.6.1 The Council has recently been notified that it is to receive Flexible Homeless Support Grant which is a new grant that replaces Temporary Accommodation Management Fees, which would have previously been paid via Housing Benefit Subsidy. The Council has not previously benefitted from such an arrangement except in a few cases when clients were placed in temporary accommodation outside of the district.
- 1.6.2 The new grant, £304,000 for 2017/18 and £350,000 for 2018/19, reflects more detailed analysis by the DCLG of Council Homelessness statistics to create a fairer formula which reflects homelessness demand and deprivation that is dealt within the district.
- 1.6.3 The funding provides an opportunity to help prepare the Council for the Homelessness Reduction Bill mentioned earlier in the report, as well as develop new initiatives to prevent homelessness taking place. It is important that the funding is used to support different approaches to this issue. It is proposed that a further report is taken to the Housing and Customer Services Working Group which identifies the initiatives to be considered along with means to demonstrate its effectiveness in terms of reducing homelessness and costs to the Council for temporary accommodation.

## 2.0 **What can be done next**

- 2.1 In light of the recent increase in expenditure on bed and breakfast, it is proposed that consideration is given to revising the budget for 20217/18. It is suggested that this is considered by the Housing and Customer Services Working Group at their July meeting when it may be possible to more accurately assess budget requirements based on the first quarters expenditure.
- 2.2 It is also proposed that urgent consideration is given to purchasing suitable properties that could be used for temporary accommodation. Such an approval would effectively assist in reducing the shortfall the Council has in temporary accommodation for homelessness whilst at the same time reducing or helping to contain overall expenditure on bed and breakfast. By acquiring a property or properties the Council can be assured of the standard of accommodation provided and in addition acquire an asset(s) which it can chose to dispose of at some point in the future, should the demand for temporary accommodation fall or the Council choose to realise its investment.
- 2.3 Housing Services would effectively provide homeless clients for the temporary accommodation and would manage day to day activity via a Temporary Accommodation Officer, for which an additional post has already been appointed.
- 2.4 The option of purchasing further properties for use by the Council as temporary accommodation is currently being explored by Property and Estates, who have agreed the specification of requirements with Housing.

### **Current Costs – Bed and Breakfast**

For illustrative purposes I have identified a property in Bognor Regis for consideration. The 15 bedroom property, which is on the market for £800,000, may need some attention if it were to be used by households with children. For the purposes of the proposal it is suggested that the accommodation is reconfigured as 8 units at a cost of £200,000.

The Council could charge Local Housing Authority (LHA) rates (which are subject to a 10% reduction where General Fund properties are used) for the Temporary Accommodation. The LHA rates are:

	LHA rate Jan 2011	90% of LHA rate	
1 Bedroom	£121.15 pw	£109.04	£472.49 pcm
2 Bedroom	£155.77 pw	£140.19	£607.50 pcm
3 Bedroom	£190.38 pw	£171.34	£742.48 pcm

There is no shared room rate under this subsidy scheme. If it is a shared accommodation, the benefit claim will be calculated on the 1 bedroom rate.

These claims will not be affected by the spare room subsidy restriction of 14 or 25% but will still be subject to any benefit cap which may be applied due to the customer's income.

As an example for households with children in Bed & Breakfast the costs are as follows:

1. Household with 4 children – B&B cost of £100 per night - £700 per week, Housing Benefit income £121.15 pw: net cost to ADC = £578.85 pw
2. Households with 2 children – B&B costs of £65 per night - £455 per week, Housing Benefit income £121.15 pw: net cost to ADC = £333.85 pw

If they were in temporary accommodation with rent set at LHA rates the Council would receive HB income of £153.02 pw.

Existing B&B costs - Eight units of accommodation suitable for households with 4 & 2 children

3 Households with 4 children @ £700 each per week £9,100 per month

5 Households with 2 children @ £455 each per week £9,858 per month

---

£18,958 per month 227,500 per annum

### **Arun District Council Costs for Temporary Accommodation**

Housing Benefit:

3x £140 per week + 5 x £109 per week (maximum entitlement per claim) £4182.00 per month £50,180.00 per annum

14,776 per month	£177,320 saving per annum
------------------	---------------------------

It should be noted that the above figure of £177,320 per annum would be reduced further by costs relating to the accommodation including repairs and void loss. If the council were to charge local housing allowance rate for accommodation, payback for the property, taking account of conversion, repairs and maintenance costs at 20% (£32,500 per annum) would be just under 7 years, but with the council retaining the building as an asset and attracting additional income from Local Housing Allowance (LHA).

Whilst the above is for illustrative purposes, it does demonstrate that the Council can take steps to mitigate its spend on bed and breakfast, ensure that it is providing temporary accommodation fit for purpose and effectively acquire an asset or assets, which provides flexibility in terms of future retention or disposal.

## **2. PROPOSAL(S):**

1. That an update is brought back to the Housing and Customer Services Working Group which sets out how the Flexible Homelessness Support Grant is to be used along with how its success will be measured. The Housing and Customer Services Working Group will also consider an increase in the budget for Bed & Breakfast for 2017/18 at their July meeting when the first quarters expenditure will be available to assist in identifying a suitable budget
2. To request Full Council to approve a supplementary estimate of £1million for the purchase of suitable property for use as temporary accommodation and that authorisation be delegated to the Cabinet Member for Corporate Support and Head of Corporate Support Group and Head of Residential Services and that subject to viability approve the purchase of suitable property for use as temporary accommodation

## **3. OPTIONS:**

1. That an update is brought back to the Housing and Customer Services Working Group which sets out how the Flexible Homelessness Support Grant is to be used along with how its success will be measured. The Housing and Customer Services Working Group will also consider an increase in the budget for Bed & Breakfast for 2017/18 at their July meeting when the first quarters expenditure will be available to assist in identifying a suitable budget

And

2. To request Full Council to approve a supplementary estimate of £1million for the purchase of suitable property for use as temporary accommodation and that authorisation be delegated to the Cabinet Member for Corporate Support and Head of Corporate Support Group and Head of Residential Services and that subject to viability approve the purchase of suitable property or properties for use as temporary

accommodation		
<u>Or</u>		
1. Reject the above proposals in relation to the use of the Flexible Homelessness Support Grant and assess the Bed & Breakfast budget for 2017/18 and the request for supplementary estimate		
<b>4. CONSULTATION:</b>		
Has consultation been undertaken with:	<b>YES</b>	<b>NO</b>
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>	<b>YES</b>	<b>NO</b>
Financial	✓	
Legal	✓	
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Safeguarding		✓
Other (please explain)		✓
<b>6. IMPLICATIONS:</b>		
<p>The budget provision made for Bed &amp; Breakfast needs to be increased to cover expenditure 2017/18, which will be considered by the Housing and Customer Services Working Group at their July meeting when detailed costs relating to the first quarters spend will be available.</p> <p>There is a statutory requirement for the Council to provide appropriate accommodation for homeless when there is believed to be a duty to them</p> <p>The request for a supplementary estimate for the purchase of property or properties to use as temporary accommodation, effectively fulfils a requirement for additional accommodation whilst presenting the Council with an investment opportunity.</p>		

<b>7. REASON FOR THE DECISION:</b>
To set in place arrangements:
1. For the Housing and Customer Service Working Group to consider how the Flexible

Homelessness Support Grant is to be used along with how its success will be measured and to adjust the budget for Bed & Breakfast to reflect increased demand and;

2. Cabinet gives urgent consideration is to identify a budget for the purchase of suitable properties that could be used for temporary accommodation

**8. BACKGROUND PAPERS:**

None

AGENDA ITEM NO. 11

## ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF CABINET  
ON MONDAY 19 JUNE 2017

**SUBJECT:** Corporate Plan 2013-2018 – Performance Outturn year-end report for the period 1 April 2016 to 31 March 2017

**REPORT AUTHOR:** Gemma Stubbs  
**DATE:** 5 May 2017  
**EXTN:** 37707

**EXECUTIVE SUMMARY:**

This report sets out the year end performance outturn for the Corporate Plan performance indicators for the period 1 April 2016 to 31 March 2017.

**RECOMMENDATIONS**

Cabinet is requested to:

- a) Note the Council's overall performance against the targets set out in the Corporate Plan Report 1 April 2016 to 31 March 2017 as set out in Appendix A **attached**.

**1. BACKGROUND:**

- 1.1 Full Council approved the new Corporate Plan for 2013-2017 in February 2013.
- 1.2 This consists of **18** indicators, split out into the three priority headings of Your Council Services, Your Future and If you and your Family Need Help.
- 1.3 It was agreed by Cabinet that performance of these indicators will be reported to the Corporate Management Team every quarter and to Cabinet and OSC every 6 months and at year end.
- 1.4 You will recall that at the Cabinet meeting on 27 June 2016, Cabinet recommended that the Overview Select Committee on 26 July 2016 recommend to Full Council on 14 September 2016 that:
- i. The existing three Council Priorities be reconfirmed for the period 2017 to 2021 as:
    - a. "Your Council services" – delivering you the best we can afford
    - b. Supporting you if you need help
    - c. Your future
  - ii. With the exception of the changes referred to in recommendation(c) above, the performance indicators remain unchanged for 2016/17 for Corporate Plan
  - iii. The performance indicators be subject to review in the Autumn of 2017 with the aim of any potential changes being implemented from April 2018.



- 1.5 Therefore, there is one more year of the existing Council Priorities to be reported on, from 1 April 2017 to 31 March 2018. At the end of that year (around July 2018), Cabinet will receive a report showing the performance of all Corporate Plan indicators for the 5 year period of 2013-2018.
- 1.6 During the autumn of 2017, a review will be undertaken, with the assistance of CMT and Members, to decide on a new set of Council Priorities for the period 2018-2021, together with a new suite of Corporate Plan and Service Delivery Plan (SDP) indicators.
- 1.7 Due to the recent management and Cabinet Portfolio changes which have recently taken place, all of the Corporate Plan and SDP indicators for 2017-2018 will be updated to ensure that they are assigned to the correct Director and Portfolio Holder (and measurer & validator) and that changes are made if necessary.
- 1.8 This report sets out the performance outturn for the Corporate Plan indicators for the period from 1 April 2016 to 31 March 2017 which are measured at quarterly, 6 monthly and annual intervals and comprises of 18 performance indicators.
- 1.9 The performance outturn report for the period 1 April 2016 to 31 March 2017 has been prepared and is **attached** in Appendix A.

## 2. CORPORATE PLAN PERFORMANCE 2016/17:

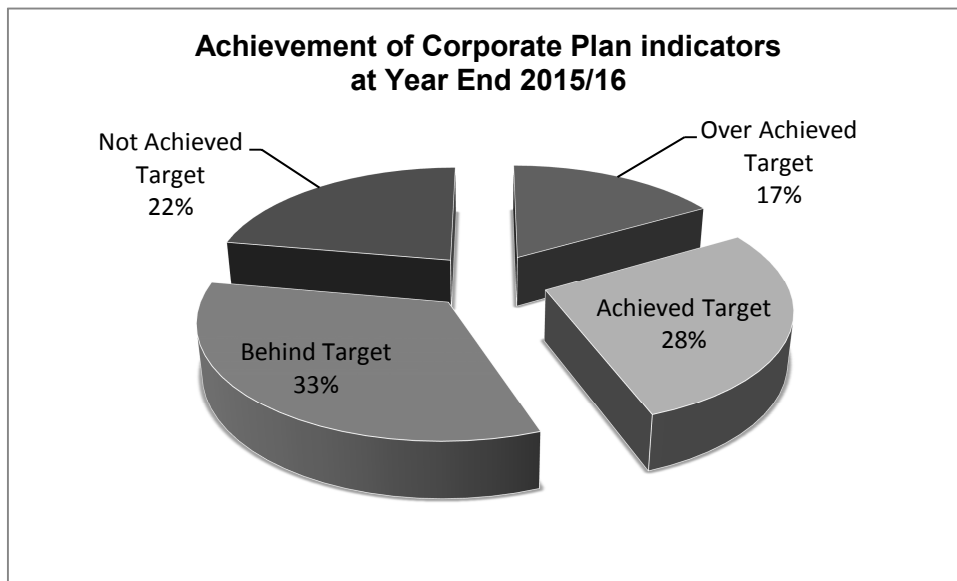
- 2.1 18 Corporate Plan Performance Indicators were measured at Q4/year end. 7 out of the 18 performance indicators have either achieved or over achieved the target set for them. This means that 39% of the Corporate Plan 2016/17 targets have been met.
- 2.2 The Corporate Plan indicators have been divided into their Directorates, and have then been sub-divided to show which indicators were:

Over Achieving	Achieved at least 10% more than target
On Target	Achieved 100% of target or up to 9% more than target
Behind Target	80-99% of target achieved
Not Achieving	79% or less of target achieved

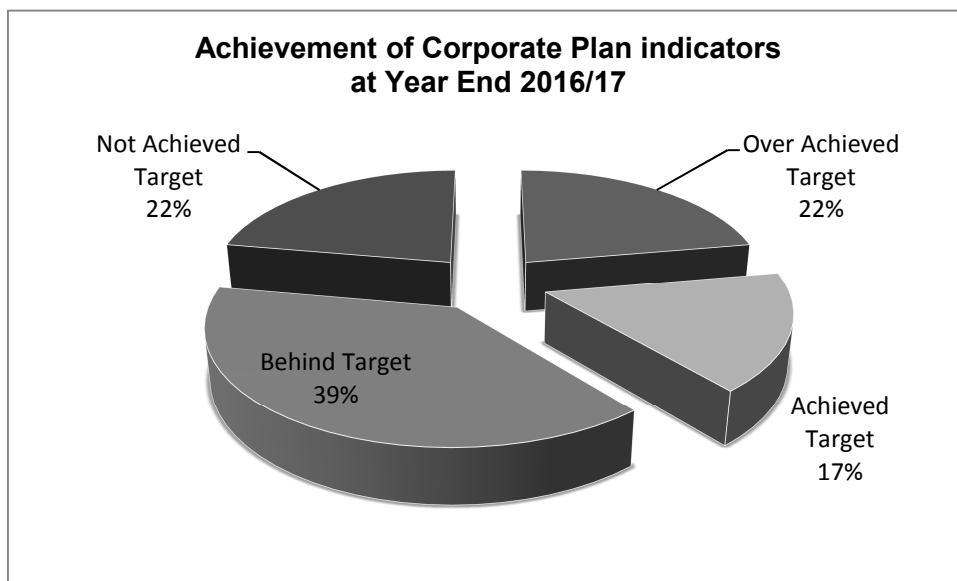
- 2.3 The following gives a summary of the status of the 18 Corporate Plan indicators, showing the number in each category this year and last year:

Status	Number of Corporate Plan indicators in this category 2015-16	Number of Corporate Plan indicators in this category 2016-17
Over Achieved Target	3	4
Achieved Target	5	3
Behind Target	6	7
Not Achieved Target	4	4
<b>TOTAL</b>	<b>18</b>	<b>18</b>

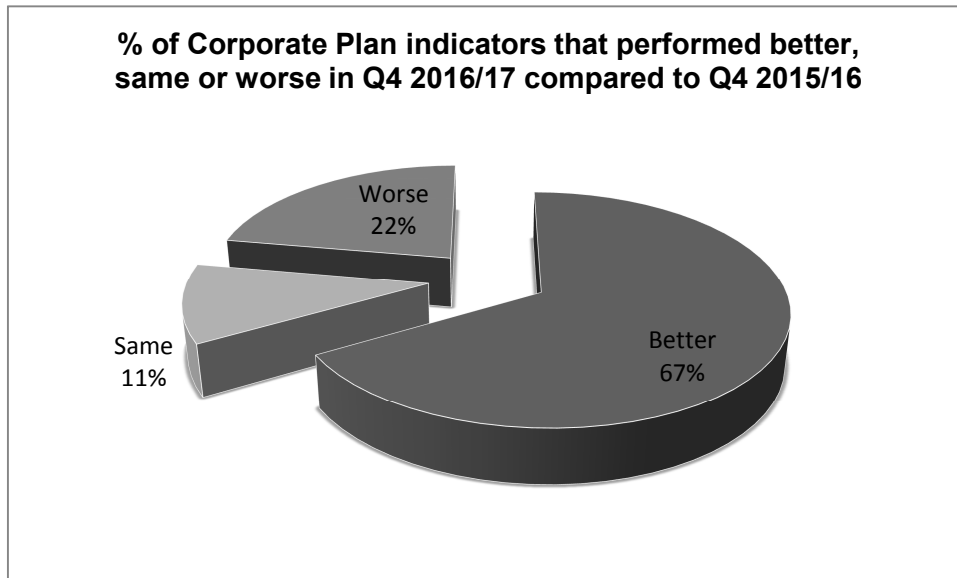
2.4 At the end of March 2016, 45% of Corporate Plan indicators had met or exceeded their target.



2.5 At the end of March 2017, 39% of Corporate Plan indicators had met or exceeded their target.



- 2.6 The Corporate Plan performance in Q4 for 2016/17 compared to the Q4 performance in 2015/16 is shown below which shows that 67% of the indicators performed better in Q4 2016/17 compared to Q4 2015/16. This data is also included in Appendix A **attached**.



- 2.7 Appendix A gives the full detail of each indicator, including outturn performance history for the past year and, as mentioned in 2.4 above, the performance at Q4 in 2015/2016 so you can see if the performance has improved. Details of performance for the end of 2014/15 has also been included for your information.

### 2.8 Summary of performance

The tables below show, for each indicator, the 2016/17 Q4 Outturn status, the 2016/17 target, the 2015/16 Q4 outturn and any action that I think CMT needs to take:

#### 2.8.1 Over achieved Target

There were **4** Corporate Plan indicators which were classed as Over Achieving their target. The detail for these is listed below.

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Lower is better	8 days	5.60 day/s	Better	5.50 day/s

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
DCN007 % reoffenders following anti-social behaviour intervention	Lower is better	5%	2.30%	Better	2.70%
ESC020 The level of customer satisfaction with the cleanliness of the District	Higher is better	69%	72.00%	Better	69.00%
PER025 Total Rateable Value for the Arun District	Higher is better	£87,100,000.	£90,993,675.00	Better	£88,557,058.00

### 2.8.2 Achieved Target

There were **3** Corporate Plan indicators which were classed as having achieved their target. The detail for these is listed below.

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
ESL001 Achieve key milestones within the project plan for the Leisure and Culture Strategy 2013-2028	Higher is better	Yes	Yes	Same	Yes
PEP001 Achieve key milestones in the Local Plan 2013-2028 timetable	Higher is better	Yes	Yes	Better	No
PER004 % Occupied retail units in Bognor Regis	Higher is better	92%	92%	Better	91.20%

### 2.8.3 Behind Target

There were 7 Corporate Plan indicators which were classed as behind target. The reasons for these are listed below.

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	Higher is better	76%	73.00%	Worse	74.00%

**Detail:** Measured by a sample survey of 1,500 Arun households. 473 responses were received, representing a response rate of 31.5%. This is subject to a maximum standard error of +/-4.0% at the 95% confidence level on an observed statistic of 73%. Thus we can be 95% confident that if the whole population had responded the actual figure would lie between 69.0% and 77.0%. Hence a fall from 74% last year is not statistically significant. This represents feedback across all Council Services. It is not specific to the Corporate Customer Services team performance

**Action?:** No - only just behind target

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
CSR001 % of Council Tax collected	Higher is better	98.40%	98.25%	Better	98.16%

**Detail:** Although under target this represents an improvement on last year's collection. The increase represents an extra £75,000 collected this year. Council Tax collection remains challenging, in light of the Council Tax reduction scheme and other central government changes. It is anticipated that the target will be rounded to 98% when the targets are reviewed in 2018.

**Action?:** No - only just behind target

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
CSH006 % of homelessness approaches where homelessness prevented	Higher is better	80%	68.82%	Better	68.00%

**Detail:** Measure is calculated by decisions /approaches 313/1004.  $313/1004 = 0.31175 \times 100 = 31.17529$   $100 - 31.1752 = 68.824\%$ . The Housing Services team continues to work with homeless applicants and with landlords and partners to sustain existing accommodation and to prevent homelessness where possible, with some notable successes. The two main reasons for homelessness in Arun remain: Section 21 Notices served by private landlords (automatic possession granted after 2 months' Notice); and parental or family eviction. The high level of homelessness demand and the targeted prevention work in Arun has been recognised in the award of 2 years' of new government funding from 2017/18 to help tackle the causes of homelessness by effective prevention methods. The Housing Services Manager is developing new initiatives and approaches in prevention work to make the best use of the new funding. Preparations are also being made to meet additional statutory duties for local authorities in the Homelessness Reduction Bill (likely to be enacted from April 2018).

**Action?:** No - explanation given as to why behind target and Housing Services Manager has an action plan

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
ESC001 % household waste sent for reuse, recycling and composting	Higher is better	40%	38.93%	Better	38.34%

**Detail:** This figure is subject to verification. This is composed of a dry recycling rate of 25.56% and Composting rate

**Action?:** No - only just behind target

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
PEP023 % of planning appeals dismissed	Higher is better	70%	56.76%	Better	55.00%

**Detail:** 21 out of 37 appeals were dismissed. All appeal decisions are provided to all members and therefore members are able to understand the arguments put forward by an Inspector for allowing an appeal contrary to the Council's original decision. No particular trend has been established for why more appeals have been allowed.

**Action?:** No - only just behind target

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
PER005 % Occupied retail units in Littlehampton	Higher is better	94%	93.00%	Worse	94.00%

**Detail:** The level of vacancies is currently static. One of the roles of the Town Centre Manager is to assist with maintaining as higher occupancy rate as possible.

**Action?:** No - only just behind target and an indicator which is not within the Council's control.

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
PER020 Overall Employment rate (working-age)	Higher is better	85%	75.5%%	Better	73.60%

**Detail:** The corporate plan target of 85% has not been achieved and is currently some way off this. It should be noted however that it was a realistic target to set because as recently as 2015 the economic activity rate was recorded as 84.6%. The reason for the lower figure is not easily explained as the economy has been improving over the previous few years. Taking into consideration the small sample size and the

limitations of this to produce reliable data it would be wise to always read the figures alongside the regional and national data to identify wider trends. It can however be interpreted from the data that the trend is improving because the last quarter (75.5%) was higher than the previous quarter figures (72.6%).

**Action?:** No – This is an indicator which is not directly within the Council’s control.

#### 2.8.4 Not achieved target

There were **4** Corporate Plan indicators which were classed as Not Achieving the target. The detail for this is listed below.

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
CSH030 Number of new Council homes built or purchased	Higher is better	30	0	Same	0

**Detail:** The Council will be accepting 11 new properties in the next 2 quarters for 2017/18, as part of 33 that have been contracted. All works in connection with the new housing is underway. The Council additionally acquired 2 Ex right to Buy properties in the last quarter which is in addition to the 8 buy backs that have taken place over the last 2 years.

**Action?:** No as commentary is positive about the forthcoming year and completion timetables are difficult to predetermine.

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
DCN041 Number of families successfully assisted through the Think Family Programme	Higher is better	219 families per annum	158.00 Families	Better	61.00 Families

**Detail:** 158 potential new claims (72% of target) NB: Report data only provided up to December 2016. Partnership working continuing with WSCC to maximise the benefits of the Think Family and Early Help Programme in Arun. Note that as the figures are only received 6 monthly, the 158 families does not include any families assisted from Jan-Mar - these figures will not be received until June.

**Action?:** No - commentary gives detail



Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
PES002 Number of affordable units for purchase or rent	Higher is better	200	50	Worse	90

**Detail:** The figure quoted is an estimate only. The confirmed affordable housing completions will not be known until around July 2017 when available from the DCLG. It is known that there has been a significant decrease in the number of affordable homes completed in West Sussex over the past few years since the reduction in grant levels were introduced to registered partners. The total number of Affordable Rented homes completed in the West Sussex area have reduced from 830 in 2014/15 to 280 in 2015/16.

**Action?:** No - commentary gives detail

Performance Indicator	Assess By	Target April 2015 - March 2018	Q4 End of Year 2016/17	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance
ESE001 Achieve key milestones in WSCC and multi-agency project plan to reduce the risk of flooding in the district	Higher is better	Yes	No	Worse	Yes

**Detail:** After some considerable delay by other partners in the WSCC project, the list is now ready to be prioritised across the County. The milestones for Arun's part of the list can then be established. This is anticipated to be a key task for Qs 1 & 2 of 2017/18. It should be noted that works have been undertaken opportunistically (irrespective of the completeness of the list), so some work items will be taken off the prioritised list at a very early date. The list will appear on the WSCC website.

**Action?:** No as commentary is positive about the forthcoming year

## 2.1 Recommendations to Cabinet

Officers do not believe that any further action needs to be taken in relation to the performance of the Corporate Plan indicators at the end of 2016/17. 39% of indicators have achieved or over achieved their target and for those didn't achieve their target, a clear commentary has been given with an explanation of why this has happened. All indicators will be reviewed during the course of 2017 ready for a new set of indicators from 2018 so any indicators which carry over to the new period, which have had problems during this year, will be addressed during this review.

An outline timetable of the formulation of the new Council Priorities and Corporate Plan 2018-2021 is proposed as:

Item	When
Councillor Briefing to consider proposed Council Priorities and Corporate Plan 2018-2021 from officers	October 2017
New Council Priorities and Corporate Plan 2018-2021 to Cabinet	11 December 2017
New Council Priorities and Corporate Plan 2018-2021 to OSC	23 January 2018
New Council Priorities and Corporate Plan 2018-2021 to Full Council	7 March 2018
New Council Priorities and Corporate Plan 2018-2021 to take effect	1 April 2018

## 2. PROPOSAL(S):

- a) Note the Council's overall performance against the targets set out in the Corporate Plan Report 1 April 2016 to 31 March 2017 as set out in Appendix A **attached**.

## 3. OPTIONS:

- i. To note the report and request any remedial actions for under achieving indicators, if appropriate and required.
- ii. To request further information before any remedial actions are undertaken.

## 4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√
Other groups/persons (please specify)		√
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:	YES	NO
Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√
Other (please explain)		√

**6. IMPLICATIONS:**

Where targets were not met, the Council may consider whether they wish to request that remedial actions be taken by the relevant service area.

**7. REASON FOR THE DECISION:**

In order for Cabinet to be updated with the Q4 Performance Outturn for the Corporate Plan (2013-2018) for the period 1 April 2016 to 31 March 2017.

**8. BACKGROUND PAPERS:**

Appendix A – summary of all Corporate Plan Indicators, Q4 Outturn.

Performance Indicator	Measure Interval	Council Priority Theme	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Corporate Plan 2013-2017 Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Quarterly	Your Council Services	Paul Warters - Director of Transformation	Lower is better	8 days	4.75 day/s	5.2 day/s	6 day/s	5.60 day/s	Over achieved target	Total number of cases assessed in period 1/1/17 to 31/3/17 =21772 average time - 5.6 days consisting of Total number of new claims assessed in period 1/1/17 - 31/3/17 =1649 average time = 15.9 days Total number of changes assessed in period 1/1/17 to 31/3/17 = 20123 average time = 4.8 days This is a pleasing result, in view of staff shortages (mainly due to long term sickness). Arun compares favourably with other West Sussex authorities - currently we are 1st - as Crawley who usually lead are not reporting statistics	No - over achieving	Better	5.50 day/s	5.40 day/s	8.00 day/s
DCN007 % reoffenders following anti-social behaviour intervention	Quarterly	Supporting you if you need help	Philippa Dart - Director of Services	Lower is better	5%	1.9	2.6	1.7	2.30%	Over achieved target	Total no. of individuals 389 (Perpetrators) Breaches 9 (Perpetrators) No. of Breaches/Total no. of Individuals x 100 = % Breaches 9 Breach/389 Individuals x 100 = 2.3% re-offending rate Target met: team successfully continue to reduce and stop anti-social behaviour by identifying and intervening with perpetrators in Arun local communities. This is a cumulative figure over the coming performance year and consequently, it is anticipated that the overall annual target will be met.	No - over achieving	Better	2.70%	4.40%	5.00%
ESC020 The level of customer satisfaction with the cleanliness of the District	Annually	Your Council Services	Philippa Dart - Director of Services	Higher is better	69%	No data - Annual figure	No data - Annual figure	No data - Annual figure	72.00%	Over achieved target	The figure is up from 69% the previous year. The main areas that showed increase in satisfaction in cleanliness levels were Beach/Promenades and Town Centres. This is a very pleasing result given the challenges faced by the Council and the pressure on our external contracts	No - over achieving	Better	69.00%	68.00%	69.00%
PER025 Total Rateable Value for the Arun District	6-monthly	Your Future	Karl Roberts - Director of Place	Higher is better	£87,100,000.00	No data - 6 monthly figure	£89,747,336	No data - 6 monthly figure	£90,993,675.00	Over achieved target		No - over achieving	Better	£88,557,058.00	£86,848,268.00	£87,100,000.00
ESL001 Achieve key milestones within the project plan for the Leisure and Culture Strategy 2013-2028	6-monthly	Your Future	Philippa Dart - Director of Services	Higher is better	Yes	No data - 6 monthly figure	Yes	No data - 6 monthly figure	Yes	Achieved target	All milestones on track. Littlehampton Leisure Centre project progressing well and on target in accordance with the project plan.	No - achieving	Same	Yes	Yes	No details available
PEP001 Achieve key milestones in the Local Plan 2013-2028 timetable	6-monthly	Your Future	Karl Roberts - Director of Place	Higher is better	Yes	No data - 6 monthly figure	Yes	No data - 6 monthly figure	Yes	Achieved target	The revised Local Plan timetable was agreed with the Inspector at the time the examination was suspended and the Council achieved approval and consultation in accordance with these timescales. The Plan was approved at Full Council on 22 March and will go out to consultation between 10 April - 30 May 2017. We await confirmation of examination dates but these are likely to be summer 2017. Everyone is working hard to maintain progress on the Local Plan. The revised timetable reflects the challenges involved in creating an evidential narrative for the Plan.	No - achieving	Better	No	Yes	No details available
PER004 % Occupied retail units in Bognor Regis	6-monthly	Your Future	Karl Roberts - Director of Place	Higher is better	92%	No data - 6 monthly figure	92.00%	No data - 6 monthly figure	92%	Achieved target	As at March 2017. The wider town centre shows the number of empty shops at 21 out of 262 ground floor units at a vacancy rate of 8%. For the core town centre area the vacancy rate remained the same at 11 empty shops out 116 ground floor units at a vacancy rate of 9.4% of total). Full occupancy in Queensway and London Rd pedestrian area. This is considered acceptable in the current economic climate	No - achieving	Better	91.20%	90.60%	92.00%
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	Annually	Your Council Services	Nigel Lynn - Chief Executive	Higher is better	76%	No data - Annual figure	No data - Annual figure	No data - Annual figure	73.00%	Behind achieving target	Measured by a sample survey of 1,500 Arun households. 473 responses were received, representing a response rate of 31.5%. This is subject to a maximum standard error of +/-4.0% at the 95% confidence level on an observed statistic of 73%. Thus we can be 95% confident that if the whole population had responded the actual figure would lie between 69.0% and 77.0%. Hence a fall from 74% last year is not statistically significant. This represents feedback across all Council Services. It is not specific to the Corporate Customer Services team performance.	No - only just behind target	Worse	74.00%	76.00%	76.00%

Performance Indicator	Measure Interval	Council Priority Theme	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Corporate Plan 2013-2017 Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
CSH006 % of homelessness approaches where homelessness prevented	Quarterly	Supporting you if you need help	Philippa Dart - Director of Services	Higher is better	80%	63.60%	67.80%	68.50%	68.82%	Behind achieving target	Measure is calculated by decisions /approaches 313/1004. $313/1004 = 0.31175 \times 100 = 31.17529$ 100-31.1752 = 68.824% The Housing Services team continues to work with homeless applicants and with landlords and partners to sustain existing accommodation and to prevent homelessness where possible, with some notable successes. The two main reasons for homelessness in Arun remain: Section 21 Notices served by private landlords (automatic possession granted after 2 months' Notice); and parental or family eviction. The high level of homelessness demand and the targeted prevention work in Arun has been recognised in the award of 2 years' of new government funding from 2017/18 to help tackle the causes of homelessness by effective prevention methods. The Housing Services Manager is developing new initiatives and approaches in prevention work to make the best use of the new funding. Preparations are also being made to meet additional statutory duties for local authorities in the Homelessness Reduction Bill (likely to be enacted from April 2018).	No - explanation given as to why behind target and HSM has an action plan	Better	68.00%	76.00%	80.00%
CSR001 % of Council Tax collected	Quarterly	Your Council Services	Paul Warters - Director of Transformation	Higher is better	98.40%	32.78%	60.54%	88.75%	98.25%	Behind achieving target	Although under target this represents an improvement on last year's collection. The increase represents an extra £75,000 collected this year. Council Tax collection remains challenging, in light of the Council Tax reduction scheme and other central government changes. It is anticipated that the target will be rounded to 98% when the targets are reviewed in 2018.	No - only just behind target	Better	98.16%	98.01%	98.40%
ESC001 % household waste sent for reuse, recycling and composting	Quarterly	Your Council Services	Philippa Dart - Director of Services	Higher is better	40%	42%	41.54%	40.12%	38.93%	Behind achieving target	This figure is subject to verification. This is composed of a dry recycling rate of 25.56% and Composting rate of 13.38% up 0.5% on the previous year.	No - only just behind target	Better	38.34%	37.45%	40.00%
PEP023 % of planning appeals dismissed	Quarterly	Your Future	Karl Roberts - Director of Place	Higher is better	70%	70.00%	57.00%	58.62	56.76%	Behind achieving target	21 out of 37 appeals were dismissed. All appeal decisions are provided to all members and therefore members are able to understand the arguments put forward by an Inspector for allowing an appeal contrary to the Council's original decision. No particular trend has been established for why more appeals have been allowed.	No - commentary gives detail	Better	55.00%	72.34%	70.00%
PER005 % Occupied retail units in Littlehampton	6-monthly	Your Future	Karl Roberts - Director of Place	Higher is better	94%	No data - 6 monthly figure	93.00%	No data - 6 monthly figure	93.00%	Behind achieving target	The level of vacancies is currently static. One of the roles of the Town Centre Manager is to assist with maintaining as higher occupancy rate as possible.	No - only just behind target	Worse	94.00%	93.00%	94.00%
PER020 Overall Employment rate (working-age)	6-monthly	Your Future	Karl Roberts - Director of Place	Higher is better	85%	No data - 6 monthly figure	74.70%	No data - 6 monthly figure	75.5%	Behind achieving target	The corporate plan target of 85% has not been achieved and is currently some way off this. It should be noted however that it was a realistic target to set because as recently as 2015 the economic activity rate was recorded as 84.6%. The reason for the lower figure is not easily explained as the economy has been improving over the previous few years. Taking into consideration the small sample size and the limitations of this to produce reliable data it would be wise to always read the figures alongside the regional and national data to identify wider trends. It can however be interpreted from the data that the trend is improving because the last quarter (75.5%) was higher than the previous quarter figures (72.6%).	No - commentary gives detail and this is an indicator which is not directly within the Council's control.	Better	73.60%	82.70%	85.00%
CSH030 Number of new Council homes built or purchased	6-monthly	Supporting you if you need help	Philippa Dart - Director of Services	Higher is better	30	No data - 6 monthly figure	0	No data - 6 monthly figure	0	Didn't achieve target	The Council will be accepting up to 7 new properties in the next 2 quarters for 2017/18, as part of 33 that have been contracted. All works in connection with the new housing is underway. The Council additionally acquired 2 properties – 1 Ex right to Buy and 1 shared ownership in last quarter.	No as commentary is positive about the forthcoming year and completion timetables are difficult to predetermine.	Same	0	0	30
DCN041 Number of families successfully assisted through the Think Family Programme	6-monthly	Supporting you if you need help	Philippa Dart - Director of Services	Higher is better	219 families per annum	No data - 6 monthly figure	133.00 Families	No data - 6 monthly figure	158.00 Families	Didn't achieve target	158 potential new claims (72% of target) NB: Report data only provided up to December 2016. Partnership working continuing with WSCC to maximise the benefits of the Think Family and Early Help Programme in Arun. Note that as the figures are only received 6 monthly, the 158 families does not include any families assisted from Jan-Mar - these figures will not be received until June.	No - commentary gives detail	Better	61.00 Families	275.00 Families	219.00 Families

Performance Indicator	Measure Interval	Council Priority Theme	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Corporate Plan 2013-2017 Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
PES002 Number of affordable units for purchase or rent	6-monthly	Supporting you if you need help	Karl Roberts - Director of Place	Higher is better	200	No data - 6 monthly figure	75	No data - 6 monthly figure	50	Didn't achieve target	The figure quoted is an estimate only. The confirmed affordable housing completions will not be known until around July when available from the DCLG. It is known that there has been a significant decrease in the number of affordable homes completed in West Sussex over the past few years since the reduction in grant levels were introduced to registered partners. The total number of Affordable Rented homes completed in the West Sussex area have reduced from 830 in 2014/15 to 280 in 2015/16.	No - commentary gives detail	Worse	90	165	200
ESE001 Achieve key milestones in WSCC and multi-agency project plan	Annually	Your Future	Karl Roberts - Director of Place	Higher is better	Yes	No data - Annual figure	No data - Annual figure	No data - Annual figure	No	Didn't achieve target	After some considerable delay by other partners in the WSCC project, the list is now ready to be prioritised across the County. The milestones for Arun's part of the list can then be established. This is anticipated to be a key task for Qs 1 & 2 of 2017/18. It should be noted that works have been undertaken opportunistically (irrespective of the completeness of the list), so some work items will be taken off the prioritised list at a very early date. The list will appear on the WSCC website.	No as commentary is positive about the forthcoming year	Worse	Yes	Yes	No details available

**AGENDA ITEM NO. 12****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET  
ON MONDAY 19 JUNE 2017**

**SUBJECT:** Service Delivery Plan (SDP) 2013-2018 – Performance Outturn year-end report for the period 1 April 2016 to 31 March 2017

**REPORT AUTHOR:** Gemma Stubbs  
**DATE:** 5 May 2017  
**EXTN:** 37707

**EXECUTIVE SUMMARY:**

This report sets out the year end performance outturn for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2016 to 31 March 2017.

**RECOMMENDATIONS**

Cabinet is requested to:

- a) Note the Council's overall performance against the targets set out in the SDP Report 1 April 2016 to 31 March 2017 as set out in Appendix A **attached**.
- b) Give approval to the deletion of 3 SDP indicators, the amendment to 1 indicator and the addition of 2 new indicators.

**1. BACKGROUND:**

- 1.1 Cabinet approved the new Service Delivery Plan (SDP) Performance Indicators for 2013-2017 in March 2013.
- 1.2 The SDP level indicators reflect the themes of "Your Council" 2013 – 2017" and the Council's Corporate Plan. They have been formulated to measure progress on achieving targets within the Council's service areas with a view to increasing the overall performance of the Council.
- 1.3 It was agreed by Cabinet that performance of these indicators will be reported to the Corporate Management Team every quarter and to Cabinet every 6 months and at year end.
- 1.4 You will recall that at the Cabinet meeting on 27 June 2016, Cabinet recommended that the Overview Select Committee on 26 July 2016 recommend to Full Council on 14 September 2016 that:
  - i. The existing three Council Priorities be reconfirmed for the period 2017 to 2021 as:
    - a. "Your Council services" – delivering you the best we can afford
    - b. Supporting you if you need help

c. Your future

- ii. With the exception of the changes referred to in recommendation(c) above, the performance indicators remain unchanged for 2016/17 for Corporate Plan
- iii. The performance indicators be subject to review in the Autumn of 2017 with the aim of any potential changes being implemented from April 2018.

- 1.5 Therefore, there is one more year of the existing Council Priorities to be reported on, from 1 April 2017 to 31 March 2018. At the end of that year (around July 2018), Cabinet will receive a report showing the performance of all SDP indicators for the 5 year period of 2013-2018.
- 1.6 During the autumn of 2017, a review will be undertaken, with the assistance of CMT and Members, to decide on a new set of Council Priorities for the period 2018-2021, together with a new suite of Corporate Plan and Service Delivery Plan (SDP) indicators.
- 1.7 Due to the recent management and Cabinet Portfolio changes which have recently taken place, all of the Corporate Plan and SDP indicators for 2017-2018 will be updated to ensure that they are assigned to the correct Director and Portfolio Holder (and measurer & validator) and that changes are made if necessary.
- 1.4 This report sets out the performance outturn for the SDP indicators for the period from 1 April 2016 to 31 March 2017 which are measured at quarterly, 6 monthly and annual intervals and comprises of 46 performance indicators.

## 1.5 Changes to SDP indicators

### 1.5.1 *Deletion of an indicator - CSR003 % Miscellaneous Sundry Debt Collected*

In our current SDP indicators, there is an indicator, CSR003 % Miscellaneous Sundry Debt Collected. This indicator included both Sundry debts collection and Housing Benefit overpayments collected by invoice. A recent restructure has resulted in Miscellaneous debts becoming the responsibility of the Finance team with Housing Benefit overpayment collection remaining in Revenues and Benefits. As CSR003 will no longer measure and report Housing Benefit Overpayment recovery it is recommended for deletion, and two new indicators set up to monitor both Accounts receivable collected and % of Housing Benefit overpayments collected.

### 1.5.2 *New Indicator - % of Accounts Receivable collected 2017/18*

As per 1.5.1, this is a new indicator to replace part of CSR003. The new indicator will measure the Accounts Receivable collection rate (total collected expressed as a percentage of accounts collectable). The target has been set at 92% to reflect that the total Account Receivable collectable figure includes significantly older debt types. It is a challenging target due to the nature and age of some of the accounts raised. Annual measurement ensures consistency avoiding the volatility in results due to timing issues. The measurement and validation will fall under Finance.

### 1.5.3 *New indicator - % of HB overpayments collected*

As per 1.5.1, this is a new indicator to replace part of CSR003. The new indicator will



measure all Housing Benefit overpayment recovery including recovery by deductions from benefits. The indicator will have an annual target of 96% currently for the “pilot” year. Rolling progress will be reported each quarter as opposed to each quarter separately.

**1.5.4 Deletion of existing indicator - CSE001 Reach the achieving level of the new Equality Framework 16/17**

Paul Warters has recommended that this indicator be deleted. It is felt that this is an out dated measure and needs to be removed. The authority need to consider how we move forward with equalities work and how best to measure our effectiveness as a service provider and employer. Consideration will be given as to whether a new indicator could be formed as part of the new Priorities to be set in 2018/19.

**1.5.5 Deletion of existing indicator - ESG042 Complete relevant elements of Restoration Management Plan for Hotham Park in accordance with Project Programme**

Philippa Dart has recommended that this indicator be deleted as the Hotham Park restoration project is complete.

**1.5.6 Amendment to indicator - ESC081 Maintain 26 Safer Parking Awards from ParkMark**

Two Car Parks in Rustington are no longer the responsibility of Arun and therefore were not put forward for ParkMark awards. Therefore, as the Council is no longer responsible for the 2 car parks in Rustington, it is recommended to reduce the target for 2017/18 from 26 to 24.

- 1.6 This is an ‘exception report; in that it will focus on the indicators which have ‘Over Achieved their Target’ or which have ‘Not Achieved their Target’. All information for all indicators is contained within the Appendix for information.
- 1.7 The performance outturn report for the period 1 April 2016 to 31 March 2017 has been prepared and is **attached** in Appendix A.

**2. SDP PERFORMANCE 2016/17:**

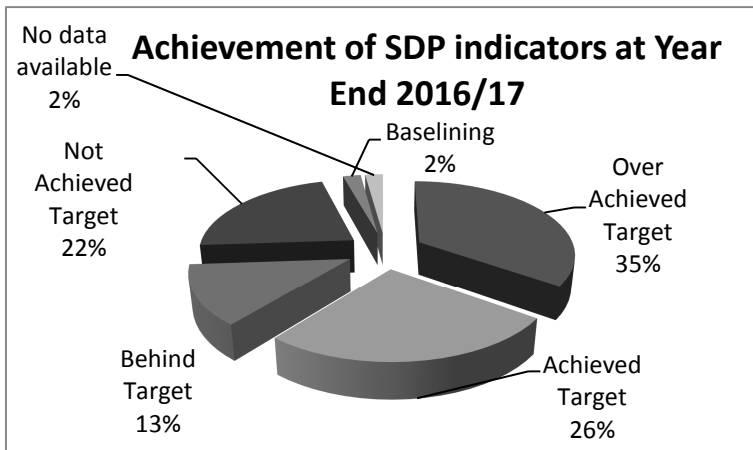
- 2.1 46 SDP Performance Indicators were measured at Q4/year end. 28 out of the 46 performance indicators have either achieved or over achieved the target set for them. This means that 61% of the SDP 2016/17 targets have been met.
- 2.2 The SDP indicators have been divided into their Directorates, and have then been sub-divided to show which indicators were:

Over Achieving	Achieved at least 10% more than target
On Target	Achieved 100% of target or up to 9% more than target
Behind Target	80-99% of target achieved
Not Achieving	79% or less of target achieved

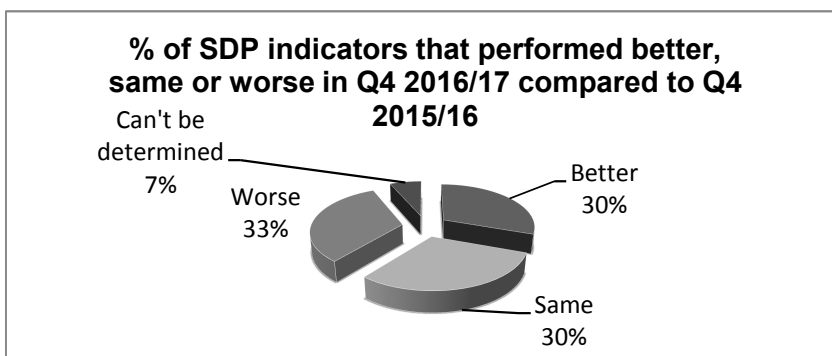
2.3 The following gives a summary of the status of the 46 Corporate Plan indicators, showing the number in each category:

Status	Number of SDP indicators in this category 2016-17
Over Achieved Target	16
Achieved Target	12
Behind Target	6
Not Achieved Target	10
Baselining	1
No data available	1
<b>TOTAL</b>	<b>46</b>

2.4 At the end of March 2017, 61% of SDP indicators had met or exceeded their target:



2.5 For the 46 indicators measured at Q4 2016/17, 33% were worse than 2015/16 at the end of 2016/17 but 30% were better and 30% were the same. 3 of the indicators (7%) were not measured (reason in Appendix commentary) hence the 7% 'Can't be determined':



2.6 Appendix A gives the full detail of each indicator, including outturn performance history for the past year and the performance at Q4 in 2015/2016 so you can see if the performance has improved. Details of performance for the end of 2014/15 has also been included for your information.

## 2.7 Summary of performance

As per 1.6 above, this is an 'exception report; in that it will focus on the indicators which have 'Over Achieved their Target' or which have 'Not Achieved their Target'. All information for all indicators is contained within the Appendix for information.

### 2.7.1 Over achieved Target

There were **16** SDP indicators which were classed as 'Over Achieving' their target:

<b>Performance Indicator</b>	<b>Target April 2015 - March 2018</b>	<b>Q4 End of Year 2016/17</b>	<b>2015/16 Q4 Performance</b>
ESC002 Residual household waste per household	466kg	448.66kg	450.00kg
CSC101 % telephone enquiries resolved at first point of contact in Arun Direct	83%	86.80%	85.50%
CSH041 % Repairs appointments made and kept	95%	97.60%	97.70%
CSH042 Average void turnaround time (excludes long term voids)	20 day/s	12.00 day/s	11.00 day/s
CSH121 Vacant private sector dwellings returned to occupation	17	40	20
CSH123 % of customers satisfied with service (private sector housing)	95%	98.00%	95.12%
CSH124 % complaints responded to in time: private sector housing	95%	96.00%	96.00%
CST011 Undertake IT customer satisfaction survey, draw up action plan, report progress to ICM	90%	99%%	97.00%
DCL011 % of complaints reported to the LGO that are upheld	11%	0.00%	10.00%
ESC031 No. of enforcement actions taken in relation to persistent non-compliance with waste removal	100	138	177
ESC105 90% of all legal action followed through to satisfactory compliance or penalty	90%	100.00%	100.00%
ESC106 Sustain or improve customer satisfaction levels with Env. Health	95%	98.86%	100.00%
ESG051 No. of trees planted	200	1698	711
PEB003 % of building regulation submissions assessed within 21 days of date of deposit with the Council	40%	45.40%	43.00%
ESC109 Completion of Risk based inspection programme - food	100%	104%	97.30%
CSH025 No. of council properties to be brought back into use by legitimate tenants	10	13	No data – wasn't an indicator

## 2.7.2 Didn't achieve target

There were **10** SDP indicators which were classed as Not Achieving the target. The detail for this is listed below.

Performance Indicator	Target April 2015 - March 2018	Q4 End of Year 2016/17	Q4 Commentary	Any action for Cabinet to take?
CEP001 % of Corporate Plan Items achieving their objectives	85%	38%	This is a disappointing outcome for 2016/17 and efforts will be made during 2017/18 to increase this figure for the final year of this set of Corporate Plan indicators	<b>Cabinet – No action</b> Explanation given in commentary  Action for CMT - to be fully involved in increasing this figure
CSH001 Reduce cost of emergency accommodation (B and B) net	£272,000	£343,622.01	Gross expenditure £457,579.16 - income to date £113,957.15 = Net expenditure £343,622.01. The expenditure on B&B in 2016/17 exceeded the budget by £15K net (after income from Housing Benefit and client contributions).. The use of B&B as emergency accommodation has increased as a result of this demand, and also because of a lack of affordable accommodation across every tenure. The turnover of Council housing and Temporary Accommodation is insufficient to meet homelessness demand on its own, without available accommodation in these other tenure. Report to Cabinet in June 2017	<b>Cabinet – No action</b> Explanation given in commentary
ESC061 Number of missed refuse collections per 100,000	15	30.88	Whilst not achieving the SDP target this figure far exceeds the contractual target of 80 missed collections per 100,000 which is very positive. The overall figure is down significantly from the previous year. This is an impressive achievement and is testament to good management and procedures. Moving forward this target figure needs to be amended in the revised SDP's to reflect contractual performance targets required of the Council's waste contractor.	<b>Cabinet – No action</b> Explanation given in commentary

Performance Indicator	Target April 2015 - March 2018	Q4 End of Year 2016/17	Q4 Commentary	Any action for Cabinet to take?
CSR003 % Miscellaneous Sundry Debt Collected	96%	N/A	The indicator cannot be calculated for the second half of 2016/17 as it was a combined indicator for Housing Benefit overpayment recoveries (First Debtors) and Sundry Debts (TASK Debtors). A recent restructure has resulted in Miscellaneous debts becoming the responsibility of the Finance team with Housing Benefit overpayment collection remaining in Revenues and Benefits. As CSR003 will no longer measure and report Housing Benefit Overpayment recovery it is recommended for deletion, and two new indicators set up to monitor both Accounts receivable collected and % of Housing Benefit overpayments collected.	<b>Cabinet – Yes to approve deletion of this indicator</b>  Officer action - Indicator to be deleted and two new indicators set up for 2017/18
ESC062 Number of missed recycling collections per 100,000	15	24.91	Whilst not achieving the SDP target this figure far exceeds the contractual target of 80 missed collections per 100,000 which is very positive. Whilst the figure is a little higher than last year, it represents an impressive achievement and is testament to good management and procedures. Moving forward this target figure needs to be amended in the revised SDP's for 2018-2021 to reflect contractual performance targets required of the Council's waste contractor.	<b>Cabinet – No action</b> Explanation given in commentary  Action for Philippa Dart : Look to amend SDP target for 2018 onwards
PER032 No. of Business Start Ups	1100	879	In the year to end of February 2017 879 businesses have started in the Arun District. The highest rate of start up appears in the River ward with Arundel and Walberton second, closely followed by Marine.	<b>Cabinet – No action</b> Explanation given in commentary

Performance Indicator	Target April 2015 - March 2018	Q4 End of Year 2016/17	Q4 Commentary	Any action for Cabinet to take?
ESC110 Deliver Annual Health & Safety Action Plan	Yes	No	A review of the strategy, work plan and health and safety policy has been undertaken to reflect the changes to the accommodation and corporate re-organisation. Not all aspects of the corporate health and safety work plan have been delivered owing to staff sickness. High priority activities were maintained. The corporate H&S strategy and work plan are under review and it is proposed that a revised strategy is adopted by the end of 2017	<b>Cabinet – No action</b> Explanation given in commentary  Action for Karl Roberts: Ensure H&S Action Plan is adopted by end of 2017
PEP009 Average number of days to determine application - Major	100 day/s	163.00 day/s	36 Major applications were determined and the average number of days to determine was 163 days. The average number of days taken to determine major applications continues to fluctuate significantly because whilst it is possible to identify reasonably easily which Committee a particular application may be determined, the final issue of a decision notice is often delayed significantly by the need to complete Section 106 Agreements.	<b>Cabinet – No action</b> Explanation given in commentary
PEP010 Average number of days to determine application - Minor	54 day/s	75.00 day/s	280 Minor applications were determined and the average number of days to determine was 75 days. The average number of days taken to determine minor applications continues to be significantly above target as the service continues to struggle to match outputs with inputs having regard to the resources available (vacancies still exist). However, because extension of time agreements with applicants have been secured for the majority of applications, the figures that we report to the Government are above the required targets.	<b>Cabinet – No action</b> Explanation given in commentary

Performance Indicator	Target April 2015 - March 2018	Q4 End of Year 2016/17	Q4 Commentary	Any action for Cabinet to take?
PEP011 Average number of days to determine application - Householder	40 day/s	53.00 day/s	691 Householder applications were determined and the average number of days to determine was 53 days. The average number of days taken to determine householder applications continues to be significantly above target as the service continues to struggle to match outputs with inputs having regard to the resources available (vacancies still exist). However, because extension of time agreements with applicants have been secured for the majority of applications, the figures that we report to the Government are above the required targets. Importantly the average whilst above our target is still below the nominal 8 week target date of 56 days.	<b>Cabinet – No action</b> Explanation given in commentary

## 2.8 Recommendations to Cabinet

2.8.1 Officers do not believe that any further action needs to be taken in relation to the performance of the SDP indicators at the end of 2016/17. 61% of indicators have achieved or over achieved their target and for those didn't achieve their target, a clear commentary has been given with an explanation of why this has happened. All indicators will be reviewed during the course of 2017 ready for a new set of indicators from 2018 so any indicators which carry over to the new period, which have had problems during this year, will be addressed during this review.

### 2. PROPOSAL(S):

- a) Note the Council's overall performance against the targets set out in the SDP Report 1 April 2016 to 31 March 2017 as set out in Appendix A **attached**.

### 3. OPTIONS:

- To note the report and request any remedial actions for under achieving indicators, if appropriate and required.
- To request further information before any remedial actions are undertaken.

### 4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√

Other groups/persons (please specify)		√
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:</b>	<b>YES</b>	<b>NO</b>
Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√
Other (please explain)		√
<b>6. IMPLICATIONS:</b>		
Where targets were not met, the Council may consider whether they wish to request that remedial actions be taken by the relevant service area.		

**7. REASON FOR THE DECISION:**

In order for Cabinet to be updated with the Q4 Performance Outturn for the SDP (2013-2018) for the period 1 April 2016 to 31 March 2017.

**8. BACKGROUND PAPERS:**

Appendix A – summary of all SDP Indicators, Q4 Outturn.



Performance Indicator	Measure Interval	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
ESC002 Residual household waste per household	Annually	Philippa Dart - Director of Services	Lower is better	466kg	No figure - measured annually	No figure - measured annually	No figure - measured annually	448.66kg	Over achieved target	This figure is subject to verification, however it is good to note that the amount of waste generated per household has reduced on the previous year.	No - overachieving	Better	450.00kg	457.00kg	466.00kg
CSC101 % telephone enquiries resolved at first point of contact in Arun Direct (excl switchboard)	Quarterly	Paul Warters - Director of Transformation	Higher is better	83%	88.80%	87.20%	87.20%	86.80%	Over achieved target	Customer services continue to strive to deliver an end to end process for the customer. Certain services within the contact centre currently have a lower resolution rate than 86.8%, however, these tend to be the more complex services such as Planning and Environmental Health where advice and decisions are not straight forward. For other services the processes are a lot more defined and entirely dealt with in the contact centre. We are looking at more ways of ensuring that processes are dealt with in their entirety. This will always be an area for continuous improvement. In particular some work needs to be done in the future on the definition of 'first point of	No - overachieving	Worse	85.50%	86.60%	
CSH041 % Repairs appointments made and kept	Quarterly	Philippa Dart - Director of Services	Higher is better	95%	98.89%	98%	97.50%	97.60%	Over achieved target	2360 appointments were made over the period. Of these, 2304 were kept. Performance continues to exceed target	No - overachieving	Worse	97.70%	No data	95.00%
CSH042 Average void turnaround time (excludes long term voids)	Quarterly	Philippa Dart - Director of Services	Lower is better	20 day/s	11.2 day/s	12.5 day/s	10 day/s	12.00 day/s	Over achieved target	This metric remains reasonably stable. Volumes of voids have reduced significantly year on year. 8 of the 54 Voids were handed back after the target date. This will continue to be monitored. There were no impact on tenant sign ups as the target hand back date is always a Wednesday and tenants usually sign up on the following Friday or Monday.	No - overachieving	Worse	11.00 day/s	No data	20.00 day/s
CSH121 Vacant private sector dwellings returned to occupation	Quarterly	Karl Roberts - Director of Place	Higher is better	17	8	32	37	40	Over achieved target	Exceeded target achieved through encouragement, engagement and a range of enforcement measures. This initiative continues to make a positive contribution towards making housing available within the District.	No - overachieving	Better	20	30	17
CSH123 % of customers satisfied with service (private sector housing)	Quarterly	Karl Roberts - Director of Place	Higher is better	95%	100%	98.20%	98.30%	98.00%	Over achieved target	Above target customer satisfaction and positive comments received regarding the service.	No - overachieving	Better	95.12%	86.00%	95.00%
CSH124 % complaints responded to in time: private sector housing	Quarterly	Karl Roberts - Director of Place	Higher is better	95%	96%	96%	96%	96.00%	Over achieved target	Above target response rate achieved by the team.	No - overachieving	Same	96.00%	96.00%	95.00%
CST011 Undertake IT customer satisfaction survey, draw up action plan, report progress to ICM	6-monthly	Paul Warters - Director of Transformation	Higher is better	90%	No figure - measured 6 monthly	98%	No figure - measured 6 monthly	99%	Over achieved target	Survey sent to all staff, 8 questions regarding IT Performance. We had 98 users respond. Excellent 76.8% Good 22.2% Fair 1% Poor 0% Very Poor 0%. All staff were able to access the survey and complete a response to the 8 questions posed regarding IT performance over the preceding 6 months. 98 Users responded to the satisfaction survey, the result being a 99% Excellent or Good rating .	No - overachieving	Better	97.00%	100.00%	90.00%
DCL011 % of complaints reported to the Local Government Ombudsman that are upheld	Annually	Nigel Lynn - Chief Executive	Lower is better	11%	No figure - measured annually	No figure - measured annually	No figure - measured annually	0.00%	Over achieved target	No complaints determined by the Local Government Ombudsman during the period 01.04.16 - 31.03.17 have been upheld	No - overachieving	Better	10.00%	0.00%	11.00%
ESC031 No. of enforcement actions taken in relation to persistent non-compliance with waste removal	Quarterly	Philippa Dart - Director of Services	Higher is better	100	20	89	115	138	Over achieved target	Whilst achieving our target, the number of enforcement actions is slightly lower than hoped for due to staff resources dictated by maternity leave. Cleansing's Full Time specialist enforcement officer has now returned and they will work in partnership this year with WSCC enforcement officers to tackle fly-tipping and also those undertaking the zero tolerance enforcement around littering and dog fouling. This will make a real difference to the local area over the next year. The measure provided is a cumulative total quarter on quarter for the year.	No - overachieving	Worse	177	323	100
ESC105 90% of all legal action followed through to satisfactory compliance or penalty	Quarterly	Karl Roberts - Director of Place	Higher is better	90%	100%	100%	100%	100.00%	Over achieved target	100% of legal action followed through to satisfactory compliance. All authorised prosecutions being progressed: two food safety cases and a caravan site licensing case.	No - overachieving	Same	100.00%	100.00%	90.00%
ESC106 Sustain or improve customer satisfaction levels with Env. Health service	Quarterly	Karl Roberts - Director of Place	Higher is better	95%	100%	99.50%	98.51%	98.86%	Over achieved target	Only 13 unhappy customers out of 947. Reflects an embedded customer focussed culture.	No - overachieving	Worse	100.00%	98.58%	95.00%

Performance Indicator	Measure Interval	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
ESG051 No. of trees planted	Annually	Philippa Dart - Director of Services	Higher is better	200	No figure - measured annually	No figure - measured annually	No figure - measured annually	1698	Over achieved target	Greenspace team continues to plan an annual programme of tree planting which spans a wide range of open spaces across the Arun district. Notable tree planting initiatives in 2016/17 include the following; King George V playing fields 600, Hotham Park 320, Mewsbrook Park 300, Bersted Brooks/Park 150, Langmeads 150, Bluebell Woods 100, Glebelands 24 fruit trees for community orchard. 30 black poplars across the district and 24 standard trees across the district.	No - overachieving	Better	711	447	200
PEB003 % of building regulation submissions assessed within 21 days of date of deposit with the Council	Quarterly	Karl Roberts - Director of Place	Higher is better	40%	19.75%	51.27%	49.80%	45.40%	Over achieved target	Annual target has been achieved. This has been achieved against a backdrop of significantly increased local fee-earning work load ( as a comparison 10% above 2015/16) and also the development of a new income stream activity.	No - overachieving	Better	43.00%	100.00%	40.00%
ESC109 Completion of Risk based inspection programme - food	Quarterly	Karl Roberts - Director of Place	Higher is better	100%	26.85%	47%	72%	104%	Over achieved target	547 food inspection carried out, out of a planned 525 for the year. More than the planned/programmed inspections were undertaken as there were more food businesses opening than closing. This is represents an enormous effort by the EH team.	No - overachieving	Better	97.30%	100.00%	74.79%
CSH025 No. of council properties to be brought back into use by legitimate tenants	Quarterly	Philippa Dart - Director of Services	Higher is better	10	9	11	12	13	Over achieved target	Stats Jan to Dec. 1 property back and 3 pending court action. 1 pending Prosecution. We continue to receive referrals of potential cases for investigation - from members of the public, from frontline Housing staff, from contractors and from other Arun departments. Housing Fraud work includes investigating possible Right to Buy Fraud, applications to join the Housing Register as well as cases which relate to claims for Housing Benefit and Council Tax relief.	No - overachieving	Not known	Wasn't an indicator then	Wasn't an indicator then	
DCN030 Deliver projects through the Arun Wellbeing Team under the agreed priorities which support the West Sussex Health Plan 16/17	Quarterly	Philippa Dart - Director of Services	Yes is better	Yes	Yes	Yes	Yes	Yes	Achieved target	All internally and externally delivered wellbeing projects are delivering successfully to target and to the satisfaction of our commissioners, West Sussex County Council Public Health team and to the public which is validated by their positive feedback. The programme continues to be delivered successfully to the approval of WSCC Public Health who are the commissioners and to the public which is validated by their positive feedback.	No - achieved target set	Same	Yes	Yes	
ESC108 Section 18 and FSA plans produced 15/16	Annually	Karl Roberts - Director of Place	Yes is better	Yes	No figure - measured annually	No figure - measured annually	No figure - measured annually	Yes	Achieved target	Yes plans produced. Both statutory plans completed.	No - achieved target set	Same	Yes	Yes	Yes
ESC111 Completion of risk based inspection programme - pollution	Annually	Karl Roberts - Director of Place	Higher is better	100%	No figure - measured annually	No figure - measured annually	No figure - measured annually	100.00%	Achieved target	All risk-based inspections were completed.	No - achieved target set	Same	100.00%	100.00%	100.00%
ESC112 Completion of Licensing Inspection programme	Quarterly	Karl Roberts - Director of Place	Higher is better	100%	46%	74%	100%	100.00%	Achieved target	The need for officers to visit premises has increased significantly as a result of less resource for compliance. This has resulted in complaints/intel/officer observations requiring visits and investigations. Police Licensing reorganisation and resourcing has impacted on demand on ADC Licensing increasing the need for compliance check visits.	No - achieved target set	Same	100.00%	100.00%	100.00%
ESG031 Progress Memorial Safety inspection at Littlehampton and Bognor Regis	Annually	Philippa Dart - Director of Services	Higher is better	100%	No figure - measured annually	No figure - measured annually	No figure - measured annually	100.00%	Achieved target	Memorial safety inspections have been fully completed for 2016/17 in line with the council's adopted memorial safety policy and carried out in accordance with best practice. Five year rota of safety inspections has now been completed and a new five year cycle will begin in 2017/18.	No - achieved target set	Same	100.00%	100%	100%
ESG041 Performance of grounds maintenance contracts per package of work - nil default notices and damages	Annually	Philippa Dart - Director of Services	Lower is better	0	No figure - measured annually	No figure - measured annually	No figure - measured annually	0	Achieved target	Grounds maintenance contract performance continues to be proactively managed by parks team. Performance levels over the course of 2016/17 have been consistent and in line with contractual requirements. New Green space management contract let in January 2017 contains specific performance indicators which will form part of measured SDP's from 2017/18.	No - achieved target set	Same	0	0	0
ESG042 Complete relevant elements of Restoration Management Plan for Hotham Park in accordance with Project Programme	Annually	Philippa Dart - Director of Services	Higher is better	100%	No figure - measured annually	No figure - measured annually	No figure - measured annually	100.00%	Achieved target	Project all complete - Park continues to achieve Green Flag.	<b>Yes - Recommend to Cabinet that this indicator is removed for 2017/18</b>	Same	100.00%	100%	100%

Performance Indicator	Measure Interval	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
ESG043 Achieve Green Flag awards for Hotham and Mewsbrook Parks and Marine Park Gardens	Annually	Philippa Dart - Director of Services	Higher is better	3	No figure - measured annually	No figure - measured annually	No figure - measured annually	3	Achieved target	All three Green Flag awards for council's parks retained once more in 2016/17. All three parks demonstrate best practice in parks management and are therefore worthy of their Green Flag status'. Greenspace service is considering additional Green Flag award applications in future years.	No - achieved target set	Same	3	3	3
PEL002 Land Charges: % of standard searches carried out in 7 working days	Quarterly	Karl Roberts - Director of Place	Higher is better	100%	100%	100%	100%	100.00%	Achieved target	All searches are being returned within the 7 working day period	No - achieved target set	Same	100.00%	100.00%	100.00%
CSE001 Reach the achieving level of the new Equality Framework	Quarterly	Paul Warters - Director of Transformation	Higher is better	Yes	Yes	Yes	Yes	Yes	Achieved target	This is an out dated measure and needs to be removed. The authority need to consider how we move forward with equalities work and how best to measure our effectiveness as a service provider and employer	<b>Yes - Recommend to Cabinet that this indicator is removed for 2017/18</b>	Same	Yes	Yes	Yes
CSH043 % of council properties with a valid gas safety certificate	Quarterly	Philippa Dart - Director of Services	Higher is better	100%	100%	100%	100%	100.00%	Achieved target		No - achieved target set	Same	100.00%	No data	100.00%
DCL010 Number of stage 2 corporate complaints found to be justified or partially justified	Quarterly	Nigel Lynn - Chief Executive	Lower is better	5	3	3	4	5	Achieved target	Of the 18 complaints that were determined in the period 01.04.16 - 31.03.17, 2 complaints were found to be Justified and 3 Partially Justified. The two justified complaints were in respect of Housing issues, two of the Partially Justified complaints were in respect of Planning and the remaining Partially Justified complaint was in respect of a Legal matter. The findings relating to these matters have been noted and appropriate actions adopted to avoid a re-occurrence	No - achieved target set	Better	10	5	5
DCN003 Overall crime per 1,000 population	Quarterly	Philippa Dart - Director of Services	Lower is better	baseline	14.67	29.78	44.07	59.7	Baselining	Apr 2015 - March 2016 8452 Apr 2016 - March 2017 9231 Up 779 (9%) 8452/154,415 x 1000 = 55.7 crimes per 1000 population 9231/154,415 x 1000 = 59.7 crimes per 1000 population. This equates to an increase of nearly three offences per thousand population and therefore is not considered a risk.	No - achieved target set	Worse	54.83	52.4	0
PEP030 % of customers satisfied with Planning Service	Annually	Karl Roberts - Director of Place	Higher is better	80%	No figure - measured annually	No figure - measured annually	No figure - measured annually	70%	Behind achieving Target	74 out of 95 customers were very or fairly satisfied with the service provided in processing their planning application. We will look at these responses to see if there are any trends for dis-satisfied customers and if there is anything that can be done to make improvements	No - work to be done to make improvements where necessary	Worse	91.57%	70.21%	80.00%
CSC001 Working days lost due to sickness absence	Quarterly	Paul Warters - Director of Transformation	Lower is better	7 day/s	9.6 day/s	9.34 day/s	8.39 day/s	8.35 day/s	Behind achieving Target	Seven of the service areas are currently below the target figure with 8 areas being above. The sickness figures for the 12 month rolling period have gone up for 9 service areas and down for 6 service areas. The overall figure has gone down slightly from the previous review period. During the last 12 months we have had a number of serious long term sickness cases. Long term sickness absence accounted for 4.85 average FTE days and short term sickness absence accounted for 3.50 average FTE days during this 12 month period. This period included the Christmas closure so that may account for the slightly lower figure.	No - explanation given in commentary	Better	9.66 day/s	9.15 day/s	7.00 day/s
CSH021 % of rent collected	Quarterly	Philippa Dart - Director of Services	Higher is better	99%	98.10%	97.85%	97.55%	97.86%	Behind achieving Target	Rent Collection is below target, but has improved over the last quarter. Benefit changes including the Benefit cap and the roll out of Universal Credit in April 2018, are likely to see an impact on rent collection rates in the longer term	No - only just behind target	Worse	98.75%	98.85%	99.00%
CSR002 % of non-domestic rates collected	Quarterly	Paul Warters - Director of Transformation	Higher is better	99%	29.10%	58.53%	83.84%	98.35%	Behind achieving Target	Although under target and lower than the previous year (which was an exceptional collection rate). This rate compares well with that for Council Tax. Based on figures available for quarter 3 we were 3rd in the district	No - only just behind target	Worse	99.36%	98.48%	99.00%
ESC107 EH response to complaints in timescale	Quarterly	Karl Roberts - Director of Place	Higher is better	98%	95%	96.18%	96.80%	96.42%	Behind achieving Target	3996 complaints responded to in 7 days out of 4144. breakdown below; Team Total Number of Complaints Pollution 1116 Licensing 60 Dog Wardens 452 Food 507 Health & Safety 220 Housing 610 Pest Control 1179. Close to target despite two officers having been on long term sick leave throughout almost the year and subsequent vacancies.	No - only just behind target	Better	95.46%	97.22%	98.00%
ESC081 Maintain 26 Safer Parking Awards from ParkMark	Annually	Philippa Dart - Director of Services	Higher is better	26	No figure - measured annually	No figure - measured annually	No figure - measured annually	24	Behind Target	Two Car Parks in Rustington are no longer the responsibility of Arun and therefore were not put forward for ParkMark awards hence the reduction of awards from 26 to 24. The target has to be amended as the Council is no longer responsible for the 2 car parks in Rustington. Every Car Park where the Council applied for an award did receive an award.	<b>Yes - recommendation to Cabinet to lower target to 24</b>	Same	26	26	26

Performance Indicator	Measure Interval	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
CEP001 % of Corporate Plan Items achieving their objectives	Annually	Nigel Lynn - Chief Executive	Higher is better	85%	No figure - measured annually	No figure - measured annually	No figure - measured annually	38%	Didn't achieve target	This is a disappointing outcome for 2016/17 and efforts will be made during 2017/18 to increase this figure for the final year of this set of Corporate Plan indicators	No - explanation given in commentary	Worse	45.00%	63.00%	85.00%
CSH001 Reduce cost of emergency accommodation (B and B) net	Quarterly	Philippa Dart - Director of Services	Lower is better	£272,000	£91,104.88	£163,907.15	£229,484.74	£343,622.01	Didn't achieve target	Gross expenditure £457,579.16 - income to date £113,957.15 = Net expenditure £343,622.01. The expenditure on B&B in 2016/17 exceeded the budget by £15K net (after income from Housing Benefit and client contributions). The use of B&B as emergency accommodation has increased as a result of this demand, and also because of a lack of affordable accommodation across every tenure. The turn-over of Council housing and Temporary Accommodation is insufficient to meet homelessness demand on its own, without available accommodation in these other tenure. Report to Cabinet in June 2017	No - explanation given in commentary	Worse	£223,408.00	£254,377.00	£272,000.00
CSR003 % Miscellaneous Sundry Debt Collected	Quarterly	Paul Warters - Director of Transformation	Higher is better	96%	14.33%	19.56%	No figure entered	N/A	Didn't achieve target	The indicator cannot be calculated for the second half of 2016/17 as it was a combined indicator for Housing Benefit overpayment recoveries (First Debtors) and Sundry Debts (TASK Debtors). A recent restructure has resulted in Miscellaneous debts becoming the responsibility of the Finance team with Housing Benefit overpayment collection remaining in Revenues and Benefits. As CSR003 will no longer measure and report Housing Benefit Overpayment recovery it is recommended for deletion, and two new indicators set up to monitor both Accounts receivable collected and % of Housing Benefit overpayments collected.	<b>Yes - Recommend to Cabinet that this indicator is removed for 2017/18</b>	Not known	86.04%	96.30%	96.00%
ESC061 Number of missed refuse collections per 100,000	Quarterly	Philippa Dart - Director of Services	Lower is better	15	26.27	33	32.16	30.88	Didn't achieve target	Whilst not achieving the SDP target this figure far exceeds the contractual target of 80 missed collections per 100,000 which is very positive. The overall figure is down significantly from the previous year. This is an impressive achievement and is testament to good management and procedures. Moving forward this target figure needs to be amended in the revised SDP's to reflect contractual performance targets required of the Council's waste contractor.	No - explanation given in commentary	Better	33.22	28.37	15
ESC062 Number of missed recycling collections per 100,000	Quarterly	Philippa Dart - Director of Services	Lower is better	15	16.81	22.83	24.04	24.91	Didn't achieve target	Whilst not achieving the SDP target this figure far exceeds the contractual target of 80 missed collections per 100,000 which is very positive. Whilst the figure is a little higher than last year, it represents an impressive achievement and is testament to good management and procedures. Moving forward this target figure needs to be amended in the revised SDP's to reflect contractual performance targets required of the Council's waste contractor.	No - explanation given in commentary	Worse	23.99	27.7	15
ESC110 Deliver Annual Health & Safety Action Plan	Annually	Karl Roberts - Director of Place	Yes is better	Yes	No figure - measured annually	No figure - measured annually	No figure - measured annually	No	Didn't achieve target	A review of the strategy, work plan and health and safety policy has been undertaken to reflect the changes to the accommodation and corporate re-organisation. Not all aspects of the corporate health and safety work plan have been delivered owing to staff sickness. High priority activities were maintained. The corporate H&S strategy and work plan are under review and it is proposed that a revised strategy is created by the end of 2017.	No - explanation given in commentary	Worse	Yes	Yes	
PEP009 Average number of days to determine application - Major	Quarterly	Karl Roberts - Director of Place	Lower is better	100 day/s	213 day/s	202 day/s	180 day/s	163.00 day/s	Didn't achieve target	36 Major applications were determined and the average number of days to determine was 163 days. The average number of days taken to determine major applications continues to fluctuate significantly because whilst it is possible to identify reasonably easily which Committee a particular application may be determined, the final issue of a decision notice is often delayed significantly by the need to complete Section 106 Assessments.	No - explanation given in commentary	Worse	138.00 day/s	145.00 day/s	100.00 day/s
PEP010 Average number of days to determine application - Minor	Quarterly	Karl Roberts - Director of Place	Lower is better	54 day/s	76 day/s	71 day/s	74 day/s	75.00 day/s	Didn't achieve target	280 Minor applications were determined and the average number of days to determine was 75 days. The average number of days taken to determine minor applications continues to be significantly above target as the service continues to struggle to match outputs with inputs having regard to the resources available (vacancies still exist). However, because extension of time agreements with applicants have been secured for the majority of applications, the figures that we report to the Government are above the required targets.	No - explanation given in commentary	Worse	70.00 day/s	64.00 day/s	54.00 day/s

Performance Indicator	Measure Interval	Current CMT Member during reporting period for Q4 2016-2017	Assess By	Target April 2015 - March 2018	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 End of Year 2016/17	Q4 Status 2016/17	Q4 Commentary	Any action to take?	2016/17 Q4 Performance compared to 2015/16 Q4 (Better or Worse)	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
PEP011 Average number of days to determine application Householder	Quarterly	Karl Roberts - Director of Place	Lower is better	40 day/s	56 day/s	54 day/s	53 day/s	53.00 day/s	Didn't achieve target	691 Householder applications were determined and the average number of days to determine was 53 days. The average number of days taken to determine householder applications continues to be significantly above target as the service continues to struggle to match outputs with inputs having regard to the resources available (vacancies still exist). However, because extension of time agreements with applicants have been secured for the majority of applications, the figures that we report to the Government are above the required targets. Importantly the average whilst above our target is still below the nominal 8 week target date of 56 days.	No - explanation given in commentary	Better	57.00 day/s	50.00 day/s	40.00 day/s
PER032 No. of Business Start Ups	Quarterly	Karl Roberts - Director of Place	Higher is better	1100	888	856	847	879	Didn't achieve target	In the year to end of February 2017 879 businesses have started in the Arun District. The highest rate of start up appears in the River ward with Arundel and Walberton second, closely followed by Marine.	No - explanation given in commentary	Better	870	978	1100
PES001 Net additional homes provided	Annually	Karl Roberts - Director of Place	Higher is better	565	No figure - measured annually	No figure - measured annually	No figure - measured annually	No measure available	No measure available	Data is available in September 2017 and it is therefore not possible to provide a figure at this time. This indicator has therefore not been measured rather than not achieving its target figure	No as no figure available until September 2017	Not known			552.62

Unconfirmed minutes

**Joint Eastern Arun Area Committee**

7 March 2017 – At a meeting of the Committee held at 7 pm at The Millennium Chamber, Manor House, Littlehampton.

Present:

West Sussex County Council                      Mr Evans, Mr Buckland and Dr Walsh.

Arun District Council                              Councillors Mr Bower, Mr Elkins, Mrs Neno, Mr Gammon and Mr Bicknell.

Town / Parish Council representatives              Councillors Mr Oldfield (Angmering), Mr Duijf (East Preston), Mr Squires (Littlehampton), Mrs Cooper (Rustington), Mrs Robertson (Ferring) and Mrs Walker (Kingston).

In attendance:

West Sussex County Council: Monique Smart (Democratic Services Officer), Tracey Light (Principal Community Officer)

Arun District Council: Paul Warters (Director, Customer Services) and Jackie Follis (Head of HR & Customer Services)

**Chairman's Welcome**

83. The Chairman welcomed everyone to the meeting.

84. Apologies had been received from Councillors Mr Tyler, Mr Peters, Mrs Urquhart Mr Cates and Mrs Francis. The Chairman welcomed substitute Councillor Mr Oldfield.

**Declarations of interest**

85. No interests were declared.

**Minutes**

86. **Resolved** that the minutes of the Joint Eastern Arun Area Committee, held on 29 November 2016 be confirmed as a correct record and that they be signed by the Chairman.

**Progress Statement**

87. Mr Evans welcomed the changes to the Joint Area Committees and reminded Members of the benefit of having all tiers of Local Government involved and this was unique to Arun. The Progress statement was noted.

## **'Talk with Us' – Public Questions**

88. The Chairman invited questions from members of the public. There were no questions.

## **Community Police Issues**

89. The Chairman welcomed Sergeant Pipkin who provided an update on neighbourhood policing in the JEAAC area. A number of issues were discussed including these set out below:

- Members were disappointed about not receiving the printed crime statistics for the JEAAC area. They stated that the website was useful but does not allow ward by ward comparisons and therefore trends or spikes in crimes cannot be identified. Sergeant Pipkin agreed to feed this back.
- Some Parish Councillors also raised concern about the lack of Police presence and information provided to Parishes. Councillor Mrs Walker mentioned a recent increase in burglary and still no police presence. Sergeant Pipkin reiterated the position that patrols are allocated by threat, harm and risk and that no officers are allocated to set area. With regard to the recent spike in burglary he was pleased to report that it was a known person and has resulted in a positive outcome.
- It was confirmed that Sussex Police do have trained wildlife crime officers and they are allocated to such crimes.
- Councillors asked how best to contact the Police for non-emergency queries. Sergeant Pipkin confirmed that 101 should still be used for non urgent crime reporting. However to contact the local team there is a generic email for Arun and Chichester neighbourhood Policing Team and that is: [arunandchichester.localteam@sussex.pnn.police.uk](mailto:arunandchichester.localteam@sussex.pnn.police.uk)
- Sergeant Pipkin reported some positive work taking place with partner's organisations such as Trading Standards to alert vulnerable people on how to spot and avoid scams.

## **Highways and Transport Sub Group**

90. The Chairman referred Members to the notes from the last meeting of the Highways and Transport (H&T) Sub Group (appended to the signed minutes).

91. The Chairman of the H&T Sub Group drew attention to the two recommendations in the report at item 9 and 10. The first recommendation was for JEAAC to request the County Council to lobby Government for a review of parking standards for new developments. This was agreed. The second recommendation was that details of the planning permission for the new leisure facilities at Mill Road be sent to all JEAAC Members. This was also agreed.

92. Councillor Mr Bower expressed disappointment about the membership of the H&T Sub Group not including District Councillors. The Chairman suggested this should be something for the new Committee to consider at the next meeting.

## Community Initiative Funding

93. The Committee considered a report by the Director of Law, Assurance and Strategy, West Sussex County Council (copy appended to the signed minutes), which sought decisions from the County Council Members of the Committee on the applications received under the CIF scheme.

94. **Resolved** that the County Council Members of the Committee considered the CIF applications and allocated funding as follows:

The following applications and amounts were approved: -

1125/JEAAC - West Sussex Mediation Service, £1,340.00, towards volunteer training and development.

1145/JEAAC - Rustington in Bloom, £2,000.00 towards, planters and feeders.

1148/JEAAC - Littlehampton's Organisation of Community Arts, £600.00 towards Insurance for event and outdoor space.

1150/JEAAC - 5th Littlehampton Sea Scout Group, £1,140.00 towards patrol tents.

1163/JEAAC – Arun Youth Aqua Centre, £2,500.00, for the purchase of paddle boards and associated equipment.

1165/JEAAC - Girl Guiding Ferring District, to £687.00 towards, new camping equipment.

1166/JEAAC - William Older Playgroup, £2,100.00, towards the extension of the outdoor play area.

1173/JEAAC - Home-Start Arun, £417.15 towards the purchase of replacement IT equipment.

1176/JEAAC - Ferring Funtime Community pre-school, £2,000.00, towards the refurbishment of the playground and sandpit.

1177/JEAAC - Littlehampton Foodbank, £660.00, to raise the profile of the charity and promote healthy eating.

1178/JEAAC - Friends of Langmeads, £1000.00, towards the provision of 2 noticeboards.

1186/JEAAC - PCC of All Saints -info centre, £1,000.00, for the purchase of 3 Laptops and set up fees.

1193/JEAAC - Friends of Mewsbrook Park, £1,000.00, towards creation of a sculpture.



## **Nominations of Authority School Governors**

95. The Committee considered a report by the Executive Director of Children, Adults', Families, Health & Education (copy attached to the signed minutes).

96. Resolved –That the County Council Members of the Committee approved the following nomination under the 2012 Regulations: -

Nomination for Reappointment: Mrs Sarah Greig for a four year term at St Catherine's Catholic Primary School

## **Items to be raised by Town and Parish Council representatives**

97. Concern was raised about an increase in fly tipping and whether this was a result of Littlehampton Recycling Centre being closed two days a week. Mr Evans confirmed that on the days that Littlehampton was closed both Worthing and Chichester centres are open. Dr Walsh stated that he was aware of a number of public petitions asking West Sussex County Council to reconsider to recent changes.

98. Members reported that due to the recent grass cutting a large amount of rubbish is visible on both the A259 and A27. It was suggested that much was from fast food restaurants and they requested that Arun District Council Officers take this back to Environmental Health at the District Council to look in to.

99. Councillor Mrs Cooper asked what the future plans are for the No 12 bus that runs from Littlehampton to Sainsbury's at Rustington. Dr Walsh, as a Member of Littlehampton Town Council, was aware that the funding for that route had come from S106 money and as that was due to run out the service is being revisited by the Town Council. He confirmed that some further S106 money and some funding from the Town Council had been identified but that would not make the service extend to Rustington. Dr Walsh suggested that if Rustington parish could contribute to the funding then the route could be reconsidered.

## **Items for future meetings.**

100. No new items were added.

## **Date of next meeting**

101. The Chairman reminded Members that the next meeting of the Committee would be held on Tuesday 11 July at The White Swan Hotel, Chichester Road, Arundel. Members wishing to place an item on the agenda should notify Monique Smart via e-mail: [monique.smart@westsussex.gov.uk](mailto:monique.smart@westsussex.gov.uk) or on 033022022540.

102. Some concern was raised about venue of the next meeting not being accessible by public transport. This was noted and it was agreed that the lead members would discuss this further at the forthcoming agenda planning meeting. Mr Evans did suggest that if it stayed at that venue then those who do not drive should contact their local Councillor for a lift.

The meeting closed at 8.16pm

Chairman

Unconfirmed minutes

**Joint Western Arun Area Committee**

15 March 2017– At a meeting of the Committee held at 7.00 p.m. at The Arena Sports Centre, Bognor Regis

Present:

West Sussex County Council: Mr Jones, Mrs Rapnik, Mr Patel, and Mrs Phillips.

Arun District Council: Councillors Mr English, Mr Bence, Mr Maconachie, Mr Dillon, and Mrs Pendleton.

Town/Parish Council representatives: Councillors Mrs Richardson (Aldwick), Mr Knight (Bersted), Mr Cunard (Bognor Regis), Ms Piedot (Felpham), Mrs Haywood (Middleton), Mr Radmall (Pagham).

Officers: Monique Smart, Democratic Services Officer (WSSC) and Nick Burrell, Senior Advisor (WSSC). Paul Askew, Head of Policy and Partnership (ADC)

**Chairman's Welcome**

69. The Chairman welcomed everyone to the meeting.

70. Apologies had been received from Councillors Mr Allsopp, Mr Sutcliffe and Mr Wotherspoon. Mr Oppler and Mrs Hall were absent.

**Declarations of Interest**

71. Mr Jones declared a personal interest as a Governor of Bishop Tufnell School.

**Minutes**

72. Resolved – that the minutes of the Joint Western Arun Area Committee (JWAAC) held on 30 November 2016 are confirmed as a correct record and that they are signed by the Chairman.

**Progress Statement**

73. It was confirmed that the timetable for the Youth Review had slipped but it was hoped the results of the survey would be collated and analysed in the next few weeks. The Progress Statement was noted.

**Talk with us – public question time**

74. The Chairman invited questions from members of the public. A number of issues were discussed including those set out below (responses in italics):

- David Huntley from Pagham Parish Council expressed disappointment that the Parish Council had not been consulted about a proposal for 3000 houses at Pagham. He asked what Members thought about the proposal. *All District Councillors, with the exception of Councillor Mr English, left the room so as not to predetermine any decision of Development Control at Arun District Council. Mr Jones stated that West Sussex County Council are a statutory consultee and*

*will respond on Highways and other County Council services such as Education. Councillor Mr English encouraged Mr Huntley to attend, or watch via webcast, the special Full District Council meeting on 22 March as that was discussing the Local Plan.*

*(District Councillors returned to the room)*

- Mr Goodheart asked if a JWAAC representative would be invited to attend the workshops planned to discuss the Chichester A27 Improvements Scheme. *The Chairman stated this item was on the agenda and would be discussed, including a response to Mr Goodheart question, at the agenda item.*

## **Community Initiative Funding**

75. The Committee considered a report by the Director of Law and Assurance, West Sussex County Council (copy appended to the signed minutes), which sought a decision from the County Council Members of the Committee on the applications received under the Community Initiative Funding (CIF) scheme.

76. The Committee discussed the respective merits of the projects for which funding was sought and indicated support or otherwise for each application. Where appropriate the applicant was invited to speak.

77. Mr Patel declared an interest as a Trustee of Bognor Shopmobility. He did not comment or vote on that application (Ref 1127/JWAAC).

78. RESOLVED that the County Councillors on the Committee allocate Community Initiative Funding as follows:

The following applications and amounts were approved: -

**1127/JWAAC** - Bognor Shopmobility, £1,000.00, towards the cost of replacement vehicles.

**1172/JWAAC** - Home-Start Arun, £417.15, towards the purchase of replacement IT equipment.

**1187/JWAAC** - Girlguiding Bognor Regis Division, £1,250.00, for the purchase of 2 tents, coach hire and hire of a gas cooker and gas.

**1188/JWAAC** - Grandads Front Room, £900.00, towards the purchase of a Community Vehicle.

**1191/JWAAC** – Headway, £481.80, to provide support meetings in Bognor area.

**1207/JWAAC** - Bognor Regis Pier Watch, £500.00, towards the purchase of a Gazebo.

**1208/JWAAC** – Bognorphenia, £1,328.00, for the rental of staging equipment.

**1213/JWAAC** - Making Theatre Gaining Skills CIC, £2,000.00, towards training Workshops.

**1214/JWAAC** - The Big Blake Project, £2,000.00 towards Blake Exhibition at Bognor Library.

**The application was declined:-**

**1126/JWAAC** - Southdowns Folk Festival, requested £3,500.00 towards marketing and promotions. Members declined this as the applicant had received funding for this event for the previous 2 years and CIF was not for ongoing annual events.

**Highways and Transport Sub Group**

79. The Chairman referred Members to the minutes of the last meeting of the Highways and Transport (H&T) Sub Group (copy attached to the signed minutes).

80. The Chairman welcomed West Sussex County Council Officers Peter Bradley and Kevin Moss who provided an update in relation to the Felpham Mitigation Schemes. Following the presentation to the H&T Sub Group, Officers had provided a further briefing note to Felpham Parish Council with detailed updates on each element of the scheme. This update was discussed at a meeting of the Blakes Meed Development Committee on 13 March. The minutes of that meeting had today been made available to West Sussex County Council.

81. Councillor Mr English expressed disappointment about the increase in cost of the schemes and the amount that appears to have been spent on fees. He asked for reassurances that further discussions take place before anymore work is undertaken. It was agreed that this could not wait until the next meeting of the H&T Sub Group so a separate meeting would be set up.

82. Councillor Mrs Richardson requested an update on Fish Lane as mentioned in 2.1 of the H&T Sub Group notes. Monique Smart undertook to get an update to Mrs Richardson via the Area Highways Manager.

**A27**

83. The Chairman referred to the information update confirming that the A27 Chichester bypass improvement scheme had been cancelled by the Secretary of State (copy attached to the signed minutes). In addition Paul Askew read the following statement on behalf of Arun District Council:

“Arun District Council are disappointed that the Transport Secretary – Chris Grayling - has made the decision not to make improvements to the A27 at Chichester. However, this decision does not alter the proposals in the Local Plan as they were drawn up on the basis of the current road network.

Arun remains committed to support an Arundel by pass and are pleased that the Secretary of State has reiterated that the decision he made on the Chichester by pass does not affect the A27 at Arundel. It is expected that consultation on the proposals for Arundel will take place in the Summer.”

84. The Chairman also updated the Committee that the Leader of West Sussex County Council in partnership with community groups and campaigners in Chichester came together to pledge their support in finding a way forward for improvements to the A27 at Chichester. Following that meeting the County Council has confirmed that the intention is to arrange community workshops to draw on the

expertise and knowledge of people locally and to bring in outside experience and impartiality where needed.

85. The Chairman asked for support from JWAAC for her to write to the Leader of West Sussex County Council to ensure that an invitation to the workshops is extended to representatives from the JWAAC area. This was supported.

### **Nominations to School and Academy Governing Bodies**

86. The Committee considered a report by the Executive Director of Children's, Adults', Families, Health & Education (copy attached to the minutes).

87. Resolved that the County Council Members of the Committee approved the following nominations under the 2012 Regulations: -

Nomination for Reappointment: Mr David Lind to Bishop Tufnell C.E. Junior School for a four year term

Nomination for Appointment: Mrs Ann Lesley Humes St Mary's Catholic Primary School for a four year term

### **Items to be raised by Town and Parish Council representatives.**

88. The Chairman invited questions from Town and Parish representatives on the Committee. The following issues were discussed:

- Councillor Mr Cunard reported that cars parked on the pavement and reversing into oncoming traffic at Queensway and Canada Grove are dangerous and causing the pavement to crack. It was agreed to add this to the next H&T Sub Group agenda.
- Councillor Mr Radmall requested more cooperation from Arun District Council with the Pagham Coastal defences, particularly in relation to the planning consent. Councillor Mr Bence undertook to raise this with the appropriate Cabinet Member at Arun District Council.

### **Items for Future Meetings**

89. The following items were agreed for consideration at future meetings:

- Evaluation on Public Realm Improvement - 2017

### **Date of Next Meeting**

90. The Chairman confirmed that the next scheduled meeting of the Committee was due to be on Wednesday 28 June at St Philip Howard Catholic High School, Barnham.

The meeting closed at 8.40pm

Chairman