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28 June 2018

OVERVIEW SELECT COMMITTEE

A meeting of the Overview Select Committee will be held in Committee Room 1 (the Pink Room) at the Arun Civic Centre, Maltravers Road, Littlehampton BN17 5LF on **Tuesday, 10 July 2018 at 6.00 pm** and you are requested to attend.

Members: Councillors Dingemans (Chairman), English (Vice-Chairman), Mrs Bence, Blampied, Edwards, Elkins, Hughes, Mrs Oakley, Oliver-Redgate, Mrs Rapnik, Miss Rhodes, Stanley, Dr Walsh, Warren and Wheel.

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declarations of pecuniary, personal and/or prejudicial interests that they may have in relation to items on this agenda and are reminded that they should re-declare their interest before consideration of the item or as soon as the interest becomes apparent.

Members and officers should make their declaration by stating :

- a) the item they have the interest in
- b) whether it is a pecuniary, personal and/or prejudicial
- c) the nature of the interest

3. MINUTES

To approve as a correct record the Minutes of the meeting of the Overview Select Committee held on 22 May 2018 (which have been previously circulated.)

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES.

5. *CORPORATE PLAN 2013-2018 – Q4 AND END OF YEAR PERFORMANCE OUTTURN FOR 1 APRIL 2017 TO 31 MARCH

This report sets out the year end performance outturn for the Corporate Plan performance indicators for the period 1 April 2017 to 31 March 2018. This report also provides a review of the performance of the 18 Corporate Plan indicators during the period 2013-2018.

6. *SERVICE DELIVERY PLAN INDICATORS 2013-2018 – YEAR-END PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2017 TO 31 MARCH 2018 AND END OF 5 YEAR REVIEW FOR THE PERIOD 2013-2018

This report sets out the year end performance outturn for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2017 to 31 March 2018. This report also provides a review of the performance of the 45 SDP indicators during the period 2013-2018.

7. *OVERVIEW SELECT COMMITTEE – REVIEW OF SCRUTINY PROCEDURE RULES

This Report presents the Review of Section 6 of the Constitution, Scrutiny Procedure Rules. It proposes a number of changes to the wording of the Rules in order to clarify and simplify them to improve understanding, and update where necessary.

8. FEEDBACK FROM POLICE AND CRIME PANEL MEETING – 29 JUNE 2018

A feedback report from the Cabinet Member for Community Wellbeing will be provided following his attendance at a meeting of the Sussex Police and Crime Panel held on 29 June 2018. *(This will be circulated under separate cover).*

9. *FEEDBACK FROM MEETING OF HASC HELD ON 22 JUNE 2018

A feedback report following Councillor Blampied's attendance at a meeting of the West Sussex County Council's Health and Adult Social Care Committee (HASC) held on 22 June 2018 will be provided. (Attached).

10. CABINET MEMBER QUESTIONS AND UPDATES

(i) Cabinet Members will update the Committee on matters relevant to their Portfolio of responsibility.

(ii) Members are invited to ask Cabinet Members questions and are encouraged to submit these to the Committee Manager in advance of the meeting to allow a more substantive answer to be given.

11. *WORK PROGRAMME – 2018/2019

At the last meeting of the Committee, Members considered topics that they would like to cover in the 2018/2019 year so that the Work Programme could be finalised and forwarded to Full Council for approval.

The Group Head of Policy will update the Committee on any required changes to the Committee's Work Programme for 2018/2019.

(Note: *Indicates report is attached for Members of the Committee only and the Press (excluding exempt items). Copies of reports can be viewed on the Council's web site at www.arun.gov.uk or can be obtained on request from the Committee Manager.)

(Note: Members are also reminded that if they have any detailed questions, would they please inform the Group Head of Policy, Cabinet Member and/or relevant Lead Officer in advance of the meeting in order that the appropriate Officer/Cabinet Member can attend the meeting.)

AGENDA ITEM NO.5**ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE
ON TUESDAY 10 JULY 2018**

SUBJECT: Corporate Plan 2013-2018 – year-end performance report for the period 1 April 2017 to 31 March 2018 and end of 5 year review for the period 2013-2018

REPORT AUTHOR: Gemma Stubbs
DATE: 2 May 2018
EXTN: 37707

EXECUTIVE SUMMARY:

This report sets out the year end performance outturn for the Corporate Plan performance indicators for the period 1 April 2017 to 31 March 2018. This report also provides a review of the performance of the 18 Corporate Plan indicators during the period 2013-2018.

RECOMMENDATIONS

Overview Select Committee is requested to:

- a) Note the Council's overall performance against the targets set out in the Corporate Plan Report 1 April 2017 to 31 March 2018 as set out in Appendix A **attached** and to note the proposed actions by CMT to address under performance and achieve the new targets for 2018/2019 and beyond
- b) Note the performance of the two Customer Satisfaction based performance indicators and the proposed Action Plans to address under performance as set out in Appendix B **attached**.

1. BACKGROUND:

- 1.1 The Council Priorities are a list of its aims and objectives over a given period, often for four years. In this instance, at Arun District Council, the period is for five years, from April 2013 to March 2018. The priorities consisted of 18 indicators, split out into the three priority headings of Your Council Services, Your Future and If you and your Family Need Help. Members will recall that the initial 4 year Corporate Plan was extended for an additional year (to end in March 2018).
- 1.2 Behind these priorities are a series of targets that are measureable and, ideally, in the control of the Council. Service targets (Service Delivery Plan indicators) lay beneath these corporate priorities to provide more detail about how the service is doing.
- 1.3 All targets aim to be 'stretching' and aspirational to encourage continuous improvement year on year. There is, therefore, a fine balance between aspirational and attainable, particularly in current financial conditions. The results of these targets versus the actual results give a feel for year on year activity, whilst an average over the given period will

summarise the general picture. Our priorities and the Corporate Plan (and Service Delivery Plans) ended in April 2018.

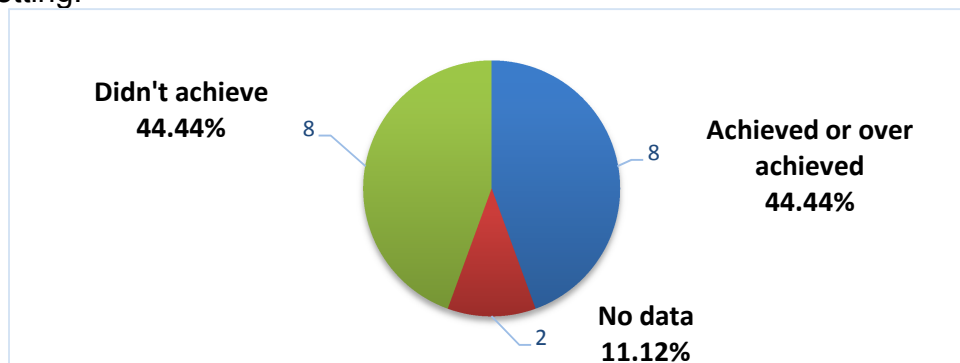
- 1.4 The Council has now formed its new Corporate Plan for the period 2018-2022 and this comprises of 11 performance indicators. Ten of these new indicators are already in existence and, therefore, will continue to be measured in the future. This report shows which of these indicators are continuing, together with their new targets for 2018.
- 1.5 It is important that the Council understands the outcomes of the indicators for 2013-2018 to enable it to be aspirational for its new indicators for 2018-2022.
- 1.6 Performance of these indicators is reported to the Corporate Management Team every quarter and to Overview Select Committee and Cabinet every six months and at year end. In addition to the year-end report, this report gives Overview Select Committee and Cabinet information on the performance of all Corporate Plan indicators for the five year period of 2013-2018.

CORPORATE PLAN PERFORMANCE 2017/2018

- 1.7 **Appendix A** gives the full detail of each indicator, including outturn performance history for the period 1 April 2017 to 31 March 2018. Information for the performance over the past 5 years is included in the body of the report.
- 1.8 The following gives a summary of the status of the 18 Corporate Plan indicators:

Status	Indicators 2017-18	Indicators 2016-17
Over Achieved Target	4	4
Achieved Target	4	3
Didn't achieve target	8	7
No data provided	2	4
TOTAL	18	18

- 1.9 18 Corporate Plan Performance Indicators were measured at year end. 8 out of the 18 performance indicators have either achieved or over achieved the target set for them. This means that 44.44% of the Corporate Plan 2017/18 targets have been met. This is a 5% increase on 2017 where at the end of March 2017 only 39% of the Corporate Plan indicators had met or exceeded their target. Members of Overview Select Committee may recall their request (in 2016/17) for targets to be 'stretched' to encourage more ambitious target setting.



1.10 Whilst some of the Council's performance is measured by specific targets, a great deal of other strategic activity takes place which is not measured by these targets. Over the last few years of the Corporate Plan the Council has had a great deal of strategic successes which help to indicate the general direction of the Council. For example:

Your Future
Public realm improvements - Bognor Regis
Construction of new Littlehampton Swimming and Sports Centre – completion due April 2019
Planning permission for a new Café and Watersports Centre in Littlehampton – due to open later 2018 or early 2019
Local Plan has completed its examination process
Purchase of Bognor Regis Arcade
Coverage of Neighbourhood Plans – 15 completed - we are in the top 5% but it is not clear on the ranking because the Ministry of Housing, Communities & Local Government (MHCLG) does not have an update on this.
Secured investment from the Local Enterprise Partnership (LEP)
Supported investment by Butlins for 3 new hotels, landscaping and quality catering outlets, off-site staff accommodation and the new world-class Splash Pool which is currently being constructed
Supported investment by Rolls Royce for a two phase development of a new logistics centre and offices
Supported investment by the University for the Learning Resource Centre, refurbished Business School in the Dome and new Engineering and Digital Technology Park
Created a new vision for Hothamton & Regis Centre sites – agreed by Full Council in February 2017, with first phase delivery of Linear Park agreed
Secured investment by Southern Rail/Network Rail into Bognor Regis station for refurbishment and upgrading passenger facilities of over £2m
Secured funding for infrastructure to mitigate impact of new development
Bognor Regis Relief Road completed and opened
London Road public realm development completed
East Bank flood defence and public realm development completed
Probation service and Registrars brought into Civic offices to help future funding of Council accommodation costs.

Your Council Services
New adventure golf course in Hotham Park opened Easter 2018
New play park on Bognor Regis seafront opened for use on the 1 May 2018 – official opening is on 8 June
Increase in recycling rates
Introduction of cashless parking via RingGo
Continuous Green Flag awards for Mewsbrook Park, Hotham Park and Marine Park
New enforcement service for littering and dog fouling
Beach on the Beach (Bognor Regis) and its extension
New Hotham Park Café opened in June 2015
Various awards for Street Naming, Local Land Charges, Building Control, Planning Business Awards
Town Centre Managers in place for Bognor Regis and Littlehampton

Your Council Services (continued)
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Mobile working in Building Control

New lighting for Fitzleet Car Park

New heritage lighting in Hotham Park

Supporting You

Increase in Council housing stock including nine new affordable Council homes in Barnham and two four bedroomed homes in Bognor Regis already completed. 22 more to be built in Wick, Littlehampton - we have taken handover of 2 properties so far. The remaining 20 are currently on-track to be completed in four separate development phases by the end of July 2018.

Significant number of empty homes now back in use – 156 over 5 years
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Two new community centres (Bersted and Felpham)

Warm homes grant to update heating in 400 properties to gas central heating

Purchase of ten units of new high spec temporary accommodation at Wick.

Employment support project with DWP – we are working with those that have significant barriers to employment to help them get into work placements, training, work tasters and jobs. For some of our clients simply meeting once a week to consider how this might happen will be a barrier. Many have long term health and social problems which we will help them to address whilst also directing them to other services who will also be able to help.
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Funding scheme to support apprenticeships, business start-up's and business grants – over the last 2 years 2017 and 2018 we have received £148k for business and apprenticeship grants
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1.11 Summary of performance

1.11.1 No data

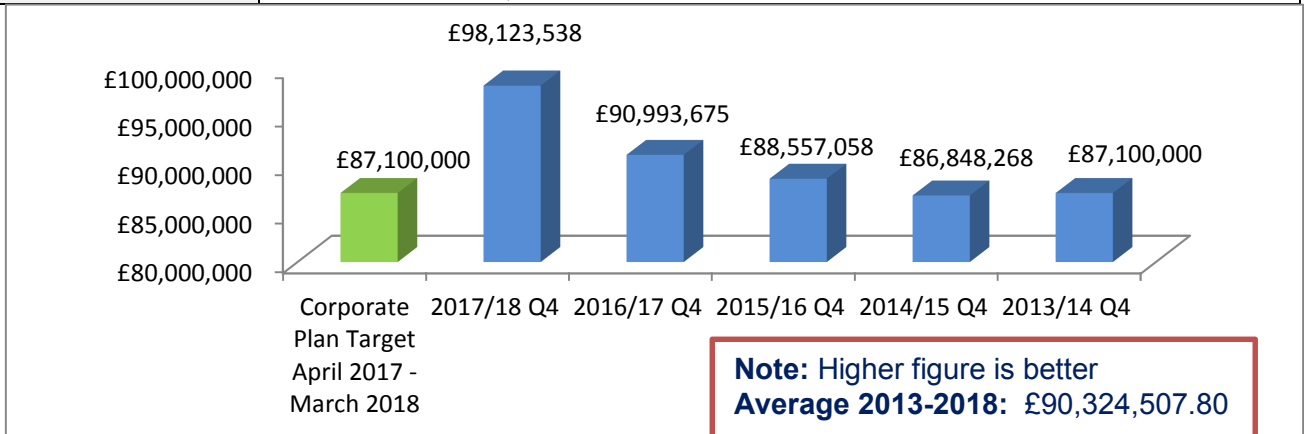
No data was available for **two** of the performance indicators at the time of writing this report. It is hoped that a verbal update on each indicator will be provided at the meeting:

Indicator	Reason for no data
DCN041 Number of families successfully assisted through the Think Family Programme	Performance data not supplied by WSCC (data owners). Arun DC will continue to request information.
PES002 Number of affordable units for purchase or rent	The figure will not be available until around mid/late June 2018 as it is produced by HDCLG (Ministry of Housing, Communities and Local Government) not ourselves. Unfortunately there is no way of predicting the final figure as the registered partners do not provide their returns to HDCLG until late May.

1.11.2 Over achieved Target

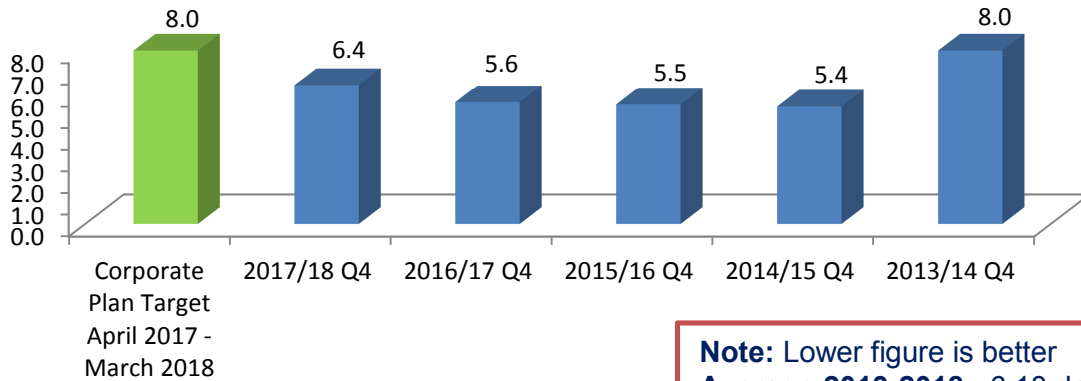
There were **four** Corporate Plan indicators which were classed as Over Achieving their target. The detail for these is listed below.

Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
PER025 Total Rateable Value for the Arun District	£87,100,000	£98,123,538	Better	£90,993,675	Yes – CP10 Target £91m
End of year commentary	The latest figure as at 9 February 2018.				
CMT Action	No action proposed. Director of Place comment: The total rateable value figure is one way of reflecting (indirectly) the health of the Arun economy. However, it is subject to periodic changes in what individual businesses are charged with a change in the business itself. Therefore, the data needs to be viewed with caution.				



Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	8 days	Q4 = 5.6 days End of year = 6.4 days (average)	Worse	5.6 days	Yes – CP6 Target 8 days
End of year commentary	Target achieved due to focus of the team being placed on processing.				

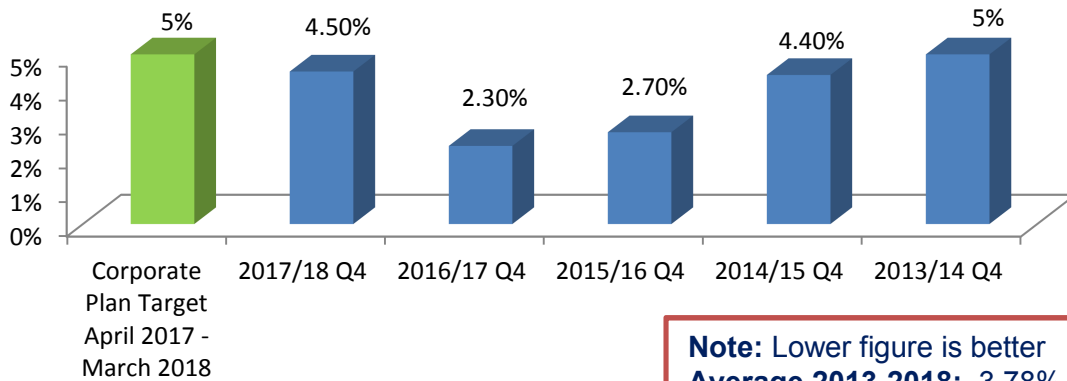
CMT Action	No action proposed. This is an excellent result for the team.
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Note: Lower figure is better
Average 2013-2018: 6.18 days

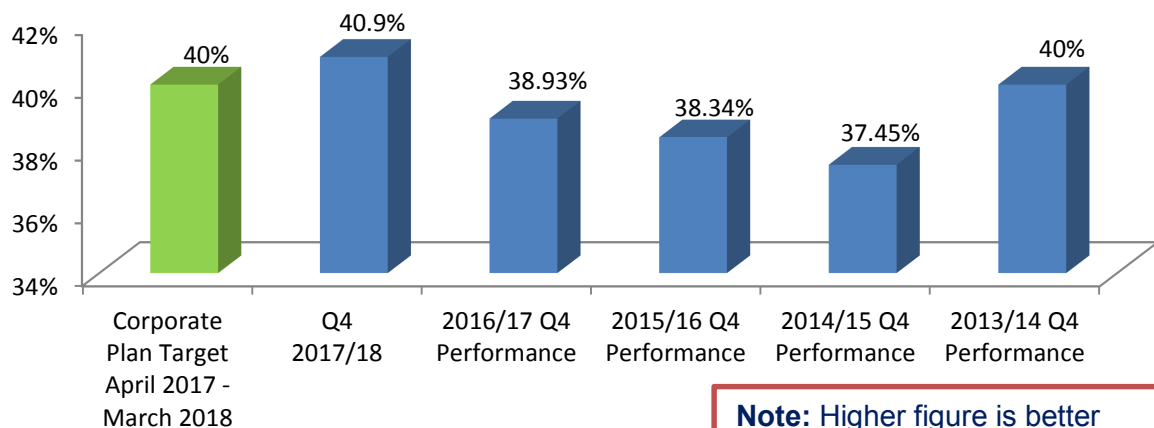
Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
DCN007 % reoffenders following anti-social behaviour intervention	5%	4.5%	Better	2.3%	No
End of year commentary	Total no of individuals 337 (perpetrators). Breaches 15 (perpetrators). No of Breaches/Total no individuals x 100 = % Breaches - 15/337x100 = 4.5% re offending rate. There has been an increase in high risk anti-social behaviour requiring enforcement activity by the ASB Team during this quarter. However the escalation of the ASB has now moved into the criminal arena and disruption activity will be led by the Police for the problematic cohort of youths.				

CMT Action	No action proposed. Not an indicator from 2018.
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Note: Lower figure is better
Average 2013-2018: 3.78%

Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
ESC001 % household waste sent for reuse, recycling and composting	40%	40.90%	Better	38.93%	Yes – CP11 Target 42%
End of year commentary	<p>There is an overall increase on the combined recycling and composting rate of almost 2%. This has taken us above the target rate of 40% set for the year. This is a great improvement and is down to;</p> <ul style="list-style-type: none"> • Growth in green waste collection services with over 1100 extra tonnes composted in comparison with the previous year, representing a 13% improvement. • The introduction of recycling for Street Sweeping Arisings introduced in October/November. This finds recycling for 99% of the waste delivered to site from our Street Sweepers. The main outputs are sand, stone and glass and organic recycling. <p>It should be noted that the tonnage of co-mingled recycling collected through the kerbside scheme has stayed relatively similar to the previous year, with a small rise in tonnage of residual waste collected. There has been some success in targeted 'Think Before you Throw' campaigns and the materials developed for these campaigns will be part of the education programme for the forthcoming year.</p>				
CMT Action	Yes - The Director of Services proposes that we revise this figure upwards to 42% from 2018 as we have achieved the current target figure in 2017/18.				



Note: Higher figure is better
Average 2013-2018: 39.12%

1.11.3 Achieved Target

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

Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
ESL001 Achieve key milestones within the project plan for the Leisure and Culture Strategy 2013-2028	Yes	Yes	Same	Yes	No
Commentary	All milestones on track. Littlehampton Leisure Centre project progressing well and on target in accordance with the project plan.				
CMT Action	No action proposed. Not an indicator from 2018.				

Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
ESE001 Achieve key milestones in WSCC and multi-agency flood risk management project plan	Yes	Yes	Better	No	No
End of year commentary	The list is being prioritised across the County. The milestones for Arun's part of the list will be established in 2018/19. Works have been undertaken opportunistically (irrespective of the completeness of the list), so some work items will be taken off the prioritised list.				
CMT Action	No action proposed. Not an indicator from 2018.				

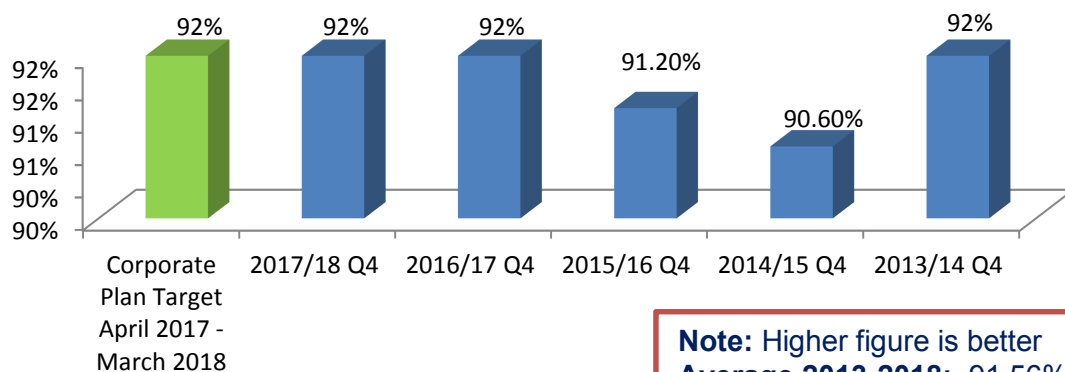
Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
PEP001 Achieve key milestones in the Local Plan 2013-2028 timetable	Yes	Yes	Same	Yes	No
End of year commentary	The Local Plan went through the final round of consultations on Main Modifications in accordance with the timescales agreed with the Local Plan Inspector. The next stage of the process is reliant upon receipt of the Inspector's final report so that the Plan can hopefully go forwards to Full Council to be adopted in July 2018.				

CMT Action	No action proposed. Not an indicator from 2018.
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Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
PER004 % Occupied retail units in Bognor Regis	92%	92%	Same	92%	Yes – Service Delivery Plan indicator SDP5 Target 90%

End of year commentary	This is the same as the previous report which is pleasing when national vacancy rates have started to rise again. Future reporting of this indicator will be for the wider BID area.
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CMT Action	No action proposed. Director of Place comment: This indicator is again a way of reflecting indirectly the health of the Arun economy. The actions taken including the public realm work have helped to maintain the retail offering in Bognor Regis at a time when other centres have struggled.
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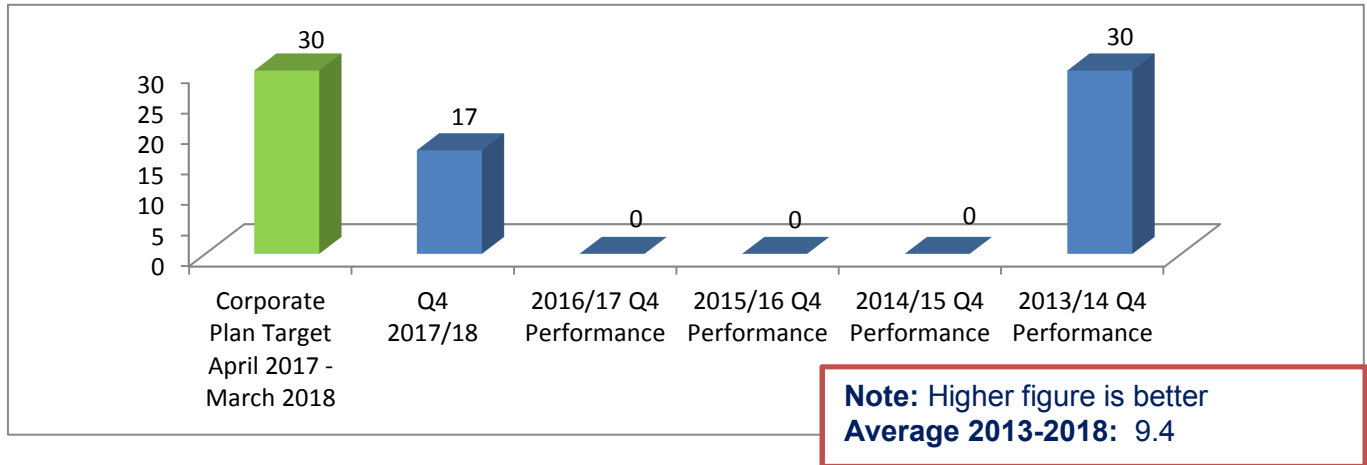


1.11.4 Didn't achieve target

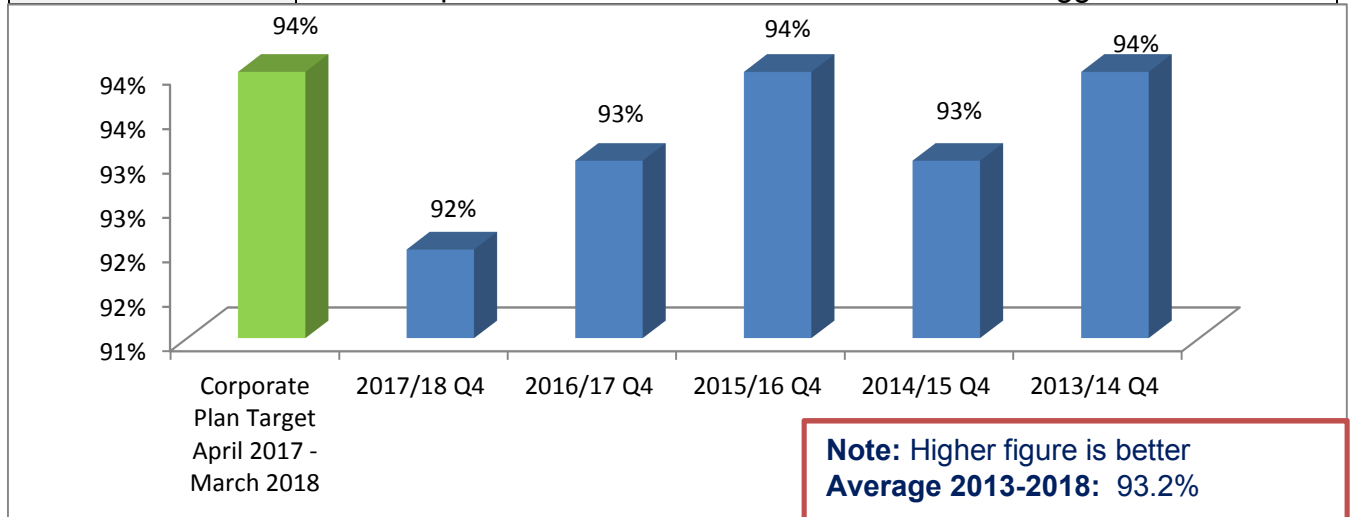
There were **eight** Corporate Plan indicators which didn't achieve their target. The detail for this is listed below.

Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
CSH030 Number of new Council homes built or purchased	30	Q4 = 5 End of year = 17	Better	0	Yes - CP8 Target 25
End of year	In addition to the 17 homes built or purchased 10 homes have been				

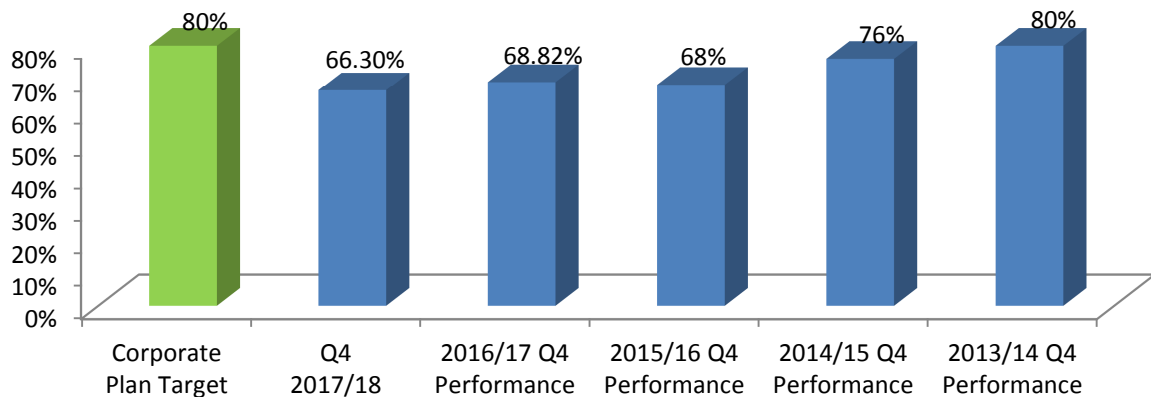
commentary	acquired for use as temporary accommodation.
CMT Action	The actual end of year figure is 27 by including the additional 10 homes which have been acquired. These 10 are not included in the 2017/18 outcomes as their purchase date was just into 2018/19. As this indicator is continuing into the 2018/19 reporting year, they will be included in the next available report.



Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
PER005 % Occupied retail units in Littlehampton	94%	92%	Worse	93%	Yes - SDP6 Target 90%
End of year commentary	A slight drop in occupied units but a good level of interest still.				
CMT Action	No action proposed. Director of Place comment: This indicator is again a way of reflecting indirectly the health of the Arun economy. The actions taken, including those by the traders and our town centre manager, have helped to maintain the retail in offer in Littlehampton at a time when other centres have struggled.				



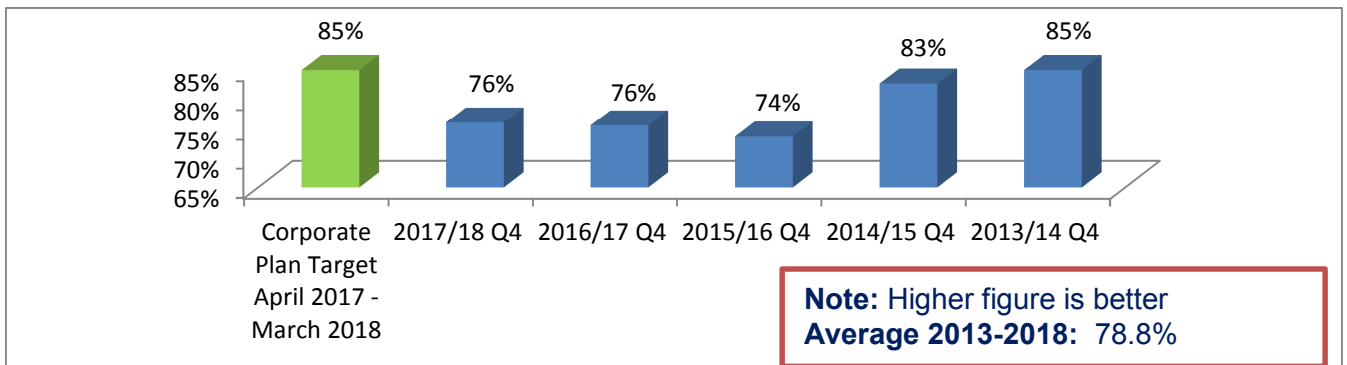
Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
CSH006 % of homelessness approaches where homelessness prevented	80%	66.30%	Worse	68.82%	Yes - CP7 Target 70%
End of year commentary	This has been a challenging quarter where we have been trialling the implementation of the Homeless Reduction Act. The teams have undergone some restructure, and we have created 3 new housing options officer posts, as well as replacing 3 staff who moved on to other roles. The new legislation took effect from 3 April and the team is working well to ensure homelessness prevention is at the forefront of their work. The two main causes of homelessness in Arun remain consistent: section 21 notice served by private sector landlord; and eviction from parental home.				
CMT Action	The Director of Services will monitor this closely during 2018.				



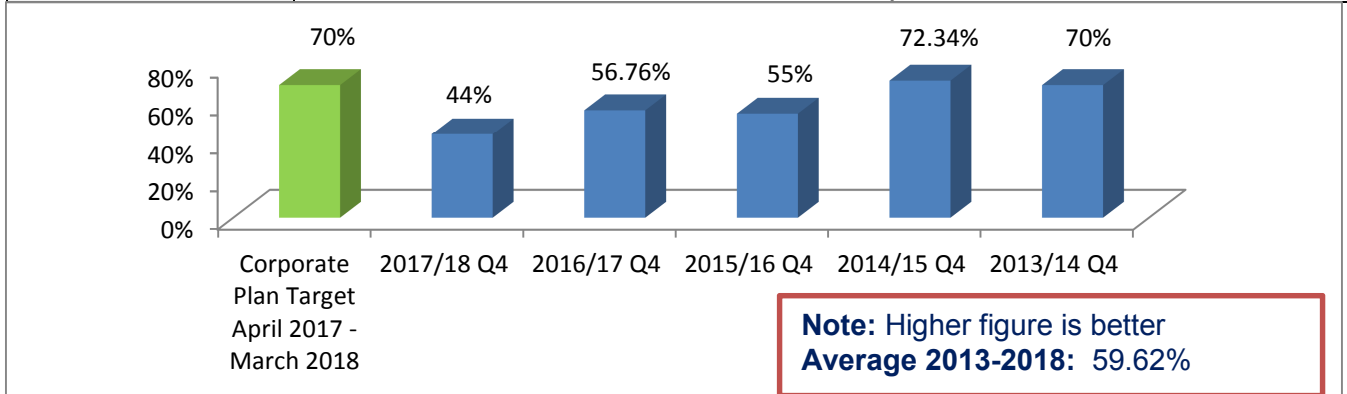
Note: Higher figure is better
Average 2013-2018: 71.82%

Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
ESC020 The level of customer satisfaction with the cleanliness of the District	69%	64%	Worse	Yes - CP4 Target 70%	72%
CMT Action	See Appendix B to this report for detailed commentary. Further scrutiny of the results is being undertaken by Council officers and where appropriate action plans will be identified to combat some of the perceived problems, with a view to improving satisfaction rates for 2018/2019.				
<p>Corporate Plan Target April 2017 - March 2018</p> <p>Note: Higher figure is better Average 2013-2018: 68.4%</p>					
Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	76%	68%	Worse	Yes - CP1 Target 75%	73%
CMT Action	See Appendix B to this report for detailed commentary. Further scrutiny of the results is being undertaken by Council officers and where appropriate action plans will be identified to combat some of the perceived problems, with a view to improving satisfaction rates for 2018/2019.				
<p>Corporate Plan Target April 2017 - March 2018</p> <p>Note: Higher figure is better Average 2013-2018: 73.4%</p>					

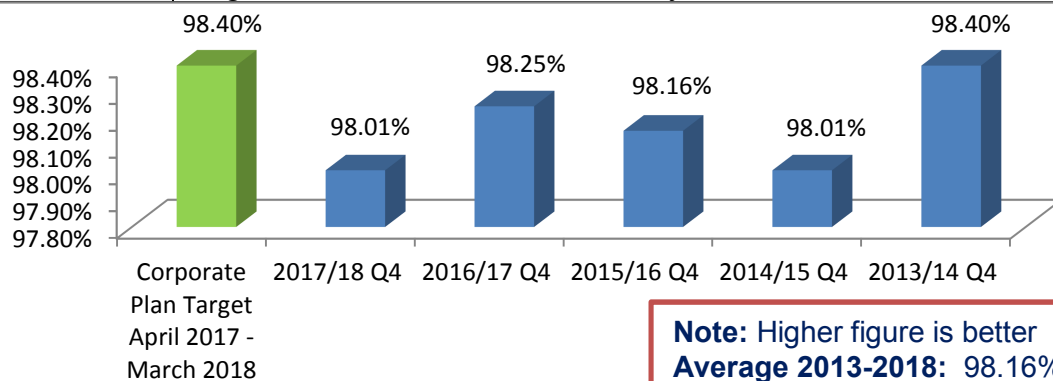
Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
PER020 Overall Employment rate (working-age)	85%	76%	Better	75.5%%	No
End of year commentary	This is the figure as at September 2017 which is the latest available. This shows an increase of 1.3% over the previous figure and compares well with a national figure of 74.5%. As explained in Q2 figures the small sample size of this data can produce significant variations.				
CMT Action	No action proposed. Not an indicator from 2018.				



Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
PEP023 % of planning appeals dismissed	70%	44%	Worse	56.76%	No
End of year commentary	11 out of 25 appeals were successfully defended. This represents a 44% success rate. This remains well below what the performance should be. A full appeals performance report for the year 2017 was presented to Development Control Committee in May 2018. The report was noted.				
CMT Action	To be considered by DC Committee. Not an indicator from 2018 but the Director of Place will continue to monitor performance of this matter.				



Performance Indicator	Target 2017/18	End of Year 2017/18	Better or Worse than 2016/17	End of year 2016/17	Indicator from 2018?
CSR001 % of Council Tax collected	98.40%	98.01	Worse	98.25%	Yes - CP3 Target 98%
End of year commentary	This is only 0.3% down from the yearly profiled target of 98.4%, a marked improvement on Q3. However the amount to be collected increased by over 6.4% during the year which is a good result for 17/18. In cash terms an additional £5.6m has been collected compared with 16/17. The changes made to the Council Tax Reduction Scheme for 17/18 are likely to have made an impact on the collection rate. The effects of the changes to the scheme are to be reviewed by the Council Tax Reduction Working Party in July when considering the 19/20 scheme.				
CMT Action	The Director of Services will monitor this closely during 2018 and the target will be reviewed if necessary in 2019.				



1.12 Actions

CMT believe that the following indicators need to be monitored closely or action taken during 2018:

Corporate Plan Performance Indicator	CMT Action
ESC001 % household waste sent for reuse, recycling and composting	The Director of Services proposes that we revise this figure upwards to 42% from 2018 as we have achieved the current target figure in 2017/18.
PEP023 % of planning appeals dismissed	Not an indicator from 2018 but the Director of Place will continue to monitor performance of this matter.
CSR001 % of Council Tax collected	The Director of Services will monitor this closely during 2018 and the target figure of 98% will be reviewed if necessary at the end of 2018

Actions (continued):

Corporate Plan Performance Indicator	CMT Action
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	CMT to form an action plan with officers to improve customer satisfaction levels to aim to achieve the 2018 target of 75%
ESC020 The level of customer satisfaction with the cleanliness of the District	CMT to form an action plan with officers to improve customer satisfaction levels to aim to achieve the 2018 target of 70%
CSH006 % of homelessness approaches where homelessness prevented	The Director of Services will monitor this closely during 2018.

1.13 The future

10 of these 18 Corporate Plan indicators are going to be either a Corporate Plan or Service Delivery Plan from 2018. The target figures for these indicators will be reviewed at the end of 2018 if required.

Corporate Plan Performance Indicator 2017/18	Indicator from 2018 including target figure	Target figure 2018 (2017 target)
PER025 Total Rateable Value for the Arun District	CP10	£91m (£87m)
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	CP6	8 days (8 days)
ESC001 % household waste sent for reuse, recycling and composting	CP11	42% (40%)
PER004 % Occupied retail units in Bognor Regis	SDP5 (SDP indicator)	90% (92%)
PER005 % Occupied retail units in Littlehampton	SDP6 (SDP indicator)	90% (94%)
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	CP1	75% (76%)
ESC020 The level of customer satisfaction with the cleanliness of the District	CP4	70% (69%)
CSR001 % of Council Tax collected	CP3	93% (98.4%)
CSH006 % of homelessness approaches where homelessness prevented	CP7	70% (80%)
CSH030 Number of new Council homes built or purchased	CP8	25 (30)

2. PROPOSAL(S):		
<p>a) Note the Council's overall performance against the targets set out in the Corporate Plan Report 1 April 2017 to 31 March 2018 as set out in Appendix A <u>attached</u> and to note the proposed actions by CMT to address under performance and achieve the new targets for 2018/19 and beyond</p> <p>b) Note the performance of the two Customer Satisfaction based performance indicators and the proposed Action Plans to address under performance as set out in Appendix B <u>attached</u>.</p>		
3. OPTIONS:		
<p>i. To note the report and request any remedial actions for under achieving indicators, if appropriate and required.</p> <p>ii. To request further information before any remedial actions are undertaken.</p>		
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 2017 to 31 March 2018.

8. BACKGROUND PAPERS:

None

Corporate Plan Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	Cabinet Member	CMT Director	Assess By	Corporate Plan Target April 2017 - March 2018	Q4 data 2017/18	End of year Commentary	Q4 status	CMT action	Indicator in 2018?	2013/14 Q4	2014/15 Q4	2015/16 Q4	2016/17 Q4
DCN041 Number of families successfully assisted through the Think Family Programme	6-monthly	Supporting you if you need help	Community Wellbeing	Councillor Mike Clayden	Philippa Dart - Director of Services	Higher is better	219 families per annum	No data from WSCC	Performance data not supplied by WSCC (data owners). Arun DC will continue to request information.	No data	It is hoped that a verbal update on each indicator will be provided at the meeting	No	219.00 Families	275.00 Families	61.00 Families	158.00 Families
PES002 Number of affordable units for purchase or rent	6-monthly	Supporting you if you need help	Neighbourhood Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Higher is better	200	No data until June 2018	The figure will not be available until around mid/late June 2018 as it is produced by HDCLG (Ministry of Housing, Communities and Local Government) not ourselves. Unfortunately there is no way of predicting the final figure as the registered partners do not provide their returns to HDCLG until late May	No data	It is hoped that a verbal update on each indicator will be provided at the meeting	No	82	165	90	50
PER025 Total Rateable Value for the Arun District	6-monthly	Your Future	Economy	Councillor Mrs Gill Brown	Karl Roberts - Director of Place	Higher is better	£87,100,000.00	£98,123,538	The latest figure as at 9 February 2018.	Over achieved target	No action required Director of Place comment: The total rateable value figure is one way of reflecting indirectly the health of the Arun economy. However, it is subject to periodic changes in what individual businesses are charged with a change in the business itself. Therefore the data needs to be viewed with caution	Yes - CP10 Target £91m	£87,100,000.00	£86,848,268.00	£88,557,058.00	£90,993,675.00
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Quarterly	Your Council Services	Residential Services	Councillor Dudley Wensley	Philippa Dart - Director of Services	Lower is better	8 days	Q4 = 5.6 days End of year = 6.4 days (average)	Target achieved due to focus of the team being placed on processing.	Over achieved target	No action required. This is an excellent result for the team.	Yes - CP6 Target 8 days	8.00 day/s	5.40 day/s	5.50 day/s	5.60 day/s
DCB007 % offenders following anti-social behaviour intervention	Quarterly	Supporting you if you need help	Community Wellbeing	Councillor Mike Clayden	Philippa Dart - Director of Services	Lower is better	5%	4.5%	Total no of individuals 337 (perpetrators). Breaches 15 (perpetrators). No of Breaches/Total no individuals x 100 = % Breaches - 15/337x100 = 4.5% re offending rate. There has been an increase in high risk anti social behaviour requiring enforcement activity by the ASB Team during this quarter. However the escalation of the ASB has now moved into the criminal arena and disruption activity will be led by the Police for the problematic cohort of youths.	Over achieved target	No action required Not an indicator from 2018.	No	5.00%	4.40%	2.70%	2.30%
ESC001 % household waste sent for reuse, recycling and composting	Quarterly	Your Council Services	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	40%	40.90%	There is an overall increase on the combined recycling and composting rate of almost 2%. This has taken us above the target rate of 40% set for the year. This is a great improvement and is down to: • Growth in green waste collection services with over 1100 extra tonnes composted in comparison with the previous year, representing a 13% improvement. • The introduction of recycling for Street Sweeping Arisings introduced in October/November. This finds recycling for 99% of the waste delivered to site from our Street Sweepers. The main outputs are sand, stone and glass and organic recycling. It should be noted that the tonnage of co-mingled recycling collected through the kerbside scheme has stayed relatively similar to the previous year, with a small rise in tonnage of residual waste collected. There has been some success in targeted 'Think Before you Throw' campaigns and the materials developed for these campaigns will be part of the education programme for the forthcoming year.	Over achieved target	Yes The Director of Services proposes that we revise this figure upwards to 42% from 2018 as we have achieved the current target figure in 2017/18.	Yes - CP11 Target 42%	40.00%	37.45%	38.34%	38.93%
PER004 % Occupied retail units in Bognor Regis	6-monthly	Your Future	Economy	Councillor Mrs Gill Brown	Karl Roberts - Director of Place	Higher is better	92%	92%	This is the same as the previous report which is pleasing when national vacancy rates have started to rise again. Future reporting of this indicator will be for the wider BID area.	Achieved target	No action required Director of Place comment: This indicator is a way of reflecting indirectly the health of the Arun economy. The actions taken including the public realm work have helped to maintain the retail in offer in Bognor Regis at a time when other centres have struggled.	Yes - SDP5 Target 90%	92.00%	90.60%	91.20%	92%
PEP001 Achieve key milestones in the Local Plan 2013-2028 timetable	6-monthly	Your Future	Planning	Councillor John Charles	Karl Roberts - Director of Place	Yes is better	Yes	Yes	The Local Plan went through the final round of consultations on Main Modifications in accordance with the timescales agreed with the Local Plan Inspector. The next stage of the process is reliant upon receipt of the Inspector's final report so that the Plan can hopefully go forwards to Full Council to be adopted in July 2018.	Achieved target	No action required Not an indicator from 2018.	No	No details available	Yes	No	Yes

Corporate Plan Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	Cabinet Member	CMT Director	Assess By	Corporate Plan Target April 2017 - March 2018	Q4 data 2017/18	End of year Commentary	Q4 status	CMT action	Indicator in 2018?	2013/14 Q4	2014/15 Q4	2015/16 Q4	2016/17 Q4
ESE001 Achieve key milestones in WSCC and multi-agency flood risk management project plan	Annually	Your Future	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	Yes	Yes	The list is being prioritised across the County. The milestones for Arun's part of the list will be established in 2018/19. 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.	Achieved target	No action required Not an indicator from 2018.	No	No details available	Yes	Yes	No
ESL001 Achieve key milestones within the project plan for the Leisure and Culture Strategy 2013-2028	6-monthly	Your Future	Community Wellbeing	Councillor Mike Clayden	Philippa Dart - Director of Services	Yes is better	Yes	Yes	All milestones on track. Littlehampton Leisure Centre project progressing well and on target in accordance with the project plan.	Achieved target	No action required Not an indicator from 2018.	No	No details available	Yes	Yes	Yes
PEP023 % of planning appeals dismissed	Quarterly	Your Future	Planning	Councillor John Charles	Karl Roberts - Director of Place	Higher is better	70%	44%	11 out of 25 appeals were successfully defended. This represents a 44% success rate. This remains well below what the performance should be. A full appeals performance report for the year 2017 was presented to development control committee in May 2018. This report was noted.	Didn't achieve target	Yes To be considered by DC Committee. Not an indicator from 2018 but the Director of Place will continue to monitor performance of this matter.	No	70.00%	72.34%	55.00%	56.76%
PER005 % Occupied retail units in Littlehampton	6-monthly	Your Future	Economy	Councillor Mrs Gill Brown	Karl Roberts - Director of Place	Higher is better	94%	92%	A slight drop in occupied units but a good level of interest still.	Didn't achieve target	No action required Director of Place comment: This indicator is a way of reflecting indirectly the health of the Arun economy. The actions taken including the traders and our town centre manager have helped to maintain the retail in offer in Littlehampton at a time when other centres have struggled.	Yes - SDP6 Target 90%	94.00%	93.00%	94.00%	93.00%
PER020 Overall Employment rate (working-age)	6-monthly	Your Future	Economy	Councillor Mrs Gill Brown	Karl Roberts - Director of Place	Higher is better	85%	76%	This is the figure as at September 2017 which is the latest available. This shows an increase of 1.3% over the previous figure and compares well with a national figure of 74.5%. As explained in Q2 figures the small sample size of this data can produce significant variations.	Didn't achieve target	No action required Not an indicator from 2018.	No	85.00%	82.70%	73.60%	75.50%
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	Annually	Your Council Services	Corporate Services	Councillor Mrs Gill Brown	Nigel Lynn - Chief Executive	Higher is better	76%	68%	See appendix B to report to OSC/Cabinet for detailed commentary. Further scrutiny of the results is being undertaken by Council officers and where appropriate action plans will be identified to combat some of the perceived problems, with a view to improving satisfaction rates for 2018/2019.	Didn't achieve target	Yes See Appendix B to this report for detailed commentary. Further scrutiny of the results is being undertaken by Council officers and where appropriate action plans will be identified to combat some of the perceived problems, with a view to improving satisfaction rates for 2018/2019.	Yes - CP1 Target 75%	76.00%	76.00%	74.00%	73.00%
ESC020 The level of customer satisfaction with the cleanliness of the District	Annually	Your Council Services	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	69%	64%	See appendix B to report to OSC/Cabinet for detailed commentary. Further scrutiny of the results is being undertaken by Council officers and where appropriate action plans will be identified to combat some of the perceived problems, with a view to improving satisfaction rates for 2018/2019.	Didn't achieve target	Yes See Appendix B to this report for detailed commentary. Further scrutiny of the results is being undertaken by Council officers and where appropriate action plans will be identified to combat some of the perceived problems, with a view to improving satisfaction rates for 2018/2019.	Yes - CP4 Target 70%	69.00%	68.00%	69.00%	72.00%
CSR001 % of Council Tax collected	Quarterly	Your Council Services	Residential Services	Councillor Dudley Wensley	Philippa Dart - Director of Services	Higher is better	98.40%	98.01	This is only 0.3% down from the yearly profiled target of 98.4%, a marked improvement on Q3. However the amount to be collected increased by over 6.4% during the year which is a good result for 17/18. In cash terms an additional £5.6m has been collected compared with 16/17. The changes made to the Council Tax Reduction Scheme for 17/18 are likely to have made an impact on the collection rate. The effects of the changes to the scheme are to be reviewed by the Council Tax Reduction Working Party in July when considering the 19/20 scheme..	Didn't achieve target	Yes The Director of Services will monitor this closely during 2018 and the target will be reviewed if necessary in 2019.	Yes - CP3 Target 98%	98.40%	98.01%	98.16%	98.25%

Corporate Plan Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	Cabinet Member	CMT Director	Assess By	Corporate Plan Target April 2017 - March 2018	Q4 data 2017/18	End of year Commentary	Q4 status	CMT action	Indicator in 2018?	2013/14 Q4	2014/15 Q4	2015/16 Q4	2016/17 Q4
CSH006 % of homelessness approaches where homelessness prevented	Quarterly	Supporting you if you need help	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Higher is better	80%	66.30%	This has been a challenging quarter where we have been trialling the implementation of the Homeless Reduction Act. The teams have undergone some restructure, and we have created 3 new housing options officer posts, as well as replacing 3 staff who moved on to other roles. The new legislation took effect from 3 April and the team is working well to ensure homelessness prevention is at the forefront of their work. The two main causes of homelessness in Arun remain consistent: section 21 notice served by private sector landlord; and eviction from parental home.	Didn't achieve target	Yes The Director of Services will monitor this closely during 2018.	Yes - CP7 Target 70%	80.00%	76.00%	68.00%	68.82%
CSH030 Number of new Council homes built or purchased	6-monthly	Supporting you if you need help	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Higher is better	30	Q4 = 5 End of year = 17	In addition to the 17 homes built or purchased 10 homes have been acquired for use as temporary accommodation.	Didn't achieve target	No action required The actual end of year figure is 27 by including the additional 10 homes which have been acquired.	Yes - CP8 Target 25	30	0	0	0

Appendix B**Customer Satisfaction Survey responses****1. Background**

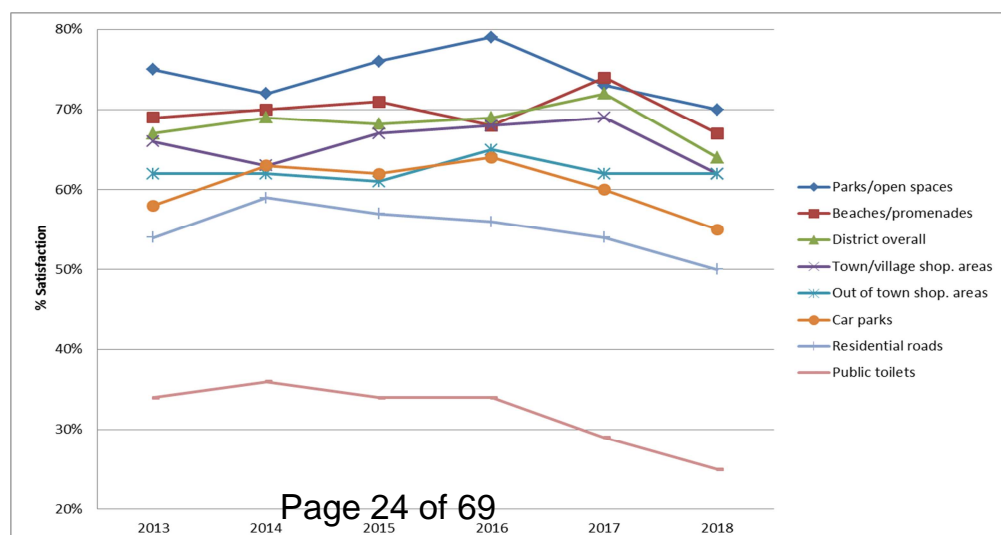
1.1 Each spring since 2013, Arun District Council has asked the district's residents a series of satisfaction questions about the Council. 2013 was a benchmark survey with the same questions then asked for 2014, 2015, 2016, 2017 and 2018. We have therefore collected data over five years, following the benchmark year. Sample sizes were similar for each of these years. However any percentage variation less than 4% is not significant due to potential errors given the sample size.

2. Corporate Plan ESC020 – The level of customer satisfaction with the cleanliness of the District

2.1 Overall satisfaction levels remained constant between 2013 – 2016, rising in 2017, but dropping in 2018. This is a complex indicator and covers a number of locations. The highest overall level of satisfaction for most years was parks and open spaces who also received the highest percentage of 'very satisfied' respondents every year. Beaches and promenades generally came a close second. The data for each of these locations is shown in Table 1 with the trends highlighted in Figure 1.

Table 1 - Overall satisfaction with cleanliness of locations

	2013	2014	2015	2016	2017	2018
Parks and open spaces	75%	72%	76%	79%	73%	70%
Town/village centre shopping areas	66%	63%	67%	68%	69%	62%
Out of town shopping areas	62%	62%	61%	65%	62%	62%
Public toilets	34%	36%	34%	34%	29%	25%
Car parks	58%	63%	62%	64%	60%	55%
Residential roads	54%	59%	57%	56%	54%	50%
Beaches and promenades	69%	70%	71%	68%	74%	67%
Cleanliness of the district overall [ESC020]	67%	69%	68%	69%	72%	64%

Figure 1 – Overall satisfaction with cleanliness of locations within the district (trend lines) [% satisfaction]

Appendix B**2.2 Priority Areas**

The Council has many priorities and with reducing budgets must look carefully at how resources are allocated. Following on from customer feedback on cleanliness, there are a number of issues which the Council believes need to be tackled and these include:

2.2.1 Public Toilets

At the low end of the satisfaction scale, public toilets have consistently scored the lowest of any location. This is perhaps unsurprising given the uncertainty over the future of public conveniences in general and seasonal closures, which is likely to have influenced perceptions. However whilst this is undoubtedly a factor, the feedback on this question is that our performance in terms of cleanliness has dropped significantly over the last two years from a satisfaction level that was low at the beginning of the 5 year period. The Council recognised that there has been a lack of investment in recent years and a new Public Convenience Strategy and capital funding programme has been agreed. The Council has committed to improvements to public conveniences across the District and has a project plan in place which shows planned spending of over £800,000 between now and 2021. Of this, £479,000 is due to be spent during 2018/19 on larger projects and the remainder to be allocated to specified repairs and maintenance for the remaining public conveniences in the following two years. Included in this longer timescale is one larger project which will be dependent on decisions on Bognor Regis Regeneration. Officers will be looking at whether or not it is possible to bring any of this work forward. Work has already started at the Promenade in Bognor Regis. This commitment should see better overall provision due to both improvements to the fabric of the buildings and therefore their appearance and the contractor's ability to access hot water for cleaning purposes.

2.2.2 Car Parks

Another location that has gone down in satisfaction with cleanliness is car parks. Other than where a special event has been held, it would be unusual to see dirt and litter in car parks. However, there has been little investment in the fabric of the Council car parks for a number of years and it is likely that this has influenced public perceptions on cleanliness. The Council is working on a Car Parks Strategy which will prioritise expenditure within car parks, to improve signage, landscaping and the general condition of all of Arun District Councils Pay & Display car parks. This is planned to commence from this year and will ensure that ADC continues to achieve the Park Mark Award meaning that our parking facilities pass a police risk assessment and demonstrates our commitment to high standard provision.

2.2.3 Dog Fouling

Dog Fouling is currently a significant issue across a number of locations and the Council is planning a number of actions to raise awareness. It has recently increased fines considerably for owners who do not clear up after their dogs. In addition to this the Council is working closely with Southern Water on a new initiative to improve bathing water quality at Middleton, a

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significant element of which is to tackle dog fouling. Campaigns on this issue have been successful in the past and officers from Cleansing, Environmental Health and Communications will be working together to roll out effective approaches across the District.

- 2.3 The overall trend for 2017/18 is of concern showing that satisfaction with cleanliness in most of the locations that residents were asked about went down, some since 2015/16 and some since 2017/18. The Council recognises that it must do what it can to reverse this trend, within current resources. The cleanliness of the District is a key factor in how residents feel about where they live and understanding more about why satisfaction levels have gone down in 2017/18 will be a priority. In the meantime officers continue to work closely with contractors to ensure that the required level of service is being delivered.
- 2.4 However the Combined Cleansing Contract requires the incumbent Contractor Biffa to undertake a satisfaction survey using the Green Waste Club customer base. This survey was carried out in spring 2018 and received 2037 responses. The results are set out in the Table 2 below. Overall satisfaction with cleanliness of the District is 70.7% compared with 64% in the ADC survey.

Table 2 - Question from Biffa: How satisfied / dissatisfied are you with the level of cleanliness in the following areas within the district?

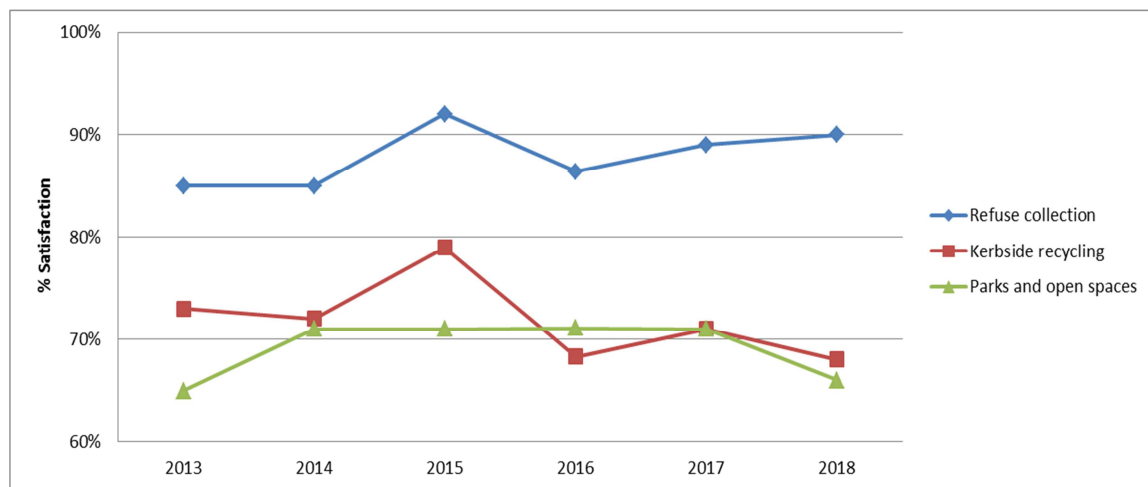
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL
Parks and open spaces	16.69% 340	56.55% 1,152	17.87% 364	8.00% 163	0.88% 18	2,037
Town/village shopping areas	14.83% 302	54.93% 1,119	19.59% 399	9.77% 199	0.88% 18	2,037
Out of town shopping areas	12.22% 249	53.66% 1,093	27.10% 552	6.04% 123	0.98% 20	2,037
Public toilets	6.23% 127	29.65% 604	44.38% 904	15.95% 325	3.78% 77	2,037
Car parks	9.57% 195	51.35% 1,046	31.96% 651	6.43% 131	0.69% 14	2,037
Residential roads	9.28% 189	47.08% 959	22.93% 467	16.45% 335	4.27% 87	2,037
Beaches and promenades	13.16% 268	53.66% 1,093	23.51% 479	8.10% 165	1.57% 32	2,037
Overall district	11.19% 228	59.50% 1,212	21.85% 445	6.43% 131	1.03% 21	2,037

Appendix B**3. Corporate Plan CEP050 – The level of customer satisfaction with the quality of services that the Council provides**

3.1 Overall satisfaction rates with the Council have dropped in the 2018 survey from 73% in 2017 to 68% in 2018. This is a complex indicator and covers a number of facets of the relationship between the Council and its residents. It asks questions about individual services – refuse collection, kerbside recycling and parks and open spaces on the basis that these are used by most if not all of our residents. It also asks whether or not residents consider that the Council provides value for money, acts on their concerns and keeps them well informed. The data for each of these services is shown in Table 3 with trends highlighted in Figure 2.

Table 3 – Satisfaction with the following Council Services

	2013	2014	2015	2016	2017	2018
Refuse collection	85%	85%	92%	86%	89%	90%
Kerbside recycling	73%	72%	79%	68%	71%	68%
Parks and open spaces	65%	71%	71%	71%	71%	66%

Figure 2 - Satisfaction with the following Council Services (trend lines) [% satisfaction]

3.2 Whilst all of the questions are important, refuse collection is a service provided to all residents across the District. This is the only question where the level of satisfaction has risen, going from 89% satisfaction in 2017 to 90% in 2018. The satisfaction level with kerbside recycling has gone down slightly but is not statistically significant.

3.3 The Local Government Association has completed its own satisfaction survey of residents since 2012 to enable Councils to compare themselves against each other. Whilst all of the questions are not directly comparable, the most recent survey (October 2017, published in December 2017), shows that 78% of residents nationally are satisfied with refuse collection, that is 13% lower than the figure for Arun.

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- 3.4 As noted above in item 2.4, Biffa undertook a satisfaction survey using the Green Waste Club customer base asking about the satisfaction with some of the Council's services and the results are slightly higher than Arun's own survey results. See Table 4 below for the results from the Biffa survey.

Table 4 - Question from Biffa: How satisfied / dissatisfied are you with each of the following services provided by the Council?

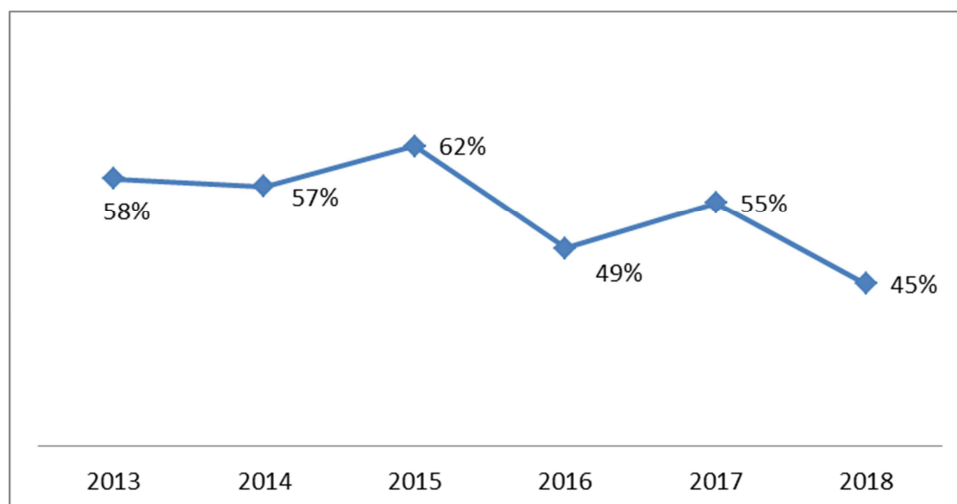
	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL
Refuse collection	57.54% 1,172	37.36% 761	3.58% 73	1.23% 25	0.29% 6	2,037
Kerbside recycling	39.47% 804	39.72% 809	17.97% 366	2.21% 45	0.64% 13	2,037
Street cleansing	15.37% 313	47.13% 960	25.82% 526	9.67% 197	2.01% 41	2,037

3.5 Priority Areas

3.5.1 Value for money

One of the more difficult questions to interpret is how satisfied residents are that the Council provides value for money. This figure has fluctuated since 2013, rising significantly to 55% in 2017, but is now at its lowest level since that date at 45%. The national figure in October 2017 was 50% and we have not yet seen the figure for spring 2018. What is clear is that Councils generally are not seen to offer value for money. It is the view of officers that when residents are asked this question they may have in mind any of a range of services that we or other tiers of local government or the public sector provide, depending on their most recent experiences. Important current issues are social care, local policing and potholes, none of which are provided by a District Council, but are likely to influence perceptions of our Council's performance. Figure 3 shows the trend in agreement between 2013 and 2018.

Figure 3 - To what extent do you agree or disagree that Arun District Council provides value for money? [% agree]



Appendix B**3.5.2 Extent that Arun District Council acts on your concerns**

When asked if the Council acts on residents' concerns there has been a significant drop since 2016. Whilst officers do not believe that practices have changed significantly over this period, they believe that a number of contextual factors may have influenced this, in particular planning issues. Figure 4 shows the trend in agreement between 2013 and 2018.

Figure 4 - To what extent do you think Arun District Council acts on your concerns? [% agree]

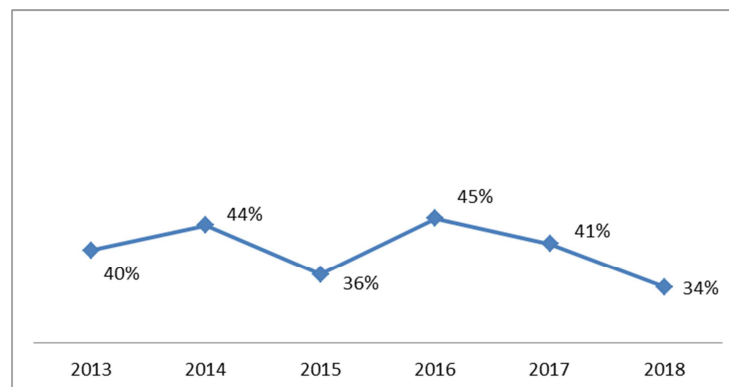
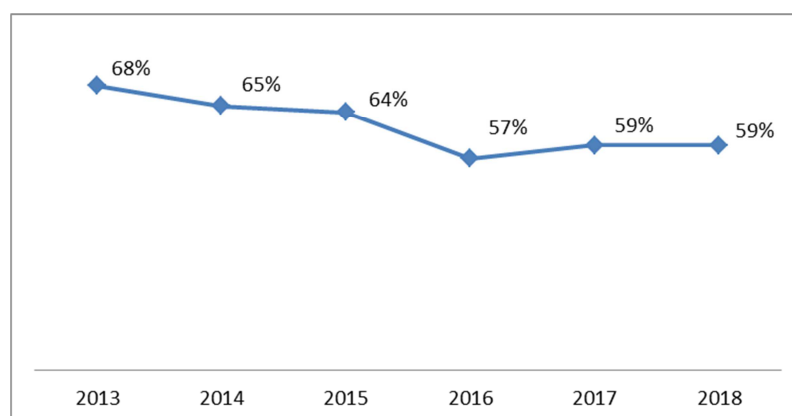
**3.5.3 How well residents think Arun District Council keeps them informed about the services it provides**

Figure 5 shows the trend between 2013 and 2018 in those feeling informed in Arun. The latest national survey for October 2017 shows a figure of 63%.

Figure 5 - Overall, how well do you think Arun District Council keeps you informed about the services it provides? [% informed]

**4. Summary**

We should be cautious about how we interpret the survey results, as a change between single years may not be indicative of a trend. However, we equally cannot wait another year to see if changes continue in the same direction before taking action. There have been reductions in staffing and resources across the Council, as is the case across local government generally and the Corporate Management Team will be reviewing whether or not this has led in part to the customer feedback for 2017/18. Further scrutiny of the results is being undertaken by Council officers and where appropriate action plans will be identified to combat some of the perceived problems, with a view to improving satisfaction rates for 2018/2019.

AGENDA ITEM NO.6**ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE
ON TUESDAY 10 JULY 2018**

SUBJECT: Service Delivery Plan indicators 2013-2018 – year-end performance report for the period 1 April 2017 to 31 March 2018 and end of 5 year review for the period 2013-2018

REPORT AUTHOR: Gemma Stubbs
DATE: 2 May 2018
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 2017 to 31 March 2018. This report also provides a review of the performance of the 45 SDP indicators during the period 2013-2018.

RECOMMENDATIONS

Overview Select Committee is requested to:

- a) Note the Council's overall performance against the targets set out in the Service Delivery Plan Report 1 April 2017 to 31 March 2018 as set out in Appendix A **attached** and to note the proposed actions by CMT to address under performance and achieve the new targets for 2018/2019 and beyond

1. BACKGROUND:

- 1.1 The Council Priorities are a list of its aims and objectives over a given period, often for four years. In this instance, at Arun District Council, the period is for five years, from April 2013 to March 2018. The Corporate Plan consisted of 18 indicators and is presented to you today under a separate report.
- 1.2 Behind these priorities are a series of targets that are measureable and, ideally, in the control of the Council. The service targets (Service Delivery Plan indicators) lay beneath these corporate priorities to provide more detail about how the service is doing.
- 1.3 Performance of these SDP indicators is reported to the Corporate Management Team every quarter and to Overview Select Committee and Cabinet every 6 months and at year end. Within this report, Overview Select Committee and Cabinet are also receiving information on the performance of all SDP indicators for the 5 year period of 2013-2018.
- 1.4 The performance outturn report for the period 1 April 2017 to 31 March 2018 has been prepared and is **attached** in Appendix A. Appendix A also gives detail of the performance of these indicators during the last 5 years, for the period 2013-2018.

SERVICE DELIVERY PLAN (SDP) PERFORMANCE 2017/2018

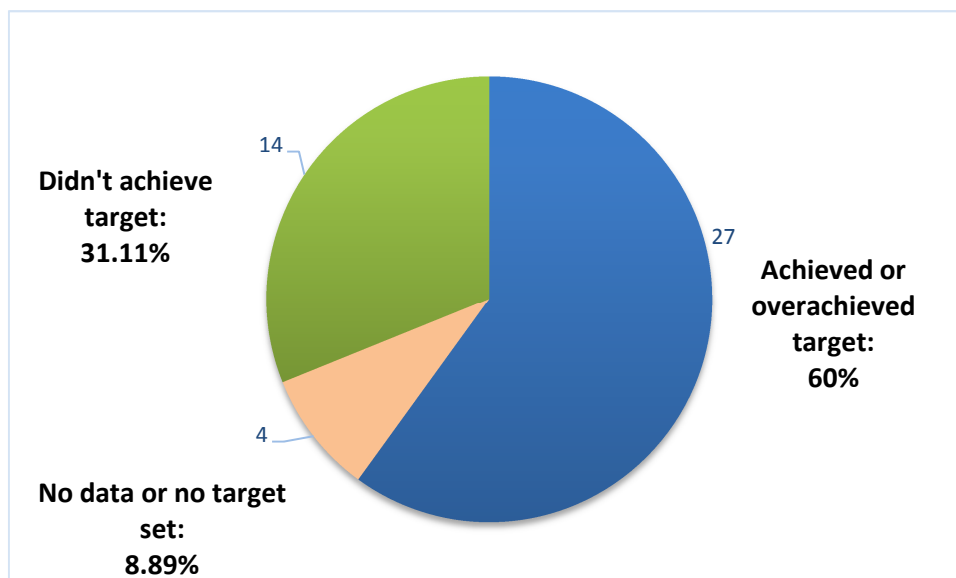
- 1.5 The SDP indicators have been divided into their Directorates, and have then been sub-divided to show which indicators were:

Over Achieved	Achieved more than target
Achieved target	Achieved 100% of target
Not Achieved target	Achieved less than 100% of target

- 1.6 The following gives a summary of the status of the 45 SDP indicators, showing the number in each category:

Status	Number of SDP indicators in this category
Over Achieved Target	15
Achieved Target	12
Didn't achieve target	14
Baselining	1
No data provided	3
TOTAL	45

- 1.7 45 Service Delivery Plan Indicators were measured at year end. 27 out of 45 performance indicators have either achieved or over achieved the target set for them. This means that 60% of the SDP 2017/18 targets have been met.



1.8 Summary of performance and proposed actions

1.8.1 No data – three indicators

Indicator	Reason for no data
PES001 Net additional homes provided	Yearly Data not available until September 2018 for 2017-18 year. Unlikely that a verbal update can be given to OSC in July but it may be available for Cabinet in September
CSH123 % of customers satisfied with service (private sector housing)	Due to migration to new software system the last two quarters figures have been unavailable, however, the team have managed to maintain good levels of customer satisfaction over the past 5 years, dipping slightly below target in 2014/15 where long term vacancies within the team impacted.
ESC108 Section 18 and FSA plans produced	Food Safety Act (FSA) plans have not been updated for 2017/18 though the necessary statutory actions (reactive and proactive interventions) have been carried out regardless. They were not produced due to restructuring and changes of roles. These plans will be produced for 2018/19 and although this isn't a future SDP indicator, the Director of Place will continue to monitor this.

1.8.2 Baselineing – one Indicator

Indicator	Outturn 2017/18
DCN003 Overall crime per 1,000 population	64.6 crimes per 1000 population (17/18) compared to 59.7 crimes per population (16/17). This equates to an increase of 4.9 offences per 1000 population compared to last year (16/17). Figures are monitored by the Safer Arun Partnership and where identified remedial action taken to reduce threat / harm / risk.

1.8.3 Over achieved Target – 15 indicators

There were **15** SDP indicators which were classed as Over Achieving their target.

CMT have discussed all of these indicators and didn't believe that any action was required. CMT asked that the following comments be noted however for two indicators:

SDP Performance Indicator	CMT Action or comments to note
CSC200 The amount of Housing Benefit overpayments recovered as a percentage of Housing Benefit overpayments identified in the period	No action required although the Director of Services will keep this target figure under review.
CSH121 Vacant private sector dwellings returned to occupation	No action required although Director of Place comment to note: The target for 2018/19 of 25 is lower than the outturn at the end of 2017/18 however it is a reflection of what we feel can be achieved on average having regard to the complexity of cases.

1.8.4 Achieved Target – 12 indicators

There were **12** SDP indicators which were classed as Achieving their target.

CMT have discussed all of these indicators and didn't believe that any action was required. CMT asked that the following comments be noted however for two indicators:

SDP Performance Indicator	CMT Action or comments to note
ESC061 Number of missed refuse collections per 100,000	The outturn for 2017/18 is a slight increase over the previous year however is still high performing and is in line with the contract. Overall targets will be amended over the next year to reflect contract targets. See item 2.8 below which shows the revised targets for 2018 onwards.
ESC062 Number of missed recycling collections per 100,000	

1.8.5 Didn't achieve target

There were **14** indicators which were classed as Not Achieving their target.

CMT have discussed all of these indicators and believe action should be taken in relation to the following eight indicators:

SDP Performance Indicator	CMT Action or comments to note
PEP009 Average number of days to determine application - Major	<p style="text-align: center;">Action – Yes</p> <p>The Director of Place will continue to monitor this via the new indicator which has been set up for 2018. The current poor results are closely correlated to the number of vacancies in the service. Even temporary agency staff are proving difficult to recruit. The long term solution is a continuation of our 'grow your own policy (apprentices). However, it will be some time before they are able to take on complex cases.</p>
PEP010 Average number of days to determine application - Minor	
PEP011 Average number of days to determine application - Householder	
PEB003 – Percentage of Building Regulation Submissions assessed within 21 days of date of deposit with the Council	<p style="text-align: center;">Action – Yes</p> <p>The Director of Place will continue to monitor this although it is not an SDP indicator going forward</p>
CEP001 % of Corporate Plan Items achieving their objectives	<p style="text-align: center;">Action - Yes</p> <p>Action to be taken for underperforming Corporate Plan indicators.</p>

SDP Performance Indicator	CMT Action or comments to note
DCL010 Number of stage 2 corporate complaints found to be justified or partially justified	<p style="text-align: center;">Action – Yes</p> <p>In response to the increased number of complaints two actions are being taken. Firstly, the Reviewing Officers (Nigel Lynn, Philippa Dart, Karl Roberts and Liz Futchter) are identifying lessons learnt from complaints reviewed and recommending relevant actions to the relevant Group Head; secondly, training has been organised for investigators dealing with both Stage 1 and Stage 2 complaints to ensure a more robust approach is taken to investigations in future. The aim is to resolve more complaints at Stage 1 of the process.</p>
CSC001 Working days lost due to sickness absence	<p style="text-align: center;">Action – Yes</p> <p>The Chief Executive monitors sickness absence levels with the Human Resources Manager through regular meetings. The commentary gives detail of the possible reasons for the low performance levels. The Chief Executive works with both HR and the Group Head of Community Wellbeing to address staff sickness levels and to try to improve the health and general wellbeing of the workforce. A number of wellbeing activities are currently being investigated, such as lunch-time walks to encourage better health amongst staff. An important point to note is that the establishment has been steadily decreasing as a result of the Vision 2020 Corporate Savings Programme. Figures show that the number of FTEs have decreased by approximately 11% over the past two years, therefore, although the number of days lost due to sickness absence over the same period remains around 8 to 9%, the impact on staff is greater as there are fewer staff covering the work of absent colleagues.</p>
CSH001 Reduce cost of emergency accommodation (B and B) net	<p style="text-align: center;">Action – Yes</p> <p>The Director of Services has confirmed that we recently acquired 10 additional homes for use of temporary accommodation and will continue to purchase further properties.</p>

1.9 The Future

11 of the existing 45 SDP indicators are going to be Service Delivery Plan from 2018. The target figures for these indicators will be reviewed at the end of 2018 if required.

SDP Performance Indicator 2017/18	Indicator from 2018 including target figure	Target figure 2018 (2017 target)
PES001 Net additional homes provided	CP9 'Number of new homes completed (net)	930 (565)
CSH121 Vacant private sector dwellings returned to occupation	SDP6	25 (17)
CSC200 The amount of Housing Benefit overpayments recovered as a percentage of Housing Benefit overpayments identified in the period	SDP17	110% (96%) NB – 96% was set as a test target for the 'pilot' year for this indicator
ESC002 Residual household waste per household	SDP11	450kg (466kg)
CSH042 Average void turnaround time (excludes long term voids) - days	SDP21 'Average time from property vacated to property re let'	15 days (20 days)
ESC061 Number of missed refuse collections per 100,000	SDP12 but title will be 'Number of missed refuse and recycling collections per 100,000 within contractual target'	80 (15)
ESC062 Number of missed recycling collections per 100,000	Yes - SDP12 but title will be 'Number of missed refuse and recycling collections per 100,000 within contractual target'	80 (15)
ESG043 Achieve Green Flag awards for Hotham and Mewsbrook Parks and Marine Park Gardens	SDP14	4 in 2018/19 and 5 thereafter (3)
CSH043 No. of council properties with a valid gas safety certificate	SDP22	100% (100%)
CSH001 Reduce cost of emergency accommodation (B and B) net	SDP18	£533,000 (£272,000)
CSH021 % of rent collected	SDP19	94% (99%)

2. PROPOSAL(S):		
a) Note the Council's overall performance against the targets set out in the Service Delivery Plan Report 1 April 2017 to 31 March 2018 as set out in Appendix A <u>attached</u> and to note the proposed actions by CMT to address under performance and achieve the new targets for 2018/2019 and beyond		
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:		
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 Service Delivery Plan indicators for the period 1 April 2017 to 31 March 2018.		
8. BACKGROUND PAPERS:		
None		

SDP Performance Indicator	Measure Interval	Portfolio	Cabinet Member	CMT Director	Assess by	SDP Target 2017/18	Q4 data 2017/18	End of year Commentary	Q4 status	CMT action	Better or worse than 2016/17	Indicator in 2018?	2013/14 Q4	2014/15 Q4	2015/16 Q4	2016/17 Q4
PE5001 Net additional homes provided	Annually	Planning	Councillor John Charles	Karl Roberts - Director of Place	Higher is better	565	Yearly Data not available until September 2018 for 2017-18 year	Yearly Data not available until September 2018 for 2017-18 year	No data	No action required Unlikely a verbal update can be given to OSC in July but it may be available for Cabinet in September	Not yet known	Yes - CP9 Number of new homes completed (net) Target 930	359	601	890	616
CSH123 % of customers satisfied with service (private sector housing)	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	95%	No data	Due to migration to new software system the last two quarters figures have been unavailable, however, the team have managed to maintain good levels of customer satisfaction over the past 5 years, dipping slightly below target in 2014/15 where long term vacancies within the team impacted.	No data	No action required	Not known	No	95.00%	86.00%	95.12%	98%
ESC108 Section 18 and FSA plans produced	Annually	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	Yes	No data	FSA plans have not been updated for 2017/18 though the necessary statutory actions (reactive and proactive interventions) have been carried out regardless. They were not produced due to restructuring and changes of roles. These plans will be produced for 2018/19.	No data	No action required And although this isn't a future SDP indicator, the Director of Place will continue to monitor this	Not known	No	Yes	Yes	Yes	Yes
DCN003 Overall crime per 1,000 population	Quarterly	Community Wellbeing	Councillor Mike Clayden	Philippa Dart - Director of Services	Lower is better	baseline	64.6	Apr 17 - Mar 18 9989 9989/154,415x1000 = 64.6 crimes per 1000 population (17/18) Apr 16 - Mar 17 9231 9231/154,415 x 1000 = 59.7 crimes per population (16/17). This equates to an increase of 4.9 offences per 1000 population compared to last year (16/17). Figures are monitored by the Safer Arun Partnership and where identified, remedial action taken to reduce threat / harm / risk.	Baseline data - no target set	No action required	Worse	No	0	52.4	54.83	59.7
PEP030 % of customers satisfied with Planning Service	Annually	Planning	Councillor John Charles	Karl Roberts - Director of Place	Higher is better	80%	84%	37 out of 44 people were very or fairly satisfied with the overall service.	Over achieved target	No action required	Better	No	80.00%	70.21%	91.57%	70%
CSH121 Vacant private sector dwellings returned to occupation	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	17	49	Excellent work being undertaken in regards to Empty properties, proactive work in conjunction with Council Tax to identify properties that are empty for more than 6 months. April 2017 additional resource was allocated to this area and the Empty Homes Officer is now Full Time. Over the past 5 years the target has been achieved or exceeded reflecting the positive engagement and enforcement in this area	Over achieved target	No action required. Director of Place comment: The target for 2018/19 of 25 is lower than the outturn at the end of 2017/18 however it is a reflection of what we feel can be achieved on average having regard to the complexity of cases.	Better	Yes - SDP6 Target 25	17	30	20	40
CSH124 % complaints responded to in time: private sector housing	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	95%	97.00%	Above target achievement and good customer service provided by team. The team have maintained on or above target responses to service requests over the past 5 years, an excellent achievement during high volumes of requests and staff vacancies.	Over achieved target	No action required	Better	No	95.00%	96.00%	96.00%	96%
ESC105 90% of all legal action followed through to satisfactory compliance or penalty	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	90%	100%	All authorised prosecutions are being pursued to prosecution or compliance.	Over achieved target	No action required	Same	No	90%	100%	100%	100%
ESC106 Sustain or improve customer satisfaction levels with Env. Health service	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	95%	100%	33 of 33 customer satisfied. The team have maintained high levels of customer care and satisfaction during a year which has seen a restructure and ongoing implementation of a new software system.	Over achieved target	No action required	Better	No	95.00%	98.58%	100.00%	98.86%
DCL011 % of complaints reported to the Local Government Ombudsman that are upheld	Annually	Council Advice and Monitoring	Councillor Dudley Wensley	Nigel Lynn - Chief Executive	Lower is better	11%	9%	11 complaints were determined by the LGSCO within the period – 01.04.17 – 31.03.18 1 was upheld and the decision was: upheld: maladministration, no injustice The Council was not required to take any further action than it had already done (this was an ASB team one) 1 was Not Upheld: no maladministration (Planning) 9 were closed after initial enquiries – no further action (all Planning)	Over achieved target	No action required	Worse	No	11.00%	0.00%	10.00%	0%
CSR217% of Accounts Receivable collected	Annually	Corporate Support	Councillor Dudley Wensley	Nigel Lynn - Chief Executive	Higher is better	92%	98%	Debt Collection Rate for 2017-18 was 98% an improvement from the previous year (96%) and above the target for the year. The high collection rate is largely due to the work by the Accounts Receivable team and efficiencies from the new Finance System.	Over achieved target	No action required	No previous data	No	No data	No data	No data	No data
CST011 Undertake IT Customer satisfaction survey, draw up action plan, report progress to ICM	6 Monthly	Corporate Support	Councillor Dudley Wensley	Nigel Lynn - Chief Executive	Higher is better	90%	94%	94% Excellent/Good. The survey results are based the last 6 months on 9 Questions measuring Excellent, Good, Fair, Poor, Very Poor, the Measure Value is percentage of Excellent/Good. The questions have not changed so the history of scores is an accurate comparison over the 5 years of the plan.	Over achieved target	No action required	Worse	No	90.00%	100.00%	97.00%	99%
CSC200 The amount of Housing Benefit overpayments recovered as a percentage of Housing Benefit overpayments identified in the period	Quarterly	Residential Services	Cllr Dudley Wensley	Philippa Dart - Director of Services	Higher is better	96%	101.40%	Target achieved new HRMC data for 18-19 to aid recovery	Over achieved target	No action required Although the Director of Services will keep this target figure under review.	No previous data	Yes - SDP17 Target 110%	No data	No data	No data	No data
CSC101 % telephone enquiries resolved at first point of contact in Arun Direct (excl switchboard)	Quarterly	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	83%	85.20%	This figure remains over target, however there has been different reporting system between April-Feb and March 2018. This is due to a new telephony system and going forward it would be prudent to look at the reporting and if the target is fit for purpose.	Over achieved target	No action required	Worse	No	No data	86.60%	85.50%	86.80%
ESC002 Residual household waste per household	Annually	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Lower is better	466kg	450.089	This has shown a slight increase from 448.79 kg/h last year. During the course of the year the Cleansing Team did operate a targeted 'Think Before You Throw' campaign to 4500 properties. This involved West Sussex Waste partnership doorsteppers undertaking questionnaires and a targeted leaflet being produced that detailed services. The aim of this was to increase recycling and help waste reduction efforts. The campaign showed some good results and we will look to deliver the leaflet to a larger number of properties in 2018/19.	Over achieved target	No action required. The Director of Services has confirmed that we continue to work with WSCC to reduce waste and increase recycling.	Worse	Yes - SDP11 Target 450kg	466.00kg	457.00kg	450.00kg	448.79kg
ESC031 No. cleansing enforcement actions undertaken.	Quarterly	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	100	164	In Quarter 4 there were 64 enforcement actions taken. This consisted of one warning letter, thirty six letters relating to illegal deposit of waste letters, nine to private landlords, eight relating to section 46 offences and eleven letters regarding trade waste agreements. Enforcement is a busy and varied area, already we have achieved the target of 100 for the year.	Over achieved target	No action required	Better	No	100	323	177	138
ESG051 No. of trees planted	Annually	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	200	956	The Greenspace team and volunteers continue to arrange an annual programme of tree planting which cover many open spaces across the Arun district. Notable tree planting initiatives in 2017/18 include the following; Mewsbrook Park 300, Hotham Park 300, Old Rectory Gardens 200, Langmeads 100, Ladybrook Community Orchard 6 fruit trees. A further 6 black poplars and 44 standard trees across the district were also planted.	Over achieved	No action required	Worse	No	200	447	711	1698
CSH025 No. of council properties to be brought back into use by legitimate tenants	Quarterly	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Higher is better	8	15	Total of 15 properties bought back for the year exceeding annual figure of 8 properties. Also prevented 4 fraudulent housing applications which is a saving of £372,000 and prevented 1 Fraudulent Right to Buy which is a saving of £81,000. Total Savings for the year £1,848,000.	Over achieved	No action required	Better	No	Wasn't an indicator then	Wasn't an indicator then	Wasn't an indicator then	13

SDP Performance Indicator	Measure Interval	Portfolio	Cabinet Member	CMT Director	Assess by	SDP Target 2017/18	Q4 data 2017/18	End of year Commentary	Q4 status	CMT action	Better or worse than 2016/17	Indicator in 2018?	2013/14 Q4	2014/15 Q4	2015/16 Q4	2016/17 Q4
CSH042 Average void turnaround time (excludes long term voids) - days	Quarterly	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Lower is better	20 day/s	13.5	Average void turnaround within this quarter is 13.5 days which is higher than it has been previously. There were 49 void properties turned around but a number of them required significant refurbishment such as new kitchens and bathrooms.	Over achieved	No action required	Worse	Yes SDP21 'Average time from property vacated to property re let' Target 15 days	20 days	No data	11 days	12 days
PEL002 Land Charges: % of standard 100% searches carried out in 7 working days	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	100%	100%	All searches have been returned within the stated timescale.	Achieved target	No action required	Same	No	100%	100%	100%	100%
ESC110 Deliver Annual Health & Safety Action Plan	Annually	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	Yes	Yes	The risk-based investigation of service requests and reported accidents were undertaken throughout the year. 150 service requests/accident investigations were received by the team and all those meeting the national selection criteria were properly investigated.	Achieved target	No action required	Better	No	No data	Yes	Yes	No
ESC111 Completion of risk based inspection programme - pollution	Annually	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	100%	100%	12 of 12 inspections completed. The whole inspection programme has been completed on behalf of Arun District Council by our contractors Adur and Worthing Council.	Achieved target	No action required	Same	No	100.00%	100.00%	100.00%	100%
ESC112 Completion of Licensing Inspection programme	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	100%	100%	The need for inspections has seen a big upturn for a number of reasons during the last year. The ability of us being able to deliver remains a consequence of lack of resource. Inspections are accordingly dealt with according to risk and priority. Compliance inspection visits are being delivered.	Achieved target	No action required	Same	No	100.00%	100.00%	100.00%	100%
CSR002 % of non-domestic rates collected	Quarterly	Residential Services	Cllr Dudley Wensley	Philippa Dart - Director of Services	Higher is better	99%	99%	Target achieved.	Achieved target	No action required	Better	No	99.00%	98.48%	99.36%	98.35%
DCN030 Deliver projects through the Arun Wellbeing Team under the agreed priorities which support the West Sussex Public Health Plan	Quarterly	Community Wellbeing	Councillor Mike Clayden	Philippa Dart - Director of Services	Yes is better	Yes	Yes	Projects as reported in Q1 all ran to target. Actively Quitting Pilot Course (smoking cessation) ran with potential to roll out in 18/19. Public Health agreed budget for 18/19. Projects planned for 2017/18 included: External Provider: Family Wellbeing; Internally coordinated and delivered by external providers: Cook and Eat, Wellbeing Coaches; Internally coordinated and delivered: Pre-Diabetes programme, Weight Management programme (WISE), Wellbeing Active, Falls Prevention, Wellbeing Workplaces, Wellbeing Home. Projects currently in development in liaison with Freedom Leisure include graduate courses and healthy eating/activity courses for teenagers.	Achieved target	No action required	Yes	No	No data	Yes	Yes	Yes
ESC061 Number of missed refuse collections per 100,000	Quarterly	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Lower is better	15	33.92	This is a slight increase over the previous year however is still high performing and is line with the contract. Overall targets will be amended over the next year to reflect contract targets.	Achieved target as target of 15 isn't in line with our contract anymore	No action required	Worse	Yes - SDP12 but now 'Number of missed refuse and recycling collections per 100,000 within contractual target' Target 80	15	28.37	33.22	30.88
ESC062 Number of missed recycling collections per 100,000	Quarterly	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Lower is better	15	29.36	This is a slight increase over the previous year however is still high performing and is line with the contract. Overall targets will be amended over the next year to reflect contract targets.	Achieved target as target of 15 isn't in line with our contract anymore	No action required	Worse	Yes - SDP12 but now 'Number of missed refuse and recycling collections per 100,000 within contractual target' Target 80	15	27.7	23.99	24.91
ESC081 Maintain 24 Safer Parking Awards from ParkMark	Annually	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	24	24	All 24 Safer Parking Awards achieved.	Achieved target	No action required	Same	No	26	26	26	24
ESG031 Progress Memorial Safety inspection as per agreed annual programme	Annually	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	100%	100%	Memorial safety inspections at Littlehampton Cemetery has progressed for 2017/18 in line with the council's adopted memorial safety policy and carried out in accordance with best practice. 2018/19 inspections are due to be carried out in closed churchyards. All memorials in ADC owned cemeteries and churchyards which for to the local authority for maintenance purposes are inspected every 5 years.	Achieved target	No action required	Same	No	100%	100%	100.00%	100%
ESG043 Achieve Green Flag awards for Hotham and Mewsbrook Parks and Marine Park Gardens	Annually	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Higher is better	3	3	All three Green Flag awards for council's parks retained once more in 2017/18. All three parks demonstrate best practice in parks management and are therefore worthy of their Green Flag status. A forth park has applied for Green Flag Award in 2018/19.	Achieved target	No action required	Same	Yes - SDP14 Target 4 (18/19) and 5 thereafter	3	3	3	3
CSH043 No. of council properties with a valid gas safety certificate	Quarterly	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Higher is better	100%	100%	All properties that currently require a Landlord Gas Safety Record have one.	Achieved target	No action required	Same	Yes SDP22 Target 100%	100.00%	No data	100.00%	100%
PEP009 Average number of days to determine application - Major	Quarterly	Planning	Councillor John Charles	Karl Roberts - Director of Place	Lower is better	100 day/s	203 days	48 Major applications were determined and the average number of days to determine was 203 days. Regrettably recruitment continues to be exceptionally difficult with at least 7 vacant posts which are unlikely to be filled in the near future. This places a significant strain on the performance of the Department.	Didn't achieve	Yes The Director of Place will continue to monitor this via the new indicator which has been set up for 2018. The current poor results are closely correlated to the number of vacancies in the service. Even temporary agency staff is proving difficult to recruit. The long term solution is a continuation of our 'grow your own policy (apprentices). However, it will be some time before they are able to take on complex cases.	Worse	No - now Major applications determined in 13 weeks	100.00 day/s	145.00 day/s	138.00 day/s	163 days
PEP010 Average number of days to determine application - Minor	Quarterly	Planning	Councillor John Charles	Karl Roberts - Director of Place	Lower is better	54 day/s	91 days	270 minor applications were determined and the average number of days to determine was 91 days. Regrettably recruitment continues to be exceptionally difficult with at least 7 vacant posts which are unlikely to be filled in the near future. This places a significant strain on the performance of the Department.	Didn't achieve target		Worse	No - now Minor applications determined in 8 weeks	54.00 day/s	64.00 day/s	70.00 day/s	75 days
PEP011 Average number of days to determine application - Householder	Quarterly	Planning	Councillor John Charles	Karl Roberts - Director of Place	Lower is better	40 day/s	61 days	624 householder applications were determined and the average number of days to determine was 61 days. Regrettably recruitment continues to be exceptionally difficult with at least 7 vacant posts which are unlikely to be filled in the near future. This places a significant strain on the performance of the Department.	Didn't achieve target		Worse	No - now Other applications determined in 8 weeks	40.00 day/s	50.00 day/s	57.00 day/s	53 days
PER032 No. business start ups (rolling 12 month total, source Bank)	Quarterly	Economy	Councillor Mrs Gill Brown	Karl Roberts - Director of Place	Higher is better	1100	807	This growth rate ranks Arun at 195 out of the 326 English districts. This data should be considered as an indication of business activity and can vary from year to year.	Didn't achieve target	No action required	Worse	No	1100	978	870	879
PEB003 - Percentage of Building Regulation Submissions assessed within 21 days of date of deposit with the Council	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	45%	36.12%	The target of 45% has not been met as a consequence of our repeated inability to recruit to a vacant Building Surveyor post and a long term sickness absence and rise in new work compared with 2016/17. Steps have been taken to improve recruitment and retention via market supplement and we have now successfully recruited meaning we are confident in meeting the target in 2018/19 (to be measured via operational indicator as not an SDP indicator going forward)	Didn't achieve target	Yes The Director of Place will continue to monitor this although it is not an SDP indicator going forward	Worse	No	40.00%	100.00%	43.00%	45.40%

Arun District Council Service Delivery Plan (SDP) Indicators

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APPENDIX 1 to ITEM 6

SDP Performance Indicator	Measure Interval	Portfolio	Cabinet Member	CMT Director	Assess by	SDP Target 2017/18	Q4 data 2017/18	End of year Commentary	Q4 status	CMT action	Better or worse than 2016/17	Indicator in 2018?	2013/14 Q4	2014/15 Q4	2015/16 Q4	2016/17 Q4
ESC107 EH response to complaints in timescale	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	98%	93.60%	1899 out 2028 complaint dealt with in 7 days. The number of requests for service being responded to within 7 days has dropped slightly below the target time as a result of the need to resource the implementation of a new software system for the department	Didn't achieve target	No action required Only slightly behind target and the reason is stated in the commentary	Worse	No	98.00%	97.22%	95.46%	96.42%
ESC109 Completion of Risk based inspection programme - food	Quarterly	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Higher is better	100%	97.70%	Of the 682 inspections which were due to be undertaken, 16 have not been completed. The 16 that have not been inspected are mainly ones which are not open all year round and were not seen when they were operating.	Didn't achieve target	No action required Only slightly behind target and the reason is stated in the commentary	Worse	No	74.79%	100.00%	97.30%	104%
CEP001 % of Corporate Plan Items achieving their objectives	Annually	Policy	Councillor Mrs Gill Brown	Nigel Lynn - Chief Executive	Higher is better	85%	44%	This is an improvement on last year but clearly we have not achieved the target of 85%. Information is given in the Corporate Plan report to Overview Select Committee including detailed commentary for each indicator explaining why targets have not been achieved this year. Whilst some of the Council's performance is measured by specific targets, a great deal of other strategic activity takes place which is not measured by these targets. Over the last two years, the Council has had a great deal of strategic successes which indicate the general direction of the Council. See the cover report to OSC and Cabinet regarding the end of year performance for the Corporate Plan indicators for more detail of these achievements.	Didn't achieve target	Yes Action to be taken for underperforming Corporate Plan indicators.	Better	No	85.00%	63.00%	45.00%	38%
DCL010 Number of stage 2 corporate complaints found to be justified or partially justified	Quarterly	Council Advice and Monitoring	Councillor Dudley Wensley	Nigel Lynn - Chief Executive	Lower is better	5	Q4 = 2 End of year = 14	For Q4, 2 complaints were found to be partially justified (1 x Housing; 1 x EH) For the whole of 2017/18, 26 complaints were determined in this period, of which 14 were found to be either Justified or Partially Justified. A total of 12 complaints were found to be Not Justified. Planning = 7 x Partially Justified; 1 x Justified Housing = 2 x Partially Justified Parks = 1 x Partially Justified ASB = 1 x Justified EH = 2 x Partially Justified In response to the increased number of complaints two actions are being taken. Firstly, the Reviewing Officers (Nigel Lynn, Philippa Dart, Karl Roberts and Liz Futcher) are identifying lessons learnt from complaints reviewed and recommending relevant actions to the relevant Group Head; secondly, training has been organised for investigators dealing with both Stage 1 and Stage 2 complaints to ensure a more robust approach is taken to investigations in future. The aim is to resolve more complaints at Stage 1 of the process.	Didn't achieve target	Yes In response to the increased number of complaints two actions are being taken. Firstly, the Reviewing Officers (Nigel Lynn, Philippa Dart, Karl Roberts and Liz Futcher) are identifying lessons learnt from complaints reviewed and recommending relevant actions to the relevant Group Head; secondly, training has been organised for investigators dealing with both Stage 1 and Stage 2 complaints to ensure a more robust approach is taken to investigations in future. The aim is to resolve more complaints at Stage 1 of the process.	Worse	No	5	5	10	5
CSC001 Working days lost due to sickness absence	Quarterly	Corporate Support	Councillor Dudley Wensley	Nigel Lynn - Chief Executive	Lower is better	7 days	8.74 days	Three of the service areas are currently below the target figure with seven areas being above – Corporate Management 8.81, Community Wellbeing 9.04, Corporate Support 10.41, Neighbourhood Services 7.43, Planning 11.87, Policy 8.54 and Technical Services 9.62. The sickness figures for the twelve month rolling period have gone up for seven service areas and down for three service areas. The overall figure has gone up slightly from the previous review period. Long term sickness absence accounted for 4.75 average FTE days per employee and short term sickness absence accounted for 3.99 average days per employee during this 12 month period. Over the previous 5 years the average annual FTE days absence has ranged between 8.35 and 9.66 which shows a fluctuating differential of 1.31 FTE days. The lowest level was in 2016/17 with the highest being in 2015/16. Reasons for fluctuations in sickness absence levels can sometimes be attributed to the number of long term sickness absence cases during the reporting year. The split of these figures was not reported on for the whole of the five year period. Over the past three years long term sickness absence has fluctuated, in 2015/16 when overall sickness absence was at its highest the long term average FTE absence rate was 5.93 which impacted the overall figure. In 2016/17 it was 4.85. However when the overall figure rose slightly in 2017/18 the long term sickness absence figure fell to 4.75. This indicates that for 2017/18 the rise in overall sickness absence is attributed slightly more to short term absences rising during the period than long term absence. The past twelve months has seen significant organisational changes which may have been unsettling for staff and as a result could have impacted on the number of instances of short term sickness absence.	Didn't achieve target	Yes The Chief Executive monitors sickness absence levels with the Human Resources Manager through regular meetings. The commentary gives detail of the possible reasons for the low performance levels. The Chief Executive works with both HR and the Group Head of Community Wellbeing to address staff sickness levels and to try to improve the health and general wellbeing of the workforce. A number of wellbeing activities are currently being investigated, such as lunch-time walks to encourage better health amongst staff. An important point to note is that the establishment has been steadily decreasing as a result of the Vision 2020 Corporate Savings Programme. Figures show that the number of FTEs have decreased by approximately 11% over the past two years, therefore, although the number of days lost due to sickness absence over the same period remains around 8 to 9%, the impact on staff is greater as there are fewer staff covering the work of absent colleagues.	Worse	No	7.00 day/s	9.15 day/s	9.66 day/s	8.35 days
CSH001 Reduce cost of emergency accommodation (B and B) net	Quarterly	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Lower is better	£272,000	£575,089.23	Homelessness continues to increase in line with national trends and this has a knock on effect in terms of increased use of temporary accommodation. Demand is expected to increase further now that the Homeless Reduction Act is effective but we are working proactively to identify areas where we can improve our processes to help reduce the cost of temporary accommodation.	Didn't achieve target	Yes The Director of Services has confirmed that we recently acquired 10 additional homes for use of temporary accommodation and will continue to purchase further properties.	Worse	Yes - SDP18 Target £533,000	£272,000.00	£254,377.00	£223,408.00	£343,622.01
CSH021 % of rent collected	Quarterly	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Higher is better	99%	97.47%	The rent collection target continues to be challenging as a result of the ongoing impact of welfare reform. Housing tenants in arrears continue to be referred to appropriate supporting agencies including Children & Adult Social Services, Mental Health Services and Arun's Money Advisor in order to maximise rent collection, minimise arrears arising and reduce the risk of eviction proceedings	Didn't achieve target	No action required Only just behind target. Will continue to monitor via the new indicator for 2018	Worse	Yes - SDP19 Target 94%	99.00%	98.85%	98.75%	97.86%
CSH041 % Repairs appointments made and kept	Quarterly	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Higher is better	100%	97.76%	Appointments made 2859, appointments kept 2795. Slightly under target due to Mears staff shortages.	Didn't achieve target	No action required Only just behind target	Better	No	95.00%	No data	97.70%	97.60%
ESG041 Performance of grounds maintenance contracts per package of work - nil default notices and damages	Annually	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	Lower is better	0	1	First full year of using new performance monitoring matrix has resulted in an average score for the year 2017/18 of 74.24% across all the packages. The pass mark is set at 61%. 1 default notice – failure to undertake an authorised officer's instruction. Grass mowing was undertaken with express instruction not to do so, resulting in a football pitch lessee having to remark the pitch at their own cost. ISS issued a letter of apology at the request of the authorised officer.	Didn't achieve target	No action required	Worse	No	0	0	0	0

AGENDA ITEM NO.7**ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF OVERVIEW SELECT
COMMITTEE
ON 10 JULY 2018****PART A : REPORT****SUBJECT: REVIEW OF SCRUTINY PROCEDURE RULES**

REPORT AUTHOR: Jackie Follis, Group Head of Policy
DATE: 27 June 2018
EXTN: 37580xx
PORTFOLIO AREA: Policy

EXECUTIVE SUMMARY:

This Report presents the Review of Section 6 of the Constitution, Scrutiny Procedure Rules. It proposes a number of changes to the wording of the Rules in order to clarify and simplify them to improve understanding, and update where necessary.

RECOMMENDATIONS:

Subject to any further amendments by the Committee, it is recommended to Full Council that:

- (1) The proposed changes to the Constitution at Part 6 – Procedure Rules, Section 2 (Scrutiny) as set out in the replacement text at Appendices A and B be approved; and;
- (2) The Group Head of Council Advice and Monitoring Officer be authorised to make any further consequential changes to the Constitution

1. BACKGROUND:

A wider Review of the Constitution has been taking place in order to simplify and clarify the rules, based on best practice used elsewhere, whilst retaining a robust framework for Council working.

Although the Terms of References for OSC were reviewed in 2017 it is some years since the procedure rules have been reviewed.

2. PROPOSAL(S):

This section sets out the key changes and reasons for them. Appendix A is the current Scrutiny Procedure Rules with tracked changes (underlined sections are suggested

insertions, deletions are shown down the side). As this is complicated and not particularly easy to read, Appendix B shows how the rules will look if all the proposed changes are accepted. Appendix C sets out the reasons for changes by section.

The changes fall into a number of categories:

- Clarification where the current rules are unclear or repetitive
- Updates and/or removal of sections where practice is no longer current
- Removal of sections that are not necessary as these are taken account of elsewhere in the Constitution
- Changes to ensure consistency across the whole Constitution and to take account of changes to the officer structure.

3. OPTIONS:

- a) To support the amendments to Part 6 of the Constitution as proposed
- b) To propose alternative arrangements

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: (Explain in more detail at 6 below)	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:

None

7. REASON FOR THE DECISION:

To update the Scrutiny rules as part of the wider review of the Constitution to ensure that these are clearer, simpler and consistent with the rest of the Constitution whilst continuing to support robust Scrutiny practice

8. BACKGROUND PAPERS:

Council's Constitution <https://www.arun.gov.uk/constitution>

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SECTION 2 – SCRUTINY – TRACKED CHANGES

1.0 **WHO MAY SIT ON THE OVERVIEW SELECT COMMITTEE?**

1.1 All Councillors, except Members of the Cabinet and the Chairman of the Council, will be eligible for appointment as Members of the Overview Select Committee or any of its Working Parties. The Committee has 15 Members and is to be apportioned in accordance with the political balance of the Council. The Chairman and Vice-Chairman will be appointed by Full Council on an annual basis.

1.2 No Member may be involved in scrutinising a decision in which they have been directly involved.

2.0 **CO-OPTEEES**

The Overview Select Committee is entitled to recommend to Council the appointment of a number of people as non-voting co-optees. The selection and nomination of co-opted members will be in accordance with any protocol agreed by the Committee.

3.0 **MEETINGS OF THE OVERVIEW SELECT COMMITTEE**

3.1 There will normally be six ordinary meetings of the Overview Select Committee in each year. The Chairman and/or Vice-Chairman may change the date or cancel meetings, or call additional meetings as they consider necessary to deal with the Committee's Work Programme.

3.2 In addition, extraordinary meetings may be called as and when appropriate. These may be called by the Chairman or Vice-Chairman of the Committee, by any five Members of the Committee or by the Group Head of Policy if they consider it necessary or appropriate.

3.3 Where a Member of the Council wishes the Overview Select Committee to investigate a matter affecting their ward but there is no Councillor for that ward on the Committee, then such a Member may act as one of the five Members referred to in Rule 3.1 for the purposes of calling a meeting. The Member may speak but not vote at any subsequent Overview Select Committee meeting called to deal with the issue.

4.0 **QUORUM**

The Quorum for the Overview Select Committee shall be one third of the total membership of the Committee, as set out in the Committee Procedure Rules in Part 5 of this Constitution.

5.0 **WORK PROGRAMME**

5.1 The Committee is responsible for setting its own outline work programme for each Municipal Year which the Chairman and Vice Chairman will present annually to Full Council for approval.

5.2 The Work Programme will take into account the wishes of Members irrespective of any political affiliation and will be set in consultation with the Group Head of Policy.

5.3 , The Committee can, by resolution, vary its work programme during the year.

6.0 **AGENDA ITEMS**

6.1 Any Member of the Overview Select Committee is entitled to give notice to the Group Head of Policy for an item relevant to the functions of the Committee to be included on the Agenda for the next available meeting of the Committee. On receipt of such a request the Group Head of Policy will ensure that it is included on the next available Agenda.

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- 6.2 Any five Members of the Council who are not Members of the Overview Select Committee may give notice to the Group Head of Policy that they wish an item to be included on the Agenda of the Committee. If the Group Head of Policy receives such a notification, then they will include the item on the first available Agenda of the Committee.
- 6.3 The Overview Select Committee will also respond to requests from the Council and/or Cabinet to review particular areas of Council activity. The Committee will report its findings and any recommendations back to the Council and/or Cabinet for consideration as soon as practicable
- 7.0 **POLICY REVIEW AND DEVELOPMENT**
- 7.1 The role of the Overview Select Committee in relation to the development of the Council's Budget and Policy Framework is set out in detail in the Budget and Policy Framework Procedure Rules at Part 6 of this Constitution
- 7.2 In relation to the development of the Council's approach to other matters not forming part of its Budget and Policy Framework, the Overview Select Committee may make proposals to the Cabinet for developments insofar as they relate to matters within its Terms of Reference..
- 7.3 The Overview Select Committee may hold enquiries and investigate the available options for future direction in policy development and may appoint advisers and assessors to assist it in this process. The Committee may go on site visits, conduct public surveys, hold public meetings, commission research and do all other things that it reasonably considers necessary to inform its deliberations. The Committee may ask witnesses to attend to address it on any matter under consideration and may pay advisers, assessors and witnesses a reasonable fee and expenses for doing so.
- 8.0 **REPORTS FROM THE OVERVIEW SELECT COMMITTEE**
- 8.1 Once a report on any matter which is the responsibility of the Cabinet has been completed, it shall be included on the agenda for the next available meeting of the Cabinet, within two months of the date the report was adopted by the Committee. If the Overview Select Committee cannot agree on one single final report to the Council or Cabinet as appropriate, then a report expressing minority views may be prepared and submitted for consideration by the Council or Cabinet with the majority report.
- 8.2 The Council or Cabinet will consider the report of the Overview Select Committee as soon as is practicable after it has been submitted to the Proper Officer.
- 9.0 **MAKING SURE THAT OVERVIEW SELECT COMMITTEE REPORTS ARE CONSIDERED BY THE CABINET**
- 9.1 The Agenda for Cabinet meetings shall include an item entitled 'Items put forward by Overview Select Committee or Working Groups. The reports of the Overview Select Committee and Working Groups referred to the Cabinet shall be included at this point in the Agenda unless they have been considered in the context of the Cabinet's deliberations on a substantive item on the Agenda. Where an item is not considered by the Cabinet within two months, the Cabinet will give an explanation of the reasons to the Chairman of the Overview Select Committee as soon as is practicable..

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- 9.2 Where the Overview Select Committee prepares a report for consideration by the Cabinet in relation to a matter where the decision-making power has been delegated to an individual Member of the Cabinet, then the Committee will submit a copy of their report to that Cabinet Member for consideration. At the time of doing so, the Committee will also send a copy to the Chief Executive, Leader and all Cabinet Members. The Member with delegated decision-making power must consider the report and respond in writing to the Committee within four weeks of receiving it, or a shorter period specified by the Committee where there is urgency identified by the Committee. A copy of their written response shall be sent to the Chief Executive and the Leader. The Cabinet Member/Leader will also attend a future meeting of the Committee to present their response.
- 9.3 The Overview Select Committee will have access to the Council's Forward Plan and timetable for decisions and intentions for consultation. The Committee may choose to respond in the course of the Cabinet's consultation process in relation to any key decision.
- 10.0 **RIGHTS OF OVERVIEW SELECT COMMITTEE MEMBERS TO DOCUMENTS**
- 10.1 In addition to their rights as Councillors, Members of the Overview Select Committee have the additional right to documents, and to notice of meetings as set out in the Access to Information Procedure Rules in Part 6 of this Constitution.
- 10.2 Nothing in this paragraph prevents more detailed liaison between the Cabinet and Overview Select Committee as appropriate depending on the particular matter under consideration.
- 11.0 **MEMBERS AND OFFICERS GIVING ACCOUNT**
- 11.1 The Overview Select Committee may scrutinise and review decisions made or actions taken in connection with the discharge of any Council functions within the terms of reference of the Committee. As well as reviewing documentation, in fulfilling the scrutiny role, it may require any Member of the Cabinet, the Head of Paid Service and/or any relevant Director, or Group Head to attend to answer relevant questions:
- 11.2 Where any Member or Officer is required to attend the Overview Select Committee under this provision, the Chairman of the Committee will inform the Group Head of Policy. The Group Head of Policy will inform the Member or Officer in writing giving at least seven working days' notice of the meeting at which they are required to attend. The notice will state the nature of the item on which he/she is required to attend to give account and whether any papers are required to be produced for the Committee. Where the account to be given to the Committee will require the production of a report, then the Member or Officer concerned will be given sufficient notice to allow for preparation of that documentation.
- 11.3 Where, in exceptional circumstances, the Member or Officer is unable to attend on the required date, then the Overview Select Committee shall in consultation with the Member or Officer arrange an alternative date for attendance as soon as practicable.
- 12.0 **ATTENDANCE BY OTHERS**
- The Overview Select Committee may invite people other than those people referred to in Rule 11 above to address it, discuss issues of local concern and/or answer questions. It may for example wish to hear from residents, stakeholders and Members and Officers in other parts of the Public Sector and may invite such people to attend.
- 13.0 **CALL IN PROCEDURE**
- 13.1 A 'call-in' will be considered where the Overview Select Committee decides to review a decision made by the Cabinet or one its Members before the decision is implemented.

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- 13.2. A Call-in will only be considered where Members of the Overview Select Committee have evidence which suggests that the Cabinet or an Individual Cabinet Member did not take the decision in accordance with the principles set out in Article 13 (Decision Making). Call-in does not apply to decisions of:
- Committees reporting to the full Council,
 - Member Panels,
 - Joint Area Committees unless exercising executive functions and
 - Officers.
 - Urgent Decisions taken by the Cabinet or one of its Members
- 13.3. When a decision is made by the Cabinet or an individual Member of the Cabinet, or a key decision is made by an officer with delegated authority from the Cabinet, or an Area Committee under joint arrangements, the decision will be published and made available at the Arun Civic Centre, Littlehampton, Bognor Regis Town Hall, and, where concerning an Area Committee, a copy will be sent to the County Council at County Hall, Chichester. The decision shall be treated as published as soon as it is published on the Council website. It can be made available in hard copy to the public where necessary. All Members will be sent notice of all such decisions by the proper officer responsible for publishing the decision in electronic form.
- 13.4. The notice to Members will bear the date on which it is published and will specify the date upon which the decision will take effect (“the effective date”). The effective date will be 10.00 a.m. on the day after the expiry of five clear working days from the publication of the decision. The day of publication, Saturdays, Sundays and Bank Holidays are not days for the purposes of this Rule. Under current arrangements, the effective date is:
- For decisions of an Individual Cabinet Member made on a Thursday and published on a Thursday, 10.00 a.m. on the second following Friday,
 - For Cabinet decisions made on a Monday and published on a Tuesday, 10.00 a.m. on the second following Wednesday.
- 13.5. If a request for a call-in is received by the Group Head of Policy within the period between the publication of the decision and the effective date, he/she shall call-in the decision for scrutiny by the Committee. For it to be valid, the request must be:
- in writing (on paper or email) and identify the lead Member of the call-in,
 - specify the decision which is to be the subject of the call-in,
 - satisfy at least one of the criteria set out in paragraph 13.9, and
 - be supported by at least any five Members of the Council who do not have a pecuniary or disclosable interest with regards to the subject of the call-in PROVIDED that the Members represent more than one political party.
- 13.6. The request for the call-in must be signed by one of the Members referred to in 13.4 (fourth bullet point) but need not be signed by all, provided that those Member(s) signing the request are able to assure the Group Head of Policy if called upon to do so that they had written or verbal assurances of support from each supporting Member prior to the request for the call-in being submitted.
- 13.7. Alternatively, the request for a call-in may be made by email from one Member referred to in 13.5 to the Chief Executive provided for the purposes of communicating this request, provided that it is preceded by a verbal notification to him/her.
- 13.8. If the Chairman or Vice Chairman of the Overview Select Committee is one of the five Members requesting the Call-In, they will not chair the Overview Select Committee meeting when the Call-in is considered.
- 13.9. The Members referred to in paragraphs 13.4 (fourth bullet point) must first consider whether any one or more of the following criteria for or against call-in apply prior to exercising the call-in:

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1.	Is the Cabinet Decision within existing policy?
(i)	The Decision appears to be contrary to the Budget or one of the Policy Framework plans or strategies
(ii)	The Decision appears to be inconsistent with any other form of policy approved by Full Council, Cabinet or Regulatory Committees
(iii)	The Decision appears to be inconsistent with recommendations previously made by Overview Select Committee, accepted by Full Council or Cabinet
2.	Is the Cabinet Decision well founded?
(i)	The Cabinet appears to have failed to consult ward councillors, relevant stake holders or other interested persons before arriving at its decision
(ii)	The Cabinet appears to have overlooked a principle in Article 13.2 or some other relevant consideration in arriving at its decision
(iii)	The Cabinet appears to have failed to give adequate reasons for the Decision
(iv)	The Decision has already generated particular controversy amongst those likely to be affected by it or is likely to do so
(v)	There is a substantial lack of clarity, material inaccuracy or insufficient information provided in the report to allow the Overview Select Committee to hold the Cabinet to account and/or add value to the work of the Council
3.	Has the Cabinet Decision been properly taken?
(i)	The Decision appears to give rise to significant legal, financial or property issues
(ii)	The notification of the Decision does not appear to have been in accordance with Council Procedures
(iii)	The decision is not within the Cabinet's powers or terms of reference or within the Portfolio of the Cabinet Member with delegated responsibility who took it.
4.	Does the Cabinet Decision particularly affect a ward or community?
(i)	The Decision appears to give rise to significant issues in relation to a particular ward or community and those issues do not appear to have been considered

- 13.10. In receiving a Call-In request the Group Head of Policy will consult with the Chairman and/or Vice-Chairman of the Overview Select Committee and Group Head of Council Advice & Monitoring Officer or Chief Executive (as appropriate).
- 13.11. This will be to review the basis of the call-in against the criteria in Paragraph 13.8 and the evidence provided in the officer report, decision notice and background papers before determining its validity.
- 13.12. Another Member from the Overview Select Committee should be selected to undertake this review in the absence of the Chairman or Vice-Chairman or in the event that the Chairman or Vice-Chairman is one of the call-in councillors or has a Pecuniary Interest regarding the subject of the call-in. Where appropriate additional evidence may be sought from the report author, Cabinet Member and call-in councillors.
- 13.13. If a call-in is determined to be invalid, the Group Head of Policy shall notify the call-in councillors and the decision taker of the reason for this determination, together with Members of the Overview Select Committee.
- 13.14. Upon receiving a valid request for a call-in, the Group Head of Policy shall notify the decision-taker of it and no further steps shall then be taken towards implementation of the decision until the steps outlined in this call-in procedure have been completed. The Group Head of Policy shall call a meeting of the Committee on such a date as he/she shall determine, where possible after consultation with the Chairman of the Committee. The Group Head of Policy shall advise all Members of the call-in.

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- 13.15. In deciding whether or not to refer a decision back the Overview Select Committee shall have regard to:
- any further information which may have become available since the decision was made,
 - the implications of any delay,
 - whether reconsideration is likely to result in a different decision,
 - the importance of the matter raised and the extent to which it relates to the achievement of the Council's priorities,
 - whether there is any evidence that the decision-making rules in the Constitution have been breached,
 - whether the agreed consultation processes have not been followed
 - whether a decision or action proposed or taken is not in accordance with a policy agreed by the Council,
 - what other avenues may be available to deal with the issue and the extent to which the Councillor submitting the request has already tried to resolve the issue through these channels (e.g. a letter to the relevant Member, the complaints procedure, enquiry to the Chief Executive or Director, Council question etc).
- 13.16. If, having considered the decision, the Overview Select Committee is still concerned about it, it may refer it back to the decision-making person or body for reconsideration, setting out in writing the nature of its concerns or refer the matter to Full Council. If referred back to the decision-maker, the decision maker will then reconsider the concerns amending the decision or not, before adopting a final decision.
- 13.17. If within six weeks from the request for the call-in, the Overview Select Committee does not meet, or does meet but does not refer the matter back to the decision making-person or body, or to the Full Council, the decision shall take effect on the date of the Overview Select Committee meeting or on the expiry of the six week period, whichever is the earlier.
- 13.18. If the matter was referred to Full Council and the Council does not object to a decision which has been made, then no further action is necessary and the decision will be effective in accordance with the provision below. However, if the Council does object, it will refer any decision back to the decision making person or body together with the Council's views on the decision, unless the decision is contrary to the Policy Framework, or contrary to or not wholly consistent with the Budget. That decision-making body or person shall choose whether to amend the decision or not before reaching a final decision and implementing it. Where the decision was taken by the Cabinet or an individual it must be reconsidered within 14 working days of the Council request.
- 13.19. If the Council does not meet, or if it does but does not refer the decision back to the decision maker, the decision will become effective on the date of the Council meeting or expiry of the period in which the Council meeting should have been held, whichever is the earliest.
- 13.20. The call-in procedure set out above shall not apply where the decision being taken is urgent as set out in:
- Part 3 – Responsibility for Functions, (Urgent Decisions by Cabinet)
 - Part 6, Section 3 of the Budget and Policy Framework Procedure Rules(Urgent Decisions contrary to the Budget or Policy Framework)
 - Part 6, Section 1 of the Decision Notice Procedure Rules(Urgent Decisions).

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13.21. A decision will be urgent if any delay likely to be caused by the call-in process would seriously prejudice the Council's or the public's interests. The record of the decision, and notice by which it is made public will state whether in the opinion of the decision-making person or body, the decision is an urgent one, and therefore not subject to call-in. The Chairman of the Overview Select Committee must agree that the decision proposed is reasonable in terms of it being treated as a matter of urgency if it is a Key Decision at Cabinet. This must be agreed for all urgent Individual Cabinet Member decisions. In the absence of the Chairman/Vice-Chairman of the Overview Select Committee, the consent of the Chairman of the Council/or Vice-Chairman of the Council will be required, . In the absence of both, the Head of Paid Service or his/her nominee's consent shall be required. Decisions taken as a matter of urgency must be reported to the next available meeting of the Council, together with the reasons for urgency.

13.22. .

14.0 **THE PARTY WHIP**

14.1 When considering any matter in respect of which a member of the Overview Select Committee is subject to a party whip, a nominated member of the party must declare the existence of the whip and the nature of it before the commencement of the Committee's deliberations on the matter. The declaration, and the detail of the whipping arrangements, shall be recorded in the minutes of the meeting.

15.0 **PROCEDURE AT OVERVIEW SELECT COMMITTEE MEETINGS**

15.1 The Overview Select Committee shall consider the following business:

- minutes of the last meeting,
- declarations of Interest
- consideration of any matter referred to the Committee for a decision in relation to call-in of a decision
- responses of the Cabinet/Council/Individual to reports of the Overview Select Committee Reporting any required changed to the Committee's Work Programme; and
- the business otherwise set out on the Agenda for the meeting.

15.2 **SPEAKERS GIVING EVIDENCE**

15.3 Where the Overview Select Committee conducts investigations (e.g. with a view to Policy Development), the Committee may also ask people to attend to give evidence at Committee meetings which are to be conducted in accordance with the following principles:

- that investigations be conducted fairly and all Members of the Committee be given the opportunity to ask questions of attendees, and to contribute and speak
- that those assisting the Committee by giving evidence be treated with respect and courtesy and
- that the investigation be conducted so as to maximise the efficiency of the investigation or analysis.

15.4 Following any investigation or review, the Committee shall prepare a report, for submission to the Cabinet and/or Council as appropriate and shall make its report and findings public, save in respect of any confidential or exempt information.

16.0 **PROCEDURE AT OVERVIEW SELECT COMMITTEE MEETINGS IN RESPECT OF DECISIONS CALLED IN**

16.1 The following shall be the procedure at the Overview Select Committee meetings in respect of decisions called in. The procedure may be amended by a motion put to the meeting by the Chairman.

1. The Group Head of Policy [or nominated representative] to introduce the report before the Committee and any recommendations.

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2.	The Chairman to introduce the call-in Members, Cabinet Members and officers.
3.	The lead Member for the call-in or their representative to outline why the decision has been called in based on the original request and any subsequent written evidence provided [up to 6 minutes].
4.	The remaining 4 call-in Members be invited to speak in support of their request [up to 3 minutes each].
5.	Statements from members of the public [3 minutes per person] for up to 30 minutes, with the Chairman of the Committee having discretion to extend this on the basis of: <ol style="list-style-type: none"> a. Members of the public giving notice of their wish to speak to the Group Head of Policy by 10am on the day before the meeting. b. Members of the Committee asking a speaker to clarify a point raised or provide additional information.
6.	The relevant Cabinet Members and/or Leader of the Council to present the background to the decision and any subsequent written evidence provided [up to 6 minutes]
7.	Witnesses may be called by the Committee to give evidence, to be questioned in turn by the Members of the Committee, the lead call-in Member, and then by Members of the Cabinet.
8.	Witnesses may be called by the relevant Cabinet Member or any Member(s) of the Cabinet to give evidence, to be questioned in turn by the Members of the Cabinet, the lead call-in Member, and then by Members of the Committee. The lead call-in Member and the Committee may also ask questions of the Cabinet Members.
9.	Witnesses may be called by the lead Member of the call-in to give evidence, to be questioned in turn by the lead call-in Member, by Members of the Cabinet and then by Members of the Committee. The Cabinet Members and the Committee may also ask questions of the lead call-in Member.
10.	Members of the Council who are not Members of the Committee may speak with the agreement of the Committee.
11.	The lead Member for the call-in to be invited to make a concluding statement [up to 6 minutes].
12.	The Cabinet Member and/or Leader to be invited to make a concluding statement [up to 6 minutes].
13.	The Chairman to open the debate by the Committee and seek any motions from Members of the Committee to be proposed, seconded, and debated in accordance with the Committee Procedure Rules. During the debate, Members of the Committee may: <ol style="list-style-type: none"> a. put further questions to the Cabinet Member and/or Leader of the Council to respond to in their concluding statement b. put further questions to the lead Member for the call-in to respond to in their concluding statement c. seek clarification from either side on minor points during the course of the debate.
14.	Should an amendment be made to a motion before the Committee, the relevant Cabinet Member and/or Leader of the Council and the lead Member for the call-in may make a statement with the agreement of the Chairman, but shall otherwise make any remarks in their concluding statement.
15.	The seconder (if he/she has reserved the right) and then the proposer of any motion to be invited to speak.
16.	The Chairman to conclude the debate and put any motion to the vote.

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17. If any further motion is put, then steps 11 to 16 would be repeated.
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18. The Chairman to confirm the decision of the Committee.
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- 16.2 If any Member, officer or member of the public proposes to refer to any written material at the meeting, they must provide a copy to the Group Head of Policy no later than three clear days [clear days excludes the day of receipt and the day of the meeting] before the date of the meeting so that copies can be provided to Members of the Committee, the call-in Members, and Cabinet Member/Leader of the Council in advance of the meeting.
- 16.3 The Deputy Leader of the Council may take the place of the Leader of the Council in their absence.
- 16.4 Should a call-in request be based on a confidential matter then the Chairman, in consultation with the Group Head of Council Advice & Monitoring Officer, may propose an alternative procedure for the meeting.

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SECTION 2 – SCRUTINY (PROPOSED FINAL VERSION)

1.0 **WHO MAY SIT ON THE OVERVIEW SELECT COMMITTEE?**

- 1.1 All Councillors, except Members of the Cabinet and the Chairman of the Council, will be eligible for appointment as Members of the Overview Select Committee or any of its Working Parties. The Committee has 15 Members and is to be apportioned in accordance with the political balance of the Council. The Chairman and Vice-Chairman will be appointed by Full Council on an annual basis.
- 1.2 No Member may be involved in scrutinising a decision in which they have been directly involved.

2.0 **CO-OPTEEES**

The Overview Select Committee is entitled to recommend to Council the appointment of a number of people as non-voting co-optees. The selection and nomination of co-opted members will be in accordance with any protocol agreed by the Committee.

3.0 **MEETINGS OF THE OVERVIEW SELECT COMMITTEE**

- 3.1 There will normally be six ordinary meetings of the Overview Select Committee in each year. The Chairman and/or Vice-Chairman may change the date or cancel meetings, or call additional meetings as they consider necessary to deal with the Committee's Work Programme.
- 3.2 In addition, extraordinary meetings may be called as and when appropriate. These may be called by the Chairman or Vice-Chairman of the Committee, by any five Members of the Committee or by the Group Head of Policy if they consider it necessary or appropriate.
- 3.3 Where a Member of the Council wishes the Overview Select Committee to investigate a matter affecting their ward but there is no Councillor for that ward on the Committee, then such a Member may act as one of the five Members referred to in Rule 3.1 for the purposes of calling a meeting. The Member may speak but not vote at any subsequent Overview Select Committee meeting called to deal with the issue.

4.0 **QUORUM**

The Quorum for the Overview Select Committee shall be one third of the total membership of the Committee, as set out in the Committee Procedure Rules in Part 5 of this Constitution.

5.0 **WORK PROGRAMME**

- 5.1 The Committee is responsible for setting its own outline work programme for each Municipal Year which the Chairman and Vice Chairman will present annually to Full Council for approval.
- 5.2 The Work Programme will take into account the wishes of Members irrespective of any political affiliation and will be set in consultation with the Group Head of Policy
- 5.3 The Committee can, by resolution, vary its work programme during the year.

6.0 **AGENDA ITEMS**

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- 6.1 Any Member of the Overview Select Committee is entitled to give notice to the Group Head of Policy for an item relevant to the functions of the Committee to be included on the Agenda for the next available meeting of the Committee. On receipt of such a request the Group Head of Policy will ensure that it is included on the next available Agenda.
- 6.2 Any five Members of the Council who are not Members of the Overview Select Committee may give notice to the Group Head of Policy that they wish an item to be included on the Agenda of the Committee. If the Group Head of Policy receives such a notification, then he/she will include the item on the first available Agenda of the Committee.
- 6.3 The Overview Select Committee will also respond to requests from the Council and/or Cabinet to review particular areas of Council activity. The Committee will report its findings and any recommendations back to the Cabinet and/or Council for consideration as soon as practicable

7.0 **POLICY REVIEW AND DEVELOPMENT**

- 7.1 The role of the Overview Select Committee in relation to the development of the Council's Budget and Policy Framework is set out in detail in the Budget and Policy Framework Procedure Rules at Part 6 of this Constitution.
- 7.2 In relation to the development of the Council's approach to other matters not forming part of its Budget and Policy Framework, the Overview Select Committee may make proposals to the Cabinet for developments insofar as they relate to matters within its Terms of Reference.
- 7.3 The Overview Select Committee may hold enquiries and investigate the available options for future direction in policy development and may appoint advisers and assessors to assist it in this process. The Committee may go on site visits, conduct public surveys, hold public meetings, commission research and do all other things that it reasonably considers necessary to inform its deliberations. The Committee may ask witnesses to attend to address it on any matter under consideration and may pay advisers, assessors and witnesses a reasonable fee and expenses for doing so.

8.0 **REPORTS FROM THE OVERVIEW SELECT COMMITTEE**

- 8.1 Once a report on any matter which is the responsibility of the Cabinet has been completed, it shall be included on the agenda for the next available meeting of the Cabinet, within two months of the date the report was adopted by the Committee.
- 8.2 If the Overview Select Committee cannot agree on one single final report to the Council or Cabinet as appropriate, then a report expressing minority views may be prepared and submitted for consideration by the Council or Cabinet with the majority report.
- 8.3 The Council or Cabinet will consider the report of the Overview Select Committee as soon as is practicable after it has been submitted to the Proper Officer.

9.0 **MAKING SURE THAT OVERVIEW SELECT COMMITTEE REPORTS ARE CONSIDERED BY THE CABINET**

- 9.1 The Agenda for Cabinet meetings shall include an item entitled 'Items put forward by Overview Select Committee or Working Groups'. The reports of the Overview Select Committee referred to the Cabinet shall be included at this point in the Agenda unless they have been considered in the context of the Cabinet's deliberations on a substantive item on the Agenda. Where an item is not considered by the Cabinet within two months, the Cabinet will give an explanation of the reasons to the Chairman of the Overview Select Committee as soon as is practicable..

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- 9.2 Where the Overview Select Committee prepares a report for consideration by the Cabinet in relation to a matter where the decision-making power has been delegated to an individual Member of the Cabinet, then the Committee will submit a copy of their report to that Cabinet Member for consideration. At the time of doing so, the Committee will also send a copy to the Chief Executive, Leader and all Cabinet Members. The Member with delegated decision-making power must consider the report and respond in writing to the Committee within four weeks of receiving it, or a shorter period specified by the Committee where there is urgency identified by the Committee. A copy of their written response shall be sent to the Chief Executive and the Leader. The Cabinet Member/Leader will also attend a future meeting of the Committee to present their response.
- 9.3 The Overview Select Committee will have access to the Council's Forward Plan and timetable for decisions and intentions for consultation. The Committee may choose to respond in the course of the Cabinet's consultation process in relation to any key decision

10.0 **RIGHTS OF OVERVIEW SELECT COMMITTEE MEMBERS TO DOCUMENTS**

- 10.1 In addition to their rights as Councillors, Members of the Overview Select Committee have the additional right to documents, and to notice of meetings as set out in the Access to Information Procedure Rules in Part 6 of this Constitution.
- 10.2 Nothing in this paragraph prevents more detailed liaison between the Cabinet and Overview Select Committee as appropriate depending on the particular matter under consideration.

11.0 **MEMBERS AND OFFICERS GIVING ACCOUNT**

- 11.1 The Overview Select Committee may scrutinise and review decisions made or actions taken in connection with the discharge of any Council functions within the terms of reference of the Committee. As well as reviewing documentation, in fulfilling the scrutiny role, it may require any Member of the Cabinet, the Head of Paid Service and/or any relevant Director, or Group Head to attend to answer relevant questions:
- 11.2 Where any Member or Officer is required to attend the Overview Select Committee under this provision, the Chairman of the Committee will inform the Group Head of Policy. The Group Head of Policy will inform the Member or Officer in writing giving at least seven working days' notice of the meeting at which they are required to attend. The notice will state the nature of the item on which they are required to attend to give account and whether any papers are required to be produced for the Committee. Where the account to be given to the Committee will require the production of a report, then the Member or Officer concerned will be given sufficient notice to allow for preparation of that documentation.
- 11.3 Where, in exceptional circumstances, the Member or Officer is unable to attend on the required date, then the Overview Select Committee shall in consultation with the Member or Officer arrange an alternative date for attendance as soon as practicable.

12.0 **ATTENDANCE BY OTHERS**

The Overview Select Committee may invite people other than those people referred to in Rule 11 above to address it, discuss issues of local concern and/or answer questions. It may for example wish to hear from residents, stakeholders and Members and Officers in other parts of the Public Sector and may invite such people to attend.

13.0 **CALL IN PROCEDURE**

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- 13.1. A 'call-in' will be considered where the Overview Select Committee decides to review a decision made by the Cabinet or one its Members before the decision is implemented.
- 13.2. A Call-in will only be considered where Members of the Overview Select Committee have evidence which suggests that the Cabinet or an Individual Cabinet Member did not take the decision in accordance with the principles set out in Article 13 (Decision Making). Call-in does not apply to decisions of:
- Committees reporting to the full Council,
 - Member Panels,
 - Joint Area Committees unless exercising executive functions and
 - Officers.
 - Urgent Decisions taken by the Cabinet or one of its Members
- 13.3. When a decision is made by the Cabinet or an individual Member of the Cabinet, or a key decision is made by an officer with delegated authority from the Cabinet, or an Area Committee under joint arrangements, the decision will be published. The decision shall be treated as published as soon as it is published on the Council website. All Members will be sent notice of all such decisions by the proper officer responsible for publishing the decision in electronic form.
- 13.4. The notice to Members will bear the date on which it is published and will specify the date upon which the decision will take effect ("the effective date"). The effective date will be 10.00 a.m. on the day after the expiry of five clear working days from the publication of the decision. The day of publication, Saturdays, Sundays and Bank Holidays are not days for the purposes of this Rule. Under current arrangements, the effective date is:
- For decisions of an Individual Cabinet Member made on a Thursday and published on a Thursday, 10.00 a.m. on the second following Friday,
 - For Cabinet decisions made on a Monday and published on a Tuesday, 10.00 a.m. on the second following Wednesday.
- 13.5. If a request for a call-in is received by the Group Head of Policy within the period between the publication of the decision and the effective date, he/she shall call-in the decision for scrutiny by the Committee. For it to be valid, the request must be:
- in writing (on paper or email) and identify the lead Member of the call-in,
 - specify the decision which is to be the subject of the call-in,
 - satisfy at least one of the criteria set out in paragraph 13.9, and
 - be supported by at least any five Members of the Council who do not have pecuniary or disclosable interest with regards to the subject of the call-in PROVIDED that the Members represent more than one political party.
- 13.6. The request for the call-in must be signed or e-mailed by one of the Members referred to in 13.4 (fourth bullet point) but need not be signed by all, provided that those Member(s) signing the request are able to assure the Group Head of Policy if called upon to do so that they had written or verbal assurances of support from each supporting Member prior to the request for the call-in being submitted. If sent by e-mail this should be preceded by a verbal notification.
- 13.7.
- 13.8. If the Chairman or Vice Chairman of the Overview Select Committee is one of the five Members requesting the Call-In, they will not chair the Overview Select Committee meeting when the Call-in is considered.
- 13.9. The Members referred to in paragraphs 13.5 (fourth bullet point) must first consider whether any one or more of the following criteria for or against call-in apply prior to exercising the call-in:

1.	Is the Cabinet Decision within existing policy?
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(i)	The Decision appears to be contrary to the Budget or one of the Policy Framework plans or strategies
(ii)	The Decision appears to be inconsistent with any other form of policy approved by Full Council, Cabinet or Regulatory Committees
(iii)	The Decision appears to be inconsistent with recommendations previously made by Overview Select Committee, accepted by Full Council or Cabinet
2.	Is the Cabinet Decision well founded?
(i)	The Cabinet appears to have failed to consult ward councillors, relevant stake holders or other interested persons before arriving at its decision
(ii)	The Cabinet appears to have overlooked a principle in Article 13.2 or some other relevant consideration in arriving at its decision
(iii)	The Cabinet appears to have failed to give adequate reasons for the Decision
(iv)	The Decision has already generated particular controversy amongst those likely to be affected by it or is likely to do so
(v)	There is a substantial lack of clarity, material inaccuracy or insufficient information provided in the report to allow the Overview Select Committee to hold the Cabinet to account and/or add value to the work of the Council
3.	Has the Cabinet Decision been properly taken?
(i)	The Decision appears to give rise to significant legal, financial or property issues
(ii)	The notification of the Decision does not appear to have been in accordance with Council Procedures
(iii)	The decision is not within the Cabinet's powers or terms of reference or within the Portfolio of the Cabinet Member with delegated responsibility who took it.
4.	Does the Cabinet Decision particularly affect a ward or community?
(i)	The Decision appears to give rise to significant issues in relation to a particular ward or community and those issues do not appear to have been considered

- 13.10. In receiving a Call-In request the Group Head of Policy will consult with the Chairman and/or Vice-Chairman of the Overview Select Committee and the Group Head of Council Advice & Monitoring Officer or Chief Executive (as appropriate).
- 13.11. This will be to review the basis of the call-in against the criteria in Paragraph 13.8 and the evidence provided in the officer report, decision notice and background papers before determining its validity, including seeking further evidence from the report author, Cabinet Member and call-in councillors
- 13.12. Another Member from the Overview Select Committee should be selected to undertake this review in the absence of the Chairman or Vice-Chairman or in the event that the Chairman or Vice-Chairman is one of the call-in councillors or has a Pecuniary Interest regarding the subject of the call-in. If a call-in is determined to be invalid, the Group Head of Policy shall notify the call-in councillors and the decision taker of the reason for this determination, together with Members of the Overview Select Committee.
- 13.13. Upon receiving a valid request for a call-in, the Group Head of Policy will notify the decision-taker of it and no further steps shall then be taken towards implementation of the decision until the steps outlined in this call-in procedure have been completed. The Group Head of Policy will call a meeting of the Committee after consultation with the Chairman of the Committee and advise all Members of the call-in.
- 13.14. In deciding whether or not to refer a decision back the Overview Select Committee shall have regard to:

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- any further information which may have become available since the decision was made,
 - the implications of any delay,
 - whether reconsideration is likely to result in a different decision,
 - the importance of the matter raised and the extent to which it relates to the achievement of the Council's priorities,
 - whether there is any evidence that the decision-making rules in the Constitution have been breached,
 - whether the agreed consultation processes have not been followed
 - whether a decision or action proposed or taken is not in accordance with a policy agreed by the Council,
 - what other avenues may be available to deal with the issue and the extent to which the Councillor submitting the request has already tried to resolve the issue through these channels (e.g. a letter to the relevant Member, the complaints procedure, enquiry to the Chief Executive or Director, Council question etc).
- 13.15. If, having considered the decision, the Overview Select Committee is still concerned about it, it may refer it back to the decision-making person or body for reconsideration, setting out its concerns or refer the matter to Full Council. If referred back to the decision-maker, the decision maker will then reconsider the concerns amending the decision or not, before adopting a final decision.
- 13.16. If within six weeks from the request for the call-in, the Overview Select Committee does not meet, or does meet but does not refer the matter back to the decision making-person or body, or to the Full Council, the decision shall take effect on the date of the Overview Select Committee meeting or on the expiry of the six week period, whichever is the earlier.
- 13.17. If the matter was referred to Full Council and the Council does not object to a decision which has been made, then no further action is necessary and the decision will be effective in accordance with the provision below. However, if the Council does object, it will refer any decision back to the decision making person or body together with the Council's views on the decision, unless the decision is contrary to the Policy Framework, or contrary to or not wholly consistent with the Budget. That decision-making body or person shall choose whether to amend the decision or not before reaching a final decision and implementing it. Where the decision was taken by the Cabinet or an individual it must be reconsidered within 14 working days of the Council request.
- 13.18. If the Council does not meet, or if it does but does not refer the decision back to the decision maker, the decision will become effective on the date of the Council meeting or expiry of the period in which the Council meeting should have been held, whichever is the earliest.
- 13.19. The call-in procedure set out above shall not apply where the decision being taken is urgent as set out in:
- Part 3 – Responsibility for Functions, (Urgent Decisions by Cabinet)
 - Part 6, Section 3, Budget and Policy Framework (Urgent Decisions contrary to the Budget or Policy Framework)
 - Part 6, Section 1 of the Decision Notice Procedure Rules (Urgent Decisions).

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13.20. A decision will be urgent if any delay likely to be caused by the call-in process would seriously prejudice the Council's or the public's interests. The record of the decision, and notice by which it is made public will state whether in the opinion of the decision-making person or body, the decision is an urgent one, and therefore not subject to call-in. The Chairman of the Overview Select Committee must agree that the decision proposed is reasonable in terms of it being treated as a matter of urgency if it is a key decision at Cabinet. This must be agreed for all urgent Individual Cabinet Member decisions. In the absence of the Chairman/Vice-Chairman of the Overview Select Committee, the consent of the Chairman of the Council/or Vice-Chairman of the Council will be required, . In the absence of both, the Head of Paid Service or his/her nominee's consent shall be required. Decisions taken as a matter of urgency must be reported to the next available meeting of the Council, together with the reasons for urgency.

14.0 **THE PARTY WHIP**

14.1 When considering any matter in respect of which a member of the Overview Select Committee is subject to a party whip, a nominated member of the party must declare the existence of the whip and the nature of it before the commencement of the Committee's deliberations on the matter. The declaration, and the detail of the whipping arrangements, shall be recorded in the minutes of the meeting.

15.0 **PROCEDURE AT OVERVIEW SELECT COMMITTEE MEETINGS**

15.1 The Overview Select Committee shall consider the following business:

- minutes of the last meeting,
- declarations of Interest
- consideration of any matter referred to the Committee for a decision in relation to call-in of a decision
- responses of the Cabinet/Council/Individual to reports of the Overview Select Committee reporting any required changes to the Committee's Work Programme; and
- the business otherwise set out on the Agenda for the meeting.

15.2 **SPEAKERS GIVING EVIDENCE**

15.3 Where the Overview Select Committee conducts investigations (e.g. with a view to Policy Development), the Committee may also ask people to attend to give evidence at Committee meetings which are to be conducted in accordance with the following principles:

- that investigations be conducted fairly and all Members of the Committee be given the opportunity to ask questions of attendees, and to contribute and speak
- that those assisting the Committee by giving evidence be treated with respect and courtesy and
- that the investigation be conducted so as to maximise the efficiency of the investigation or analysis.

15.4 Following any investigation or review, the Committee shall prepare a report, for submission to the Cabinet and/or Council as appropriate and shall make its report and findings public, save in respect of any confidential or exempt information.

16.0 **PROCEDURE AT OVERVIEW SELECT COMMITTEE MEETINGS IN RESPECT OF DECISIONS CALLED IN**

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- 16.1 The following shall be the procedure at the Overview Select Committee meetings in respect of decisions called in. The procedure may be amended by a motion put to the meeting by the Chairman.

1. The Group Head of Policy [or nominated representative] to introduce the report before the Committee and any recommendations.
2. The Chairman to introduce the call-in Members, Cabinet Members and officers.
3. The lead Member for the call-in or their representative to outline why the decision has been called in based on the original request and any subsequent written evidence provided [up to 6 minutes].
4. The remaining 4 call-in Members be invited to speak in support of their request [up to 3 minutes each].
5. Statements from members of the public [3 minutes per person] for up to 30 minutes, with the Chairman of the Committee having discretion to extend this on the basis of: <ol style="list-style-type: none"> a. Members of the public giving notice of their wish to speak to the Group Head of Policy by 10am on the day before the meeting. b. Members of the Committee asking a speaker to clarify a point raised or provide additional information.
6. The relevant Cabinet Members and/or Leader of the Council to present the background to the decision and any subsequent written evidence provided [up to 6 minutes]
7. Witnesses may be called by the Committee to give evidence, to be questioned in turn by the Members of the Committee, the lead call-in Member, and then by Members of the Cabinet.
8. Witnesses may be called by the relevant Cabinet Member or any Member(s) of the Cabinet to give evidence, to be questioned in turn by the Members of the Cabinet, the lead call-in Member, and then by Members of the Committee. The lead call-in Member and the Committee may also ask questions of the Cabinet Members.
9. Witnesses may be called by the lead Member of the call-in to give evidence, to be questioned in turn by the lead call-in Member, by Members of the Cabinet and then by Members of the Committee. The Cabinet Members and the Committee may also ask questions of the lead call-in Member.
10. Members of the Council who are not Members of the Committee may speak with the agreement of the Committee.
11. The lead Member for the call-in to be invited to make a concluding statement [up to 6 minutes].
12. The Cabinet Member and/or Leader to be invited to make a concluding statement [up to 6 minutes].
13. The Chairman to open the debate by the Committee and seek any motions from Members of the Committee to be proposed, seconded, and debated in accordance with the Committee Procedure Rules. During the debate, Members of the Committee may: <ol style="list-style-type: none"> a. put further questions to the Cabinet Member and/or Leader of the Council to respond to in their concluding statement b. put further questions to the lead Member for the call-in to respond to in their concluding statement c. seek clarification from either side on minor points during the course of the debate.
14. Should an amendment be made to a motion before the Committee, the relevant Cabinet Member and/or Leader of the Council and the lead Member for the

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call-in may make a statement with the agreement of the Chairman, but shall otherwise make any remarks in their concluding statement.
15. The seconder (if he/she has reserved the right) and then the proposer of any motion to be invited to speak.
16. The Chairman to conclude the debate and put any motion to the vote.
17. If any further motion is put, then steps 11 to 16 would be repeated.
18. The Chairman to confirm the decision of the Committee.

- 16.2 If any Member, officer or member of the public proposes to refer to any written material at the meeting, they must provide a copy to the Group Head of Policy no later than three clear days [clear days excludes the day of receipt and the day of the meeting] before the date of the meeting so that copies can be provided to Members of the Committee, the call-in Members, and Cabinet Member/Leader of the Council in advance of the meeting.
- 16.3 The Deputy Leader of the Council may take the place of the Leader of the Council in their absence.
- 16.4 Should a call-in request be based on a confidential matter then the Chairman, in consultation with the Group Head of Council Advice & Monitoring Officer, may propose an alternative procedure for the meeting.

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Overview Select Committee 10 July 2018**Summary of key proposed changes to Scrutiny Procedure Rules**

Section	Change	Reason for Change
1.0	Explanation about eligibility	Clarification
2.0	Selection of co-optees Committee responsibility	Clarification Update
3.0	Chairman/Vice-Chairman ability to change dates of meetings	Clarification Update
4.0	Reference to other rules	Clarification Consistency
5.0	Shortened version	Clarification Update
6.0	Reference to other rules + shortened	Clarification Consistency
7.0	Remove reference to 'financial implications' this is implicit in all the Council does	Update
8.0	Remove reference to submitting to Chief Executive	Update
9.0	Change so consistent with Cabinet rules and shortened (need to review practices to ensure that this is happening)	Clarification Consistency
10.0	No change	
11.0	Shortened + requirement of Chief Executive to be involved in asking people to attend OSC removed	Clarification Update
12.0	No change	
13.0	Largely unchanged 13.9, 3, iii new criteria	Clarification Update Consistency
13.20	Remove specific timescale as may not fit in with pre-planned schedule for Full Council meetings	Clarification Consistency
13.21	Role of Chairman of OSC clarified	Clarification

		Update
13.22	Insert Vice-Chairman of OSC as able to agree if decision is urgent	Clarification
14.0	Statement about party whip removed	Unnecessary as councillors required to declare any interests in next section
15.0	Unchanged	

**ARUN DISTRICT COUNCIL
COUNCILLOR FEEDBACK REPORT FROM OUTSIDE BODIES**

Report to Overview Select Committee – 22 June 2018

Name of Meeting:	West Sussex County Council's Health & Adult Social Care Select Committee (HASC)
Date of Meetings:	22 June 2018
Report by:	Cllr George Blampied – The Council's Nominated Representative
Relevant Cabinet Member:	Cllr Mike Clayden – Cabinet Member for Community Wellbeing
Feedback:	
<p>After a public consultation exercise was held during May 2018, the main item being discussed was:</p> <ul style="list-style-type: none"> • Adults in House Social Care [Choices for the Future] <p>It was reported that there was a duty to ensure that the service being provided met the needs of people in West Sussex. The County Council would have to deliver services to better meet the needs of people in West Sussex in the future as society is changing and people are living longer.</p> <p>It was stated that there would be no reduction in service but this was being disputed. It was mentioned that there could be day-centre closures resulting in users having to move to new buildings. There may also be a reduction in transport for some people. It was felt that some groups i.e. people with learning disabilities and those diagnosed with dementia, could lose out. The outcome of the public consultation forms a 5 year programme with a new model of services, staff retraining that affects some 900 people weekly. This was a very big subject to digest and if the committee wishes to know more I suggest they obtain a copy of the 'Choices for the Future' paper. Link as follows:</p> <p>http://www2.westsussex.gov.uk/ds/cttee/hasc/hasc220618age.pdf</p> <p>The next item was about:</p> <ul style="list-style-type: none"> • the improved Better Care Fund <p>This was introduced by the Government last Spring in 2017 to help councils with the financial pressures of meeting Adult Social Care across the county. This was a follow up report requested by HASC last year. Members felt it was a good report and was helping with the pressures resulting in the increase of people requiring community based health care and hospital admissions. This subject would be kept under review.</p>	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2018/19**

Date of Meeting: 22 MAY 2018			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Combined Cleansing Services Contract – Review of Performance since award and extension of Contract	Ollie Handson – Greenspace & Development Manager	
2	HRA – Update and Review of Plan since its adoption by Full Council in September 2017	Satnam Kaur – Group Head of Residential	
Performance Reviews			
	There are no items for this meeting.		
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
3	Feedback from Sussex Police & Crime Panel – 27 April 2018	Cllr Clayden as the appropriate Cabinet Member	
Holding Cabinet to account			
4	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
5	To agree the work programme for 2018/19	Jackie Follis	To be reported to Full Council on 18.07.18

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2018/19**

Date of Meeting: 10 JULY 2018			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Overview Select Committee – Review of Scrutiny Procedure Rules	Jackie Follis – Group Head of Policy	In place for the review of the Constitution
Performance Reviews			
2	Corporate Plan 2013-2018 – Q4 and End of Year Performance outturn for 1 April 2017 to 31 March 2018	Gemma Stubbs – Executive Assistant to the Chief Executive	Review of end of year performance
3	Service Delivery Plan 2013-2018 – Q4 and End of Year Performance outturn for 1 April 2017 to 31 March 2018	Gemma Stubbs – Executive Assistant to the Chief Executive	Review of end of year performance
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Police and Crime Panel Meeting – 29 June 2018	Cllr M Clayden/Cllr A Cooper	
5	Feedback from Meeting of HASC held on 22 June 2018	Cllr Blampied	
Holding Cabinet to account			
6	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan and Service Delivery Plans	All Cabinet	
Work Programme			
7	Work Programme – 2018/19 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2018/19**

Date of Meeting: 18 SEPTEMBER 2018			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Feedback from Council Tax Review Working Party	Andrew Dale – Revenues & Benefits Manager	The Committee will receive the minutes of the meeting held on 14 August which may contain recommendations
2	The newly appointed Police Divisional Commander for West Sussex, Chief Superintendent Jerry Westerman will attend this meeting to provide information on the Sussex Police Transformation Strategy 2018-2022 and answer any questions Members may have on this subject.		
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
Holding Cabinet to account			
3	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
4	Work Programme 2018/19 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2018/19**

Date of Meeting: 20 NOVEMBER 2018			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Review of the Council's Write-Off and Recovery Policies	Carolin Martlew – Financial Services Manager and Andrew Dale – Revenues and Benefits Manager	
2	Leisure Operating Contract – Annual Report [including review of Dual Use Agreement at the Arun Leisure Centre]	Robin Wickham – Group Head of Community Wellbeing	It is a constitutional requirement for the Committee to annually review the Dual Use Agreement
3	Greenspace Management Contract = Review of Performance since award of Contract	Ollie Handson – Greenspace & Development Manager	
Performance Reviews			
4	Corporate Plan – 2018-2022 – Q2 Performance Outturn Report for the period 1 April 2018 to 30 September 2018	Gemma Stubbs – Executive Assistant to the Chief Executive	
5	Service Delivery Plan – 2018-2022 – Q2 Performance Outturn Report for the period 1 April 2018 to 30 September 2018	Gemma Stubbs – Executive Assistant to the Chief Executive	
6	Feedback from Council Tax Review – Scheme for 2019/20	Andrew Dale – Revenues and Benefits Manager	Annual Review
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
7	Feedback from Meetings of HASC held on 27 September and 15 November 2018	Cllr G Blampied	
8	Feedback from the Meeting of the Sussex Police and Crime Panel held on 6 October 2018	Cllr P Wotherspoon/Cllr L Brown	
Holding Cabinet to account			
9	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
10	Work Programme 2018-19 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2018/19**

Date of Meeting: 29 JANUARY 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Council Budget – 2019/20	Alan Peach – Group Head of Corporate Support	Annual Review
	Capacity for another topic		
Performance Reviews			
2			
3			
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Meetings of HASC held on 16 January 2019	Cllr G Blampied	
5	Feedback from Sussex Police and Crime Panel Meeting held on 18 January 2019	Cllr M Clayden/ Cllr A Cooper	
Holding Cabinet to account			
6	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan	All Cabinet	
Work Programme			
7	Work Programme 2018/19 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2018/19**

Date of Meeting: 12 MARCH 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Capacity for Items		
2	Capacity for Items		
Performance Reviews			
	There are not items for this meeting		
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
3	Feedback from the meeting of the Sussex Police & Crime Panel held on 18 February 2019		
Holding Cabinet to account			
4	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
5	Ideas for Work Programme 2019/20 –	Jackie Follis – Group Head of Policy	