

Committee Manager: Carley Lavender (Ext. 37547)

6 November 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, 20 November 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 Wheal.

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

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

The Committee will be asked to approve as a correct record the Minutes of the Overview Select Committee held on 18 September 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 CALL-IN OF CABINET DECISION C/018/151018 - THE FUTURE USE OF THE LOOK AND SEA CENTRE, LITTLEHAMPTON

A valid request to call-in a decision taken by the Cabinet on 15 October 2018 was received from Councillors Dr Walsh, Purchase, Northeast, Buckland, Oppler, Smith and Stanley on 18 October 2018. Councillor Tyler was added to this list on 22 October 2018. The decision relates to Decision Ref C/018/151018 - The Future Use of the Look and Sea Centre, Littlehampton.

The Committee is asked to consider whether to refer the decision back to Cabinet for reconsideration; to refer the matter to Full Council; or to reject the call-in.

6 CORPORATE PLAN 2018-2022 – QUARTER 2 PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2018 TO 30 SEPTEMBER 2018

This report sets out the Q2 performance outturn for the Corporate Plan performance indicators for the period 1 April 2018 to 30 September 2018.

7 SERVICE DELIVERY PLAN 2018-2022 – QUARTER 2 PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2018 TO 30 SEPTEMBER 2018

This report sets out the Q2 performance outturn for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2018 to 30 September 2018.

8 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.

9 WORK PROGRAMME UPDATE– 2018/2019

The Group Head of Policy will update the Committee will update the Committee on the need to adjust its 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](http://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 20 NOVEMBER 2018****PART A : REPORT**

<b>SUBJECT: Call-In of Cabinet Decision C/018/151018 - The Future Use of the Look and Sea Centre, Littlehampton</b>
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<b>REPORT AUTHOR: Jackie Follis, Group Head of Policy</b>
<b>DATE: 2 November 2018</b>
<b>EXTN: 37580</b>
<b>PORTFOLIO AREA: Policy</b>

**EXECUTIVE SUMMARY:**

A valid request to call-in a decision taken by the Cabinet on 15 October 2018 was received from Councillors Dr Walsh, Purchase, Northeast, Buckland, Oppler, Smith and Stanley on 18 October 2018. Councillor Tyler was added to this list on 22 October 2018. The decision relates to Decision Ref C/018/151018 - The Future Use of the Look and Sea Centre, Littlehampton.

The Committee is asked to consider whether to refer the decision back to Cabinet for reconsideration; to refer the matter to Full Council; or to reject the call-in.

**RECOMMENDATIONS:**

The Committee is asked to consider whether to:

- 1) refer the decision back to Cabinet for re-consideration, setting out the nature of the concerns
- 2) refer the matter to Full Council, setting out the nature of its concerns; or
- 3) reject the call-in request

**1. BACKGROUND:**

1.1 On 15 October 2018, the Cabinet considered a report from the Director of Place, concerning the future of the Littlehampton Look & Sea Centre, following the current operators entering administration. The report set out the background to the current position, with Arun District Council as the freehold owner of the site. This included a description of the current legal and financial position; the use of the buildings and functions undertaken at the Look and Sea Centre prior to the administrators being called in; and proposals for the future use of the site, the provision of alternative educational material and the development of electronic promotional tools to promote 'the offer' of Littlehampton.

1.2 The Report proposed three options:

- a) To seek an operator to provide a café together with a Visitor Experience and Visitor Information Centre;
- b) To seek an operator to provide a café/restaurant for the whole of the building;
- c) To sell the premises on the open market

1.3 The Minutes from the Cabinet meeting (attached at Appendix 1) highlight the issues raised at the meeting. Cabinet resolved the following:

- i. It supports the submission of a planning application seeking planning permission for the change of use of the upper floors into a café/restaurant/bar;
- ii. The Group Head of Technical Services be authorised to:
  - a) seek conditional tenders/expressions of interest for an operator to run a café/restaurant/bar for the whole premises for a period of at least 25 years (unless a lesser period would represent best consideration) subject to planning permission and any other legal issues;
  - b) negotiate suitable Heads of Terms for a new lease; and
  - c) to enter into the agreed Lease with the selected operator following consultation with the Section 151 Officer and the Cabinet Portfolio Holder for Technical Services;
- iii. It be confirmed that the building will no longer be used to provide a Visitor Experience or Visitor Information Centre; and
- iv. Approval be given for the commissioning of:-
  - a) educational material based on the current curriculum to support school field trips bespoke for Littlehampton; and
  - b) utilise a range of electronic promotional tools such as web and “app” guides to promote ‘the offer’ of Littlehampton from a tourism and local interest point of view.

1.4 Decision notice C/018/151018 was published on 16 October 2018 (attached at Appendix 2). The Decision was due to take effect on Wednesday 24 October 2018.

1.5 A copy of the officer’s report is attached at Appendix 3.

#### 1.6 Call-In Request

1.6.1 A request to call-in this decision was initially received on 18 October 2018 at 12.32 from Councillor Dr Walsh. Following a review of the reasons given for the call-in it was confirmed to be valid at 10.31 on Tuesday 23 October. The other Members supporting the call-in were Councillors Purchase, Northeast, Buckland, Oppler, Smith, Stanley and Tyler.

1.6.2 The basis for the call-in is set out in the following table against criteria defined in section 13.8 of the Procedure Rules for Scrutiny, with the reasons given by the call-in Members:

Criteria	Reasons given
2(i) The Cabinet appears to have failed to consult ward councillors, relevant stakeholders or other interested persons before arriving at its decision.	The Cabinet have clearly failed to do this, and not least failed to consult the Littlehampton Regeneration Sub Committee which met the week before the Cabinet meeting but which did not have the report in front of it, despite the constitution specifying that the Sub Committee should 'make recommendations to Full Council on matters relating to land & property in the Council's ownership.' The Sub Committee unanimously agreed its anger at not being consulted on this matter of crucial importance to Littlehampton Regeneration.
2(iv) The Decision has already generated particular controversy amongst those likely to be affected by it or is likely to do so	This has been clearly demonstrated by the contributions on Facebook Look and Sea Rescue, none of whom have been afforded the courtesy of a consultation on the matter as regular users of the facilities, including the Visitor Information Centre and Visitor Experience, scheduled for closure.
2(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	Clearly demonstrated. There were no figures regarding visitor numbers to the cafe, Littlehampton Experience or VIC nor any sales figures. Nor any analysis of what had gone wrong and no evidence of alternative options having been explored. It is important that the local community, local councillors and the Town Council as partial stakeholders are fully consulted in this process.
1.6.3 Having reviewed the reasons given against the criteria in Section 13.8 of the Procedure Rules for Scrutiny, the request was deemed to be valid on the basis of one or more of the criteria being accepted.	
1.7 <u>Procedure for the Meeting</u>	
1.7.1 The procedure for the meeting is set out in Section 16.1 of the Procedure Rules for Scrutiny. This is attached at Appendix 4 and further copies will be available at the meeting. For clarification in Section 16.1.13 of the procedure for the meeting, the 'motions' referred to at the opening of the debate are the options available to the Committee, as set out in Section 3 of this paper.	
1.8 <u>Further Evidence</u>	
1.8.1 Any written materials to be referred to by the Councillors who called in the decision, the Cabinet Member, or members of the public will need to be provided in advance of the meeting to the Group Head of Policy. The final deadline is 14 November 2018.	

1.8.2 If there are any witnesses that members of the Committee would wish to be invited to the meeting to give evidence or respond to questions then a request should be made to the Group Head of Policy by 14 November 2018.

1.8.3 Members of the public may make a statement at the meeting provided that they have requested this via the Group Head of Policy by 10.00 on the 19 November 2019. They will not be able to refer to any written material that has not been submitted by 14 November 2018, as set out previously.

## 1.9 Decision of the Committee

1.9.1 In accordance with Scrutiny Procedure Rule 13.13, 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).

1.9.2 If the Committee remains concerned, having considered the decision and all evidence presented, it may:

- a) refer the decision back to Cabinet for reconsideration, providing the nature of its concerns; or
- b) refer the matter to Full Council, again setting out the nature of its concerns.

1.9.3 Alternatively the Committee may reject the call-in request.

1.9.4 Any motion or recommendation put forward by the Committee will need to be proposed and seconded and voted upon at the meeting once the concluding statements have been made.

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

Under the Scrutiny Procedure Rules there are three courses of action open to the Overview Select Committee as described in Para 1.9 above and again in Section 3 - Options below.

<b>3. OPTIONS:</b>		
a) refer the decision back to Cabinet for reconsideration, setting out the nature of its concerns;		
b) refer the matter to Full Council, setting out the nature of its concerns;		
c) reject the call-in request.		
<b>4. CONSULTATION:</b>		
Has consultation been undertaken with:	<b>YES</b>	<b>NO</b>
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>	<b>YES</b>	<b>NO</b>
Financial		✓
Legal		✓
Human Rights/Equality Impact Assessment	✓	
Community Safety including Section 17 of Crime & Disorder Act	✓	
Sustainability	✓	
Asset Management/Property/Land	✓	
Technology	✓	
Other (please explain)	✓	
<b>6. IMPLICATIONS:</b>		
a) If the matter is referred back to Cabinet, Cabinet will reconsider the concerns, amending the decision or not, before adopting a final decision (section 13.14 of the Scrutiny Procedure rules).		
b) If the matter is referred to Full Council and the Council does not object to the original decision then no further action is necessary and the original decision becomes effective. If Full Council does object the provisions of section 13.16 of the Scrutiny Procedure rules will apply.		
c) If the call-in is rejected the original Cabinet decision will stand (section 13.15 of the Scrutiny Procedure rules) and take effect on the date of the Overview Select Committee meeting.		

**7. REASON FOR THE DECISION:**

To determine whether further action is required following the call-in of Cabinet Decision C/018/151018.

**8. BACKGROUND PAPERS:**

The Constitution, in particular Part 6 Procedure Rules, Section 2 Scrutiny [Relevant Section of the Constitution](#)



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CABINET

15 October 2018 at 5.00 pm

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

Councillors Ambler, Bicknell, Buckland, Cates, Cooper, Edwards, Mrs Madeley, Northeast, Mrs Oakley, Mrs Porter and Mrs Stainton were also in attendance at the meeting.

202. WELCOME

The Chairman welcomed Councillors, representatives of the public, press and Officers to the meeting.

203. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

204. PUBLIC QUESTION TIME

*(Please note that the questions and answers in these minutes are a summarised version, with the full version published on the Council's website).*

(a) Questions from the public (for a period of up to 15 minutes).

The Chairman invited questions from members of the public who had submitted their questions in advance of the meeting in accordance with the Council's Constitution.

The Chairman confirmed that as eighteen questions had been submitted, all in relation to the Look & Sea Centre, Littlehampton, and in view of the public interest in this matter, she would extend public question time to allow all of the questions submitted to be asked and responded to.

The Chairman confirmed that as one of the questioners was not present at the meeting, that questions 2, 4, 6, 8, 10, 12 and 14 would be responded to in writing, but that the questions asked and the responses provided would be available on the Council's web site at: [Public Question Time](#)

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The first questioner was therefore invited to ask questions 1, 3, 5, 7, 9, 11, 13 and 15 – these are as set out below, in summary:

Question One - What regular financial contribution did ADC make to the visitor experience as we believe that £20,000 of ADC funding was recently given to the Look & Sea before its collapse?

Response – Arun was responsible for the establishment and original funding of the Look & Sea facility. With the exception of an annual grant for the Visitor Information Centre (VIC) the expectation at the outset was that the Trustees would operate a financial viable business which included the provision of the VIC. Given that the Look & Sea Centre has existed for over 15 years without a subsidy, it was assumed that until recently the business was viable. The Council did provide £20,000 after a request from the Trustees and was clearly disappointed that despite this support, the Trustees were unable to operate a viable business.

Question Three – What consideration has been made on keeping the tower and VIC open?

Response – This has been discussed and will be debated here tonight. Ultimately, Cabinet will need to take a decision which it considers to be best for the residents of Arun as a whole.

Question Five - What does the cost/benefit analysis of the visiting school's spend in the Town show?

Response – This question presupposes that visiting schools will no longer visit the Town. There is no evidence to suggest that the number of school visits will decline. What the recommendations in the report suggest is that material is created that can be used as an education resource which is not a fixed point. There is already an excellent museum in the Town and I am sure that they would welcome the extra footfall.

Question Seven - What is the expected revenue loss to the Pier Road and other business (eg 3,000 odd cod and chips and ice creams per annum)?

Response – I am not sure as to the purpose of this question. For example, some might argue that the closure of the Look & Sea would mean that visitors might seek out alternative establishments to buy food which would benefit those establishments along Pier Road.

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Question Nine - Will the Council explain the latest auditor's reports on the two businesses?

Response – As far as I am aware the Council has not seen such reports. Even if we had, I believe that is more appropriate for those in control of the businesses to make comment.

Question Eleven - Has the option of leasing Harbour Lights and retaining the visitor experience by selecting a caterer who would embrace the visitor experience as a separate entity been considered?

Response – It has but it is considered that requiring a lease to provide the visitor experience would significantly reduce the number of potential operators who would turn their current interest into a firm bid to operate the facility.

Question Thirteen - Who is to fund the authorship and production of the Littlehampton Education material?

Response – Details of how the education material will be created and delivered will be determined once a decision has been made tonight. In terms of funding, it is proposed to use some of the £16k the Council set aside previously to subsidise the VIC.

Question Fifteen - Who will pay to devise, design, and launch and maintain the Littlehampton e-visitor information application?

Response – There are already several different platforms available such as Sussex by the Sea and Visit Littlehampton. Depending upon the decision made tonight, discussions will take place to determine how these might be enhanced.

## 205. MINUTES

The Minutes of the meeting held on 17 September 2018 were approved by the Cabinet as a correct record and signed by the Chairman.

## 206. BUDGET VARIATION REPORT

There was no item for this meeting.

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207. JOINT WORKING – BUSINESS CONTINUITY (TELEPHONY)  
BETWEEN ARUN DISTRICT COUNCIL AND CHICHESTER  
DISTRICT COUNCIL

The Chairman had requested that an urgent item be considered at this meeting in accordance with Rule 2.3, Part 3 – Responsibility for Functions of the Cabinet relating to the assistance that the Council had provided to Chichester District Council in response to a failure of their telephony system. The reason for this urgency was to make Members aware of the intervention, the positive feedback and the lessons learnt for future business continuity planning.

The Chief Executive presented this item and outlined that the Council had successfully worked in partnership with Chichester District Council (CDC) for some time on a number of initiatives and projects. This relationship worked particularly well across the IT services where both Councils regularly shared technical knowledge; skills and experience. Both Councils had undertaken a joint project in 2016 to replace their telephony solutions and a key part of this project was to ensure shared business continuity arrangements existed in the event of either Council losing access to their telephony systems. On 18 September 2018, CDC lost access to its telephony system completely due to a fault on the BT exchange. As a result, both Council's business continuity plans were invoked. Within a very short space of time, both ICT teams had set up a temporary Contract Centre at the Arun Civic Centre, with CDC's phones being diverted and Contract Centre staff being relocated to the Civic Centre for the next 48 hours. A review of this incident outlined that the technology had worked as it should and that staff from both Councils had acted with the highest level of professionalism to maintain the customer contact service.

In discussing the report, Cabinet stated that it wished to have recorded its thanks to Paul Symes and his team for the assistance that had been given to CDC. This had shown an excellent example of the continued partnership working between the two Councils and that it was reassuring to know that in the event of an emergency, the Council's business continuity plans worked and services to the public would be maintained.

The Cabinet then noted the report.

208. THE FUTURE OF THE LOOK & SEA CENTRE, LITTLEHAMPTON

The Chairman announced that she had received notification from two Councillors that they wished to speak on this item and so she would invite them to make their statements first before inviting the Cabinet Member for Technical Services and the Director of Place to present the report.

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First to speak was Councillor Buckland who confirmed that he was speaking as a Member of Littlehampton Town Council (LTC); a Member of West Sussex County Council (WSSCC) and as a District Councillor representing the River Ward. Councillor Buckland stated that he wanted to know how the demise of the Look & Sea had been allowed to happen and who was being held accountable? He was aware that ADC had granted a large sum of money to the Trust and so who had been monitoring this? Councillor Buckland also wanted to know why the Council proposed to disband the Visitor Information Centre (VIC) and he wanted to see figures that would show footfall, expenditure and losses. His final concern was that ADC had not entered into any discussion with LTC about whether it would be supportive of taking on the VIC side of things. He also asked why Ward Members had not been consulted on the report and especially recommendations (3) and (4).

Councillor Bicknell was then invited to speak. He confirmed that he had a number of questions and observations that he wished to make as Chairman of the Littlehampton Regeneration Sub-Committee. He stated that he had read the report and so felt that some of his questions had been answered. The closure of the Look & Sea had been a complete surprise to ADC and he accepted that the Council could not have intervened earlier and that it could not interfere with the individual running of the business. He was satisfied that full consideration would be given by the Cabinet to answer what has been asked by members of the public and that he was confident that the Cabinet would arrive at a decision with the best interests of Arun's tax payers in mind.

The Cabinet Member for Technical Services, Councillor Haymes, then introduced the report and explained that this matter had arisen due to the unfortunate and unexpected closure of the Look & Sea Centre. It was important for the Council to act quickly to secure a new operator for the building. In doing this, he outlined that the world that existed today was very different to when the original concept for the Look & Sea had been agreed and the building erected. The Council now needed to move with the times and the recommendations in the report reflected this.

The Director of Place highlighted some key points. Everything that had happened to date had been an unexpected series of events leaving the Council with a limited amount of time to consider the information available. In moving forward, the Council, as the freehold owner of the site, needed to seek a new operator for the premises and needed to determine what uses the premises should be put to in the future to inform any tender. The report had set the scene in explaining how the building had been used previously. As trends were changing due to the availability of social media and smartphone functions, VICs were less well used than before and this was why it was being proposed that the opportunity be taken to use the whole of the premises as a café/ restaurant/bar. For this to happen, planning permission would need to

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be granted for the change of use in respect of the upper floors. Authority would need to be granted to the appropriate Officer to proceed in agreeing the parameters by which the Council could grant a lease to any new operator. The report proposed that the building would no longer be used to provide a Visitor Experience of VIC, however, to compensate for this loss, it was proposed to offer an alternative service by undertaking the commissioning of education material to support school field trips bespoke for Littlehampton and to utilise a range of electronic promotional tools to promote ‘the offer’ of Littlehampton. Reference had been made to the Littlehampton Museum and the need for the Council to liaise with LTC to assess if linkages to the museum could be used to provide ongoing support to education.

The Chairman stated that many questions had been asked and statements made and that these had been responded to. The Look & Sea Heritage Trust had been created in early 2000 and had been let on a fully repairing lease to the Littlehampton Experience a charitable trust that paid a peppercorn rent. That Trust had enjoyed 80% business rate relief and could have applied for a further 20% of relief. Councillor Mrs Brown stated that she wanted to make it clear that ADC had played no part in the direct management of the Centre, though it had provided a grant in respect of the VIC only. The café had been run by a business managed by Trustees who had retained all of the profits. ADC had been approached by the Trust last year asking for a grant in the sum of £20k to assist with a cash-flow problem. This grant had been agreed and the Council had been assured of the continuation of the Look & Sea service. This had clearly not been the case with the business being placed into administration in August 2018. The Lease, with the Look & Sea Limited’s interest in the premises had since been surrendered. The Council was now, unexpectedly, in the position where it now had an empty building that would need money spent on it. It was outlined that the Council wished to make this a viable tourist attraction and hoped that viable business offers would be received to run the whole building. It was hoped that this could be achieved with the right operator. Councillor Mrs Brown stated that she was very aware of the concerns expressed that the Littlehampton Experience would be lost, however, she confirmed that the Council would work with LTC to progress offering this in a different way.

In discussing the item, mentioned was made of the amounts in business rate relief that the Trust had received over time. Cabinet Members were astonished that considering the excellent summer weather, the Harbour Lights Café decided to close early missing out on a lot of evening business. Cabinet Members very much regretted this unexpected series of events but wished to move forward swiftly in finding an operator that would provide an establishment that people would want to visit. It was agreed that there was a need to look at the educational aspects to ensure that the Visitor Experience could be reinstated somewhere.



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## The Cabinet

### RESOLVED – That

- (1) It supports the submission of a planning application to seek planning permission for the change of use of the upper floors into a café/restaurant/bar;
- (2) Agrees that the Group Head of Technical Services be authorised to (a) seek conditional tenders/expressions of interest for an operator to run a café/restaurant/bar for the whole premises for a period of at least 25 years (unless a lesser period would represent best consideration) subject to planning permission any other legal issues; (b) negotiate suitable Heads of Terms for a new lease and (c) to enter into the agreed Lease with the selected operator following consultation with the Section 151 Officer and the Cabinet Portfolio Holder for Technical Services;
- (3) Confirms that the building will no longer be used to provide a Visitor Experience or Visitor Information Centre; and
- (4) Approves the commissioning of (a) educational material based on the current curriculum to support school field trips bespoke for Littlehampton and (b) utilise a range of electronic promotional tools such as web and “app” guides to promote ‘the offer’ of Littlehampton from a tourism and local interest point of view.

The Cabinet then confirmed its decision as per Decision Notice C/018/151018, a copy of which is attached to the signed copy of the Minutes.

#### 209. ARUN WELLBEING HEALTH PARTNERSHIP – 5 SEPTEMBER 2018

The Cabinet received and noted the Minutes of the meeting of the Arun Wellbeing Health Partnership held on 5 September 2018.

#### 210. OVERVIEW SELECT COMMITTEE – 18 SEPTEMBER – COUNCIL TAX REDUCTION SCHEME 2019

The Cabinet considered the Minutes of the meeting of the Overview Select Committee held on 18 September 2018 and the recommendations at Minute 188 [Local Council Tax Reduction Scheme 2019].

The Cabinet then confirmed its decision as per Decision Notice C/019/151018, a copy of which is attached to the signed copy of the Minutes.

(The meeting concluded at 5.35 pm)

## ARUN DISTRICT COUNCIL

DECISION NOTICES FROM THE CABINET MEETING HELD ON  
15 OCTOBER 2018

REF NO.	DECISION
C/018/151018	The Future Use of the Look & Sea Centre, Littlehampton
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED] **IN PROCESS IS APPLIED**

If a Councillor wishes to request a call-in of any of the decisions taken above, they will need to take the following steps in line with the Scrutiny Procedure Rules at Part 6 of the Constitution – Scrutiny Procedure Rules (Other)

They will need to:

- Submit their request in writing for a Call-In to the Group Head of Policy & Scrutiny and identify who will act as the lead Member of the Call-In
- Specify which decision is to be the subject of the Call-In
- Explain which of the criteria for the Call-In apply



REFERENCE NO: C/018/151018

<b>FULL CABINET DECISION</b>	<b>YES</b>
<b>URGENT DECISION IN ACCORDANCE WITH RULE 14.11 OF THE SCRUTINY PROCEDURE RULES</b>	<b>NO</b>
<b>SUBJECT: The Future Use of the Look &amp;Sea Centre, Littlehampton</b>	
<b>OFFICER CONTACT: Karl Roberts – Director of Place</b> Extn: 01903 737760 e.mail: <a href="mailto:karl.roberts@arun.gov.uk">karl.roberts@arun.gov.uk</a>	
<b>EXECUTIVE SUMMARY:</b> To determine the future use of the Littlehampton Look & Sea Centre following the current operators entering administration. The report proposes that the whole building be operated as a café/restaurant/bar and that planning permission be sought for such uses on the upper floors. It is also proposed to not re-provide a Visitor Experience or Visitor Information Centre but instead commission (a) educational material based on the current curriculum to support school field trips bespoke for Littlehampton and (b) utilise a range of electronic promotional tools to promote 'the offer' of Littlehampton from a tourism and local interest point of view.	
<b>DECISION:</b>  As recommended in the report, the Cabinet  RESOLVED – That  (1) It supports the submission of a planning application seeking planning permission for the change of use of the upper floors into a café/restaurant/bar;  (2) the Group Head of Technical Services be authorised to (a) seek conditional tenders/expressions of interest for an operator to run a café/restaurant/bar for the whole premises for a period of at least 25 years (unless a lesser period would represent best consideration) subject to planning permission any other legal issues; (b) negotiate suitable Heads of Terms for a new lease and (c) to enter into the agreed Lease with the selected operator following consultation with the Section 151 Officer and the Cabinet Portfolio Holder for Technical Services;  (3) it be confirmed that the building will no longer be used to provide a Visitor Experience or Visitor Information Centre; and  (4) Approval be given for the commissioning of (a) educational material based on the current curriculum to support school field trips bespoke for Littlehampton and (b) utilise a range of electronic promotional tools such as web and "app" guides to promote 'the offer' of Littlehampton from a tourism and local interest point of view.	
<b>REASON FOR THE DECISION:</b> The lease on the premises has been surrendered and it currently stands unoccupied. It is important that the Council secures a new operator as soon as possible and the changes set out in the body of the report reflect the current context as opposed to the original rationale for the building.	

**OPTIONS CONSIDERED BUT REJECTED:** To seek an operator to provide a café together with Visitor Experience and Visitor Information Centre and to sell the premises on the open market

**Note:**

Any lease of less than 25 years and a rent of less than £100,000 exclusive of rates can be entered into by Officers under the terms of the Scheme of Delegation in the Constitution and therefore authority is only sought for any potential lease outside of these terms.

**CABINET MEMBER(S):**

<b>DECLARATION OF INTEREST BY CABINET MEMBER(S) RESPONSIBLE FOR DECISION:</b>	None
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<b>DISPENSATIONS GRANTED :</b>	None
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<b>CONFLICT OF INTERESTS DECLARED BY A CABINET MEMBER CONSULTED IN RESPECT OF THIS DECISION:</b> None
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# ARUN DISTRICT COUNCIL

## REPORT TO AND DECISION OF CABINET ON 15 OCTOBER

### PART A : REPORT

<b>SUBJECT:</b> The Future Use of the Look & Sea Centre, Littlehampton
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<b>REPORT AUTHOR:</b> Karl Roberts, Director of Place
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<b>DATE:</b> 20 September 2018
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<b>EXTN:</b> (01903) 737760
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<b>PORTFOLIO AREA:</b> Technical Services [Councillor Haymes]
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#### EXECUTIVE SUMMARY:

To determine the future use of the Littlehampton Look & Sea Centre following the current operators entering administration. The report proposes that the whole building be operated as a café/restaurant/bar and that planning permission be sought for such uses on the upper floors. It is also proposed to not re-provide a Visitor Experience or Visitor Information Centre but instead commission (a) educational material based on the current curriculum to support school field trips bespoke for Littlehampton and (b) utilise a range of electronic promotional tools to promote 'the offer' of Littlehampton from a tourism and local interest point of view.

#### RECOMMENDATIONS:

It is recommended that Cabinet:

1. Support the submission of a planning application to seek planning permission for the change of use of the upper floors into a café/restaurant/bar;
2. Agree that the Group Head of Technical Services be authorised to (a) seek conditional tenders/expressions of interest for an operator to run a café/restaurant/bar for the whole premises for a period of at least 25 years (unless a lesser period would represent best consideration) subject to planning permission any other legal issues; (b) negotiate suitable Heads of Terms for a new lease and (c) to enter into the agreed Lease with the selected operator following consultation with the Section 151 Officer and the Cabinet Portfolio Holder for Technical Services;
3. Confirm that the building will no longer be used to provide a Visitor Experience or Visitor Information Centre; and
4. Approve the commissioning of (a) educational material based on the current curriculum to support school field trips bespoke for Littlehampton and (b) utilise a range of electronic promotional tools such as web and "app" guides to promote 'the offer' of Littlehampton from a tourism and local interest point of view.

## 1. BACKGROUND:

On 31 August 2018 the Council was advised by Look & Sea Limited that they were unable to continue to operate the existing Café/Visitor Experience (VE) and Visitor Information Centre (VIC) (together comprising the premises) in a financially viable manner and had called in Administrators. Subsequent to this Officers of the Council have had several conversations with the Administrators to assist them with their statutory duties. The Council were made aware of a shortage of 'cash flow' in December 2017, and assisted the Trust (The Littlehampton Experience) with a grant of £20k in January 2018. At that time, the Trust assured the Council that with a good summer, the financial aspects of the premises would be more secure. Officers have also sought to address some of the issues that have arisen as a result of the sudden closure of the premises such as the disposal of rotting food.

The Council is the freehold owner of the site and was instrumental in developing the concept of a café and visitor experience as part of the overall development of the East Bank redevelopment approximately 20 years ago. The Council helped to create the Trust and leased the premises to the Trust in 2007. By operation of law, that Lease with the Trust and Look & Sea Limited's interest in the premises have been surrendered. This has been confirmed by the Council's Solicitor.

The Council is therefore, unexpectedly, now in a position where it can seek a new operator for the premises. Indeed since the closure of the premises the Council has received a number of enquiries from potential operators.

Currently, the premises have a café on the ground floor and a separate VIC. On the first floor is a room used as a meeting room and sometimes as additional dining facilities. On the second floor is the Visitor Experience and finally on the third floor is 'the look out'. The Council therefore needs to determine what uses the premises should be put to in the future to inform any tender. That part of the building complex which is occupied by the Youth Hostel is unaffected by this change of circumstances.

The Café is clearly the most popular use which is not surprising given the outstanding location it enjoys. The Visitor Experience was largely used by school parties, but as with all such facilities, it is important to refresh 'the offer' otherwise it becomes dated quickly. This does not appear to have happened. It is also understood that as part of the closure of the Visitor Experience some of the equipment/displays in the VE were removed. Finally, the VIC is a small standalone operation within the overall complex which the Council provided an annual subsidy of £16k. Again, trends are changing and the availability of social media and smartphone functions means that stand alone VICs are less well used than they once were, particularly in small towns such as Littlehampton. The Council withdrew its VIC's in both Arundel and Bognor Regis several years ago.

Therefore, this unexpected series of events opens up the opportunity to use the whole of the premises as a café/restaurant/bar. For this to happen, planning permission would need to be granted for the change of use of the upper floors. Also whilst Look & Sea Limited had a licence to sell alcohol, this was in fact in contravention of a restrictive covenant in favour of The Most Noble Bernard Marmaduke, Duke of Norfolk and his successors in title, whose estate is administered by the Angmering Park Estate (APE). APE has been approached and has agreed not to enforce the covenant whilst the Council retains the freehold.

**2. PROPOSAL(S):**

- Support the submission of a planning application to seek planning permission for the change of use of the upper floors into a café/restaurant/bar
- Agree that the Group Head of Technical Services be authorised to (a) seek conditional tenders/expressions of interest for an operator to run a café/restaurant/bar for the whole premises for a period of at least 25 years (unless a lesser period would represent best consideration) subject to planning permission any other legal issues; (b) negotiate suitable Heads of Terms for a new lease and (c) to enter into the agreed Lease with the selected operator following consultation with the Section 151 Officer and the Cabinet Portfolio Holder for Technical Services.
- Confirm that the premises will no longer be used to provide a Visitor Experience or Visitor Information Centre.
- Approve the commissioning of (a) educational material based on the current curriculum to support school field trips bespoke for Littlehampton and (b) utilise a range of electronic promotional tools such as web and “app” guides to promote ‘the offer’ of Littlehampton from a tourism and local interest point of view.

To compensate for the loss of VE and VIC it is also proposed to undertake the following using the £16k that would have otherwise been allocated to the VIC for 2019/20.

4(a) To commission educational material based on the current curriculum to support school field trips bespoke for Littlehampton. Topics that might be covered include the history of the river and its industries, the formation of sand dunes, flooding, long-shore drift. Similar work has been done in other authorities and has encouraged schools from out of the area to visit.

4(b) To utilise a range of electronic promotional tools to promote ‘the offer’ of Littlehampton. This might include an enhanced web material or an ‘App’.

Inevitably there will be a delay in getting a planning application submitted for consideration, therefore, on a without prejudice basis it is proposed to seek conditional tenders for an operator to run a café/restaurant/bar for the whole premises subject to planning permission and the resolution of any other legal issues.

Cabinet is asked to support the recommendations.

**3. OPTIONS:**

- a) To seek an operator to provide a café together with Visitor Experience and Visitor Information Centre.
- b) To seek an operator to provide a café/restaurant/bar for the whole of the building.
- c) To sell the premises on the open market

**Note:**

Any lease of less than 25 years and a rent of less than £100,000 exclusive of rates can be entered into by Officers under the terms of the Scheme of Delegation in the Constitution and therefore authority is only sought for any potential lease outside of these terms.

<b>4. CONSULTATION:</b>		
Has consultation been undertaken with:	<b>YES</b>	<b>NO</b>
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>		
Financial	✓	
Legal	✓	
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land	✓	
Technology		✓
Other (please explain)		✓
<b>6. IMPLICATIONS:</b>		
<p>In the short term there may be some finance needed to undertake any remedial works to the building and repair any defects prior to completion of the procurement exercise. Where it is at all possible, this will be done from existing budgets, however, if the costs turn out to be substantial then it may be necessary to put a further report before Members to seek a supplementary estimate.</p>		
<b>7. REASON FOR THE DECISION:</b>		
<p>The lease on the premises has been surrendered and it currently stands unoccupied. It is important that the Council secures a new operator as soon as possible and the changes set out in the body of the report reflect the current context as opposed to the original rationale for the building.</p>		
<b>8. EFFECTIVE DATE OF THE DECISION:</b> 23 October 2018		
<b>9. BACKGROUND PAPERS:</b>		
None		

**APPENDIX 4**

**(EXTRACT FROM) CONSTITUTION, PART 6 – PROCEDURE RULES (OTHER)**  
**SECTION 2 SCRUTINY**

**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.
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: <ul style="list-style-type: none"> <li>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.</li> <li>b. Members of the Committee asking a speaker to clarify a point raised or provide additional information.</li> </ul>
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

**APPENDIX 4**

**(EXTRACT FROM) CONSTITUTION, PART 6 – PROCEDURE RULES (OTHER)**  
**SECTION 2 SCRUTINY**

<p>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:</p> <ol style="list-style-type: none"> <li>a. put further questions to the Cabinet Member and/or Leader of the Council to respond to in their concluding statement</li> <li>b. put further questions to the lead Member for the call-in to respond to in their concluding statement</li> <li>c. seek clarification from either side on minor points during the course of the debate.</li> </ol>
<p>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.</p>
<p>15. The seconder (if he/she has reserved the right) and then the proposer of any motion to be invited to speak.</p>
<p>16. The Chairman to conclude the debate and put any motion to the vote.</p>
<p>17. If any further motion is put, then steps 11 to 16 would be repeated.</p>
<p>18. The Chairman to confirm the decision of the Committee.</p>



**AGENDA ITEM NO. 6****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE  
ON TUESDAY 20 NOVEMBER 2018**

**SUBJECT:** Corporate Plan 2018-2022 – Quarter 2 performance report for the period 1 April 2018 to 30 September 2018

**REPORT AUTHOR:** Gemma Stubbs – Executive Assistant to the Chief Executive  
**DATE:** 18 October 2018  
**EXTN:** 37707

**EXECUTIVE SUMMARY:**

This report sets out the Q2 performance outturn for the Corporate Plan performance indicators for the period 1 April 2018 to 30 September 2018.

**RECOMMENDATIONS:**

Overview Select Committee is requested to:

- a) Note the Council's Q2 performance against the targets for the Corporate Plan indicators as set out in this report and Appendix A which is **attached**.

**1. BACKGROUND:**

- 1.1 The 2020 Vision programme was established to provide the strategic direction required to help the Council become a more effective and sustainable one and to enable it to meet future demands that are placed upon it. The three Council Priority themes and the 2020 Vision are as follows:
  1. Your services
  2. Supporting you
  3. Your future
- 1.2 Behind these priorities are a series of targets that are measureable and, ideally, in the control of the Council. These are the Corporate Plan indicators. Service targets (Service Delivery Plan indicators – SDP's) lay beneath these corporate priorities to provide more detail about how the service is doing. All indicator targets for 2018-2019 were agreed at Cabinet on 12 February 2018.
- 1.3 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.

## **Q2 CORPORATE PLAN PERFORMANCE 2018/2019**

1.4 There are 11 Corporate Plan indicators. Six Corporate Plan indicators are measured at Q2.

<b>Status</b>	<b>Number of Corporate Plan indicators in this category</b>
Over Achieving	5
On Target/Achieving	1
Not achieving	0
<b>TOTAL</b>	<b>6</b>

### 1.4.1 Over achieved Target

There were **5** Corporate Plan indicators which were classed as Over Achieving their target at Q2. Full commentary for each indicator can be found within Appendix A which is **attached** to this report.

### 1.4.2 Achieved Target

There was **1** Corporate Plan indicators which was classed as Achieving its target at Q2. Full commentary for each indicator can be found within Appendix A which is **attached** to this report.

## 1.5 Actions

CMT believe that no remedial action is required at Q2 as all indicators which are measured at Q2 are either over achieving or on target to achieve their target.

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

- a) Note the Council's Q2 performance against the targets for the Corporate Plan indicators as set out in this report and the attached Appendix A **attached**.

## **3. OPTIONS:**

- i. To note the report
- ii. To request further information and/or remedial actions be undertaken

## **4. CONSULTATION:**

Has consultation been undertaken with:	<b>YES</b>	<b>NO</b>
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√
Other groups/persons (please specify)		√

<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:</b>	<b>YES</b>	<b>NO</b>

Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√
Other (please explain)		√

**6. IMPLICATIONS:**

The Council may consider whether they wish to request that actions be taken by the relevant service area for some indicators.

**7. REASON FOR THE DECISION:**

In order for OSC to be updated with the Q2 Performance Outturn for the Corporate Plan the period 1 April 2018 to 30 September 2018.

**8. BACKGROUND PAPERS:**

None

CP number	CP Performance Indicator	Council Priority Theme	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q2 data	Q2 Commentary	Q2 status	CMT view of any remedial action to take	2017/18 Q4 Performance	2016/17 Q4 Performance	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
CP3	Council Tax collected	Your Council Services	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	6-monthly	Higher is better	98%	60%	On track to achieve overall target	Over achieving	No action to take	98.01%	98.25%	98.16%	98.01%	98.40%
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims	Supporting you	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	6-monthly	Lower is better	8 days	3.7 days	Total of 43261 claim events processed	Over achieving	No action to take	6.4 days	5.60 day/s	5.50 day/s	5.40 day/s	8.00 day/s
CP7	Homelessness applications where homelessness is prevented	Supporting you	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	6-monthly	Higher is better	70%	72%	Changes are being made to the methodology used to calculate this figure, which is set by the Ministry of Housing Communities & Local Government (MHCLG). The impact of this is likely to impact on future figures.	Over achieving	No action to take	66.30%	68.82%	68.00%	76.00%	80.00%
CP10	Total rateable business value for the Arun District	Your future	Economy	Councillor Gillian Brown	Karl Roberts - Director of Place	6-monthly	Higher is better	£91m	£98,032.00	Exceeding target due to high levels of non-domestic property occupation	Over achieving	No action to take	£98,123,538	£90,993,675	£88,557,058	£86,848,268	£87,100,000
CP11	Household waste sent for reuse, recycling and composting	Your future	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	6-monthly	Higher is better	40%	44.86%	The figure is a significant improvement over the corresponding period last year of a 2% increase. This is down to the introduction of the street sweeping recycling plant and also further improved Green Waste Club performance (despite the extended period of no rain in the summer)	Over achieving	No action to take	40.90%	38.93%	38.34%	37.45%	40.00%
CP8	Number of new Council homes built or purchased per annum	Supporting you	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	6-monthly	Higher is better	25	22	A proactive approach to development and acquisition continues to be taken	Achieving	No action to take	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available

AGENDA ITEM NO. 7

## ARUN DISTRICT COUNCIL

**REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE  
ON TUESDAY 20 NOVEMBER 2018**

**SUBJECT:** Service Delivery Plan 2018-2022 – Quarter 2 Performance Report for the period 1 April 2018 to 30 September 2018

**REPORT AUTHOR:** Gemma Stubbs – Executive Assistant to the Chief Executive  
**DATE:** 18 October 2018  
**EXTN:** 37707

**EXECUTIVE SUMMARY:**

This report sets out the Q2 performance outturn for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2018 to 30 September 2018.

**RECOMMENDATIONS:**

Overview Select Committee is requested to:

- a) Note the Council's Q2 performance against the targets for the SDP indicators as set out in this report and Appendix A which is **attached** and to note the remedial action to be taken against two of the indicators which were not achieving at Q2.

**1. BACKGROUND:**

1.1 The 2020 Vision programme was established to provide the strategic direction required to help the Council become a more effective and sustainable one and to enable it to meet future demands that are placed upon it. The three Council Priority themes and the 2020 Vision are as follows:

1. Your services
2. Supporting you
3. Your future

1.2 Behind these priorities are a series of targets that are measureable and, ideally, in the control of the Council. These are the Corporate Plan indicators. Service targets (Service Delivery Plan indicators – SDP's) lay beneath these corporate priorities to provide more detail about how the service is doing. All indicator targets for 2018-2019 were agreed at Cabinet on 12 February 2018.

1.3 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.

## **Q2 SERVICE DELIVERY PLAN PERFORMANCE 2018/2019**

1.4 There are 22 Service Delivery Plan (SDP) indicators. 13 indicators are measured at Q2.

<b>Status</b>	<b>Number of SDP indicators in this category</b>
Over Achieving	7
On Target/Achieving	0
Not achieving	5
No data	1
<b>TOTAL</b>	<b>13</b>

### 1.4.1 Over achieved Target

There were **7** SDP indicators which were classed as Over Achieving their target at Q2. Full commentary for each indicator can be found within Appendix A which is **attached** to this report.

### 1.4.2 Not Achieving Target

There were **5** SDP indicators which were classed as Not Achieving their target at Q2. Full commentary for each indicator can be found within Appendix A which is **attached** to this report.

### 1.4.3 No data

There was **1** SDP indicators which had no data for Q2. The full commentary for this indicator can be found within Appendix A which is **attached** to this report.

## **1.5 Actions**

CMT have confirmed that action is required for the following **2** indicators which were not achieving their target at Q2:

<b>Indicator</b>	<b>Target 2018/19</b>	<b>Q2 outturn</b>	<b>Commentary</b>
SDP22 - Number of Council properties with a valid gas safety certificate	100%	99.96%	There are 2350 properties which need a valid certificate. Officers were unable to gain access to 1 property however since the data was given on 1 October, access has now been gained into the property and the necessary gas safety check has been undertaken.
<b>Action to take</b>	Before access was gained to the property, the Director was monitoring situation.		

Indicator	Target 2018/19	Q2 outturn	Commentary
SDP18 Cost of emergency accommodation per annum (net)	£533n000	£577,221	This year has seen an unprecedented demand for temporary accommodation. This is due to a combination of factors including the implementation of the Homelessness Reduction Act and the increase in homelessness generally, which is reflective of the national picture. More robust management control processes have recently been adopted. The objective is to ensure that households only occupy temporary accommodation for the shortest period of time.
<b>Action to take</b>	A supplementary estimate of an additional £600k has been requested (to Cabinet on 12.11.18)		
<b>2. PROPOSAL(S):</b>			
a) Note the Council's Q2 performance against the targets for the SDP indicators as set out in this report and the attached Appendix A <b><u>attached</u></b> and to note the remedial action to be taken against two of the indicators which were not achieving at Q2.			
<b>3. OPTIONS:</b>			
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.			
<b>4. CONSULTATION:</b>			
Has consultation been undertaken with:	<b>YES</b>	<b>NO</b>	
Relevant Town/Parish Council		√	
Relevant District Ward Councillors		√	
Other groups/persons (please specify)		√	
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:</b>	<b>YES</b>	<b>NO</b>	
Financial		√	
Legal		√	
Human Rights/Equality Impact Assessment		√	

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

**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, in addition to those already stated within the report.

**7. REASON FOR THE DECISION:**

In order for OSC to be updated with the Q2 Performance Outturn for the Service Delivery Plan indicators for the period 1 April 2018 to 30 September 2018.

**8. BACKGROUND PAPERS:**

None



SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q2 data	Q2 Commentary	Q2 status	CMT view of any remedial action to take	2017/18 Q4 Performance	2016/17 Q4 Performance	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
SDP1	Major applications determined in 13 weeks	Planning	Councillor John Charles	Karl Roberts - Director of Place	Quarterly	Higher is better	80%	81.25%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Councils performance was 13 out of 16 or 81.25%.  This performance is below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Over achieving	No action to take	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP4	Occupied retail units in Littlehampton	Economy	Councillor Gillian Brown	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	92%	On-line shopping continues to grow at the expense of town centre retail. Vacancy rates in Littlehampton remains fairly low, but some key sites remain empty (e.g. HSBC, Waitrose, Natesw). 173 units occupied out of a total of 188 available.	Over achieving	No action to take	92%	93.00%	94.00%	93.00%	94.00%
SDP5	Occupied retail units in Bognor Regis	Economy	Councillor Gillian Brown	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	90.80%	This is for the wider BID area and represents 37 empty premises. This in a 0.2% improvement against the April 2018 baseline of 38 empty premises; the previously measured smaller town centre area is at an all-time high of 93.3% occupancy (18 vacant premises), an improvement of 1.5% from April 2018.	Over achieving	No action to take	92%	92%	91.20%	90.60%	92.00%
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Neighbourhood Services	Councillor Paul Wotherspoon	Philippa Dart - Director of Services	6 Monthly	Lower is better	80	46.61	The figure is on target and Biffa are putting in measures to reduce this figure even further over the forthcoming months.	Over achieving	No action to take	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP16	Business rates collected	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Quarterly	Higher is better	99%	59.80%	Marginally over target, on track to meet Q4 target	Over achieving	No action to take	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP17	Housing Benefit overpayments recovered	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	Quarterly	Higher is better	110%	125.75%	On track to meet overall target. However over payments recovered are dependant on level of debt raised.	Over achieving	No action to take	101.4%	No previous data available	No previous data available	No previous data available	No previous data available
SDP19	Rent collected on Council housing	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	6 Monthly	Higher is better	94%	97.27%	Collection rate remains above target with decreases in secure tenancy arrears of 12 weeks and under. Impact of full roll out of universal credit yet to be seen. Total which could be collected: £97,465,346.65, total actually collected by Q2: £94,801,301	Over achieving	No action to take	97.47%	97.86%	98.75%	98.85%	99.00%
SDP2	Minor applications determined in 8 weeks	Planning	Councillor John Charles	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	80.95%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 102 out of 126 or 80.95%.  This performance is below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Not achieving	No action to take - Director is monitoring situation	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP3	Other applications determined in 8 weeks	Planning	Councillor John Charles	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	85.89%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Councils performance was 341 out of 397 or 85.89%.  This performance is below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Not achieving	No action to take - Director is monitoring situation	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Council Advice and Monitoring	Councillor Dudley Wensley	Nigel Lynn - Chief Executive	Quarterly	Lower is better	10	12	In total, 19 complaints have been determined in the first 2 quarters of this reporting year. Of these, 9 were partially justified (8 in Planning and 1 in Housing) and 3 were justified (2 in Housing and 1 in Street Naming team).  The Group Head of Council Advice & Monitoring Officer continues to review complaint levels and lessons learned with the Senior Management Team.	Not achieving	No action take - Group Head, Director and SMT monitoring situation	14	5	10	5	5
SDP18	Cost of emergency accommodation per annum (net)	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	6 Monthly	Lower is better	£533,000	£577,221	This year has seen an unprecedented demand for temporary accommodation. This is due to a combination of factors including the implementation of the Homelessness Reduction Act and the increase in homelessness generally, which is reflective of the national picture. More robust management control processes have recently been adopted. The objective is to ensure that households only occupy temporary accommodation for the shortest period of time.	Not achieving	<b>Action to take - A supplementary estimate of an additional £600k has been requested (to Cabinet on 12.11.18)</b>	£575,089.23	£343,622.01	£223,408.00	£254,377.00	£272,000.00
SDP22	Number of Council properties with a valid gas safety certificate	Residential Services	Councillor Trevor Bence	Philippa Dart - Director of Services	6 Monthly	Higher is better	100%	99.96%	There are 2350 properties which need a valid certificate. Officers were unable to gain access to 1 property however since the data was given on 1 October, access has now been gained into the property and the necessary gas safety check has been undertaken. Status marked as 'not achieving' as this was correct as of data collection on 1 October 2018.	Not achieving	<b>Action to take -Director is monitoring situation and access to property is being pursued</b>	100%	100%	100.00%	No data	100.00%
SDP9	Licence applications determined within the various statutory or service time limits	Technical Services	Councillor Stephen Haymes	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	Data not available	This software needed to produce this information has now gone live, and the data extract report has been successfully set up in the new system. However, the migrated data does not include one of the dates needed to produce the performance indicator. This is because there was no corresponding field in the old EHADD database. To go back through six months' licence applications (which will be over 200 applications) would take an administrative officer a number of days to undertake. There is no spare capacity in the team and it is considered better use of their time to ensure statutory deadlines for determining applications being received now are met, than it is to divert resource to find the information to populate this performance indicator. We will be able to provide figures for applications received in the third quarter.	No data	No action to take	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available

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