



Public Document Pack

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4 February 2021

CABINET

A virtual meeting of the Cabinet will be held on **Monday 8 February 2021 at 5.00 pm** and you are requested to attend.

Members: Councillors Dr Walsh (Chairman), Oppler (Vice-Chairman), Coster, Mrs Gregory, Lury, Stanley, Mrs Staniforth and Mrs Yeates

PLEASE NOTE: *This meeting will be a 'virtual meeting' and any member of the press and public may listen-in and view the proceedings via a weblink which will be publicised on the Council website at least 24 hours before the meeting.*

Different meeting arrangements are in place for the period running from 4 April 2020 to 7 May 2021 from the provisions of the Coronavirus Act 2020 and the meeting regulations 2020, to allow formal 'virtual meetings'.

This Council's revised Rules of Procedures for 'virtual meetings' can be found by clicking on this link: <https://www.arun.gov.uk/constitution>

*Any members of the public wishing to address the Cabinet meeting during Public Question Time, will need to email Committees@arun.gov.uk by 5.15 pm on **Friday, 5 February 2021** in line with current Procedure Rules. It will be at the Chief Executive's/Chairman's discretion if any questions received after this deadline are considered.*

For further information on the items to be discussed, please contact: committees@arun.gov.uk

AGENDA

11. OVERVIEW SELECT COMMITTEE - 26 JANUARY 2021 (Pages 1 - 14)

To consider recommendations from the meeting of the Overview Select Committee held on 26 January 2021. The minutes from this meeting are attached.

Cabinet is alerted to recommendations at Minute 438 [Update from the Residents Survey Working Party]. The report that was submitted to the Overview Select Committee on 26 January 2021 is also attached.

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

Note : Filming, Photography and Recording at Council Meetings - The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. This meeting may therefore be recorded, filmed or broadcast by video or audio, by third parties. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and as available via the following link – Filming Policy - [The Policy](#)

Public Document Pack Agenda Item 11

Subject to approval at the next Overview Select Committee meeting

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OVERVIEW SELECT COMMITTEE

26 January 2021 at 6.00 pm

Present: Councillors Northeast (Chairman), English (Vice-Chair), Bennett, Bicknell, B Blanchard-Cooper, Mrs Cooper, Dixon, Elkins, Gunner, Huntley and Tilbrook

Councillors Coster, Mrs Gregory, Lury, Roberts, Mrs Staniforth, Stanley and Dr Walsh were also in attendance for all or part of the meeting.

Apologies: Councillors Mrs Catterson, Dendle, Miss Needs and Miss Seex

433. DECLARATIONS OF INTEREST

Councillor Blanchard-Cooper declared a Personal Interest in Agenda Item 5 – [Leisure Operating Contract Covid 19 Review] in his capacity as President of the Littlehampton Musical Comedy Society which was one of the users of the Windmill Centre that Freedom Leisure operated.

Councillor Northeast also declared a Personal Interest in this item in case any debate focused on Arun District Council staff, as he was married to a member of Council staff.

434. MINUTES

The Committee approved as a correct record the minutes of the meeting held on 1 December 2020 and agreed that the Chairman would sign these as soon as practicably possible.

Having approved the minutes, Councillor Mrs Yeates then confirmed that the word 'radio' had been omitted in Minute 334 [Cabinet Member Questions & Updates] new digital shop radios – the word 'radios' was missing, this was noted by the Committee.

435. LEISURE OPERATING CONTRACT COVID-19 REVIEW

The Group Head of Community Wellbeing presented his report where he provided members with a summary of the support that had been delivered by the Council during the pandemic and the effect that lockdowns and other restrictions had, had on the leisure services. He and Mr Ivan Horsfall-Tuner the Managing Director from Freedom Leisure then took questions from members.

Members had asked several questions in advance of the meeting these were;

- Could an update on the current financial position, including reserves be provided?

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- Do they estimate that they would need further financial support from the Council? If yes, how much and over what timeline?
- What would the consequences be for them if the Council offered no further financial support?
- How long can they survive without further support?
- What would happen if other Councils withdrew their financial support? (i.e. if one or two withdraw support does the pack of cards fall?)
- Was there any possibility of further government support?
- Are they in any danger of going into administration?
- What else can we do (excluding finance) to support them?
- Going forward would Freedom Leisure endeavour to ensure that they are able to get enough funding to maintain and upkeep a good quality of disabled facilities in their leisure centres?

In answering the above questions, the Managing Director from Freedom Leisure advised the Committee that there had been a good level of support from other local authority partners, although not all of their costs had been covered. At the end of November 2020, a loss of £1.1 million across the business had been recorded, this meant that the impact on the reserves had been much greater as they could not be reliant on customer receipts. He went on to explain that while the business was not about to fail, it was facing significant challenge and that the only way to recover and survive would be to be open and operate at full capacity, however he did not expect that to be until after the end of the financial year now. He confirmed that the Council had made an application for a government grant of £310,000, that would cover from December 2020 to end of March 2021 and he was hopeful² for a further grant scheme to be made available from April 2021 onwards.

In terms of support he stated that, the support had been great so far, but he would be looking for support from members in getting the message of reopening out across the District and to engage all demographics to use the services available as soon as restrictions allowed.

Further questions were asked at the meeting where the following issues were raised;

- What work would be done to support the Windmill entertainment centre and would the closure time be used to complete redecoration work as well as consideration to be given to use the venue in other ways. It would be good to see the council apply for an Arts Grant to help this side of the business.

- Had comparisons been investigated in terms of both building's running costs (Arun Leisure Centre and The Littlehampton Wave)? Had any differences been highlighted where further costs could be saved?
- Recovery of lost fees

The Group Head of Community Wellbeing/ and the Managing Director from Freedom Leisure gave detailed and positive answers to all issues raised.

The Committee noted the report update.

436. COUNCIL BUDGET - 2022 - 2023

The Financial Services Manager presented her report to members and confirmed that a balanced budget had been achieved for 2021/22, chiefly due to additional government grant funding that was announced as part of the Settlement on 17 December 2020. She also highlighted the following key areas of her report;

- New Homes Bonus dropped by £1.2 million as predicted
- 3 new grants totalling £1.7 million announced in December 2020
- Council Tax Band D to increase by 2.65%
- HRA 1.5% rent increase in accordance with the provision of the rent standard
- Capital Budget table 8.4 showed enhanced capital programme
- Covid uncertainty adds significant risk to the budgets in the General Fund, which had been mitigated by the income compensation scheme for Q1 2021/22 and the contingency budget.

The Committee noted the report update.

437. COUNCILS RESPONSE TO THE COVID-19 PANDEMIC

The Chief Executive presented his report to members, he advised that a new version of a member briefing update had been circulated to Members with more accurate detail as this report had been written on 15 January 2020.

Members then asked the Chief Executive a number of questions on the following topics;

- Has there been a further update as to when lockdown restrictions may be eased?
- Accessibility to the two vaccine centres in Angmering and Rustington and should people have difficulties in getting to one of these centres for their vaccine, they should be advised to contact Community hub for help. The contact number for the community hub is on the Council website.

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- Staff and public welfare were a priority for the Council; however, a concern was raised that one member had received complaints from residents regarding campaign leaflets that had been posted out

The Chief Executive provided answers to all issues raised and the Committee noted the report update.

438. UPDATE FROM THE RESIDENTS SURVEY WORKING PARTY

The Chairman of the Residents Survey Working Party gave a brief introduction to members advising that working party had hoped to change some of the questions contained within the survey, however due to the short timeframe and that the questions were tied into the Corporate Performance Indicators which have already been set and agreed, they had focused on how to obtain broader engagement and how to achieve a more successful survey response rate across the District.

The Group Head of Policy then thanked the members of the Working Party for the work they had completed in a tight timeframe. She then went on to provide the Committee with key highlights from her report and referred members to the recommendations that had been put forward by the Working Party.

Members then took part in a debate where the following issues were raised;

- Questions around the budget for this work, it was agreed that an answer would be provided outside of the meeting
- It was felt that the issue surrounding the western side of the District having a lower up take on completing the surveys had not been addressed, it was advised that different approaches would be looked into in an attempt to address this issue, however there was no guarantee that it would produce results of rectifying the issue we are currently facing with a lack of up take from the Western side of the District

The Committee

RESOLVED

1. That the Council carries out its 2021 Residents Satisfaction Survey using methods identified by the Working Party to improve participation across age groups, which can be implemented within budget, these are:
 - a) Increase number of surveys, potentially offsetting this cost by not sending out follow up letters, numbers to be determined with the survey provider
 - b) Carry out an open online survey alongside the targeted survey
 - c) Explore options for incentives for survey completion to be vouchers for local businesses

- d) Explore options for invitations to participate being sent in a more appealing format.
 - e) Carry out an additional sample geographically targeted survey to target younger respondents
2. That delegated authority be given to the Group Head of Policy to work with our chosen provider to deliver the most representative survey for 2021, within existing budgets based on the recommendations of the Residents Satisfaction Survey Working Party and in consultation with the Chairman of the Working Party
 3. That the effectiveness of the changed methodology be reviewed in the 2021 survey report and developed for future years

439. FEEDBACK FROM MEETINGS OF THE HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE HELD ON 13 JANUARY 2021

The Chairman advised that the report had been circulated with the agenda and asked the Committee if they had any questions for the Council's nominated representative, Councillor Bennett.

Councillor Bennett referred members to the last paragraph of his report where he reported the proposed cut to the West Sussex County Council (WSSCC) budget, estimated at £5.4 million and that most of it would come from reductions made to care packages for adults who were still in their own homes. It was felt that this did not fit with the aim of helping people to remain in their own homes.

The Committee noted the update.

440. CABINET MEMBER QUESTIONS AND UPDATES

The Chairman invited members of the Cabinet who had not provided a written update to the Committee to provide a verbal update on any matters.

The Cabinet Member for Economy and Leader of the Council advised that he had attended a meeting with Greater Brighton Economic Board (GBEB) where they agreed in principal that Officers look at the wholesale decarbonisation of housing stock. The board meeting also detailed the ambition for Greater Brighton areas to become a hydrogen powered economy for England. Furthermore, a small update was received by the Board on the city fibre expansion and I.T roll out across some of the GBEB area. He also confirmed that he had made a plea for a report covering the Network Rail contribution, specifically relevant to the importance of the Arundel Chord

The Cabinet Member for Community Wellbeing advised that today a press release had been published that confirmed that Arun had been successful in being awarded funds to increase outreach engagement and communication with residents who were disproportionately likely to be impacted by Covid-19, particularly those with disabilities and from the Black And Minority Ethnic community relating to the mis-information regarding the Covid-19 vaccinations that was currently in circulation. The

Wellbeing team have continued to offer services which can be found on the Councils website and have a number of support projects running currently that residents could benefit from. She also advised that a workplace wellbeing project had also been rolled out to offer support to Council staff with a particular focus on emotional support due to the difficult last 12 months. Community safety update was that a community warden project was due to commence in March 2021 that would focus on anti-social behaviour hotspots across the District. She concluded her update with a request to the voluntary sector voluntary action Arun and Chichester for all their work and support.

The Cabinet Member for Technical services provided members with an update on his attendance at last month's Local Government Association Coastal Special Interest Group meeting, where Beach Safety and Coastal suicide prevention was discussed. He advised members that he would provide them with a link to the report in relation to beach safety. In summing up he thanked that Licensing Team manager and her team for the work they completed in collecting and rehoming 44 stray dogs.

The Chairman then thanked Cabinet Members who had provided written updates to the Committee ahead of the meeting and then invited members of the Committee to ask any questions. These have been summarised below;

- A question to the Cabinet Member for Technical Services in relation to his comments made at the Cabinet Meeting held on 11 January 2020. regarding Members of the Development Control Committee having a tough job when voting on applications because they did so based on representation from local residents and as he was the Chairman of the Planning Working Party did he feel that this was the best way of determining planning applications? In response the Cabinet Member explained that the intention behind his comments at that meeting was about how difficult it was for members to balance the comments and feeling made by residents against the planning reasons.
- A question to the Cabinet Member for Commercial and Business Development was that as he had now been in post for 8 months, how many of his ideas had made it into the budget? In response the Cabinet Member advised that there would be a report going to Cabinet shortly. Interviews had also taken place for the position of commercial consultant; however, a suitable candidate had not yet been found as it was a difficult time to recruit during the pandemic. Due to the same reasons that vacancies in the Property and Estates and the Monitoring Officer post had not been filled yet. He advised that until a team was in place to complete the work, the work could not be completed. The Chief Executive confirmed that a report had already been drafted for Cabinet to receive in March.
- A question to the Cabinet Member of Economy and Leader of the Council in relation to Highways England having misrepresented the views of this Council and when would he be confirming that he had addressed this issue. In response the Leader of the Council advised that there had been 5 or 6 responses given on this matter. The Chief Executive also confirmed that the next opportunity to address this would now be when

the proper consultation comes through as Full Council voted not to discuss the A27 matter at its meeting on 13 January 2021.

- A question to the Cabinet Member of Economy and Leader of the Council in relation to the 3D art in Littlehampton having been confirmed by the Director of Place as being jointly funded by Arun District Council and Littlehampton Town Council and not the Restoring Highstreets Fund and would he like to correct his previous comments made at the last OSC meeting held on 1 December 2020? In response the Leader of the Council apologised if he had incorrectly advised where the monies had come from. He also explained that whilst in this instance the artwork had not had the desired impact, he believed that it was the right thing to pursue in order to try and attract people to Littlehampton Town.
- A final question to the Cabinet Member for Economy and Leader of the Council was asked in relation to leafletting of Liberal Democrat literature at this current time. It was confirmed that the guidance from government had only been put in place on Saturday 23 January 2021 where previously there had been none.

441. WORK PROGRAMME 2019/2020

The Group Head of Policy advised members that there would be a presentation to members on the Voluntary Action Arun and Chichester (VAAC) and the Citizens Advice Bureau (CAB) in March 2021.

(The meeting concluded at 7.56 pm)

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ARUN DISTRICT COUNCIL

OVERVIEW SELECT COMMITTEE 26 JANUARY 2021

SUBJECT: Residents Satisfaction Survey Working Party

REPORT AUTHOR: Jackie Follis, Group Head of Policy

DATE: 14 January 2021

EXTN: 37580

EXECUTIVE SUMMARY:

The Overview Select Committee on 6 October 2021 OSC was presented with the 2020 Residents Satisfaction Survey Report. Following the debate, a Member Working Party was established to review the method used for carrying out the survey and in particular how a wider response rate could be achieved. This paper sets out the background to the survey, the issues discussed by the Working Party and recommendations to OSC on 26 January 2021.

RECOMMENDATIONS:

1. That the Council carries out its 2021 Residents Satisfaction Survey using methods identified by the Working Party to improve participation across age groups, which can be implemented within budget, these are:
 - a) Increase number of surveys, potentially offsetting this cost by not sending out follow up letters, numbers to be determined with the survey provider
 - b) Carry out an open online survey alongside the targeted survey
 - c) Explore options for incentives for survey completion to be vouchers for local businesses
 - d) Explore options for invitations to participate being sent in a more appealing format.
 - e) Carry out an additional sample geographically targeted survey to target younger respondents
2. That delegated authority be given to the Group Head of Policy to work with our chosen provider to deliver the most representative survey for 2021, within existing budgets based on the recommendations of the Residents Satisfaction Survey Working Party and in consultation with the Chairman of the Working Party
3. That the effectiveness of the changed methodology be reviewed in the 2021 survey report and developed for future years

BACKGROUND:

1. Arun District Council has a number of corporate and service level performance indicators. Performance against these indicators is reported to Overview Select Committee (OSC) and Cabinet every 6 months and at the year end.
2. The Residents Satisfaction Survey is carried out on an annual basis in order to measure two of Arun's Corporate Plan Indicators:
 - CP1 - The level of public satisfied or very satisfied with the overall quality of the Council's services
 - CP3 - The level of customer satisfaction with the cleanliness of the District
3. At its meeting on 6 October 2020 OSC was presented with the 2020 survey and the outcome report and asked to note the contents. There was an interesting debate on this and a number of suggestions were made. In particular, Members felt that simply posting the survey was an outdated approach and the ability to have the survey completed online would potentially reach a wider audience. It was felt that this option should be researched and considered in time for the next survey in 2021. It was commented that it was important to continue with the hard copy survey via post when considering the online approach as this would potentially stop a proportion of residents who do not have access to online facilities from taking part.
4. The Committee concluded that a Working Party (held in private) should be established and that the membership of this Working Party would be Councillors Mrs Cooper, Dendle and Tilbrook.
5. Informal discussions with members were held on 17 November and 21 December to consider the brief and take this forward so that a meeting of the Residents Satisfaction Working Party could be held in advance of the OSC meeting in January 2021. This would allow time for any changes to the survey process to be implemented for 2021.
6. Links to the most recent survey and report are attached as background papers.

Current Survey Methodology

7. Using the Royal Mail's Postal Address File (the most complete source of residential addresses available), 1,800 addresses were selected at random across the district to receive a short questionnaire by post. This questionnaire included details of how the survey could be completed online. The distribution of the selected addresses was checked against ward population data to ensure that the sample selection was spatially representative. Mid way through the survey period, any address that had not returned a survey to BMG Research was sent a reminder letter and a fresh version of the questionnaire in order to maximise the response rate. Overall, 611 questionnaires were completed and returned to BMG, representing a total response rate of 34%. This compared to a 32% response rate recorded in the equivalent residents' survey completed in 2019.

8. It should be noted that direct e-mail contact with named residents is not a possible as any e-mail addresses we hold were not collected for the purpose of carrying out a survey under GDPR.
9. The data collected has been subsequently weighted by area and, within each area, by age and gender. The exact profile of the data prior to weighting and after weighting can be reviewed in the profile summary at the end of the BMG Report.
10. The data in the report is benchmarked against the Local Government Association's (LGA) national public polling on resident satisfaction with local councils. Although there is a difference in methodology, the LGA Survey is carried out by telephone, it is considered important that the local survey can be compared with national benchmarks.

Age Profile of Participants

11. One of the key concerns expressed by OSC about the outcomes was the age profile of those participating in the Survey (shown in section 4 of the survey report). This indicates that over 50% of the participants were in the 65+ age category, retired and own their property outright. Whilst this can be adjusted to give a fair representation statistically of age profiles across the District, it clearly indicates that the survey is either not reaching or is not of interest to many younger residents within the District, particularly those aged 25 – 44 who are also likely to be those with younger children. The 18 – 24 category is very under represented and it is likely that we need a very different approach to reach these members of the community. The profile of respondents is clearly more complicated than just age but given the limited time available before the 2021 survey needs to be done, age is being used as a start point for changes in 2021.

Age	Unweighted	Weighted
18-24	<0.5%	2%
25 -34	3%	16%
35 -44	8%	12%
45 -54	14%	16%
55 -64	18%	15%
65+	53%	33%
Prefer not to say	2%	4%
Not provided	<0.5%	1%

Additional Survey Methods

12. A number of options were discussed with our current survey provider, in summary they are:
 - Telephone interviews
 - Increase size of survey in terms of circulation
 - Increase size of survey in terms of number of questions
 - Target more surveys in areas with more young people/families

- Send invitation to participate in a more appealing format rather than a standard letter asking people to complete the survey online
- Make survey available to anyone
- Use of Social Media and website to encourage participation
- Should the survey questions be the same for 2021

13. The Working Party discussed the options taking into account a number of issues and their conclusions are set out below:

- Priority age group that should be targeted to increase responses
Since the prime purpose of the survey is to find out what local residents think of Arun District Council services it was decided that the age group to be targeted is residents aged 25-44 as this is the group currently most under-represented in the survey responses
- Number of questions
It was concluded that the questions should remain the same for 2021 to enable full comparability with previous surveys, given that the Corporate Plan Period runs from 2018-2022 and it is likely that the survey will be changed following this; to allow comparison with the national local government survey; to enable changes in methodology within budget as any increases to the length of the survey will cost more and limit this. The Working Party did comment that there may be a need for more targeted surveys corporately and at service level to better understand our community and improve engagement in the future.
- Which media is most likely to appeal to younger residents
There was agreement that the survey is not attractive or eye catching and that this needs to go out in a better physical format (colour, postcard sized flyers as follow up etc.). Social media and the website should be used to promote the survey, but it was recognised that social media is most likely to promote completion of an open survey (see below).
- The need to continue to provide access to a survey for residents whose preferred method of engagement is not digital
Agreed that this is very important
- Use of an open survey
This means that the same survey that is sent to targeted households is made available via a link on the Arun website. Such an open survey would need to be analysed separately as we would not be able to control for other issues such as duplicates, multiple people from the same household, people who are not residents of Arun, use of the survey for campaigning etc. We will not be able to combine this information with the targeting survey in a meaningful way, but it will be additional information which can be reported separately and will help us to structure future surveys.

- Benefits of a geographically targeted survey
Additional surveys could target areas with younger populations as identified by Arun. As in the previous point this would sit alongside the main survey. For the open survey this could also be done using Facebook and the relatively new 'Nextdoor' platform which Arun has just joined, but this would need to be managed and would be at additional cost.
- Increase number of surveys sent out
There will be a cost to this, but this could be offset by not sending out the postal reminders. Only a small percentage of surveys were returned following reminders last year.

2. PROPOSAL(S):

- a) A number of proposals were made:
- Increase number of surveys, potentially offsetting this cost by not sending out follow up letters, numbers to be determined with the survey provider
 - Carry out an open online survey alongside the targeted survey
 - Explore options for incentives for survey completion to be vouchers for local businesses
 - Explore options for invitations to participate being sent in a more appealing format.
 - Carry out an additional sample geographically targeted survey to target younger respondents
- b) The Working Party was very aware of the need to balance improved participation of younger households in the survey with current financial constraints and the need to stay within budget. Budgets were discussed at the Working Party but have not been set out in this paper as while indicative costs are available, further quotations will be required and proposals may need to be prioritised.

3. OPTIONS:

- a) To make changes to the survey methodology as recommended
- b) To carry out the survey using existing methodology

4. CONSULTATION:

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

**5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:
(Explain in more detail at 6 below)**

	YES	NO
Financial		x

Legal		X
Human Rights/Equality Impact Assessment		X
Community Safety including Section 17 of Crime & Disorder Act		X
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Safeguarding		X
Other (please explain)		X
6. IMPLICATIONS:		

7. REASON FOR THE DECISION:
 To improve the response rate amongst younger households for the annual Residents Satisfaction Survey

8. BACKGROUND PAPERS:

[Item 5 - Final - OSC Report Q2 Performance 20.10.20.docx \[docx\] 33KB](#)

[Item 5 - Final - Appendix A - Q2 Corporate Plan indicators.pdf \[pdf\] 391KB](#)

[Item 5 - Final - Appendix B - Q2 SDP indicators.pdf \[pdf\] 399KB](#)