



Public Document Pack

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28 September 2020

OVERVIEW SELECT COMMITTEE

A meeting of the Overview Select Committee will be held virtually on Tuesday 6 October 2020 at 6.00 pm and you are requested to attend.

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>

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

Members: Councillors Northeast (Chairman), English (Vice-Chair), Bennett, Bicknell, B Blanchard-Cooper, Mrs Catterson, Mrs Cooper, Dendle, Dixon, Elkins, Gunner, Huntley, Miss Needs, Miss Seex and Tilbrook

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members and Officers are invited to make any declaration 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 items 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 interest and/or prejudicial interest
- c) the nature of the interest

3. **MINUTES**

(Pages 1 - 14)

The Committee will be asked to approve as a correct record the Minutes of the Overview Select Committee held on 1 September 2020.

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. **RESIDENTS SATISFACTION SURVEY RESULTS 2020**

(Pages 15 - 56)

As part of the Council's performance framework, an annual Residents' Satisfaction Survey is undertaken. This report sets out the background to the survey and asks Members to note the contents of the survey.

6. **COVID 19 UPDATE FROM CEO**

(Pages 57 - 72)

The report attached was presented to Cabinet on 21 September 2020 and contains the Council's response to the pandemic situation and possible proposals for economic recovery. The minutes from the Covid-19 Working Party on 8 September 2020 have also been attached for the Committee's review.

7. **PROPOSED CORRECTION OF OSC MINUTES FROM 10 MARCH 2020**

(Pages 73 - 88)

This report sets out the proposed correction to minute 512 of the Overview Select Committee Meeting held on 10 March 2020. The correction is being proposed by Councillor Huntley and is set out in this paper for members to consider. A correction to the minutes can only be made in retrospect by a resolution agreed at Full Council

8. **FEEDBACK FROM MEETINGS OF THE HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE HELD ON 9 SEPTEMBER 2020**

The Committee will receive a verbal update from Councillor Bennett for the HASC Meeting held on 9 September 2020.

9. **FEEDBACK FROM MEETINGS OF THE SUSSEX POLICE AND CRIME PANEL HELD ON 25 JUNE 2020** (Pages 89 - 90)

A feedback report following Councillor Mrs Yeates attendance at the meeting of the Sussex Police and Crime Panel held on 25 June 2020.

10. **CABINET MEMBER QUESTIONS AND UPDATES**

- (i) Cabinet Members will update the Committee on matters relevant to their Portfolio of responsibility.
- (ii) Members are invited to ask Cabinet Members questions and are encouraged to submit these to the Committee Manager in advance of the meeting to allow a more substantive answer to be given.

11. **WORK PROGRAMME 2020/2021** (Pages 91 - 96)

The Group Head of Policy will present the Work Programme 2020/21 to the Committee, highlighting any changes that have been made.

A verbal update in relation to a question raised by a member of the public at the Full Council Meeting on 15 July 2020 to be provided by the Group Head of Policy as well as an explanation of the proposed way forward on the work needed on Equalities.

Note : Reports are attached for all Members of the Committee only and the press (excluding exempt items). Copies of reports can be obtained on request from the Committee Manager).

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

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](#)

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OVERVIEW SELECT COMMITTEE

1 September 2020 at 6.00 pm

Present: Councillors Northeast (Chairman), English (Vice-Chair), Bennett, Bicknell, Mrs Cooper, Dixon, Elkins, Gunner, Huntley, Miss Needs, Roberts (Substitute for Dendle), Miss Seex, Ms Thurston (Substitute for Mrs Catterson) and Tilbrook

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

Apologies: Councillors B Blanchard-Cooper Mrs Catterson., Dendle, Purchase Mrs Staniforth, Stanley

166. DECLARATIONS OF INTEREST

None.

167. MINUTES

The minutes of the previous Overview Select Committee Meeting held on 9 June 2020 were approved.

168. LOCAL POLICING - CHIEF INSPECTOR CARTER

The Chairman welcomed Chief Inspector (CI) Jon Carter to the meeting and invited him to deliver his presentation to the Committee.

CI Carter advised the Committee that he became CI in August 2019, he then provided a detailed presentation to the Committee that covered his mission statement – “to make Arun and Chichester even safer places than they already are” as well as providing updated figures on incidents that had been reported in 2019 vs 2020 to date. He confirmed the PCSO deployment across the Arun District and provided Members with a number of headline incidents that detailed successful charges that had been brought against individuals.

The Chairman then invited Members to ask CI Carter their questions, these are detailed below in the order they were presented to CI Carter.

Cllr Gunner question was, on resourcing last year the Police and Crime Commissioner (PCC) talked about how there would be 400 new officers across Sussex. What does that increase mean for Arun, and how will that make us better able to tackle crime in the district? I also would like to know how that trickles down to the parishes?

CI replied the precept increase mainly cover the increase of 100 PCSO's and did allow for some Police Officers as well. Most of these had been put into our front line, emergency services where this was very much needed. Our front-line officers operate

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as part of a boarder less response team, as these individuals are in such a responsive role, it is hard to monitor/pinpoint a specific dedicated area as officers are proactively moved to where they are needed. Specifically, in Arun there was an uplift of 10 officers, plus additions to PCSO's Arun and Chichester benefitted very well out of this uplift.

Cllr Gunner then asked for clarity on the actual officer numbers as he was unclear from the response given, CI explained that there were specifically 14 more officers but again explained that they move their resources to where they are needed at any given time.

Cllr Mrs Cooper's question was, I believe a lot of low-level crimes can be traced back to drugs and or drug dealing. With this in mind what intelligence is being used, how is this cascaded up the chain and how is the awareness/action channelled back down to locally elected members and also Parish/Town councils who are often at the sharp end and if given the opportunity can contribute much needed valuable intelligence?

CI Carter replied I hope that the example in the presentation re the Henry Line proves useful and shows how intelligence can be used effectively. It may come from reports from members of the public, plus police observations, interrogation of devices or suspect interviews themselves. These are the main routes for intelligence. In terms of how Parish/Town Councils are then informed of these instances, we have to be extremely careful about how we record, manage and who has access to intelligence we are monitoring, this can make it difficult for us to share information as we cannot disclose source information. I am looking to close the communication gap that is currently there with sharing information like this. As a police officer, I would never say no to any information being reported, generally if something doesn't look right, it should be reported so the Police can investigate and where we can take action. What we have to ensure is that we make sure that the relationship between Police and anyone reporting information does not become one where the Police are then tasking you with monitoring or collecting more information as this can become dangerous for you as individuals. The issue you are raising about how we feedback is being looked into at a local and national level and we are keen to make improvements where we can.

The Chairman's question was, the role of a uniformed officer is seen as a valuable part of any local community, can we expect to see a return to the amount of PCSO's as part of the Governments promise to return the numbers lost in the financial cutbacks?

CI Carter replied how PCSO's are deployed was covered in the presentation, in terms of the cuts the PCSO numbers had been cut across the board to 196 Officers (approx. half) the Police service had been through some very tough budget cuts. The precept uplift in early 2018 had enabled the recruitment of 100 PCSO posts back into the force bringing the figure up to 296. This can only be positive although its still nowhere near where we were. However as someone who has lived through all these cuts, my submission is that we are working efficiently and well, the main change being that one PCSO dedicated to one specific area is not the most efficient. We are working with a hybrid approach, the advantage of this approach is that I can flex the deployment

of officers to different areas which gives us a more consistent and focused approach to taking action in areas that are infiltrated with Anti-Social Behaviour (ASB) and Crime.

In Cllr Blanchard-Coopers absence the Chairman read out his question which was PCSO's locally have not been granted powers to "cuff", is this to be revised? The Cabinet and Members have previously been incorrectly advised that they cannot be allowed to do this, however my understanding is that Central Government have given those powers but given the Chief Constable the decision on whether those powers are given to their PCSO's or not. Given that security guards can have powers to cuff, do you feel it appropriate that a PCSO can merely request someone to stay (detain them) while someone with the power to cuff and arrest attends? Is this a good use of officer time?

CI Carter replied that as the force lead for PCSO's, there was only one force anywhere in the Country that has issued their PCSO's with cuffs, that being the British Transport Police Team. PCSO's will never have the same powers to arrest somebody, like a Police Officer does as there is a huge amount of training that is required to be undertaken in order to be able to do this correctly and lawfully. From survey work that had been completed there was no desire highlighted from PCSO's themselves to have cuffs issued currently. Whilst I would never say never, at the current time this is not something that I will be pursuing.

Cllr Gunner's next question was, does the possibility of an economic recession heighten the possibility of crime, and how is the constabulary responding to this? Aside from this, what does the constabulary see as the challenges and priorities in the Arun area going forward?

CI Carter replied, yes you are right, and it is fair to say historically that recessions can bring about an increase in criminality. On the one hand what is being translated by the Government is that this will be the longest and deepest recession Britain will have ever seen. In terms of what that will translate too in terms of Crime is difficult to say. We are recruiting very heavily now, so Police numbers are on the up, this is about getting our numbers back to where we were prior to the cuts made previously. What my team and our partners are doing is trying to get ahead by using our community intelligence and trying to identify how this may translate to new crimes. If we stuck with more traditional deployment methods, we would get stuck very quickly. We make sure we are very reactive to crime trends; we have briefings from all over the country as well as keeping an eye on what's going on across Europe.

Cllr Gunner then asked, looking at the trends from other countries and previous recessions what do you think will be the potential trends in crimes and what will be the planned response?

CI Carter replied, potentially we may see an increase in acquisitive crimes, due to the racial make-up of the district, and how that racial make-up may change because of Brexit. Another potential increase we may see is civil disorder, this is where individuals take action on things, they are unhappy about, we are doing a lot of

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education through schools to try and get a head of any future individuals falling into the crime trap. We routinely engage with property owners about property crime prevention opportunities during local patrols. As well as always being focused on going after those who are known to us for committing crimes.

The Chairman read out Cllr Blanchard-Coppers second question which was, how is policing locally performing against its own targets and what ones if any are not being hit, and what is the plan to bring this in line with expectations? Are all police including PCSO's managed in the same way for a consistent approach across all stations to achieve effective time management of teams?

CI Carter replied, in terms of targets we currently have a fluid environment in relation to targets, it's a more general approach. Themes are identified by the HMICRFS which they test Police forces against, the reports and results of these are published. Like all forces we have areas of strength and areas of development, for Arun District a significant area of development was highlighted around stalking. The Government want to be more target driven in the future; however, we are still waiting for the guidance and detail on this. I am held to account for Policing and Performance for a broad range of targets inclusive of response times, crime reduction, crime protection performance, legitimacy of stop and search, to name a few. In terms of this district and things I want to improve on, domestic abuse, repeat offending, providing a better service to victims and witnesses. In relation to the last part of the question, I'm not clear on what is meant by this, but what I can advise you is PCSO's are not Police Officers, Police Officers are Crown Servants not employees, PCSO's are employees so there are differences on the performance management of these two sets of individuals.

Cllr Mrs Copper's next questions was, having tried myself many times to report crimes online, I found that there are so many hoops to jump through that it is very understandable why a large percentage of the public simply say they gave up despite our repeated pleas to report, report, report. We believe that the reporting of certain types of low-level crime online is disproportionately time consuming and I am concerned that as a consequence the crime figures are potentially distorted and lower the real picture as a result of this under reporting.

What trends are you seeing for the reporting for crimes such as:

- Vandalism including Car crime
- Begging (not homeless)
- Antisocial Behaviour
- Drug Dealing in community
- E scooter nuisance

How are you working with the prevention teams to deal with this and how does that link in with our Community Safety team, do you feel everyone concerned has enough power to be effective?

Cl Carter asked Cllr Mrs Cooper for clarification on the difficulties she had found in reporting crimes, she explained that the level of and number of questions that are required to be completed online meant that she found herself having to be untruthful in her reporting just to make her report online. Cl Carter explained that he would need to give this feedback to the crime reporting force room as that was not something he could influence. The challenges are the requirements of the information we need to record which are set nationally by the Home Office, so it is impossible currently to change that at a local level. However, I do take on board your feedback, and if the process is causing people an issue and difficulties then they will not report it, which is not what we want. The thought process then turns to what do we do instead, not something I expect you to answer, but something we need to look at. I had covered most of these other areas within the presentation earlier, although I would state that car crime would not be included in with vandalism. Regarding begging this is a topic we could have a meeting on just this topic, the homeless situation is very confused and complicated within Arun District, it is fair to say that some of those individuals who take part in begging are not in fact homeless. For us to deal with begging, sitting on the floor with a sign is not classified as begging, it has to be active begging before we can do anything. It is a complex issue, the solution to this is dealing with substance addictions and other various issues that drive this behaviour.

ASB is a really wide topic, it has increased, we have had challenges on how we work with the Council ASB teams, the Council Officers do have access to our systems, however this access cannot be remote.

Drug dealing covered in the presentation earlier, we do recognise the threat that, this issue is to the district. We are looking at not only the supply but also the demand side of things and trying to tackle it from both ends of the problem. I am hopeful that as this work progresses with Arun teams that we will see some improvements soon.

E Scooters, this issue has not been reported to us, so perhaps an offline conversation regarding this can take place. The legal position is that E-Scooters cannot be used on roads (this is inclusive of pavements). I can not predict the law and any possible changes, but there may be some changes coming in a few months' time, this will bring with it its own challenges. My personal view on this is that there is a major road safety issues with this, anyone who has come off a bike at 30mph it hurts and can cause serious injury. If the education side of things does not work, then we will seize the E-Scooter if required. What I am asking from you as elected members is to do some education with parents/residents of your areas. This will help greatly as a lot of people do not realise the law/requirements for those who own E-Scooters and there is a space for community education. The only place you can legally ride an E-Scooter is on private land with the landowner's permission, roads/pavements are not allowed. Somebody found to be riding an E-Scooter on a road or pavement will be dealt with as if they were in charge of a vehicle without a license or tax.

Cllr Elkins was then invited by the Chairman to ask his questions which was, regarding the reporting of the 101 line, the magistrates inspectorate reported that 43% of 101 calls went un answered, the information I have is that 90% of call were being answered within 60 seconds and current waiting time was 4minutes and 11 seconds. Have times for responding to 101 calls increased or continued to increase and has anyone who has called on that number, is there the option for them to be offered a call

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back or divert them to the internet? Has there been an improvement on those who choose to wait regardless?

CI Carter replied that he could not give specific figures on this topic at the meeting. However, the online figures have increased, which would suggest that less calls are coming in as people are using online services more. The 101-wait time of 4 minutes, sounds about right, for call-backs, we use a system called 'QueueBuster' but for specific figures I would have to go away and obtain those figures.

Cllr Needs question was on Homelessness and how are the Police in Arun looking at these issues and what provision will be put in place to help individuals that may need practical help with these issues?

CI Carter replied that homelessness is not something that is in our gift to solve solely but we are part of the team equation to help resolve it. We work along side both District Councils and other statutory providers to ensure we are all working together to try and get all those who are homeless into safe and permanent homes. Where that does become more of a policing issue is where the substance abuse issues cause people not to be housed. We are doing a lot of work with the community safety partnership group. These people very often have very complex needs and require specific support.

Cllr Tilbrook's questions was relating to Stop and Search on Black and Asian members of the community, according to overall Sussex police data black people in Sussex are 12 times more likely to be stopped and search against white people? Why do you think this is?

CI Carter responded we cannot currently define that right down to local figures. In terms of West Sussex overall, the figure is 7%, so the problem is still there, and the reasons are very varied. What I want to make clear is that this is absolutely an issue and we need to be clear about what we are doing about it. One of the challenges is If I stop and search someone, I am required to record their ethnicity that information is then compared to the census information from 2011 and there has been no census since. If I stop and search you and you are visiting the area for the day it will sit against the figures for that district. I don't want to make it sound like this issue is all down to stats because it isn't. We do have a Stop and Search Scrutiny Panel and I am a part of the strategic board on that. We are looking at our internal recording and our process in relation to stop and search to ensure that officers are acting lawfully at all times. I want to set up a local Independent Advisory group (IAG) that replaces the division wide one that is currently in place, I want to ensure that this is varied in its membership. Part of the tasking of the IAG will be to hold me to account around the Stop and Search figures in the Arun area.

Cllr Tilbrook then asked was traffic data included in the stop and search or is it recorded differently. CI Carter replied that it was reported differently.

Cllr English was invited to ask his question which was on domestic violence, he said, we've all heard a lot through the media about worsening domestic violence

because of the Covid-19 Pandemic. I just wondered have you actually found that there had been an increase and what has been the Police's action taken to resolve these incidents?

CI Carter replied that a huge amount of domestic abuse does still go unreported for varied reasons. We do an a lot of work on this matter and one of the opportunities we took from the Covid-19 Pandemic, was that because people were being asked to do shopping on their own, we took the approach to set up stands in supermarkets for people to take up the services that were being provided through these stands. For Officers who do attend reports of domestic abuse, we will always seek to arrest, even if the victim says they don't want any action taken, in order to create some space between individuals. Where we have evidence that a crime has been committed even if the victim is not willing for action to be taken, we can and will still pursue this.

Cllr Dixon's question was, the council spends a significant sum each year repairing damage caused by vandalism. From April this year we are keeping a record of the locations of acts of vandalism and the cost of repairs. We should soon be able to identify "hot spots" and high value problems. Once we have this data how might the police use it?

CI Carter replied that there is a multi-layered approach to dealing with this, one of the things that really concerns me is that there is a risk that this is related to a possible gang culture. We have seen several gang tags being left in some areas as well as seeing a number of extreme right-wing messages being left. Moving forward and looking to the future, the data is already collated, and we use this to target offenders. The less extreme stuff and the possible gang related tags which is seen a lot within the Littlehampton area, we are watching very closely, and we are trying to identify where these offenders live. In relation to the wider issue, the hotspot identification is useful to me as I can direct patrols to where they are needed. I do have some other assets open to me that I can deploy, such as mobile CCTV, but I am required to have good reason to deploy.

Cllr Dixon the explained that, he walks everyday through the underpass in Bognor, this was vandalised 5 times in the last year and re painted by the Council each time, and I bet that you (CI Carter) didn't even know about it. So, he felt that the communication between the Council and the Police needs to be improved greatly. CI Cater agreed with Cllr Dixon on this point, explaining that if these incidents are not reported then there is very little that can be done about it.

Cllr Gunner was invited to ask his next question which was, what were the future plans for police stations in the Arun area?

CI Carter explained that the two main buildings we have are in Bognor and Littlehampton both are fully utilised currently. In the medium term my ambition is to put local policing back into Littlehampton and our specialist investigation team is also based in Littlehampton.

Cllr Gunner then asked for further clarity by asking can you confirm that there won't be any change to our police stations?

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CI Carter replied, no, I cannot make that promise, we are always looking into ways to use our buildings as efficiently as we can. There are no planned closures that I am aware of. The patrol base at Arundel has a covenant on it so it can never be sold, and it always has to be used as a police station. I understand why the original change was made to move permanent police presence to Bognor. However, fundamentally it concerns me that arguably one of our highest demand hubs does not have a police presence in it.

Cllr Bicknell was invited to ask his question which was, following on from the last question, are there any plans to make more efficient use of police buildings by sharing with other organisations? In the past there had been talk about the use of a 'Blue light' hub to be based in Littlehampton? Would it not be better to base something like this nearer to the A259?

CI Carter replied that he was not sure if this option was even still on the table and if it was, it was now much further down the priority list than it may have been when first discussed. We do have shared hubs in other locations and in some of these areas it works quite well, but what we are seeing more commonly is a smaller scale sharing of facilities, for me that would detract from what I am trying to do in terms of having a more significance presence from local police.

Cllr Roberts was invited to ask his question which was, what is the feeling within the force towards use of the new "super tasers" approved by the Home Secretary? Is this something you would support being provided regionally? In terms of PCSO's being given cuffs, leg restraints and CS Spray and I am aware of 3 forces in Wales having trialled this and I wondered if you would consider this here?

CI Carter replied, Sussex Police has committed to providing all front-line officers with a taser, who want one, providing they can pass the course for it. We are looking to have 80% of front-line officers equipped with tasers. I would anticipate that this 'new super taser' will be something that replaces the existing tasers which only came in about 18 months ago. The likelihood was it would come with potentially a 4-day training course due to the fundamental changes in the taser equipment. In terms of PCSO's they can be authorised to have various restraints, an approach to the Chief Officer would come from me as the lead for PCSO's in this area, I would need to contact the Welsh teams to understand more about why and how they trialled this and what the results were. It's also worth noting that PCSO's are employees and not Crown Servants and Unison would have a view on this.

Cllr Roberts then asked, do you record the offence of making off from a policeman or PCSO?

C/Insp Carter advised yes, we do record this, but this is very rare. So rare in fact I can't remember the last time it happened.

Cllr Roberts then asked the parking of camper vans on Mill Road in Arundel has long been a contentious issue amongst local residents. Often there can be 25-30 of them parked and occupied not only just overnight, but often for many days/nights. Arundel Town Council has tried resolutely to try and address this with WSCC but been

told it is a police matter as it is illegal to sleep in a public vehicle on a road overnight. I assume it is impractical to ask you and your Officers to investigate and move on vehicles every day. How can we work together to get at least restrictions on overnight parking of these vehicles, such as with Goring Gap?

CI Carter replied, I would be interested in finding out who gave you that information as it is incorrect. Section 77 of the criminal justice public order act 1984 is really clear, local authorities are empowered to direct unauthorised campers to leave land in the open air where they are trespassing and that includes land that forms part of the highway. The Local Authority has to give them a direction to leave, the challenge will be are they trespassing, specifically Mill Road has no restrictions, so the first step would be to put a restriction on the road. The Parish council would need to apply for a Traffic Restriction Order, it's not a quick process, but it's the correct process to follow.

The Chairman then invited Cllr Bennett to ask his question, he said, I had a meeting with the Chief Constable a few weeks back and she advised that quite a large number of PCSO's had become official police officers. CI Carter advised yes it does happen, off the top of my head since the start of the year in Arun, we have had approximately 3 PCSO's who have become Police Officers. As soon as we know that a PCSO has applied to become a Police Officer we start the recruitment for replacement, so the gap is very often non-existent.

Cllr Bennett then asked that unfortunately we are seeing a large number of armed incidents across the area and County, do Sussex Police have enough highly trained Officers and resources to deal with these specific incidents?

CI Carter advised that the deployment of firearms officers and firearms is overseen by Strategic Risk Assessment which is a national document as this is a national commitment and yes, we do have enough resources.

The Chairman then obtained permission from the Committee to have two questions asked by two Cabinet Members.

Cllr Lury was then invited to ask, from my calculations shows there has been a 44% increase in mental health issues is this causing a strain on the Police force? Would you accept that the justice system is in a perilous position with a huge backlog of cases with some rape cases waiting over a year to be dealt with? Has Chichester Court been reopened? And finally, when I had been into schools my biggest concern is around County Lines and how many young people are being drawn into that?

CI Carter replied stating that at the moment in mainstream schools there is very little evidence to show that individuals are getting drawn into this from this area. I have 2 education groups and schools are the best place to identify these problems and then the Police would respond if a problem was identified. Why was Chichester Crown court closed, like most other public buildings during Covid-19 it is now back open and heard its first case yesterday. In terms of mental health crises, we sadly do have to get involved when these cases reach a certain level, its not a situation we want to be in and in comparison to a mental health nurse who is fully trained we certainly would not be

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the best people to deal with these instances. The backlog in the justice system needs a lot of work, and there is a Government focus to make improvements here.

Cllr Coster was then invited to ask his questions which was, can I clarify with regards to Bognor Regis Police station, operationally do you feel that you now need a building of that size, or if you could have a brand new building that was built to specifically suit your needs would be better?

CI Carter, in terms of the footprint, yes, we probably could operate in a smaller size building however, the challenge for us is more about location rather than size. The Police have a very proactive remit as well as reactive. Ideally, we would have ready access to high demand, high harm, areas such as town centres, but also, we need to be located near to a good road network to be able to get around quickly.

Cllr Coster then asked, so just assuming on the same location in Bognor it could be possibly feasible that you could have a more efficient building that wouldn't take up so much space? CI Carter replied, yes, but an obvious solution would be to build upwards instead of outwards.

Cllr Dixon was then invited to make a final statement, he stated that he was really pleased to have heard from CI Carter's presentation that a well-known thief in Bognor Regis had now been dealt with and the reactive actions your teams took with this individual has had a good result. However, it seemed to me you may not be getting the support you need from judiciary and what concerns me is that this could lead to vigilantism.

CI Carter replied that the individual and the case were very complex, we as Police Officers do get frustrated when we take something to court and we don't get the result we want from the Court. Sometimes the perception can feel like the Courts are not supportive of our case, however, the courts are also under a lot of pressure to act within the guidelines set by the Ministry of Justice I am concerned about vigilantism and this is an ongoing concern. I can only reassure you that we do provide very detailed and graphic reports to the courts to support our cases.

The Chairman then thanked CI Carter for his time and attendance at the meeting today. CI Carter advised that he would be more than happy to come to future meetings to answer questions and obtain feedback as ultimately this would help to improve Policing across the district.

169. COUNCIL TAX SUPPORT TASK & FINISH WORKING PARTY MEMBERSHIP

The Chairman advised the Committee that they needed to revise its Membership of this Working Party and that he had, had interest expressed from Cllr's Gunner, Seex, Elkins, Tilbrook and Dixon and if the Committee were happy that they and he would form the new Membership for this Working Party of which the first meeting would take place on 13 October 2020.

The Committee

RESOLVED that;

The new membership of the Working Party be made up of Cllrs, Dixon, Elkins, Gunner, Northeast (Chairman), Seex and Tilbrook.

170. COVID-19 UPDATE

The Group Head of Policy introduced this item in the absence of the Chief Executive and highlighted to the Committee that next update would be presented to Cabinet at their next meeting on 21 September 2020 and the minutes of this meeting would then be presented to the Overview Select Committee to be scrutinised at its next meeting on 6 October 2020. The reason that the process had seemingly changed was due to the additional Cabinet meetings that have been held and would be held at Members request due to the current and ongoing pandemic response and therefore meant that some meetings were out of sequence.

Cllr Bennett raised a situation that the Parish and Town Councils have found themselves in during this pandemic in that, they seemingly have been forgotten in terms of financial support during the Pandemic and there appears to be very little ongoing support emerging. He said that they were suffering massively with a lost income of £22k due to no government funding.

The Director of Place explained that it was the upper tier authorities that had been encouraged by the Government to provide and make available grants/funding for Parish and Town Councils, he explained there had been an announcement recently regarding supporting these areas also, however, it would need to be checked that this applied to Parish and Town Council's too.

Cllr Bennett advised that he had checked this information and confirmed that Town and Parish Council's had not been included within these regulations. The director of Place then reconfirmed that it was for the upper tier authorities to provide financial support to Parish and Town Councils.

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The Chairman then raised his concern regarding the Track and Trace workload that had been handed down to local authorities, he wanted to know if there had been a briefing on this that had included the financial support to complete this work and also what would this additional work impose on staff workload. The Director of Place confirmed that the principal authority for track and trace is the County Council. He further advised that Arun would be working closely with them on this matter, stating that there were a lot of ongoing conversations in relation to operational needs and it should be noted that we are all learning as we go on this matter, there currently is no rule book, we are working in very unusual circumstances currently.

Cllr Tony Dixon asked the Director of Place to clarify if the cost to the Council was being estimated at £5 million pounds and was this a gross or net figure? The Director of Place confirmed that it was a net figure, but he would recommend to all Members to read the financial report being presented to Cabinet on 21 September for a more up to date picture on the financial situation for the Council.

Cllr Mrs Cooper asked if there was an ongoing piece of work on the Council's emergency plans in terms of the pandemic and was it being updated with what had been learnt so far? And could it be confirmed who and where this work was being completed? It was vital for Town and Parish Councils to be able to feed off, of Arun's Emergency Plan.

The Director of Place explained that the Council was very much focused on reacting to the current needs of the pandemic as well as planning for any possible second peak during the winter months and or possible local lockdowns. He suggested that maybe the time to scrutinise is not yet, and that it might be worth waiting until after we are through the winter months that we are fast approaching. It was then advised by the Committee Manager that the Environment and Leisure Working Group were meeting on Thursday 3 September 2020 and the agenda for that meeting contained an emergency planning update.

Cllr Dixon was invited by the Chairman to ask the final question on this item and he wanted to understand what the footfall of the high-street was, since the high-street had been reopened. The Director of Place advised that whilst he did not have specific figures, he could only speak from his own experience and felt that the footfall figures were quite mixed, in that some pockets of people were only going out once or twice a week and completing bigger shops, whereas there had also been reports from traders that other pockets of people had returned to a more normal way of shopping like we had seen prior to the pandemic.

171. CABINET MEMBER QUESTIONS AND UPDATES

The Chairman thanked Cllrs Mrs Gregory, Mrs Staniforth and Coster for their updates they had provided Members in advance of the meeting, he then invited Cllr Coster who was in attendance at the meeting to present his highlights to the Committee.

Cllr Dr Walsh, Leader of the Council was then invited to speak by the Chairman, he expressed his thanks for Cl Carter having given such a refreshing, truthful and frank presentation to the Committee. He then provided the Committee with an update on some aspects of his portfolio. He explained that the housing sector had reportedly taken off and advised the Committee of a site visit in Littlehampton he had undertaken with Cllr Lury, Cabinet Member for Planning, he reported he was very pleased to see the progress that had been made so far. He advised a report on the feasibility of a cycle lane from Littlehampton to Arundel would be ready around November 2020.

Cllr Lury, Cabinet Member for Planning then provided his update regarding the site visit he did with Cllr Dr Walsh, he noted that the number of mature trees that had been included in this build as well as the overall level of the build at this site.

Cllr Dixon, registered his concern that a commercial manager has still not been recruited

Cllr Gunner was then invited by the Chairman to ask his questions that have been detailed below;

- Cllr Yeates since you became the Cabinet Member how much more have you invested into the day centre activities for the elderly, Cllr Mrs Yeates replied that the activities are rolled out through Age Concern and that the idea was that the amount of money Arun invests has reduced due to having granted a lease.
- Cllr Lury how have you made planning decisions more local, Cllr Lury replied we have a very good planning Committee and we make decisions as a whole District team.
- Dr Walsh when will you be transferring the ownership of the town hall to the people of Bognor Regis. Cllr Dr Walsh confirmed that there were currently no plans so far and advised that it was up to the Town Council to make an approach on this.

Cllr Gunner then explained that the reason he asked these questions as these are promises you made your electorate at the last election in May 2019.

Cllr Bennett asked Cllr Dr Walsh if remote meetings were to be continued after May 2021 and when would face to face meetings reconvene. Cllr Dr Walsh replied that he was not aware of any Government legislation that allows for meetings to return to a face to face setting. He also confirmed that he had not heard of any extension beyond May 2021.

Cllr Bennett explained that the reason he asked the questions was it seemed that Government had Councils had been forgotten when all other businesses have been considered for a return to face to face.

Cllr Roberts asked Cllr Coster about rumours re: The Arcade in Bognor Regis having had an offer been made for this to be purchased. My second question is regarding the Commercial Manager recruitment and was this a chicken and egg situation. Cllr Coster replied that he could not do all the work on his own as he had not

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had a lot of officer support, we need an officer to operate and coordinate this work. In terms of the rumoured offer on the Arcade in Bognor Regis, He agreed that he had heard the same rumours and was currently in a fact-finding stage on this matter.

172. WORK PROGRAMME 2020/2021

The Group Head of Policy advised that the Committee had 4 meetings left of this municipal year, there had been some movement on some items since the Committee last met and Members were requested to note these changes.

Cllr Gunner advised that he was concerned at the number of items moved to January and March 2021 specifically the equalities and diversity item. The Group Head of Policy explained that this was simply down to not having had the time to complete the work due to the level of work that has been required during the pandemic. However, she advised that if Members felt strongly about completion of this work being brought forward then the organisation may wish to look into providing additional resource to get this work completed.

The Committee

RECOMMEND TO FULL COUNCIL - that;

the Work Programme for 2020/21 be approved

(The meeting concluded at 9.31 pm)

ARUN DISTRICT COUNCIL

OVERVIEW SELECT COMMITTEE 6 OCTOBER 2020

PART A : REPORT

SUBJECT: Residents' Satisfaction Survey 2020

REPORT AUTHOR: Jackie Follis DATE: 18 September 2020 EXTN: 37580

EXECUTIVE SUMMARY:

As part of the Council's performance framework, an annual Residents' Satisfaction Survey is undertaken. This report sets out the background to the survey and asks Members to note the contents of the survey.

RECOMMENDATIONS:

- a) To note the contents of the Survey

1. BACKGROUND:

- 1.1 As part of the Council's performance framework, we carry out an annual Residents' Satisfaction Survey. We commission an organisation called BMG to complete this in order that residents can be assured that their responses will be anonymised. The results of the survey for 2020 are attached, along with a copy of the survey and covering letter which was sent to residents.
- 1.2 Section 1.2 of the survey explains the methodology. BMG sent the survey to 1800 randomly selected residents, ensuring that this selection was geographically representative of the whole district. Overall, 611 questionnaires were returned, a total response rate of 34% against 32% in 2019. The survey and covering letter are attached as Appendix 1.
- 1.3 The report outlines the findings from the research into the experiences of living in Arun and perceptions of the Council. Due to the number and variation in size and response of parishes within Arun, it is not statistically valid to provide a breakdown to parish level. In order to provide a more local picture, wards have therefore been grouped into Western, Eastern and Downland areas for some outcomes. Table 1 in section 1.3 gives this breakdown.
- 1.4 The data in the report is also benchmarked against some questions in the Local Government Association's (LGA) national public polls on resident satisfaction with local councils and section 1.3 describes this in more detail.
- 1.5 It is also worth noting that where tables and graphics do not match exactly to the text in the report this occurs due to the way in which figures are rounded up or down when responses are combined.

- 1.6 Questions 2 and 10 in the survey also relate to this Council's Corporate Plan performance indicators as follows:-
- CP1 – the level of public satisfied or very satisfied with the overall quality of the Council's services
 - CP4 – The level of customer satisfaction with the cleanliness of the district
- 1.7 As the survey was issued during the Coronavirus pandemic lockdown period, responders were encouraged to consider their responses in relation to the services provided all year round. Section 1.4 comments on the broader context of the survey and sets out some thoughts on the impact of Covid-19. It is inevitable that the national context, whether it is Covid-19 or other issues, will impact on perceptions of local government.
- 1.8 There are two sections to the BMG Report and whilst this Committee report sets out some of the headlines, further detail can be found in the BMG report, in particular comparisons between different parts of the District and different demographic groups.

Living in Arun District

1.9 Overall satisfaction (section 2.1)

Overall satisfaction levels are high, with 87% of residents saying they are either very satisfied or fairly satisfied with their local area (15-20 minutes walking distance of their home). This compares favourably with the LGA benchmark which is 81% and the 2019 figure of 80%. Data suggests that those who are satisfied with the cleanliness of the District are significantly more likely to be satisfied with the area as a place to live.

1.10 Community cohesion (section 2.2)

49% of respondents agree that their local area is a place where people from different backgrounds get on well together, 11% disagree, and a high proportion of people (29%) are neutral. Whilst this potentially identifies an area for the Council to consider in terms of future action it is possible that the high 'neutral' figure is because people do not consider that they have significant contact 'with people from different backgrounds'.

1.11 Cleanliness of Arun District (section 2.3)

In section 2.3, 78% of respondents are satisfied overall with the cleanliness of the District, with the detailed analysis giving more detail on different kinds of places in the District. Parks & Open spaces and Beaches & Promenades both have a high level of satisfaction, with Public Toilets at the bottom of the list. Table 2 shows how these have changed over time. The lower level of responses for public toilets may indicate the number of residents not using them and therefore feeling unable to comment. The satisfaction level for 2019 was 36% for toilets and 35% in 2020, so in reality is unchanged.

1.12 Problem behaviours in Arun (section 2.4)

There is some variation in the most prominent issues to be identified in different parts of the District, however it is worth noting that, compared to the 2019 survey, perceptions around the prevalence of all of the issues have declined.

Customer Satisfaction with the Council and its Services

1.13 Satisfaction with the quality of service (section 3.1)

77% of residents are satisfied with the quality of service provided by the Council. This is a significant increase up from 66% in 2019. This also compares positively with the LGA benchmark figure of 63%. There is an association between their local area and Arun District Council in resident's minds, with those who are satisfied with their local area as a place to live significantly more likely to be satisfied with the Council.

1.14 Satisfaction with specific Council services (section 3.2)

Satisfaction across services is high, especially for waste collection and recycling which has a figure of 91%, up from 85% in 2019. The LGA figure is 78%. Council owned leisure facilities have lower levels of satisfaction at 49% (50% in 2019), but this is driven by the high proportion of residents surveyed who do not use leisure centres and therefore have no opinion (32%).

1.15 Value for money (section 3.3)

54% of residents agree that the Council provides value for money against 44% for 2019 and the LGA benchmark of 48%. Figure 10 shows how this has changed over time.

1.16 Trust in the Council to make the right decision (section 3.4)

This has risen from 52% in 2019 to 63% in 2020. The LGA benchmark is 59%.

1.17 Acting on concerns (section 3.5)

50% of residents believe that the Council acts on residents' concerns, with 29% disagreeing. Figure 13 shows the change over time.

1.18 Residents preferred channels to be kept informed (section 3.6)

How we communicate with our Residents is a key component of building a trusted relationship. Figure 14 shows the responses to this question, indicating that the website is the preferred channel, down to word of mouth as the lowest. This shows the importance of maintaining a number of different channels, whilst continuing to develop those which are potentially most convenient and cost effective for residents and the Council.

The Council has already identified the importance of digital communications, both in its [Digital Strategy](#) and the Customer Services Strategy which is being developed.

2. PROPOSAL(S):

To note the contents of the Arun Residents Survey 2020

3. OPTIONS:

N/A

4. CONSULTATION:

Has consultation been undertaken with:

YES

NO

Relevant Town/Parish Council

x

Relevant District Ward Councillors		x
Other groups/persons (please specify) Residents of the District as set out in the survey report	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: The outcomes of this survey will contribute to the Council's overall understanding of what is most important to our residents and help Councillors and the Corporate Management Team to confirm areas of good performance and areas where improvements are needed.		

7. REASON FOR THE DECISION:
To keep Members informed of our residents' perceptions about the District and the services which the Council provides.

8. BACKGROUND PAPERS:
Arun Residents' Survey 2020 + covering letter
BMG Analysis Report

Chance to win £100
charity donation



Arun Residents' Survey 2020

Dear Arun Resident,

Welcome to the Arun district residents' survey for Spring 2020. Your local area receives services from three councils – Arun District Council, West Sussex County Council, and your local town or parish council. This survey asks about Arun District Council, which is responsible for services such as:-

- Refuse collection
- Doorstep recycling
- Parks and green spaces
- Environmental health
- Planning

Arun District Council is not responsible for highways, potholes, Adult/Children's Social Care, Education and other services provided by the County Council.

The survey has been sent to a random selection of households across the district.

We are offering a prize draw for respondents. The winner will receive a £100 donation to charity; so please take a few minutes to respond and the charity of your choice could benefit from your generosity!

The survey is being administered by BMG Research who are based in Birmingham. The survey will take around 5-10 minutes to complete. Your individual responses will be treated in the strictest confidence and will not be passed on to Arun District Council. You can find out more information about what BMG Research do with the information they collect in their Privacy Notice which is on their website www.bmgresearch.co.uk/privacy.

By completing and returning this questionnaire to us, we will take this as your consent for BMG Research to process the data you have provided.

As your responses will be scanned for analysis, please place a cross [x] rather than a tick in each appropriate box.

If you require a large print copy or assistance in completing your questionnaire please call or email Denise Johnson BMG Research on 0121 333 6006 or denise.johnson@bmgresearch.com

Part one: about Arun District Council and your local area

Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please consider your local area to be the area within 15–20 minutes walking distance from your home. [Please place a cross [x] against one box only]

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How satisfied or dissatisfied are you with the overall quality of the Council's services? [Please place a cross [x] against one box only]

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In considering the next question, please think about the range of services Arun District Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services the council provides to the community, we would like your general opinion.

Q3 To what extent do you agree or disagree that Arun District Council provides value for money? (Arun's 2019/20 Council Tax is £3.59 per week for a Band D dwelling) [Please place a cross [x] against one box only]

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 To what extent do you think Arun District Council acts on the concerns of local residents? [Please place a cross [x] against one box only]

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 How would you like the Council to keep you informed? [Please cross [x] each box that applies.]

Council website	<input type="checkbox"/>	Direct contact with the council (e.g. contact with staff, public meetings/events).....	<input type="checkbox"/>
Council noticeboards in council buildings	<input type="checkbox"/>	Council's social media sites (e.g. Facebook, Twitter)	<input type="checkbox"/>
Council's magazine or newsletter (hard copy)	<input type="checkbox"/>	Social media outside the Council (e.g. Facebook, Twitter)	<input type="checkbox"/>
Council's magazine or newsletter (e-version)	<input type="checkbox"/>	Local media (e.g., newspapers, TV radio)	<input type="checkbox"/>
Advertising on billboards/buses etc.	<input type="checkbox"/>	Word of mouth (e.g. friends, neighbours, relations).	<input type="checkbox"/>
Printed information provided by the council (e.g., leaflets, flyers, public notices)	<input type="checkbox"/>	Do not want to find out any information.....	<input type="checkbox"/>
From your local Councillor	<input type="checkbox"/>	Other (please specify in the box below)	<input type="checkbox"/>
Council texts, emails and e-newsletters.....	<input type="checkbox"/>		

Q6 How much do you trust Arun District Council to make the right decision? [Please place a cross [x] against one box only]

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? [Please place a cross [x] against one box only]

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Too few people in local area	All the same background
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 Thinking about this local area, how much of a problem do you think each of the following are?
 [Please place a cross [x] against one box per row]

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance for each of them
 [Please place a cross [x] against one box per row]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Waste collection and recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, open spaces and play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council owned Leisure centres (i.e. Felpham Leisure Centre, The Wave, Littlehampton)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 How satisfied or dissatisfied are you with the overall cleanliness of the district?
 [Please place a cross [x] against one box only]

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district? [Please place a cross [x] against one box per row]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town/village centre shopping areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of town shopping areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beaches and promenades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part Two: about you

The following questions tell us more about you and help us to make sure we have captured views from a cross section of people. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

Q12 Are you ..? [Please place a cross [x] in one box only]

Male	Female	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13 What was your age on your last birthday? [Please place a cross [x] in one box only]

18-24	25-34	35-44	45-54	55-64	65+	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14 In which of these ways does your household occupy your current accommodation? [Please place a cross [x] against one box only]

Own outright (freehold or leasehold)	<input type="checkbox"/>	Rent from a private landlord.....	<input type="checkbox"/>
Buying on a mortgage	<input type="checkbox"/>	Other (please place a cross in the box and write below).....	<input type="checkbox"/>
Rent from Arun District Council	<input type="checkbox"/>		
Rent from a Housing Association / Trust	<input type="checkbox"/>		

Prefer not to say

Q15 Which of the following best describes your family status? [Please place a cross [x] in one box only]

Married / living with partner - with children	<input type="checkbox"/>	Single - with children	<input type="checkbox"/>
Married / living with partner - without children	<input type="checkbox"/>	Single - without children	<input type="checkbox"/>
Separated / divorced / widowed - with children	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
Separated / divorced / widowed - without children ..	<input type="checkbox"/>		

Q16 How many children aged 16 or under live in your household? [Please cross [x] one box only]

None	One	Two	Three	Four	More than four	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 How long have you lived in the Arun District? [Please place a cross [x] against one box only]

Less than 1 year	Between 1 and 2 years	Between 3 and 5 years	Between 6 and 10 years	Between 11 and 20 years	More than 20 years	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18 How many cars does your household have? [Please place a cross [x] against one box only]

None	One	Two	Three or more	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19 Which of the following best describes your work status? [Please place a cross [x] in one box only]

Employed full-time (30+ hours per week).....	<input type="checkbox"/>	Unemployed and available for work	<input type="checkbox"/>
Employed part-time (under 30 hours per week)	<input type="checkbox"/>	Permanently sick / disabled and unable to work	<input type="checkbox"/>
Self-employed, full or part time.....	<input type="checkbox"/>	Wholly retired from work.....	<input type="checkbox"/>
On a government supported training scheme (e.g.Modern Apprenticeship / Training for Work).....	<input type="checkbox"/>	Looking after the home.....	<input type="checkbox"/>
Full-time education at school, college or university....	<input type="checkbox"/>	Doing something else	<input type="checkbox"/>
		Prefer not to say	<input type="checkbox"/>

Thank you for taking the time to complete this survey. Please return it in the envelope provided by **Sunday 24th May 2020**. Alternatively please return your completed survey to: BMG Research, Beech House, Greenfield Crescent, Edgbaston, Birmingham B15 3BE. **Good luck with the prize draw!**



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Civic Centre
Maltravers Road
LITTLEHAMPTON
BN17 5LF

Tel: 01903 737500
DX 57406 LITTLEHAMPTON
www.arun.gov.uk

Address Line 1
Address line 2
Address line
Town
Postcode

BMG ID
April 2020

Dear Arun Resident,

HAVE YOUR SAY – COMPLETE THE ARUN DISTRICT RESIDENTS’ SURVEY

I hope you do not mind me contacting you, but I am writing to ask for your help in completing an Arun District residents’ survey. Your address has been randomly selected to receive this questionnaire.

As the Chief Executive of Arun District Council, I am committed to ensuring Arun remains a great place to live, work and visit. Your views about how we currently do things and opinions about how things can change for the better will be invaluable in helping to shape future services. Whilst we are in this unprecedented pandemic situation, your opinions are just as important, but we would like you to think about how our services are delivered all year round, not just during this extraordinary period.

In the survey we ask about the cleanliness of the district and your overall views on the services the Council provides, particularly how you view our performance over the last year. It will be helpful if you can think about the services which the District Council provides when answering the questions, rather than those provided by the County Council or other public sector organisations.

We want to thank you for taking part and are offering a prize draw for respondents. The winner will receive a £100 donation to charity; so please take a few minutes to respond and the charity of your choice could benefit. BMG Research will get in contact with you by post once the survey has closed, if you are the lucky winner of this prize.

BMG Research has been appointed to independently manage this survey on behalf of the Council. Should you have any queries regarding the survey please contact Cameron Harris at BMG on 0121 333 6006 or via cameron.harris@bmgresearch.com

I hope you are interested in providing your views by completing the enclosed questionnaire and returning it in the reply-paid envelope by **Friday 1st April 2020**. Alternatively, you can complete the survey online using the details below.

Visit:	www.arunres2020.co.uk	Or scan this QR code:	
Please enter the following survey reference number when asked to do so:		XXXXXX	

Yours faithfully,

Nigel Lynn
Chief Executive

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Research Report



Residents' Survey 2020

Prepared for: Arun District Council
Prepared by: BMG Research

Residents' Survey 2020
Prepared for: Arun District Council
Prepared by: BMG Research
Date: July 2020



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1. Introduction

1.1 Background and method

In spring 2020 Arun District Council commissioned BMG to undertake research in order to understand the residents' views on their local area and their perceptions of, and satisfaction with, Arun District Council. The research was conducted in April and May, with a randomly sampled postal survey of Arun residents. This report summarises the key findings.

1.2 Methodology

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 compares to a 32% response rate recorded in the equivalent residents' survey completed in 2019.

A sample of 611 is subject to a maximum standard error of $\pm 3.22\%$ at the 95% confidence level on an observed statistic of 50%. Thus, we can be 95% confident that if a census of Arun residents had been conducted and the whole population had responded, the actual figure would lie between 46.78% and 53.22% respectively.

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 within the final section of this written report.

1.3 Report contents and analysis

This report outlines the findings from the research into experiences of living in Arun, and perceptions of the Council. Where possible these findings are contextualised within the Priority Themes contained within the Corporate Plan 2018-2022.

Throughout the data report, area analysis has been used. Wards have been grouped together into the three areas shown in Table 1.

Table 1: Area definitions

Western	Eastern	Downland
Aldwick East	Beach	Angmering and Findon
Aldwick West	Brookfield	Arundel and Walberton
Bersted	Courtwick with Toddington	Barnham
Felpham East	East Preston	Yapton
Felpham West	Ferring	
Hotham	River	
Marine	Rustington East	
Middleton-on-Sea	Rustington West	
Orchard		
Pagham		
Pevensey		

Throughout this report the word 'significant' is used to describe differences in the data. This indicates where the data has been tested for statistical significance. This testing identifies 'real differences' (i.e. differences that would occur if we were able to interview all residents in Arun rather than just a sample). Within tables in this report, all figures highlighted are significantly higher (green) or lower (pink) compared to the total.

The data in the report is benchmarked against the Local Government Association's national public polling on resident satisfaction with local councils. This benchmarking is included wherever consistent question wording was used to allow for the comparison with a national dataset. These surveys are conducted every four months, and the data used for benchmarking in this report is from the latest survey which took place between 27 February and 1 March 2020.

The Local Government Association February 2020 survey consists of data from a representative random sample of 1,001 British adults (aged 18 or over). It is important to note that the LGA polling was carried out by telephone, rather than the postal methodology used for this research. There may be a difference in the findings produced by the self-completion methodology used in this research (i.e., postal or online) compared to an interview administered survey on the phone, as used by the Local Government Association. Self-completion surveys can produce less inhibited, more critical responses. The impact of this on the findings, if any, cannot be quantified, but should be considered when comparing the datasets. Throughout the report, data from the February wave of the Local Government Association's national public polls is referred to as the "LGA Benchmark."

Where tables and graphics do not match exactly to the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that differ in this way should not have a variance which is any larger than 1%.

In keeping with previous surveys, the responses are shown as a percentage out of all the surveys received, even where certain questions were not answered by individual

residents. Therefore, the sample size for all 2020 data included in the report is 611, and the responses may not always sum to 100%.

1.4 Broader context for this research

This research ran against the wider backdrop of the COVID-19 pandemic and subsequent lockdown period. These unique circumstances were referenced in the covering letters sent out in this research, signed by Nigel Lynn which stated:

“Whilst we are in this unprecedented pandemic situation, your opinions are just as important, but we would like you to think about how our services are delivered all year round, not just during this extraordinary period.”

It is not possible to ascertain to what extent, if at all, the responses of residents' were influenced by the unique circumstances that the lockdown period produced. However, as context for this research, ad hoc polling from the LGA on resident satisfaction with council's response to COVID-19 offers some insight. A national sample of 905 adults polled by telephone between 15th and 22nd May showed that the role of local authorities to date during the crisis has been viewed positively by a majority:

- Seven out of ten people polled (70%) are 'very satisfied' or 'fairly satisfied' with the way their local council is supporting them and their household during the coronavirus pandemic.
- More than six out of ten people polled (62%) are 'very satisfied' or 'fairly satisfied' with the way their local council is supporting their local community during the coronavirus pandemic.

Looking to the future, a third of the people polled (33%) think their local council/councillor is best placed to help their local area recover after the coronavirus lockdown is over. The same proportion of people polled think the UK Government is best placed to do so. While this data is from a national sample rather than from Arun specifically, it does not immediately suggest the COVID-19 crisis would be detrimental to wider perceptions of local authorities.

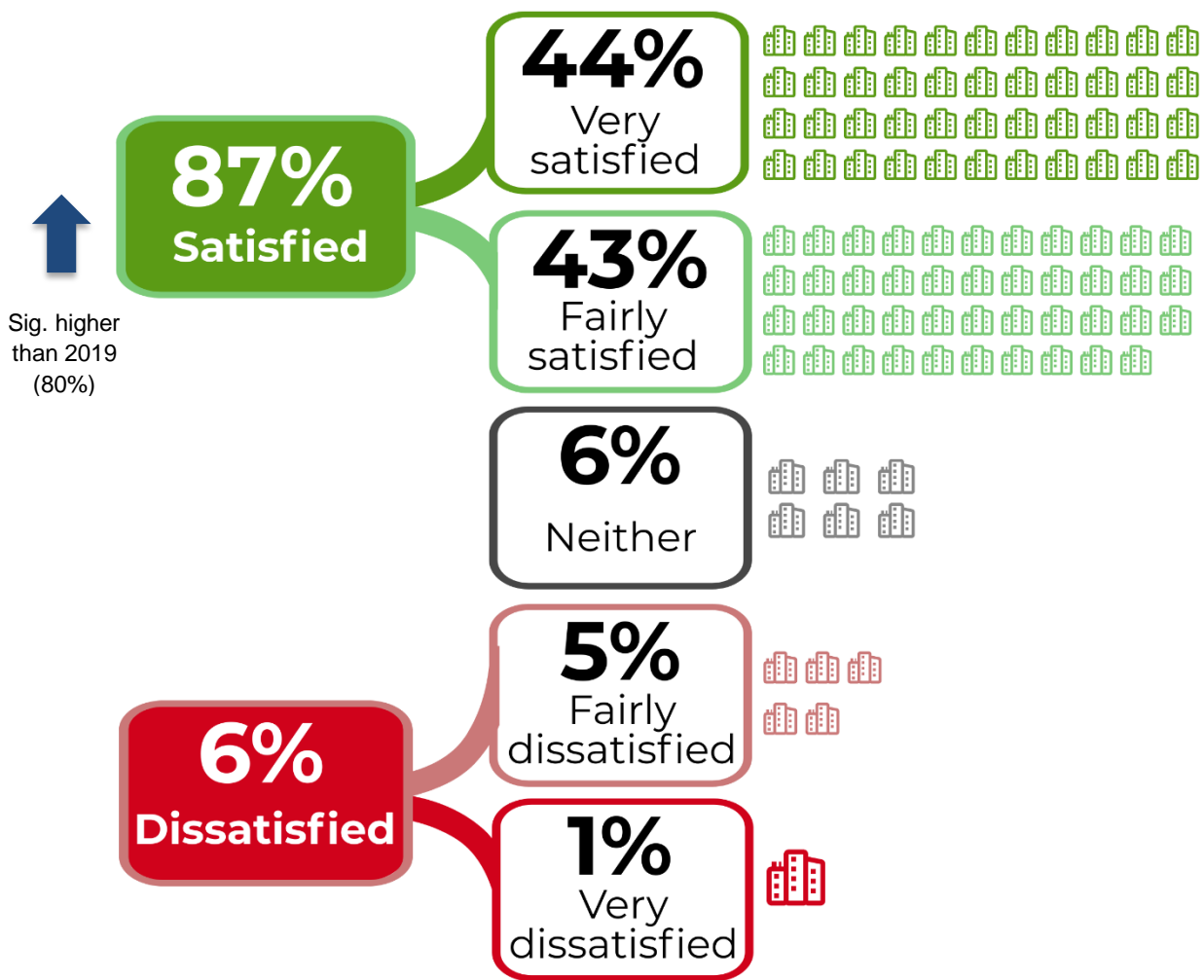
2. Living in Arun District

To understand the everyday experiences of residents in Arun, respondents were asked about their perceptions of their local area. This is important context in which to view their satisfaction with the Council, as this tends to inform it. Understanding residents' experiences of their local area can also be used to instruct Council decisions regarding services and resources. Therefore, Arun residents were asked, "Overall, how satisfied or dissatisfied are you with your local area as a place to live?"

2.1 Overall satisfaction

Overall satisfaction levels are high, with 87% percent of residents saying they are either very satisfied or fairly satisfied with their local area (15-20 minutes walking distance of their home) as a place to live. This compares favourably to the LGA benchmark figure of 81%, and is significantly higher than the 2019 score (80%). 1% of respondents did not provide an answer for this question.

Figure 1: Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live? (All responses: 611)



Satisfaction levels are above the LGA benchmark figure for all three areas, although the figure for the Eastern area is significantly lower than the average for the dataset (83% cf. 87%). This compares to 89% of residents being satisfied in both the Western and Downland areas. This is largely driven by neutral rather than negative responses, with 11% of respondents from this area stating that they are neither satisfied nor dissatisfied with their area as a place to live. Residents of Bognor Regis are also significantly less likely to be satisfied with their local area when compared to the total average (75% cf. 87%), with 17% of these respondents being dissatisfied.

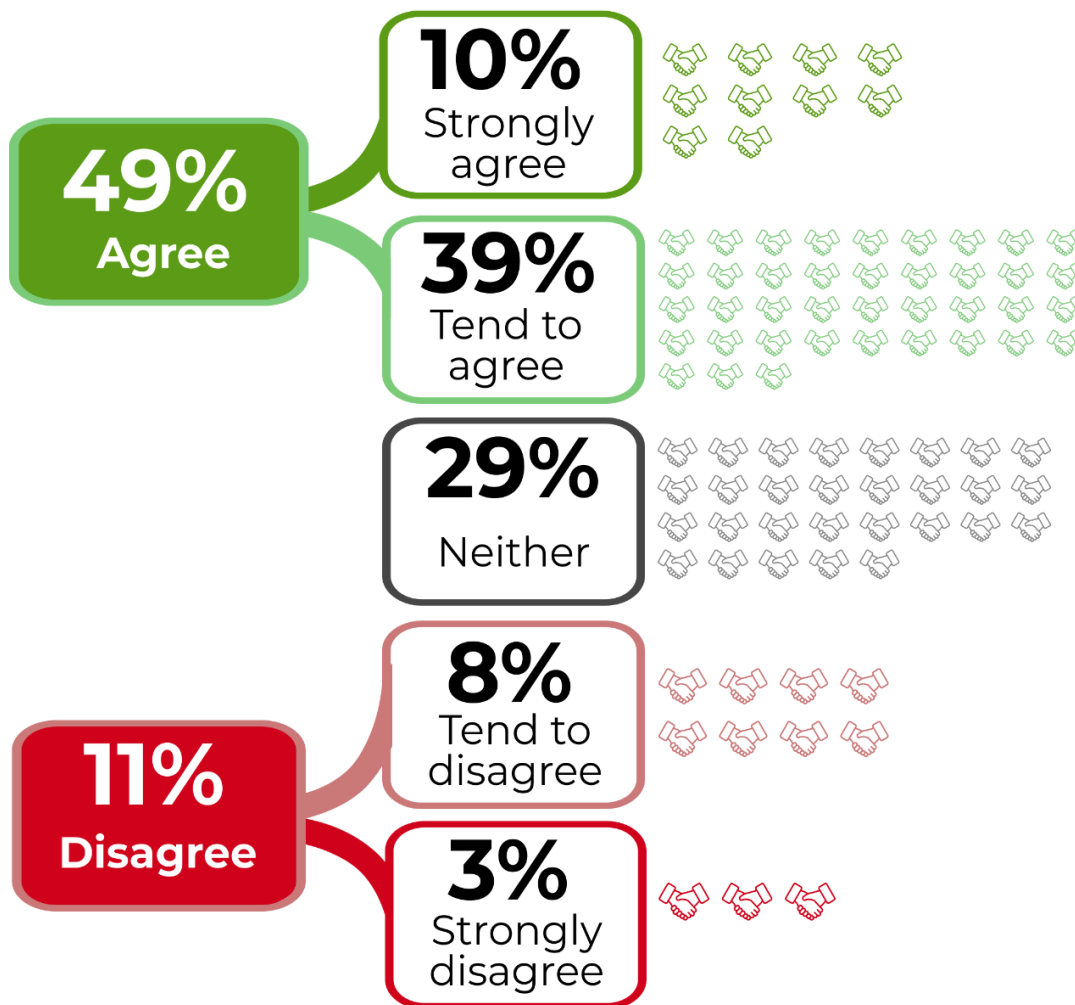
Perhaps unsurprisingly, perceptions of the quality of Council services and the cleanliness of the local area appear to influence satisfaction levels: just 39% of respondents who are dissatisfied with the quality of Council services are satisfied with their local area overall, and just 48% of those who are dissatisfied with the cleanliness.

2.2 Community cohesion

To understand more about residents' daily lives, they were asked whether they agree that their local area is a place where people from different backgrounds get on well together. Slightly under half of the respondents (49%) agree, while 11% disagree. The majority of those who agree said they tend to agree, with just 1 in 10 respondents agreeing strongly. A high proportion of respondents (29%) selected the neutral option for this question, while 6% said that they did not know. As such, there may be an opportunity for the Council and its partners to improve the sense of community cohesion with future initiatives if they are possible, as currently residents are fairly ambivalent to the statement.

Disagreement is higher among those aged under 45 (18% cf. 11% at a total respondent level and 5% among the over 65's). It is also significantly higher for residents of Bognor Regis, with 21% of these respondents expressing disagreement. It may also be interesting to note that a quarter of respondents classified as unemployed, sick, disabled or a homemaker disagree with this statement. While the sample base size for this subgroup of respondents is just 51, this may be indicative of a lack of opportunity for residents who are not in employment to meet and interact with others from different backgrounds.

Figure 2: Q7. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? (All responses: 611)

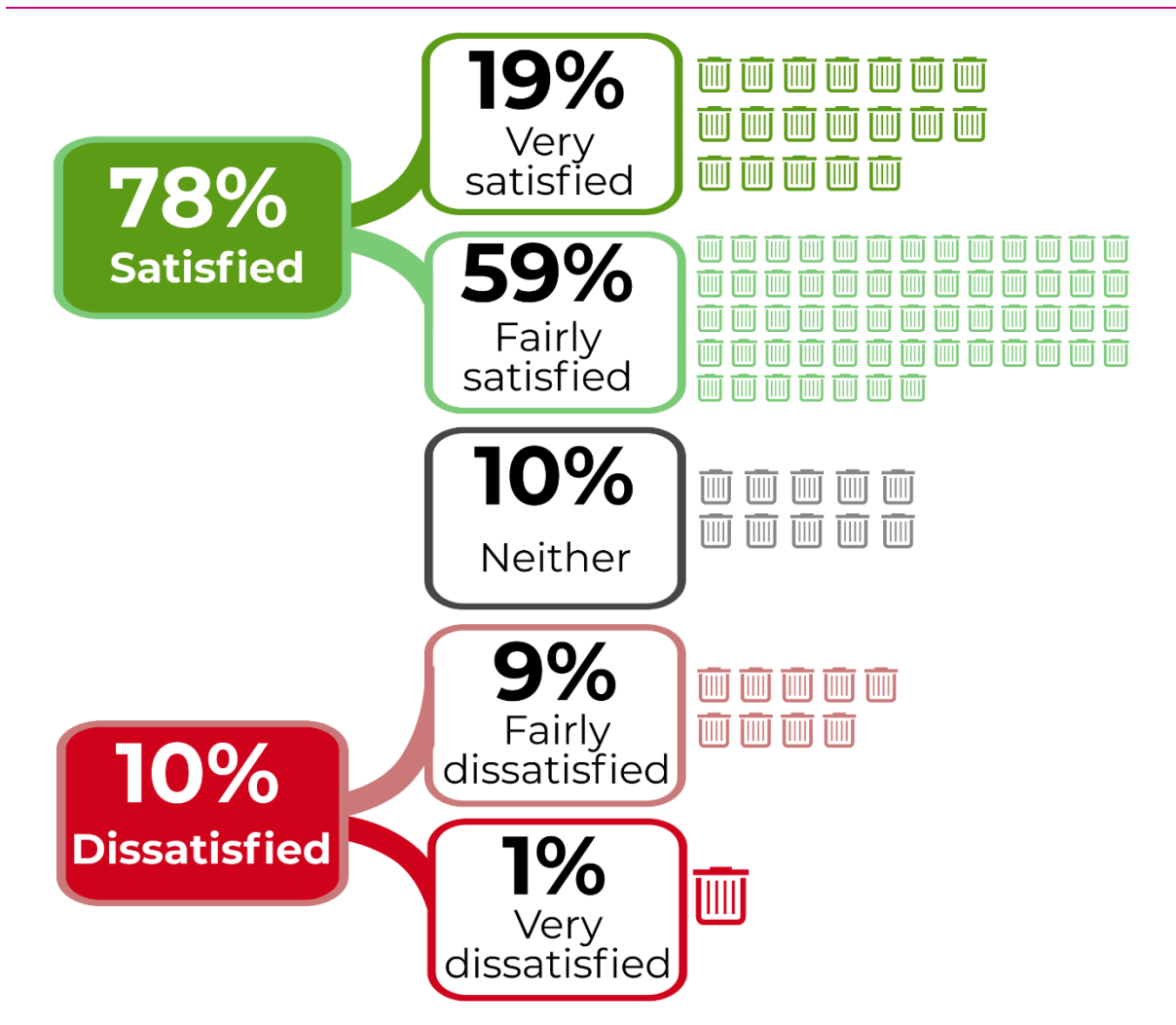


2.3 Cleanliness of Arun District

Customer satisfaction with the cleanliness of the district is of crucial importance to the Council. As part of the Council’s Corporate Plan for 2018-2022 it has sought to improve satisfaction with the cleanliness of the district by delivering the best services possible in this regard. Residents were therefore asked about their levels of satisfaction with the cleanliness of the places that the Council has responsibility for.

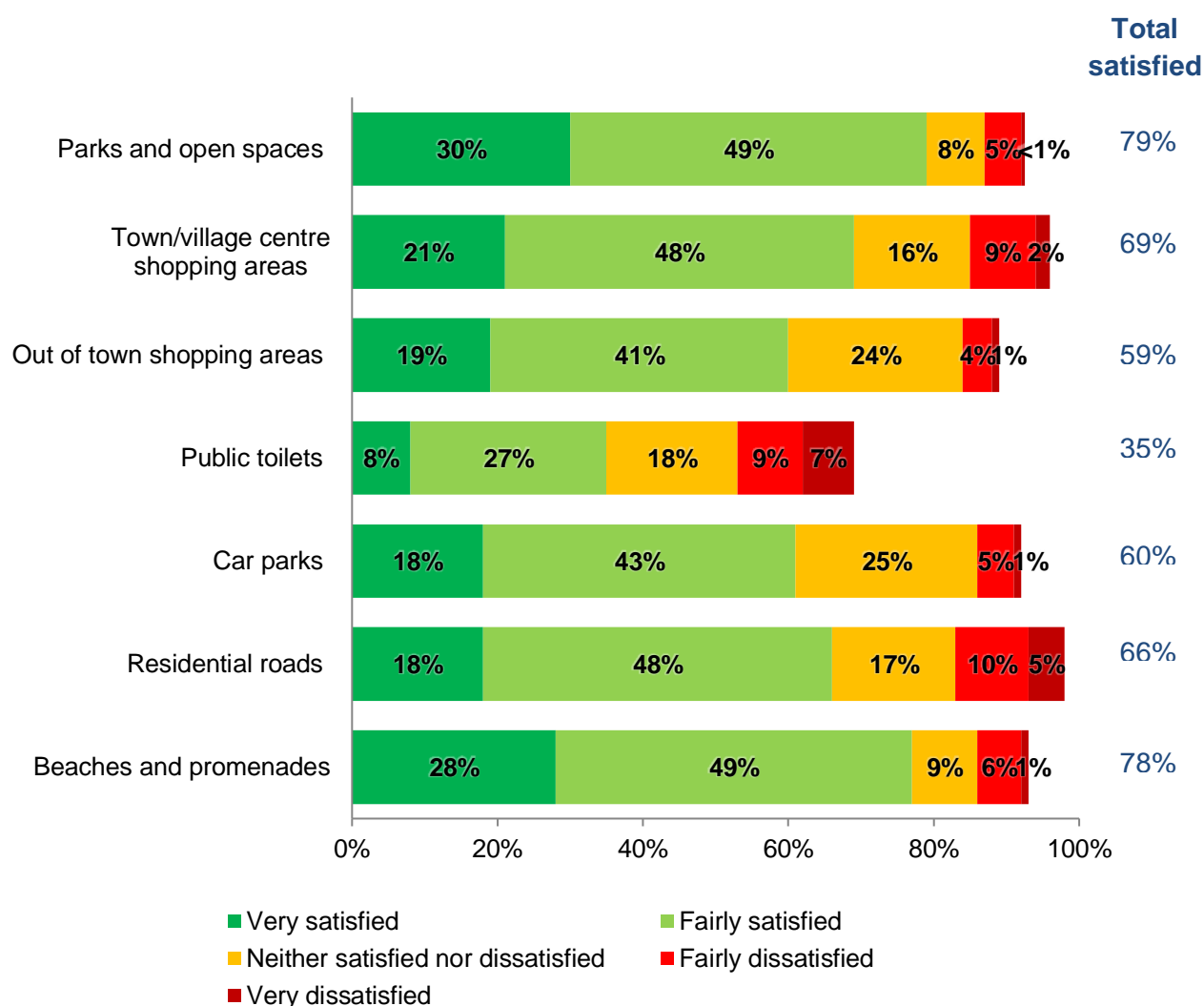
Overall, 78% of respondents are satisfied with the cleanliness of the district, while 1 in 10 are dissatisfied. 2% of respondents did not provide an answer for this question.

Figure 3: Q10. How satisfied or dissatisfied are you with the overall cleanliness of the district? (All responses: 611)



In order to pinpoint particular areas for improvement, respondents were then asked how satisfied they were with the cleanliness of different facilities in the district. Notably, there are high levels of satisfaction with the cleanliness of beaches/ promenades (78%) and parks (79%). Satisfaction with the cleanliness of town and village shopping centres is 10% points higher than for out of town facilities; however, dissatisfaction with town/village shopping centres is also higher (11%, cf. 4% for out of town facilities). This is explained by the higher proportion of ‘don’t know’ responses for out of town shopping centres (10%, cf. 1% for town and village shops), perhaps indicating that respondents are less likely to regularly visit these facilities. The lowest levels of satisfaction are with public toilets (35%), with 17% of respondents being dissatisfied. It is worth noting, however, that almost 3 in 10 respondents (28%) answered ‘don’t know’ to this question, with a further 2% not responding.

Figure 4: Q11. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district? (All responses: 611)



The 2019 iteration of this report noted the success of the Council’s plans to improve residents’ perceptions of the cleanliness of the district. This success continues to be evident, with no significant decline in satisfaction in any areas. Between 2018 and 2019, satisfaction with the cleanliness of both beaches and promenades and public toilets grew significantly (by +10 and +11% points respectively). In 2020, satisfaction levels for both remain stable. Meanwhile, satisfaction with the cleanliness of parks and open spaces and residential roads has seen a significant increase since 2019 (by +5 and +9% points respectively).

In the below table, showing satisfaction with cleanliness over time, green indicates a significant growth, and pink indicates a significant decrease.

Table 2: Satisfaction with cleanliness over time (Sample bases in parenthesis)

Cleanliness of...	Proportion satisfied							
	2013 (510)	2014 (515)	2015 (399)	2016 (574)	2017 (473)	2018 (585)	2019 (579)	2020 (611)
Parks and open spaces	75%	72%	76%	79%	73%	70%	74%	79%
Beaches and promenades	69%	70%	71%	68%	74%	67%	77%	78%
Town/village centre shopping areas	66%	63%	67%	68%	69%	62%	65%	69%
Out of town shopping areas	62%	62%	61%	65%	62%	62%	62%	59%
Car parks	58%	63%	62%	64%	60%	55%	58%	60%
Residential roads	54%	59%	57%	56%	54%	50%	57%	66%
Public toilets	34%	36%	34%	34%	29%	25%	36%	35%

Satisfaction with the cleanliness of parks, car parks and public toilets are similar across all demographics. Looking at satisfaction with cleanliness in other places, the data evidences some variation. For beaches and promenades, satisfaction with cleanliness is significantly lower in Downland (64%) and higher in the Eastern area (84%) when compared to the total average. Satisfaction with the cleanliness of residential roads is also higher in the Eastern area (72%, cf. 66% for the total sample). Residents in Western areas, meanwhile, are less satisfied with the cleanliness of town and village shopping areas (63%, cf. 69% of the total sample), and residential roads (61% cf. 66% of the total sample). As the Council prioritises the improvement of cleanliness, it may therefore be worth allocating resources in Western areas to tackle these issues. However, it should be noted that residents were asked about their satisfaction with these places across Arun district as a whole, so they may also be considering places outside of their immediate neighbourhoods.

Younger residents are less likely to be satisfied with the cleanliness of out of town shopping areas (49%, cf. 59% of the total sample). However, this is because almost 4 in 10 (39%) stated that they are neither satisfied nor dissatisfied, and so does not indicate strong levels of dissatisfaction with this area.

The below table shows satisfaction with cleanliness by area and age, green indicates a figure significantly higher than the total average for the sample, while pink indicates a figure significantly lower.

Table 3: Satisfaction with cleanliness by age and location (Samples bases in parenthesis)

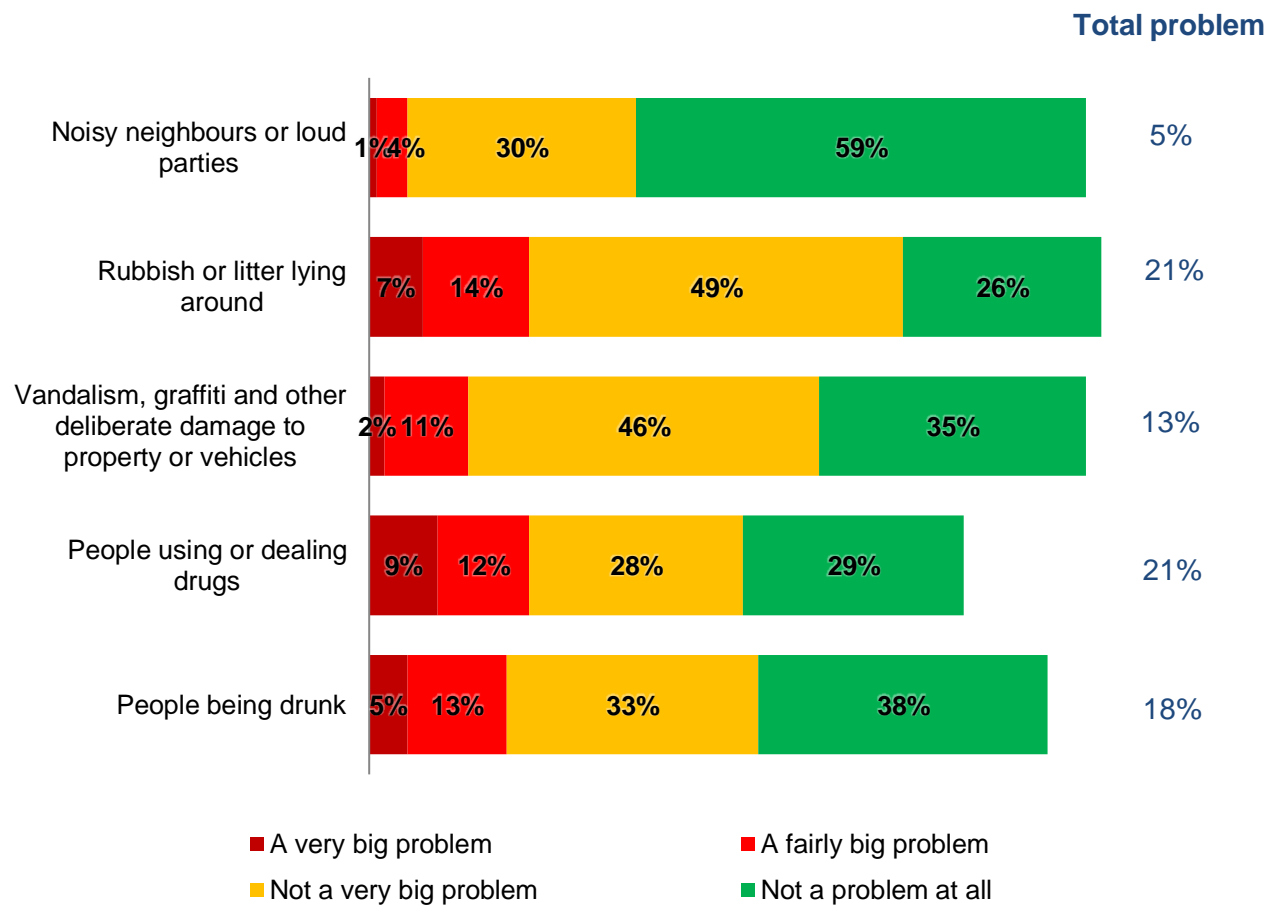
	Total (611)	Age			Area		
		18-44 (71)	45-64 (197)	65+ (326)	Downland (115)	Western (259)	Eastern (237)
Parks and open spaces	79%	74%	83%	79%	77%	79%	80%
Beaches and promenades	78%	76%	80%	76%	64%	79%	84%
Town/village centre shopping areas	69%	65%	71%	76%	77%	63%	74%
Out of town shopping areas	59%	49%	67%	62%	60%	61%	58%
Car parks	60%	59%	62%	63%	56%	59%	65%
Residential roads	66%	71%	64%	67%	68%	61%	72%
Public toilets	35%	29%	35%	38%	39%	31%	37%

2.4 Problem behaviours in Arun

As well as being asked their views on the cleanliness of the area, residents were asked whether any anti-social behaviours are a problem. The most prominent issues to be identified are people using or dealing drugs and rubbish and litter, with 21% of respondents identifying each as a problem. Drunkenness is also identified as a problem relatively commonly by residents (18% of respondents said this), followed by graffiti and vandalism (13%). There is little evidence of noisy neighbours or parties being an issue.

It is worth noting that the prevalence of all of these issues has declined since the 2019 iteration of this survey: significantly so for rubbish and litter (21% cf. 34%), people using and dealing drugs (21% cf. 34%), vandalism (13% cf. 27%) and drunkenness (18% cf. 31%). The proportion of respondents citing noisy neighbours as a problem has declined by 2% points since 2019.

Figure 5: Q8. Thinking about this local area, how much of a problem do you think each of the following are? (All responses: 611)



Overall, there are few significant differences in prevalence of these issues by area. However, residents of Bognor Regis are significantly more likely to note several of the problems:

- 43% of respondents from Bognor Regis see rubbish and litter as a problem, compared to 21% of the total sample. 19% of these respondents describe rubbish and litter as a very big problem, compared to just 7% of the total sample.
- Additionally, 47% of respondents from Bognor Regis view the using and dealing of drugs in their area as a problem, compared to 21% of the total sample. 26% of these respondents describe using and dealing drugs as a very big problem in their area, compared to just 9% of the total sample.
- 46% said drunkenness is a problem (cf. 18% of total respondents), with most (35%) saying that it is a fairly big problem.

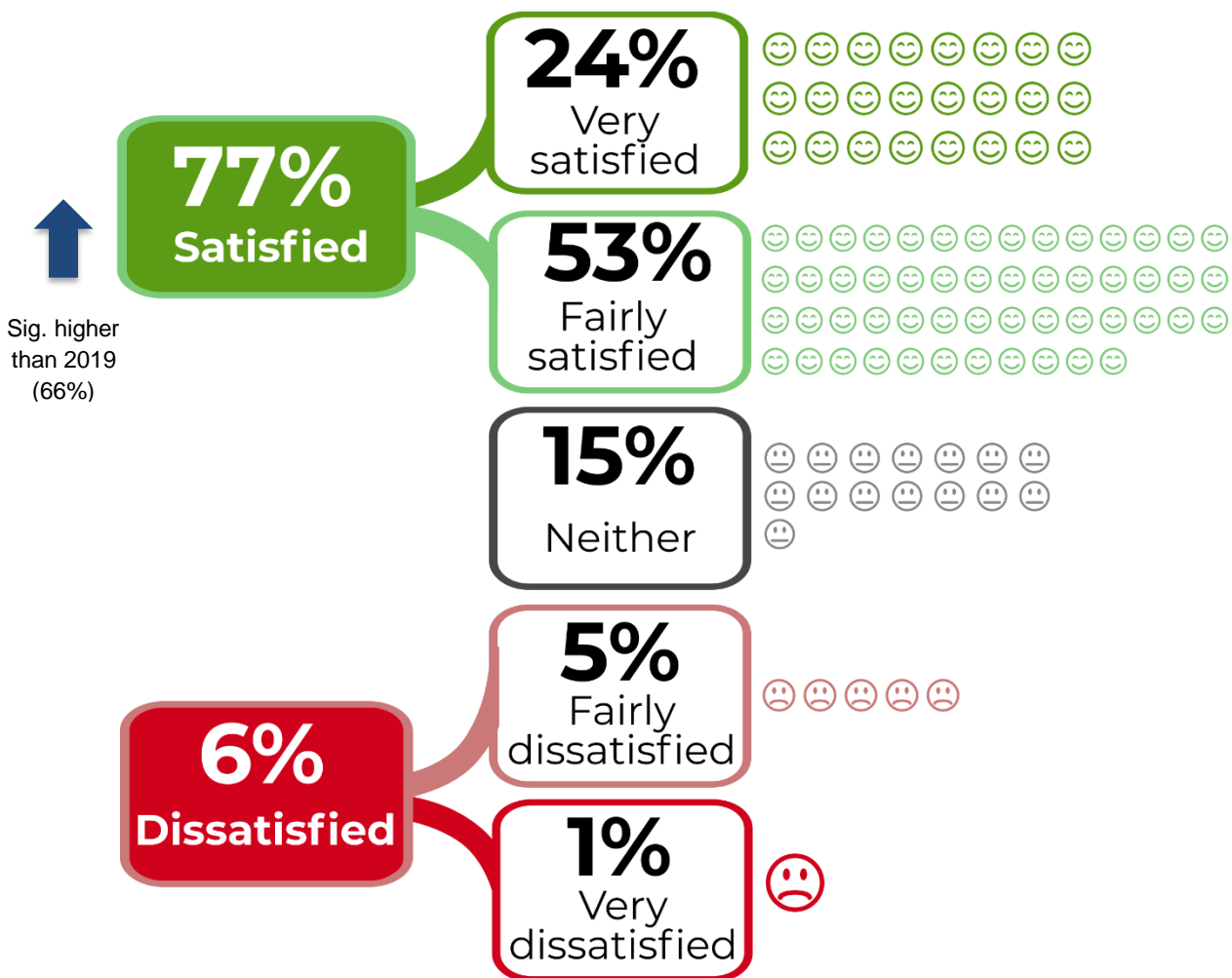
3. Customer satisfaction with the Council and its services

Within the broader context outlined above, the rest of this report explores residents' perceptions of the Council and its services. Initially, residents were asked about their overall satisfaction with Arun District Council. It should be noted that the wording of this question has changed since 2019, where residents were asked 'Overall, how satisfied or dissatisfied are you with the way Arun District Council runs the things they are responsible for?', as opposed to 'How satisfied or dissatisfied are you with the overall quality of the Council's services?' in the current iteration.

3.1 Satisfaction with quality of service

77% of respondents are satisfied with the quality of service provided by Arun District Council. This is a significant increase from last year's findings (+11% points), although the change in question wording noted above should be taken into account. Just 6% of respondents are dissatisfied against this metric. These findings compare positively against the LGA benchmark, where 63% of residents are satisfied on average (noting that the benchmark also uses the previous question wording).

Figure 6: Q2. How satisfied or dissatisfied are you with the overall quality of the Council's services? (All responses: 611)



Those aged 65+ are significantly more likely to be satisfied with the local Council when compared to the total average (85% cf. 77%), as are those who are satisfied with the cleanliness of their local area (84%), and who agree that the Council provides value for money (90%).

3.2 Satisfaction with specific Council services

To understand what is driving satisfaction with the Council, residents were asked about specific services that the Council offers.

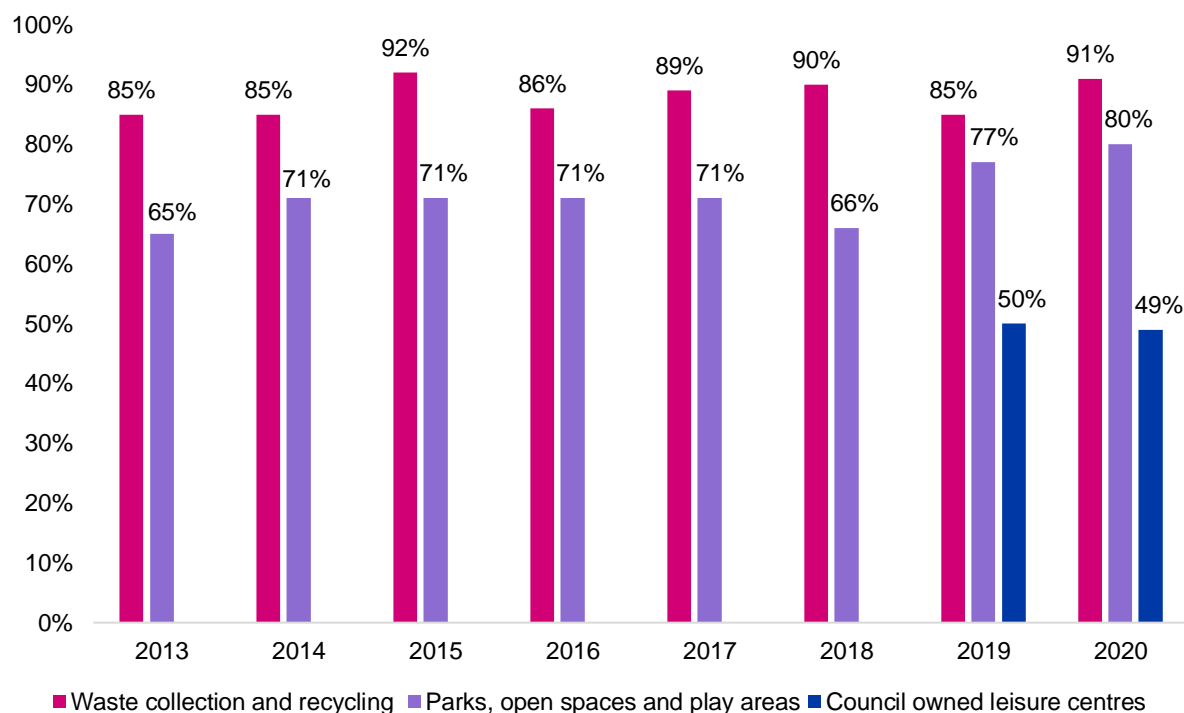
Satisfaction across services is high, especially for waste collection and recycling, a facet of the Your Future priority. Almost two-thirds of respondents (64%) are very satisfied with waste collection and recycling, and 91% are satisfied overall. Although not directly comparable due to differences in the wording, the closest LGA comparison, satisfaction with waste collection, is 78%, putting satisfaction with the service provided by Arun District Council significantly higher. Although council-owned leisure centres have lower levels of satisfaction (49%), this is driven by a high proportion of residents who do not use the leisure centres and therefore have no opinion (32%), and there are very low levels of dissatisfaction (5%). Overall, the level of satisfaction with Council services continues to evidence successful implementation of high-quality services against the of the corporate Plan 2018-2022.

Figure 7: Q9. The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council’s performance for each of them (All responses: 611)



Looking over the longer term, the data shows that satisfaction with refuse collection has remained consistently high, and has this year risen back to the levels recorded in 2017. Satisfaction with parks, open spaces and play areas has increased by 3% points since 2018, and put satisfaction levels at their highest point in the study to date for this service.

Figure 8: Q9. The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance for each of them (All responses: base sizes vary)



Those aged 65 and over are significantly more likely to be satisfied with waste collection and recycling services (96%, cf. 91% of the total sample), while those aged 18-44 are significantly less (83%). Residents aged over 65 show lower levels of satisfaction with council-owned leisure centres (40%), although it appears that this is because they are less likely to use them - 42% of respondents in this age category answered 'don't know' to this question.

In the below table, showing satisfaction with Council services by age and area, green indicates a figure significantly higher than the total average for the sample, while pink indicates a figure significantly lower.

Table 4: Satisfaction with Council services by age and area (Sample bases in parenthesis)

	Age				Area		
	Total (611)	18-44 (71)	45-64 (197)	65+ (326)	Downland (115)	Western (259)	Eastern (237)
Waste collection and recycling	91%	83%	92%	96%	89%	93%	89%
Parks, open spaces and play areas	80%	78%	83%	80%	77%	82%	80%
Council owned Leisure centres	49%	53%	55%	40%	43%	50%	51%

3.3 Value for money

In order to gain a greater depth of understanding of residents' perceptions of Council services, respondents were asked to consider whether they feel the Council provides value for money. To frame responses to this question, all respondents were reminded that Arun's 2019/20 Council Tax is £3.59 per week for a Band D dwelling.

54% of respondents agree that the Council provides value for money, with most (46%) tending to agree. This compares favourably with the LGA benchmark figure (48% agreement). 14% of respondents disagree with this statement. 1% did not provide an answer to the question.

As demonstrated in the figure overleaf, agreement that Arun Council provides value for money has risen significantly since 2018, and is now on par with pre-2017 levels. Disagreement has also declined significantly since 2018 (- 6% points). Still, 28% neither agreed nor disagreed with this statement, indicating that there is still a certain level of ambiguity about this statement.

Figure 9: Q3. To what extent do you agree or disagree that Arun District Council provides value for money? (All responses: 611)

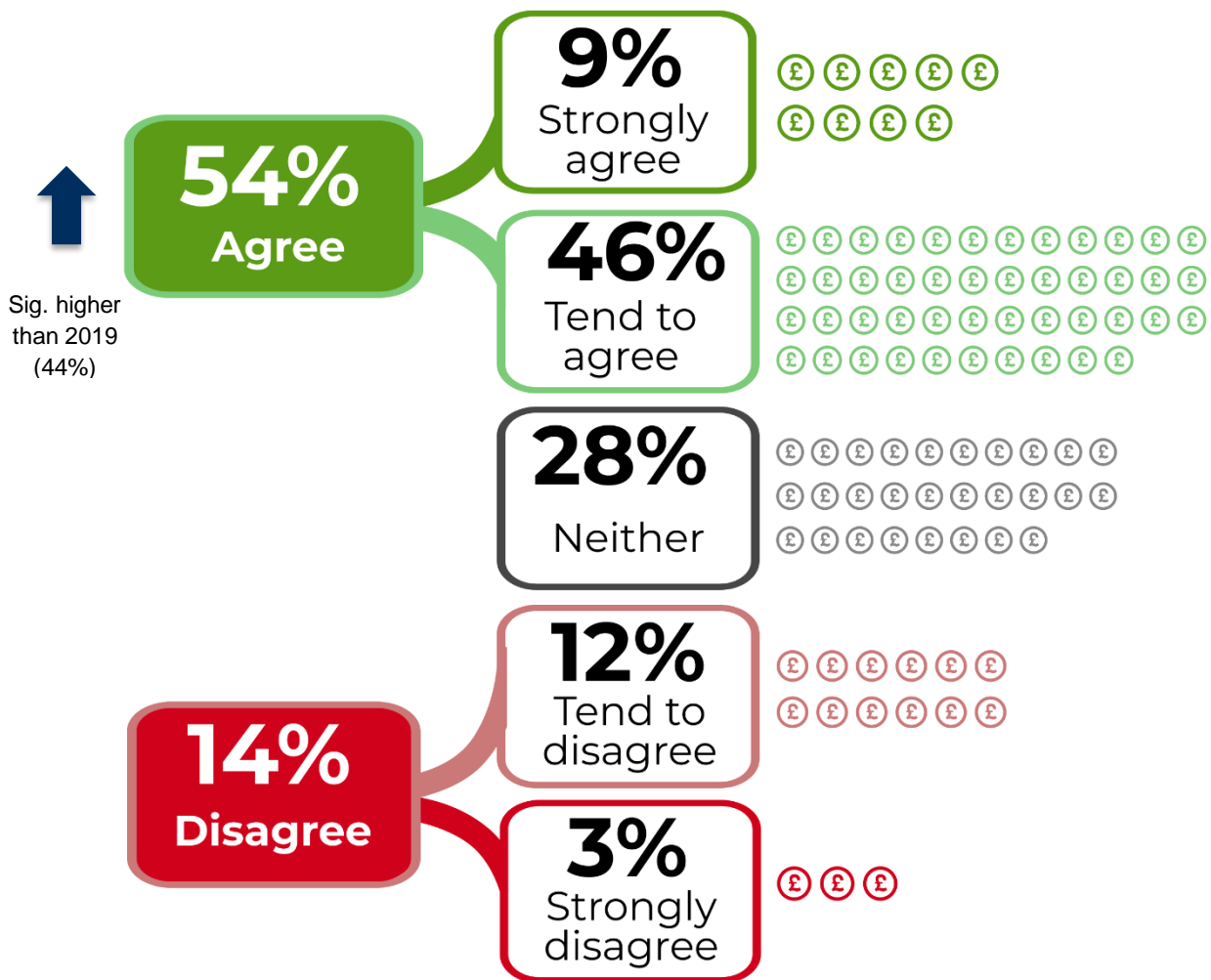
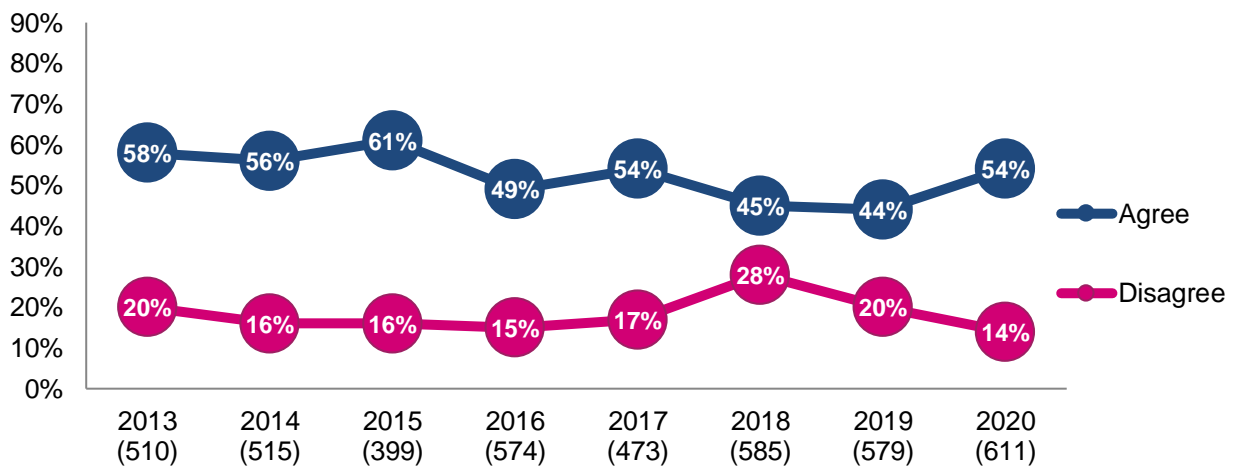


Figure 10: Q3. To what extent do you agree or disagree that Arun District Council provides value for money? - Over time (Sample bases in parenthesis)

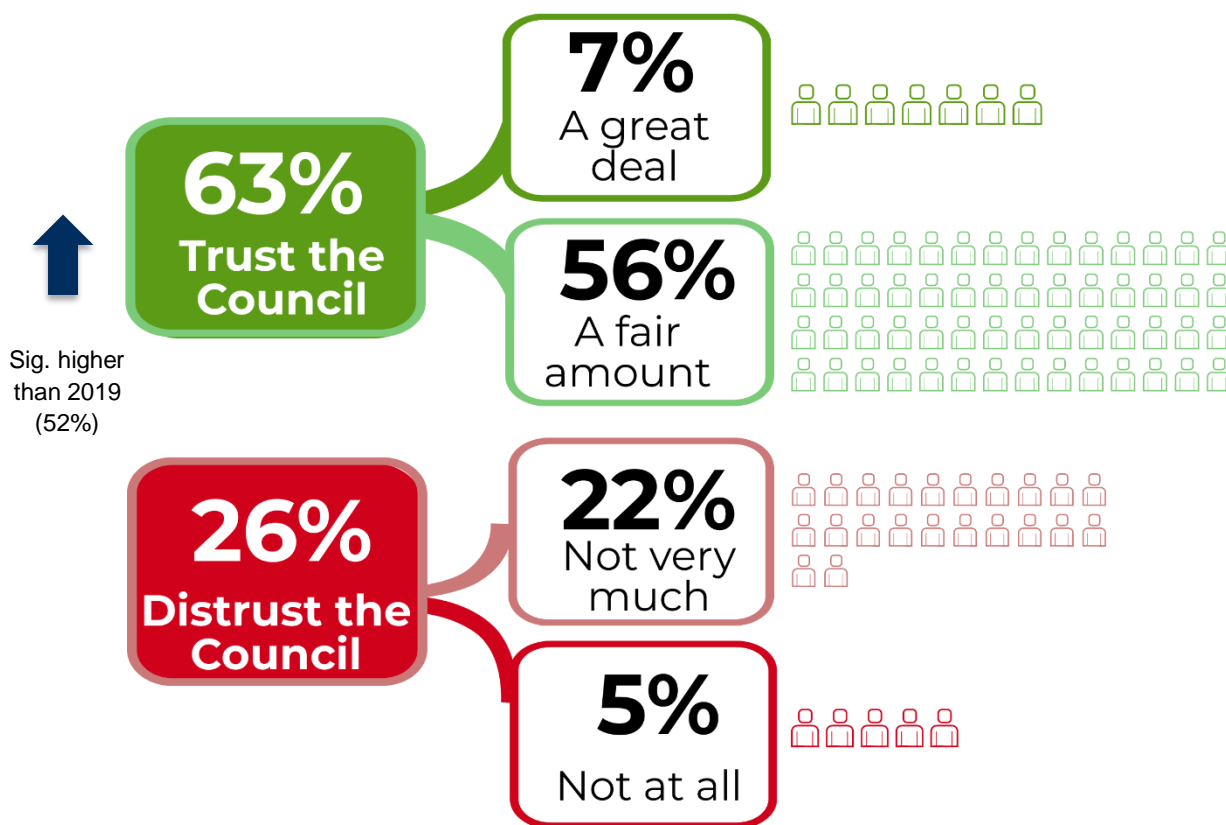


Mirroring their higher levels of satisfaction with the Council, residents aged 65 or over also tend to have higher positivity regarding value for money (59% agreement, cf. 50% among those aged under 45), although this difference is not statistically significant. By area, Eastern residents tend to have higher levels of agreement that the Council provides value for money (57%), whilst levels in Downland areas agreement tends to be lower (51%). Less than half of the respondents from Bognor Regis (47%) agree that the Council provides value for money, with a high proportion (31%) neither agreeing nor disagreeing with this statement.

3.4 Trust in the Council to make the right decision

63% of respondents said that they trust the Council to make the right decision. This is a significant increase from the 2019 figure (52%). Most of those residents said they trust the Council a fair amount - 56% of all the residents surveyed. The closest question to this in the LGA benchmark is 'How much do you trust your local council?'. Taking the average for this question, Arun District Council compares favourably (63% cf. 59% LGA average).

Figure 11: Q6. How much do you trust Arun District Council to make the right decision? (All responses: 611)



By area, residents in Eastern areas are significantly more likely to say that they trust the Council to make the right decisions (76%, compared to 63% of the total sample and 54% in Western areas). Just 12% of residents in Eastern areas say that they do not trust the Council, compared to 35% in Western areas. A significant proportion of respondents from Bognor Regis (36%) also say that they do not trust the Council.

In the below table, showing levels of trust by area, green indicates a figure significantly higher than the total average for the sample, while pink indicates a figure significantly lower.

Table 5: Trust by area (Sample bases in parenthesis)

	Total (611)	Downland (115)	Western (259)	Eastern (237)	Bognor Regis (72)
Trust (A great deal/ a fair amount)	63%	61%	54%	76%	54%
Distrust (Not much/ not at all)	26%	32%	35%	12%	36%

3.5 Acting on concerns

Respondents were asked whether they believe that the Council acts on residents' concerns, and half (50%) agree that it does. Most (46%) agree that the Council acts on their concerns a fair amount, with just 5% agreeing that it does so a great deal. 29% of respondents disagree that the Council acts on their concerns, although just 4% feel that it does not act on their concerns at all.

As shown in the chart overleaf, agreement with this statement has increased significantly since 2018 (+9% points), and is now at its highest since the survey commenced. Disagreement has also declined significantly (-10 percentage points). However, agreement is still lower than the LGA benchmark figure of 57% - this is the only metric in this report where this is the case.

Figure 12: Q4. To what extent do you think Arun District Council acts on the concerns of local residents? (All responses: 611)

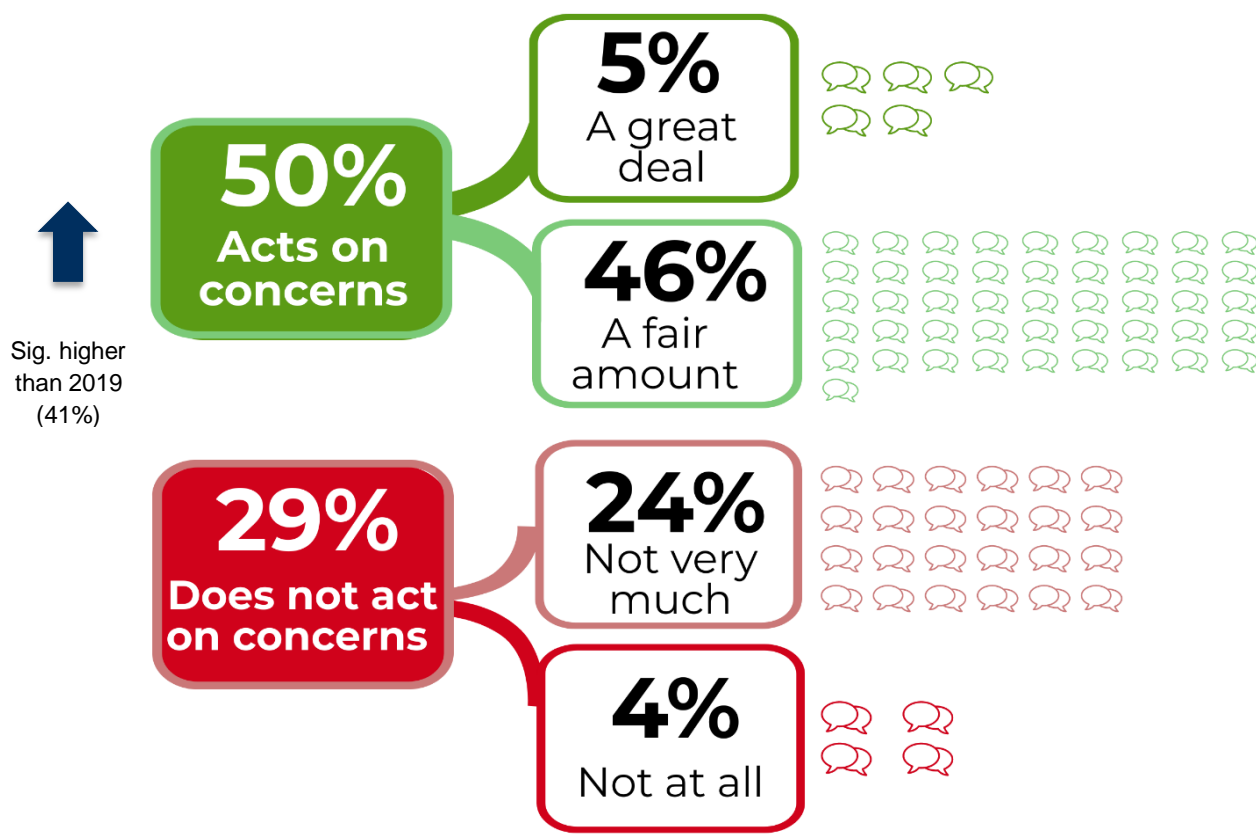
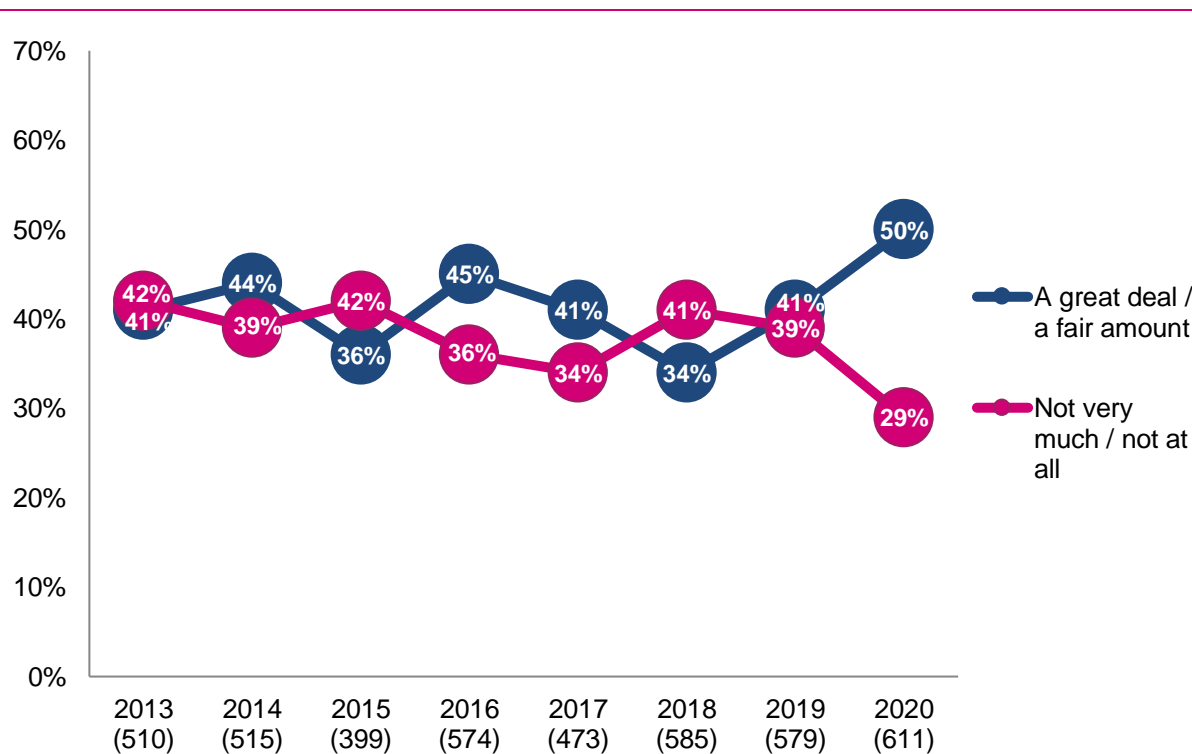


Figure 13: Q4. To what extent do you think Arun District Council acts on the concerns of local residents? - Over time (Sample bases in parenthesis)



Residents aged 65+ are significantly more likely to feel satisfied that the Council acts on their concerns (57%, cf. 50% of the total sample). By location, respondents in Western areas are significantly more likely to disagree that the Council acts on their concerns (37% cf. 29% of the total sample), while those in Eastern areas are significantly less likely to disagree (17%). Almost 4 in 10 respondents based in Bognor Regis (39%) disagree that the Council acts on their concerns. Considering the higher prevalence of concerns about neighbourhood issues amongst residents of Bognor Regis discussed earlier in this report, this may be an issue to explore further, although it cannot be ascertained from this research whether these respondents have raised their concerns directly with the Council.

In the below table, showing agreement with this statement by area, green indicates a figure significantly higher than the total average for the sample, while pink indicates a figure significantly lower.

Table 6: Acting on concerns by area (Sample bases in parenthesis)

	Total (611)	Downland (115)	Western (259)	Eastern (237)	Bognor Regis (72)
Agree (A great deal/ a fair amount)	50%	51%	46%	55%	47%
Disagree (Not very much/ not at all)	29%	30%	37%	17%	39%

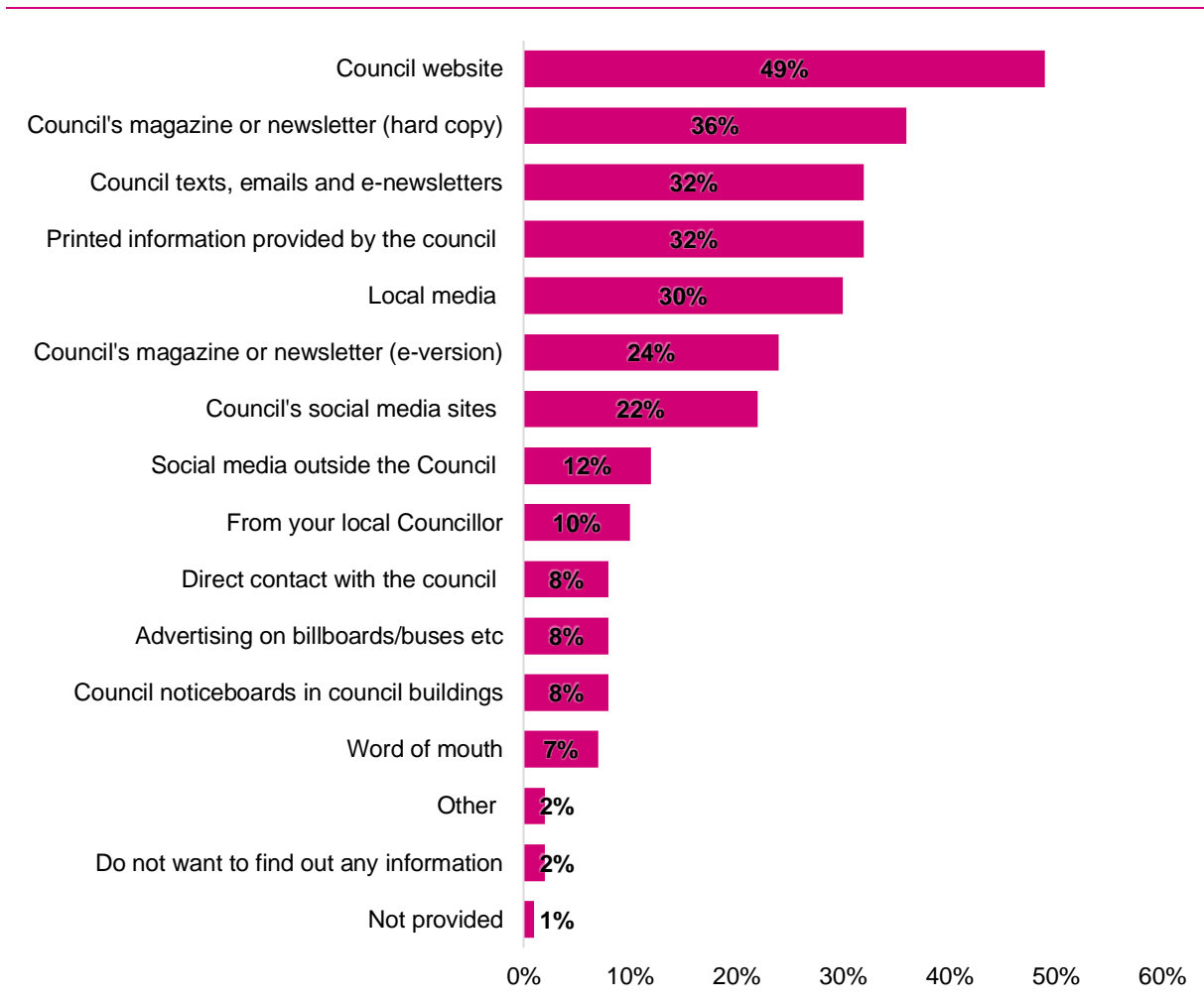
3.6 Residents' preferred channels to be kept informed

A key component of building a trusted relationship between council and residents is whether the residents feel that they are kept informed. Residents were therefore asked how they would prefer to be kept informed by the Council, in order to help the Council understand which channels of communication may work hardest for them.

Slightly less than half of residents (49%), prefer to keep informed via the website. Local media, printed information and the Council magazine or newsletter are also indicated as being preferred options relatively commonly, selected by three in ten residents or more. Respondents express a preference for a hard copy of the Council magazine or newsletter over an e-version (36% cf. 24%), although 32% state that they are interested in digital communication from the Council more generally, for example through texts, emails and e-newsletters. Word of mouth, direct contact from Council, and advertising, for example on billboards or noticeboards, are all less preferred as sources of information.

Encouragingly, only 2% of residents said they did not want to find out any information, which suggests an appetite for communication.

Figure 14: Q5. How would you like the Council to keep you informed? (All responses: 611)



There are some variations by demographics, primarily by age. Those over 65 are less likely to want to use the Council website (34%), or to receive information digitally (21%). Instead, they are far more likely to prefer receiving a hard copy of the Council’s magazine or newsletter, with 46% of respondents aged over 65 choosing this as a preferred communication method. By contrast, just a quarter of respondents aged under 44 are interested in receiving a hard copy of the Council magazine, while 60% would prefer to receive information from the website. There is also a strong appetite for direct digital communications amongst this age group, with 47% stating that they would like to receive texts, emails or e-newsletters from the Council.

Interestingly, residents with children in the house also express a preference for digital communication methods: 66% would prefer to use the Council website, 34% to receive an e-copy of the Council’s newsletter or magazine, 44% to receive texts, emails or e-newsletters from the Council, and 46% to use the Councils’ social media sites. This may be influenced by the fact that respondents with young children are more likely to fall into the younger age category. The time constraints of work and family life may also make digital communication more convenient for these respondents, since it can be accessed at any time.

4. Appendix 1: Sample profile

	Unweighted	Weighted
Gender		
Male	44%	46%
Female	52%	51%
Prefer not to say	2%	2%
Not provided	2%	1%
Age		
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%
Tenure		
Own outright (freehold or leasehold)	63%	49%
Buying on a mortgage	22%	33%
Rent from Arun District Council	3%	3%
Rent from a Housing Association / Trust	3%	2%
Rent from a private landlord	7%	11%
Other	1%	2%
Not provided	1%	1%
Family status		
Married / living with partner - with children	21%	26%
Married / living with partner - without children	42%	40%
Separated / divorced / widowed - with children	10%	8%
Separated / divorced / widowed - without children	13%	9%
Single - with children	1%	1%
Single - without children	8%	9%
Prefer not to say	4%	6%
Not provided	1%	1%
Number of children aged 16 or under		
None	83%	76%

One	7%	9%
Two	5%	9%
Three	1%	1%
Four	<0.5%	1%
More than four	0%	0%
Prefer not to say	2%	2%
Not provided	2%	1%
Length of time living in Arun		
Less than 1 year	3%	4%
Between 1 and 2 years	5%	4%
Between 3 and 5 years	12%	15%
Between 6 and 10 years	13%	11%
Between 11 and 20 years	19%	17%
More than 20 years	48%	46%
Prefer not to say	1%	2%
Not provided	0%	0%
Number of cars in household		
None	12%	11%
One	45%	39%
Two	32%	38%
Three or more	7%	7%
Prefer not to say	2%	2%
Not provided	2%	3%
Area		
Western	19%	20%
Eastern	42%	45%
Downland	39%	36%
Employment status		
Employed full-time (30+ hours per week)	21%	33%
Employed part-time (under 30 hours per week)	9%	8%
Self-employed, full or part time	7%	8%
On a government supported training scheme (e.g. Modern Apprenticeship / Training for Work)	0%	0%
Full-time education at school, college or university	*%	< 0.5%
Unemployed and available for work	*%	< 0.5%

Permanently sick / disabled and unable to work	4%	4%
Wholly retired from work	51%	36%
Looking after the home	4%	5%
Doing something else	1%	1%
Prefer not to say	21%	5%

5. Appendix 2: Statement of Terms

Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2015) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management (ISO 27001:2013).

Interpretation and publication of results

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

Ethical practice

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.



ARUN DISTRICT COUNCIL

REPORT TO CABINET ON 21 SEPTEMBER 2020

SUBJECT: THE COUNCIL'S RESPONSE TO THE COVID-19 PANDEMIC SITUATION

REPORT AUTHOR: Nigel Lynn, Chief Executive
DATE: 10 August 2020
EXTN: 37600
PORTFOLIO AREA: Corporate Support

EXECUTIVE SUMMARY: This report updates Cabinet on the Council's response to the pandemic situation and possible proposals for economic recovery.

RECOMMENDATIONS:

Cabinet is requested to resolve to:

- (1) note the actions taken to date;
- (2) note the minutes and recommendations from the Coronavirus Recovery Working Party meetings held on 23 July 2020 and 8 September 2020 and identify any proposals it wishes to take forward.

1. BACKGROUND:

This report is divided into two main areas in the, now, usual manner. The first part provides an update on progress since the last Cabinet report of 20 July 2020 in relation to the Covid-19 response by the Council. The second part highlights the main themes discussed at the Covid-19 Recovery Working Party meetings which took place on 23 July 2020 and 8 September 2020. The minutes and any recommendations from these meetings will come to this Cabinet meeting for discussion and possible approval of any of the suggestions made by the Working Party.

Part one - Covid-19 update on the Council's response since the last Cabinet report on 20 July 2020

Welfare of Staff and Members

- 1.1.1. Restricted access to the civic buildings continues, with the majority of staff still working from home where they are able to, in line with Government guidance. Staff are permitted to return to the office from 27 July 2020 for 1 designated day a week sitting at an allocated desk, if they have agreed this with their line manager. The offices have been made Covid-secure and calculations for the volume of staff

permitted in the building, based on the 1 metre plus Government ruling, have been adhered to. One way routes through the building have been made and toilets are all unisex and only permit 1 user at a time. Plans for allowing staff to return to the office for more than 1 day a week is being considered by CMT in the future, with consideration being given to the safety and wellbeing of staff, Members and contractors.

The Council's Finances

1.1.2. The final picture regarding the Council's financial position will not be known until the emergency is over. The latest prediction, in our return to MHCLG is that the potential cost to the Council will be approximately £5m.

1.1.3. On 16 July 2020, Local Government Secretary Robert Jenrick confirmed allocations for individual councils from the £500 million of additional support for coronavirus-related spending pressures. The funding will help councils in England continue to deliver crucial frontline services, support those most in need and meet new spending pressures so they can deliver for residents.

1.1.4. Arun's confirmed allocation for the third tranche of funding is £264,767 as highlighted in the table below.

First Tranche of Covid-19 Funding	Second Tranche of Covid-19 Funding	Third Tranche of Covid-19 Funding	Total Covid-19 Additional Funding
£64,612	£1,609,640	£264,767	£1,939,019

1.1.5. On 23 July 2020, the Secretary of State for Business, Energy and Industrial Strategy (BEIS), Rt Hon Alok Sharma MP, has written to chief executives of billing authorities notifying them of his decision that the Small Business Grants Fund, the Retail, Hospitality and Leisure Grants Fund and the Discretionary Grants Fund should close by Friday 28 August (with all payments issued by 30 September 2020). The letter notes that local authorities have now made £10.76 billion grant payments to over 875,000 hereditaments, which equates to more than 92 per cent of those identified as in scope for the first two schemes. It also states that, once the final payments have been made on all schemes, it will be necessary for local authorities to return any unspent funds to BEIS. See below for the figures, as of 4.9.20 showing the amount received and paid for all three Funds:

Description	Amount received	Amount paid
	£	£
Business Support Grants Fund (SBGF) Retail, Hospitality and Leisure Business Grant Fund (RHLBG)	37,841,000	29,925,000

Local Authority Discretionary Grants Fund (Top-up to Local Business grant scheme)	1,539,000	1,525,000
Total	39,380,000	31,450,000

Communications

1.1.6. Contact via social media continues to be a popular means of gathering information. Weekly reminders of our news bulletins and social media posts are issued including regular reminders about social distancing, avoiding busy places and considerate use of our beaches and town centres.

Homelessness

1.1.7. At the peak of the lock down period we offered 61 households emergency accommodation in line with government guidance and homeless people were housed in Butlins during the pandemic. During that period, 21 clients moved to more permanent accommodation. Of the remaining 40, we have provided more settled housing for 50 per cent of them and 50 per cent have chosen not to engage with the services offered. For those that have returned to their previous circumstances, we are working with partners and our out-reach teams to offer support where needed. Butlins re-opened its doors to the public on 24 July 2020. In preparation for this date, the housing team managed to home the remaining people in time for Butlins to re-open. The Council is very grateful for the partnership with Butlins to enable homeless people to be housed during the Coronavirus peak period.

1.1.8. On 18 July 2020, the Housing Secretary launched the Next Steps Accommodation Programme on 18 July 2020. Councils and their local partners can apply for funds from the government's Next Steps Accommodation Programme to cover property costs and support new tenancies for around 15,000 vulnerable people who were provided with emergency accommodation during the pandemic.

1.1.9. A total of £105 million is now available to ensure interim accommodation and support continues for those who need it and can be used to help people move into the private rented sector, extend or secure alternative interim accommodation or where possible help people to reconnect with friends or family.

1.1.10. In addition, first wave funding, totalling £161 million, is also available to provide 3,300 additional supported homes this year for those currently housed in emergency accommodation. This is part of a total of £433 million to provide 6,000 long term, safe homes for those in need.

1.1.11. Council officers will be looking into this further and taking the necessary actions.

Local outbreaks – local authority powers

- 1.1.12. The Health Protection (Coronavirus, Restrictions) (England) (No.3) Regulations 2020 came into force on Saturday 18 July. The new regulations give local and national government additional powers to stop local transmission of the virus.
- 1.1.13. These will allow them to restrict local public gatherings and events, and close local businesses premises and outdoor spaces.
- 1.1.14. The Department of Health and Social Care has published statutory guidance for Councils in England on what the new regulations allow them to do and how they should exercise those powers, how those powers should be enforced and guidance for those affected by local authority directions.
- 1.1.15. Council officers will be looking into this further and taking the necessary actions.

Parks & Open Spaces

- 1.1.16. From 4 July 2020 all playgrounds in the District reopened and these all have new signage which will include messages around social distancing.

Support to Local Businesses

- 1.1.17. The Business and Planning Bill proposes to make it easier for businesses serving food and drink such as restaurants, cafes and pubs to seat and serve customers outdoors, to assist them in managing social distancing to control the spread of Covid-19. The temporary pavement licences process introduces a streamlined consent route to allow businesses to obtain a licence to place temporary furniture, such as tables and chairs outside of cafes, bars and restaurants quickly.
- 1.1.18. As above, the Council has paid significant sums to local businesses by way of the three grant funds (Small Business Grants Fund, the Retail, Hospitality and Leisure Grants Fund and the Discretionary Grants Fund).
- 1.1.19. The reopening of the High Streets has gone smoothly and safely and no significant concerns have been reported. Customers are following guidelines and social distancing measures and shop owners have appreciated the support from wardens and the Council. The Community Information Officers (Wardens) have been extremely proactive in resolving some hot spots and pinch points in both busy locations.
- 1.1.20. Pier Road in Littlehampton has been closed temporarily to allow for social distancing in the area.
- 1.1.21. Cleansing continues at an advanced level including the regular cleaning of public seating/benches in Littlehampton due to high usage.

Leisure

1.1.22. Freedom Leisure opened its Leisure Centres in the District on 25 July 2020, in response to new Government guidance. Strict guidelines are being followed to ensure that the facilities are Covid-secure with booking systems, limited numbers and cleaning regimes.

Council Decision-Making

1.1.23. Since the last report to Cabinet on 20 July 2020, virtual Committee meetings have been held including:

- Full Council on 22 July 2020
- Covid Recovery Working Party on 23 July 2020
- Constitution Working Party on 17 August and 24 August 2020
- Overview Select Committee on 1 September 2020 – this meeting was provided with a Covid-19 Update and an extract of the Minutes in relation to this item is also attached
- Development Control on 2 September 2020
- Environment and Leisure Working Group on 3 September 2020
- Full Council on 16 September 2020

Part two – Covid-19 Recovery Working Party meetings on 23.7.20 and 8.9.20

1.1.24. Cabinet on 29 April, 1 and 22 June 2020 received detailed update reports on Covid-19. As part of its work in looking forward to the recovery stage of this pandemic, Cabinet agreed, at its meeting held on 22 June 2020, to establish this Working Party to investigate exactly how the Council should move forward into its recovery stage. It is recommended that this Working Party should continue to investigate five core themes that are being used by the Government Recovery Group, working with the Local Government Association (LGA) and the District Council Network (DCN) and County Council Network (CCN).

1.1.25. The core themes used by the Government for their “Recovery Cell” are set out below: The themes are the same as the Government’s Recovery Cell:

1. Business Communities, Sector and Innovation
2. Labour Markets, Unemployment and Skills
3. Visitor Economy and Rural Areas
4. Place Making, High Streets and City Centre
5. Green/Sustainable Recovery

1.1.26. The Covid Recovery Working Party held its first meeting on 2 July 2020 and on 20 July 2020, Cabinet Members noted the minutes from that meeting.

1.1.27. At the Covid Recovery Working Party meetings held on 23 July 2020 and 8 September 2020, Members of the Working Party were asked to consider the points raised at the last meeting, along with the added Officer comments and prioritise the future work to provide direction for Officers.

1.1.28. The minutes and recommendations from the Working Party meetings held on 23 July 2020 and 8 September 2020 are to be considered by this Cabinet meeting.

2. PROPOSAL(S):

Cabinet is requested to note the updates on actions taken thus far to respond to the crisis, and to note the minutes and recommendations from the Covid-19 Recovery Working Party meetings held on 23.7.20 and 8.9.20.

3. OPTIONS:

Not to support the actions taken or recommendations from the Covid-19 Recovery Working Party meetings held on 23.7.20 and 8.9.20.

4. CONSULTATION:

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

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

	YES	NO
Financial	✓	
Legal		X
Human Rights/Equality Impact Assessment		
Community Safety including Section 17 of Crime & Disorder Act		X
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Other (please explain)		

6. IMPLICATIONS:

6.1 It must be recognised that the Council also has limited funds to be able to make direct interventions. Instead, it is likely that the Council will need to focus on providing local leadership and policy changes to provide an economic stimulus and facilitate any necessary structural change. This may require seeking out external funding wherever possible. In the main, therefore, this Council will be facilitating the recovery process and helping to provide community leadership.

6.2 The final picture regarding the Council's financial position will not be known until the emergency is over. We predict that the potential cost to the Council could now be will be approximately £5m although the Council has received only £264,767 in the third tranche of funding, bringing the total Covid-19 funding received to just £1,939,019. Clearly the shortfall in funding against total costs to the Council will affect the Council's finances significantly going forward and therefore any proposed actions as a result of the Covid Recovery Working Party recommendations will need to be considered carefully.

7. REASON FOR THE DECISION:

For Cabinet to note the recommendations from the Covid-19 Working Party meetings of 23.7.20 and 8.9.20 and to note the ongoing recovery work of the Council.

8 EFFECTIVE DATE OF THE DECISION: 30 September 2020

9. BACKGROUND PAPERS:

[Arun Webpage - Covid-19](#)

[Cabinet report 1.6.20](#)

[OSC report 9.6.20](#)

[Cabinet report and minutes 22.6.20](#)

[Cabinet report and minutes 20.7.20](#)

[Covid-19 Recovery Working Party Minutes – 2 July 2020](#)

[Covid-19 Recovery Working Party Minutes – 23 July 2020](#)

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Public Document Pack

Subject to approval at the next Covid-19 Recovery Working Party meeting

1

COVID-19 RECOVERY WORKING PARTY

8 September 2020 at 6.00 pm

Present: Councillors Chapman (Chairman), Tilbrook (Vice-Chairman), Bennett, Mrs Cooper, Cooper, Dendle, Mrs Haywood, Mrs Staniforth, Ms Thurston and Dr Walsh.

[Note: Councillors Ms Thurston and Dr Walsh were absent from the meeting during consideration of the matters contained in the following minutes – Minute 11 to 13 (Part on the discussion on Theme 1)].

11. WELCOME

The Chairman welcomed Members and Officers to the third meeting of this Working Party.

12. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

13. MINUTES

The Minutes from the meeting of the Working Party held on 23 July 2020 were approved as a correct record and it was agreed that these would be signed by the Chairman at his earliest opportunity.

14. THE COUNCIL'S ECONOMIC RECOVERY FROM COVID-19

The Chairman briefly reflected on the last two meetings of the Working Party held on 2 and 23 July 2020 and stated that there had been meaningful discussion looking at the key themes that should be fully examined to confirm how the Council should move forward into its recovery stage. The work undertaken to date had been collated into a data sheet containing five key themes which had been updated further for this meeting and which the Working Party had identified should be explored. The Chairman confirmed that he wished to have placed on record his thanks to Gemma Stubbs for her assistance in bringing this work together.

The Working Party then focused on a list of recommendations that had been formulated from discussion held at the last Working Party meeting which if agreed, would become formal recommendations for Cabinet to consider at its next meeting to be held on 21 September 2020. In view of the number of recommendations proposed, the Chief Executive suggested that once the Working Party had confirmed these, it might wish to also place them into an order of priority.

The Working Party then worked through the recommendations which are as set out below – these were theme by theme:

Covid-19 Recovery Working Party - 8.09.20

Theme 1 : Business Communities, Sector and Innovation

1(i) That a reliable database of skills shortage is compiled so that the District can effectively play its part in recovering and continuing the economic wellbeing of business and residents in the future. The Arun Business Partnership should be involved in this process (*Items 1.1, 1.2, 1.3. 1.4 and 1.6 in Appendix A*).

1(ii) That a further study is initiated into the convergence of the results of the survey of skills shortages with the extra Government funding for “Skills Academies” (*Items 1.1, 1.2, 1.3. 1.4 and 1.6 in Appendix A*).

These recommendations were agreed by the Working Party.

Theme 2 : Labour Markets, Unemployment and Skills

2(i) That the “Climate Change and Sustainability Manager” (when appointed) should fully engage with local enterprises in the drive for improved “green” insulation and heating for homes, business premises and public buildings (*General Comments Section in Appendix A*).

The Chairman invited further input and Councillor Dr Walsh reported on his attendance, earlier that afternoon, at a meeting of the Coast to Capital LEP involving the Group Leaders of neighbouring local authorities. That meeting had discussed the main themes felt to be essential to instigate recovery being Stronger; Smarter; and Greener, so this recommendation was very relevant.

Councillor Dendle stated that the wording should be strengthened to illustrate the level of engagement that would be required with businesses to develop products. It was acknowledged that business would need to be on board to drive improvement in areas such as ‘green’ insulation, but it was also essential to equally push for businesses to develop new ‘green’ products to achieve climate change goals.

Discussion developed on the actual role of the new Climate Change and Sustainability Manager in terms of how exhaustive the Job Description was or would be and if it could accommodate Councillor Dendle’s query. Questions were asked about how the postholder would quantify local enterprise; what this would involve; and that this could be difficult to compile in the absence of a business directory.

Further questions were asked in terms of whether the JD for this post had been confirmed; and when would the appointment process commence as it was critical that the specification contained exactly what the Council wanted this post to achieve. The Chief Executive confirmed that the Job Description and Person Specification had been agreed and so recruitment was progressing.

The Working Party still looked for reassurance in terms of what the post would achieve and what had been included as key aims and objectives. Close working with the Business Partnership would be key to achieving main goals and accessing grants.

It was felt that the wording in the recommendation needed to reflect the Council's aims for the applicant to also consider other emerging innovations. It was pointed out that the work of the Climate Change and Sustainability Manager would, at time, cross over with the work of the new Commercial Manager when recruited to work on entrepreneurial green issues.

Revised wording to the recommendation was then proposed as set out below – deletions are shown using ~~strike through~~ and additions shown using **bold**:

“the “Climate Change and Sustainability Manager” (when appointed) should fully engage with local enterprises in the drive for ~~improved~~ economic recovery including “green” insulation and heating for homes, business premises and public buildings **and other emerging innovations and new products**.”

The Working Party agreed the amendments to this recommendation.

Theme 3 – Hospitality/Visitor Economy and Rural Areas

3(i) The Planning Policy Sub-Committee consider how the provision of higher numbers of self-catering units for families and individuals in the District might be increased (*Item 3.6 in Appendix A*).

This was agreed by the Working Party.

3(ii) The Council supports the emergency provision of IT equipment to disadvantaged pupils and students during lockdown and formulate a policy statement. It is also recommended that Cabinet seeks clarification from West Sussex County Council about any plans they have to continue the supply of IT equipment to disadvantaged pupils in schools or colleges (*Item 3.5 in Appendix A*).

There was numerous discussion on this recommendation in terms of whether it was necessary to formulate a Policy statement; should this be an action for the Council in any case in or out of a pandemic; and what was the amount and type of equipment disposed of and to who. The Chief Executive explained that the Council did have equipment that could be passed onto disadvantaged pupils and that this project was handled by WSCC. He would liaise with Becky Shaw to obtain further details on how this worked and whether this was a permanent initiative.

The Chairman suggested that the Council should formulate a policy for the District so that this could be passed onto WSCC as Education Authority to action. The Working Party unanimously agreed that any scheme should continue on a permanent basis but was not sure of the need to compile a policy statement to undertake such work. The Working Party finally agreed the recommendation subject to the removal of the need to formulate a policy statement and also to remove reference that such a scheme only be operated during lockdown confirming it as a permanent and much needed scheme.

Covid-19 Recovery Working Party - 8.09.20

The revised recommendation was confirmed as – deletions shown using ~~striketrough~~ and additions shown in **bold**:

The Council supports the emergency provision of IT equipment to disadvantaged pupils and students ~~during lockdown and formulate a policy statement~~. It is also **therefore** recommended that Cabinet seeks clarification from West Sussex County Council about any plans they have to continue the supply of IT equipment to disadvantaged pupils in schools or colleges (*Item 3.5 in Appendix A*).

3(iii) To seek the approval of the Council to seek a Commercial Buyer of the Sussex by the Sea brand (*Item 4.5 in Appendix A*).

Subject to some minor queries, the Working Party supported this recommendation. Questions asked were whether this would be an outright sale or a majority stake sale. The point was made that the Council should drive some of the agenda and through this vehicle be able to attract more commercial traffic into the District. The Chief Executive reminded Councillors that they would receive a presentation from Blue Sail who were undertaking a review of the Council's tourism function. This recommendation would sit behind this work and also the work of Experience West Sussex in terms of industry support and trade development. The Director of Place confirmed that work on this review was still ongoing and so he anticipated that it would probably be a further 4-5 weeks before there would be a report ready for Members to consider.

Following some further discussion, this recommendation was agreed.

Theme 4 : Place Making, High Streets

4(i) To seek clarification from the Planning Policy Sub-Committee on the impact of the emerging changes from Central Government to "ease" Planning Law and Procedures (*Item 4.5 in Appendix A*).

The Director of Place was asked for an update on the White Paper. This was difficult to do, only to say that it would be a real challenge to understand the scale of changes and what these would mean for the Council. The Director of Place confirmed that he was not sure what this recommendation was asking the Sub-Committee to do because the changes anticipated within the White Paper had not yet come into effect. The only changes that had very recently been made were around the simplifying the use of classes and as these had only been effective for a matter of weeks, it was too early to be able to form a view and so it was felt that this recommendation was premature and perhaps should be delayed. Following discussion, the Working Party agreed to delete this recommendation for now but remembering to take a re-look in a bout one year's time.

4(ii) To commission a consultative exercise with Parish and Town Councils to establish their capability and willingness to continue to provide Community Hubs for the future to ensure that community/social support gained during the emergency are not lost (*Item 4.9 in Appendix A*).

The Chief Executive was confident that Town and Parish Councils would continue to offer their willingness to this and so there was really no need to conduct a consultative exercise with them. He felt that the wording to this recommendation could be simplified to reflect this and it was suggested that the wording “commission a consultative exercise” be deleted and replaced with “To consult” with Town and Parish Councils This change was supported by the Working Party.

Councillor Mrs Cooper raised a concern that some Councils did not have an action plan in place to conduct this work and it would be if they could learn from others what did and did not work well. It was agreed that this would be kept under review.

The revised recommendation was confirmed as – deletions have been shown using ~~strikethrough~~ with additions shown using **bold**:

To ~~commission a consultative exercise~~, **consult** with Parish and Town Councils to establish their capability and willingness to continue to provide Community Hubs for the future to ensure that community/social support gained during the emergency are not lost (*Item 4.9 in Appendix A*).

- 4(iii) To review previous strategies for the two seafronts by:
- Re-examine the 2016 Bognor Regis Seafront Delivery Plan and prioritise a series of deliverable interventions and actions
 - Re-examine the 2014 Nine Big Ideas for Littlehampton, Concept Investment Plan and the 2016 Seafront Greens and Promenade project ideas and identify ways to progress the recommendations into deliverable projects.

This recommendation was agreed by the Working Party.

Theme 5 – Green/Sustainable Recovery

5(i) To note the emerging heightened importance of the appointment of a Climate Change and Sustainability Manager to deliver a green, carbon neutral plan for the District including the business case for the provision of electric vehicles within the Arun fleet (*Item 5.2 in Appendix A*).

The Chief Executive explained to Members what it meant in terms of vehicle numbers for the Arun fleet. The Council’s contractors had responsibility for their own vehicles, only at the time of a tender could the Council make stipulations. For the Council’s waste contractor, as an example, there were no electric vehicles available to use for the disposal of household waste and nor was the Council aware of any forthcoming trials in this respect. In terms of the Council’s own fleet, this amounted to just a handful of vehicles and so it was suggested that reference to a business case for

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the provision of electric vehicles should be deleted. The Working Party was reassured that the new Climate Change and Sustainability Manager's responsibility would be to ensure that the Council would be carbon neutral by 2030, the provision of electric vehicles would be covered in the climate change action plan.

The revised recommendation was agreed as – with deletions shown using ~~strikethrough~~:

To note the emerging heightened importance of the appointment of a Climate Change and Sustainability Manager to deliver a green, carbon neutral plan for the District. ~~including the business case for the provision of electric vehicles within the Arun fleet (Item 5.2 in Appendix A).~~

5(ii) To commission a study aimed at gaining improved synergy from the numerous "bio-diversity" groups within the District so that better value is obtained from the District's contributions to their diverse interests and activities (*Item 5.5 in Appendix A*).

This recommendation was agreed by the Working Party.

Finally, the Chairman referred to the request that had been made by Councillor Ms Thurston to take forward an item on food security. Councillor Ms Thurston was invited to present her request.

Councillor Ms Thurston explained that the Government had issued recommendations following an independent review which looked at focusing on various areas in establishing a national food strategy. She believed that a food strategy for Arun should be included as part of the Council's recovery work focusing on building food resilience and tying in with other ideas discussed by the Working Party in terms of supporting the District's food suppliers and growers. The development of a district food strategy could encompass all such issues and involve building up links with producers. Councillor Ms Thurston referred to the Chairman's response to her which had outlined that it was perhaps premature to make any formal recommendations to Cabinet until the Government's White Paper and recommendations were published. However, she felt that if supported by the Working Party a recommendation could be made to Cabinet now to ensure that the creation of a food strategy, at the appropriate time, would not be forgotten. Councillor Ms Thurston therefore formally proposed the following recommendation to Cabinet on 21 September 2020:

"When the full and final recommendations from the Government's independent review are published the Council establishes a Working Party to consider a food strategy for local implementation".

This recommendation was seconded by Councillor Tilbrook. On the recommendation being put to the vote it was declared CARRIED.

Now that the Working Party's recommendations to Cabinet had been agreed, the Chief Executive asked if the Working Party wanted to consider putting the recommendations into an order or priority and if a timescale could be considered for each of the projects put forward. The Chairman confirmed that this task should be left to Officers to discuss with Cabinet Members or for Cabinet to confirm when considering the recommendations.

The Working Party then

RECOMMEND TO CABINET – That

- (1) A reliable database of skills shortage is compiled so that the District can effectively play its part in recovering and continuing the economic wellbeing of businesses and residents in the future. The Arun Business Partnership should be involved in this process;
- (2) a further study is initiated into the convergence of the results of the survey of skills shortages with the extra Government funding for “Skills Academies”;
- (3) the “Climate Change and Sustainability Manager” (when appointed) should fully engage with local enterprises in the drive for economic recovery including “green” insulation and heating for homes, business premises and public buildings and other emerging innovations and new products;
- (4) The Planning Policy Sub-Committee consider how the provision of higher numbers of self-catering units for families and individuals in the District might be increased;
- (5) The Council supports the emergency provision of IT equipment to disadvantaged pupils and students. It is therefore recommended that Cabinet seeks clarification from West Sussex County Council about any plans it has to continue the supply of IT equipment to disadvantaged pupils in schools or colleges;
- (6) Agreement be given to seek the approval of the Council to seek a Commercial Buyer of the Sussex by the Sea brand;
- (7) Approval be given to consult with Parish and Town Councils to establish their capability and willingness to continue to provide Community Hubs for the future to ensure that community/social support gained during the emergency are not lost;
- (8) Reviews take place on the previous strategies for the two seafronts to:
 - Re-examine the 2016 Bognor Regis Seafront Delivery Plan and prioritise a series of deliverable interventions and actions

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- Re-examine the 2014 Nine Big Ideas for Littlehampton, Concept Investment Plan and the 2016 Seafront Greens and Promenade project ideas and identify ways to progress the recommendations into deliverable projects;

(9) the emerging heightened importance of the appointment of a Climate Change and Sustainability Manager to deliver a green, carbon neutral plan for the District is noted;

(10) a study is commissioned aimed at gaining improved synergy from the numerous “bio-diversity” groups within the District so that better value is obtained from the District’s contributions to their diverse interests and activities; and

(11) When the full and final recommendations from the Government’s independent review are published the Council establishes a Working Party to consider a food strategy for local implementation

15. DATE OF NEXT MEETING

The Chairman stated that the Working Party was being asked to consider if it required a further meeting.

The Working Party agreed that this very much depended upon the outcome of Cabinet on 21 September 2020 and so it agreed to not convene a meeting at this point.

(The meeting concluded at 7.00 pm)

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE ON TUESDAY 6 OCTOBER 2020.

SUBJECT: Proposed Correction of OSC minutes from 10 March 2020

REPORT AUTHOR: Jackie Follis
DATE: 14 September 2020/5 December 2019
EXTN: 37580

EXECUTIVE SUMMARY:

This report sets out the proposed correction to minute 512 of the Overview Select Committee Meeting held on 10 March 2020. The correction is being proposed by Councillor Huntley and is set out in this paper for members to consider. A correction to the minutes can only be made in retrospect by a resolution agreed at Full Council

1. BACKGROUND:

- 1.1 Following the OSC meeting 10 March 2020 Cllr Huntley raised a concern with the Chairman that the minutes of this meeting were not correct and that his concern was based on Health and Safety grounds
- 1.2 The recording of the meeting on 9 June 2020 at which the minutes were due to be approved shows that Cllr Huntley did raise his concerns about this but brought it up as a 'matter arising' during the vote, rather than when members were invited to comment on the minutes prior to the vote. Whilst there was not a lot of time given to this section of the meeting it is also worth noting that the draft minutes of the meeting were available on the website from 27 March 2020 prior to the meeting held on 9 June and that the formal agenda was published at the normal time in advance of the meeting.
- 1.3 The advice from Acting Monitoring Officer was that once approved minutes can only be changed if the impact of those minutes will open the Council up to a legal challenge or affect the Council's reputation negatively. This would normally only be allowed if a decision was inaccurate and had the potential for these consequences. In this case it should also be noted that there was no decision. The Acting Monitoring Officer confirmed that the only way the minutes could be corrected, in exceptional circumstances, is by a resolution to Full Council. The Chief Executive supported this view.
- 1.4 It is also worth noting that the Constitution at Part 5, Section 3, para 6.1 states:
- 1.5 *"The Chairman will sign the minutes of the proceedings at the next meeting. The Chairman will move that the minutes of the previous meeting be signed as a correct record. The only part of the Minutes that can be discussed is their accuracy."*
- 1.6 An informal suggestion was made to Cllr Huntley that an informal briefing, giving the background and more detail to members of OSC might be appropriate, especially as Cllr Huntley was keen that members were made aware of more technical background on this,

however Cllr Huntley has confirmed that he wishes to 'correct' minute 512 from OSC on 10 March 2020. The detail of this is set out in Section 2 of this report.

2. PROPOSAL(S):

2.1 That the extract from minute 512 from the OSC meeting held on 10 March 2020 is changed as set out below.

2.2 Proposed change to Minute 512 (additions in bold, deletions in ~~striketrough~~)

2.3 Were glyphosate (**Glycine Phosphonate**) based weed killers used with **a high level of active glyphosate ingredient** ~~live phosphates~~ and did they have any plans to cut back or stop or find natural weed killer. It was explained that this work was in its infancy stage. Trials were taking place in terms of what could be used for killing moss – what had to be considered was that reduced phosphates would mean a lesser standard of weed killer. It was outlined that the Council was part of an Amenity Forum looking at advancing weed eradication methodology. There was a need to have chemical weed killers to combat weeds such as Japanese Knotweed. Studies were also in place looking at the knock-on effect of reducing the use of high chemical weed killing versus the machinery used for weed strimming which were classed as a pollutant.

3. OPTIONS:

That the Committee recommend to Full council either that:

The minutes from the Overview Select Committee Meeting of 10 March 2020 be approved with no change;

or,

The minutes from the Overview Select Committee Meeting of 10 March 2020 be changed and approved as set out in the proposal.

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√
Other groups/persons (please specify)		√
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:	YES	NO
Financial		√
Legal		√

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

7. REASON FOR THE DECISION:

Proposal from a councillor that the minutes from the OSC meeting held on 10 March 2020 are not correct

8. BACKGROUND PAPERS:

None

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OVERVIEW SELECT COMMITTEE

10 March 2020 at 6.00 pm

Present: Councillors Coster (Chairman), Clayden (Vice-Chair), Bicknell, B Blanchard-Cooper, Mrs Catterson, Dendle, Elkins, English, Huntley, Miss Needs, Tilbrook, Mrs Worne, Batley (Substitute for Bennett) and Mrs Staniforth (Substitute for Miss Seex)

507. WELCOME

The Chairman welcomed Members, Officers and members of the press to the meeting.

508. APOLOGIES FOR ABSENCE

Apologies for Absence had been received from Councillors Bennett, Miss Rhodes and Miss Seex and also from the Leader of the Council, Councillor Dr Walsh, the Cabinet Member for Neighbourhood Services, Councillor Purchase and the Cabinet Member for Residential Services, Councillor Lury.

509. DECLARATIONS OF INTEREST

Councillor B Blanchard-Cooper declared a Personal Interest in Agenda Item 5 [Greenspace Management Contract] in his capacity as Chairman of the Friends of Mewsbrook Park.

510. MINUTES

The Minutes from the meeting of the Committee held on 28 January 2020 were approved by the Committee as a correct record and signed by the Chairman, subject to the following amendments:-

Minute 411 [Corporate Plan 2018-2022 – Q2 Performance Outturn Report for the Period 1 April to 30 September 2019] – that the following question from Councillor Dendle be added to the list of questions asked “I ask the Leader of the Council to supply details of what initiatives/special reductions had been offered to new tenants (Business Rate Payers) in the District to enable them to pay business rates and take on currently empty business properties; and

On the same minute a request had been received from Councillor Purchase to change part of the minute in relation to Indicator CP11 – “would the food trial include the recycling of nappies? Councillor Purchase explained that the trial would include all “smelly” waste including hygiene products, not just food” – the request had been to change the word all ‘smelly’ waste to as much ‘smelly waste’.

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There were Members of the Committee who did not agree with this request to change the accuracy of the minutes and having put this request to the vote it was declared LOST.

The Minutes were then approved with the addition of Councillor Dendle's question outlined above.

511. 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

In line with Constitutional requirements, the Chairman confirmed that two urgent key decisions had been presented to Cabinet on 9 March 2020 and that he wished to confirm to the Committee that he had given his agreement, as Chairman of the Overview Select Committee, for these items to be presented on the reasons of special urgency – in line with Part 3 (Responsibility for Functions – Section 2, Paragraph 2.3 of the Constitution.

The Committee was advised that the first report had been on the A27 Arundel By-Pass Consultation which took place in February 2020. The consultation and respond period had been set to take place within a very short timescale with a response required by the Council by 2 March 2020. This required an urgent response to be made by the Leader of the Council and the Chief Executive which Cabinet had been asked to endorse in order to achieve the timescale set.

The Chairman outlined that the second urgent item had been on the Littlehampton Harbour Board, which was a confidential due to the nature of the content. The reason for this special urgency had been down to the timescales in place for the Council to consider how it would respond to the Littlehampton Harbour Board's proposal to change its governance through a Harbour Revision Order.

The Committee noted the content of the update provided.

512. GREENSPACE MANAGEMENT CONTRACT

The Environmental Services & Strategy Manager introduced the representatives from Tivoli Group Ltd to the meeting, being Brad Cole and Ian McIlroy [Regional Directors] and Dave O'Hare [Local Contract Manager]. James Jones McFarland from the Council's Neighbourhood Services section was also present.

The Committee received a report providing a performance update for the Council's Greenspace Management Contract and were advised that this would include a presentation from the Council's current contract provider, Tivoli Group Ltd. The report from the Environmental Services & Strategy Manager provided background from the commencement of the contract to date as well as the services and operations covered by the Contract. It was explained that routine performance monitoring was formalised every quarter and reported through the Council's Service Delivery Plans. The

Contractor had to achieve a prescribed level of performance in delivering operations with Officers from the Council's Parks Team monitoring performance by undertaking 'mystery shopper' inspections of open spaces across the contract in terms of the geographical area and typology. Performance was assessed against the range of contractual operations applicable to each site such as grass cutting; litter collection and shrub maintenance. The contractual performance targets had been set out in the report for 2019/20. These scores illustrated that the performance targets reached were in excess of the contractual performance requirements. It was the Council's aim to work to ensure that these scores continued to steadily improve throughout the duration of the Contract.

The Committee was advised that 2019 had been a positive and consistent year with no contractual defaults issued. Standards had been generally maintained to high levels which met expectation and excellent progress had been made over the winter period in terms of pruning and enhancement work.

The play areas repair, and maintenance element of the Contract continued to run efficiently with a two-man team undertaking repairs and maintenance based on works and priorities identified from weekly play area inspections.

Looking at achievements in 2019 the Council had been awarded with its fifth Green Flag Award for Old Rectory Gardens in Felpham. This site adjoined Hotham Park, Mewsbrook Park, Marine Park Gardens and Norfolk Gardens sports site in achieving this award which recognised best practice in green space management. Such successes demonstrated the strong partnership working in place enabling the delivery of excellent services and so it was hoped to increase this number to six awards in 2020 by entering Brookfield Park into the award scheme, coinciding with the park's 20th anniversary of open space.

The Committee then received a detailed presentation from the representatives from Tivoli and the key points have been summarised below:

- The background and history of the company
- The core values of the company
- The use of technology for contract and innovation using TOPs [Tivoli Operating Platform] - allowing job information on sites and visits to be electronically captured to record work undertaken; before and after photographs; precise location details and electronic sign-off etc. It also enabled teams to competently risk assess sites prior to undertaking work; undertake machinery and vehicle equipment checks and issue targeted safety information on matters such as severe weather warnings.
- Detail was provided on the apprenticeship scheme and the partnership working in place with local Colleges.
- Employees were supported with personal and professional development and a new personal development review process would be rolled out soon

- Other training and development programmes were explained
- The health and wellbeing of employees and the safeguarding of clients were key priorities. The initiatives in place to support these priorities were explained.
- Corporate Social Responsibility (CSR) examples were provided with reference being made to the fact that all employees were encouraged to take part in community and volunteering events. A great success of this had been support given to an Arun District local community group on behalf of East Preston Parish Council. This had been a great example of biodiversity and conservation work where a wildflower meadow sowing event had involved local children and parents from an after-school group. Other vital community work was outlined.
- key initiatives to be carbon neutral were explained outlining plans with company vehicles; commercial vehicles, battery operated equipment; carbon positive schemes; and looking at data analysis to reduce carbon footprint.

The Chairman thanked the representatives from Tivoli for a very informative and detailed presentation and invited questions from Members. These have been summarised below:

- The emptying of bins on Tivoli sites and waste and dog bins on leisure sites – could the Council's waste Contractor empty bins on leisure sites? The ES&SM responded stating that Biffa emptied dog bins in parks and open spaces, there would be an opportunity for more efficient working across both contracts at re-tendering stage. The ES&SM stated that he would be happy to look at improving efficiencies but that this might require a variation to the existing contract in place with Tivoli.
- Were glyphosate-based weed killers used with live phosphates and did they have any plans to cut back or stop or find natural weed killer. It was explained that this work was in its infancy stage. Trials were taking place in terms of what could be used for killing moss – what had to be considered was that reduced phosphates would mean a lesser standard of weed killer. It was outlined that the Council was part of an Amenity Forum looking at advancing weed eradication methodology. There was a need to have chemical weed killers to combat weeds such as Japanese Knotweed. Studies were also in place looking at the knock-on effect of reducing the use of high chemical weed killing versus the machinery used for weed strimming which were classed as a pollutant.
- Plaudits were given in term of Tivoli's green credentials and a question was asked about planting in Arundel and whether there was any flexibility in the type of planting that could take place. The Parks & Cemeteries Manager explained that he would be happy to work with anyone who wanted a change to current planting schemes and he invited all Councillors to make contact if they had any ideas or requests on planting, including cemeteries.

- Reference was made to the minimum performance target of 66% and that it had been mentioned that this be increased to demonstrate a commitment to continuous performance improvement – could this be raised to 70% as it looked like this could easily be achieved. The ES&SNM explained that this contract target had been based on satisfactory levels of performance and so he would be reluctant to increase this at the present time. Whilst Tivoli could do its utmost to ensure standards to meet the target, it had to be accepted that regionally severe weather [such as the constant rain experienced recently] then presented massive challenge to keep up standards.
- On biodiversity and conservation – the wildflower meadows were applauded as making a fantastic impact. One had been launched in Felpham Way last year but no maintenance work had been undertaken since with the area deteriorating massively. What were the reasons for this – it was outlined that the centenary wildflower meadows had been trialled last year for the first time using different seed mixes. What had happened with some sites was that the seed mix in some cases had not worked well. There was now a better understanding in place in terms of what worked well for different soils around the District and how these areas responded to weather conditions and so a staggered approach to sowing would be adopted for this year.
- Could consideration be given to involving local schools in these projects so that they could become involved in biodiversity and as a way of encouraging future generations. It was explained that although there were several schools in the area, many preferred to focus on their own projects on school grounds, however, this could be investigated further.
- Reference was made to the Council's Youth Council and if Tivoli could work with youth council members on tree planting programmes. It was explained that there were proposals in place to launch a tree planting strategy around September 2020. An action plan was in the process of being drafted covering the next 10 years. Plans for the Strategy would be reported to the Environment & Leisure Working Group.
- Further praise was given to the Tivoli team in delivering such excellent results and in introducing the wildflower meadows. The explanation provided on how difficult they were to maintain had been accepted which led to questions being asked about the many challenges the contractor had to overcome with experiencing variable weather conditions and dealing with open spaces near main roads. Were such factors considered when looking at performance, as this was a question that Councillors often got asked. The ES&SM explained the performance based contract tolerances for example different lengths of grass versus different sites and how these would differ. Such sites were monitored daily in terms of standards. As outlined in the report, if work did not meet the required standard then defaults/financial penalties could be issued.
- Was there anything that Tivoli would like the Council to do? The Tivoli team stated that they worked very closely with Arun's team. The last 18 months had been very challenging due to varying weather patterns

causing different grass growing issues. Ongoing and close working from both sides ensured that plans were put into place to address attention needed in agreed areas of the District. The roadworks on the A259 last year had caused some delay issues; along with the usual rain challenges.

- What liaison did they have with Parishes? It was confirmed that Tivoli had quite close relationships with Parishes – they did not know of the work schedules in place, but liaison did take place with them.
- At Marine Park Gardens, could some work be undertaken to the hedges on the other side of the road by houses opposite as these were too high and overhung the pathway. It was explained that this may not come under the contract in place, but this would be investigated.
- Was there scope to compost grass cuttings at the place they were cut? This was not possible though community groups could be encouraged to compost so there could be opportunities to explore.
- How ambitious would the Tree Strategy be? It was explained that this was still in the scoping stage, but liaison would take place with Town and Parish Councils and local community groups before coming to the Council for consideration.
- Were there any proposals in place to promote green roofs and living roofs? It was explained that this was very much a new initiative that could be explored however such projects did come with significant expense and health and safety issues – such as working at a height, so the safeguarding of employees and accessibility could be an issue.

Having congratulated Tivoli's Management Team and the Council's Neighbourhood Services team for the work that they did, the Committee noted the information in the report concerning the performance of the Council's Greenspace Management Contract.

513. SECTION 106 REVIEW - BRIEFING NOTE

The Group Head of Planning presented to the Committee a briefing note that had been prepared in response to an item that had been placed on the Committee's Work Programme by the former Chairman of the Committee, Councillor Dingemans, in respect of Section 106 agreements.

Before working through the detail of the briefing note, the Group Head of Planning reminded Members that a report had been presented to Cabinet on 9 December 2019 outlining the current position on Section 106 agreements. This had set out the amount of contributions the Council had by category; the scale of payments that were overdue/outstanding; some current issues as well as specific projects for which contributions had been collected and needed to be progressed. Cabinet had raised no questions on the content of the report and had noted its contents.

The briefing note confirmed three issues for the Committee to note in terms of the updates provided in relation to:

- (1) Have there been any issues with Section 106 monitoring processes since the Committee was last updated?
- (2) The recruitment of Section 106 data and monitoring post – has this resolved the issues of delays and oversights as described at 12 March meeting?
- (3) Former Councillor Dingemans suggested placing bonds (PGB) on developers – what is the update on this suggestion/is it/has it been considered?

The Group Head of Planning confirmed that in respect of (1) and (2) above, the facts had been outlined in the report to Cabinet on 9 December 2019 and that the briefing note presented provided detailed responses. He advised Members that once the Community Infrastructure Levy (CIL) was adopted in April 2020, the number of Section 106 agreements would reduce with most applications would be covered by CIL and would need to make payments for infrastructure through a standard process. S106 agreements would only focus on larger strategic sites and so there would still be a level of monitoring required.

The following questions/points were asked:

- In view of the large number of strategic sites still to come forward, it was felt that bonds should be put into place. The point was made that if this had not been the case at Site 6 [Felpham] then the infrastructure now in place, the relief road mainly, would not have occurred. The Group Head of Planning explained why this would not work if applied to every application received and would not be appropriate to apply blanketly on every obligation but may be relevant to some sites.
- In view of this response, there were some Councillors who believed that more information should be brought before the Committee on this issue in terms of the Council's strategy for the larger sites, in terms of how this would work.
- Questions were asked about the S106 monies and the deposit left for new schools – the process was explained and the role of West Sussex County Council, as the Education Authority.
- Contribution to libraries was raised and whether unspent monies from Yapton developments could be released for a mobile library to be provided to cover the Yapton area. The Group Head of Planning explained that Arun did not collect library contributions and that this was a West Sussex County Council function.
- Had there been any further issues to report since the Committee had last had an update on this? The Group Head of Planning outlined that it had been acknowledged that monitoring processes had not been satisfactory between around 2013 and 2017 as resources had been insufficient to be able to adequately monitor all planning obligations; this had resulted in the potential loss of some funds and non-financial obligations not being adhered to sufficiently and timely. Since then, two full time equivalent Officers had been in post to deal solely with S106 monitoring and reporting. New monitoring systems and processes were in place with additional resource obtained for monitoring the strategic site non-financial

obligations. All historic cases had been investigated and were resolved or in hand to resolve. Therefore, such delays and oversights were far less likely now.

- Debate again took place on the issue of bonds with a request being made that a further report be brought to the Committee in December 2020. The Group Head of Planning reiterated his advice provided earlier in that he would be very reluctant to apply a blanket bond for future development as this would create a complex system and would mean that agreements would take much longer to conclude. He confirmed that if the Committee insisted to make a recommendation to discuss this further, then it would have to be a matter for the Development Control Committee to consider further, not this Committee. The Director of Place outlined the risks in place in terms of the cost of bonds and associated insurance, the bigger the development, then the cost of insurance would increase in line with this. He also stated that in a matter of weeks, following the adoption of CIL, there would be significantly less s106 agreements, with these being limited to strategic sites as outlined already and so the bond argument would not apply. At the moment there were principally, three large strategic sites being West Bersted, Ford, Barnham, Eastergate and Westergate (BEW) - in terms of roads where bonds were more likely to appear, WSCC would deal with the northern part of the BEW site as they would be making the application and so a bond was not required. The Director of Place outlined that it was necessary to look at each individual case and he provided some caution to exercising a bond as already explained by the Group Head of Planning. The Group Head of Planning provided some reassurance to Members reminding them of the Advisory Groups in place across the District where infrastructure need was fully discussed.

Following a further debate on the issue of bonds, the Committee then noted the content of the update provided.

(During the course of the discussion on this item, Councillor Elkins declared a Personal Interest as a Cabinet Member for West Sussex County Council).

514. FEEDBACK FROM MEETING OF THE SUSSEX POLICE AND CRIME PANEL HELD ON 31 JANUARY 2020

The Committee received an update report from the Cabinet Member for Wellbeing, Councillor Mrs Yeates, following her attendance at a meeting of the Sussex Police and Crime Panel held on 31 January 2020.

Various questions were then asked by Members of the Committee as outlined below: -

- Could an update be provided on estate matters?

- Was the PCC keeping up her promises made in terms of recruitment? Councillor Mrs Yeates reported the latest recruitment numbers which were on target.
- It was felt that Littlehampton major incident facility needed to be reused as a manned police station for Littlehampton, especially as more houses were being built and as people had confirmed that they no longer felt secure living in Littlehampton. Could the Cabinet Member push this request forward?
- Could the Cabinet Member please provide details on crime statistics for the area.
- Response to 101 calls was still a concern. Could the Committee be provided with the results of the assessment undertaken and be provided with an update on call response times? Councillor Mrs Yeates outlined that the next meeting of the Panel would cover 101 statistics which were monitored very carefully.
- A request was made that this feedback includes the number of 'drop-off' calls.

The Committee then noted the content of the report and looked forward to receiving answers to the points raised at a future meeting.

515. CABINET MEMBER QUESTIONS AND UPDATES

A wide range of questions were asked by the Committee to Cabinet Members present in the Public Gallery. These have been summarised below:

- Councillor Dendle to the Leader of the Council, Councillor Dr Walsh stated that he had, at the last meeting of the Committee, asked to be supplied with details of what initiatives/special reductions had been offered to new tenants (Business rate payers) In the District to enable them to pay business rates and take on currently empty business properties.

A written response had been prepared by the Leader of the Council which was read out by the Chairman in his absence. This stated that under current legislation the Council did not offer any discounts or incentives for new start-ups. However, any new business that took premises having a rateable value of less than £12,000 would qualify for Small Business Rates Relief at 100%, effectively removing the Council Tax charge, as long as this was their only premise. There was a sliding reduction for a premise that had an RV between £12001 and £15000. Above £15000 no relief was available. (legislative). Arun currently had 2414 businesses that received 100% relief and a further 142 businesses that received varying amounts of relief with an RV between £12,000 and £15,000. From a regeneration point of view regarding new businesses and the use of vacant premises, a report had been considered by Cabinet only yesterday proposing the establishment of Pop-up shops in high streets.

It was proposed that shop units, currently vacant, would be adapted so that smaller/start-up retailers could occupy these units on competitive terms, providing them with the opportunity to have shop front premises and test the viability of their business whilst also bringing new businesses to the high streets. For this proposal, the Council would be renting the premises and would be responsible for paying the business rates on those premises. The retailers would pay a fee for the space they occupied to the council and would not pay business rates in addition to this.

Councillor Dendle responded with his view that the Council could provide more incentives and that the Council needed to do more as nothing was really being achieved in solving the empty shop crisis in Arun's Towns. He suggested introducing a target period of time say for first 3-6 months at no charge to encourage new businesses and he asked if the Leader of the Council could consider this.

- Councillor Dendle to the Deputy Leader of the Council and Cabinet Member for Corporate Support - Can you advise what the Council's Policy is for employees and Councillors regarding drugs and drink? Is there regular testing? Should there be? Councillor Oppler responded confirming that the Council did have a Drugs and Alcohol Misuse Policy for its employees. Under the Health and Safety at Work Act 1974, the Council had a general duty to ensure the health, safety and welfare of its employees. If it knowingly allowed an employee under the influence of alcohol or drugs to continue working, and this placed the employee or others at risk, the Council would be deemed as liable. An employee could also be liable if their alcohol consumption or drug-taking put the safety of themselves or others at risk. This did not mean that the Council could randomly test employees for drug or alcohol consumption. If a Line Manager suspected that an employee was under the influence of drugs or alcohol at work and this was considered to be a one-off incident, the member of staff would be sent home and a disciplinary investigation would follow. If, however, there was concern that there may be an underlying dependency or addiction, the Council would seek medical advice from Occupational Health with a view to supporting the employee.
- Councillor Dendle asked what the position was for Councillors. Councillor Oppler stated as Councillors were not employees of the Council this procedure did not apply to Councillors. However, Councillor Oppler suggested that if there was a problem it should be down to Councillor colleagues to pick up and identify a solution within the Political Group. Any serious problem would become a Member Code of Conduct issue.
- Councillor Bicknell asked if drug testing should be rolled out to all new employees? The Group Head of Policy stated that she was not sure if this was necessary as no other public service organisations insisted on undertaking such testing.

- Councillor Dendle to the Cabinet Member for Technical Services, Councillor Stanley – as the Council’s nominated representative for the LGA Special Coastal Issues Group, how many meetings had he attended since taking up his portfolio at annual Council in May 2019? Councillor Stanley stated that he had sent his apologies to the meeting held in January 2020 as this had been held in Wales and that he was taking part at the next meeting on 25 March 2020 via telephone conference call.
- Councillor Dendle to the Cabinet Member for Neighbourhood Services, Councillor Purchase - when would the food waste trial start; which areas would this be rolled out to and what items would be used for residents to place food waste in and what would happen to food waste and when would it be rolled out to the rest of the District? Councillor Oppler confirmed that he would pass the detail of this question onto Councillor Purchase so that a response could be provided in writing.
- Councillor Dendle to the Deputy Leader of the Council and Cabinet Member for Corporate Support. For the new governance structure – what were the Committees to be and the associated costs? Councillor Oppler confirmed that the Chief Executive was working through the proposals and that various items would be reported to meetings of the Constitution Working Party, the dates of which had now been agreed with Working Party Members. He confirmed that there would also be a training seminar for Members to be held later this year and that he would keep Councillors informed as things developed.

516. WORK PROGRAMME 2020/2021

The Group Head of Policy presented to the Committee its draft Work Programme for 2020/21 and reminded the Committee that the Council’s Constitution required it to report annually on its future work programme to Full Council for approval. This would take place at the Full Council meeting in July 2020.

The Committee was asked to consider the work programme for the 2020/21 year identifying any issues to develop or review, whilst working to the key themes of the Committee’s responsibilities, so that these could be included within a draft work programme that would be presented to the Committee for final approval in June 2020.

In discussing the possible topics that Members might wish to review, the following observations were made:

- Some Members questioned the value of having the Arundel Chord as an item as this concept had always received cross-party support. Was there really a need to scope this as its intention was clear? It was also felt unlikely that Network Rail would accept any invitation to attend a meeting. Following further discussion, it was agreed that Councillors Bicknell and Dendle would meet with the Group Head of Policy to pull together the scope for this review.

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- It was agreed that Southern Water Services be invited to a meeting to discuss their operation working. It was agreed that a clear brief would need to be agreed so that they would know what they would be questioned on. The Group Head of Policy agreed to prepare something ready for the Committee's June meeting.
- Approval was given to inviting the Environment Agency to discuss the recent flooding issues experienced.

The Committee then noted the detail of its draft Work Programme for 2020/21 and were reminded that they could add further ideas when the work programme would be represented for approval at its next meeting on 9 June 2020.

(The meeting concluded at 8.22 pm)

ARUN DISTRICT COUNCIL COUNCILLOR FEEDBACK REPORT FROM OUTSIDE BODIES

Report to Overview Select Committee – 6 October 2020

Name of Meeting:	Sussex Police & Crime Panel
Date of Meeting:	25 June 2020
Report by:	Councillor Mrs Gill Yeates
Relevant Cabinet Member:	Cabinet Member for Community Wellbeing

The meeting of 25 June was an unusual one – divided into 3 separate parts and spread across the day. Part one, the morning session, was the standard one to consider the Police & Crime Commissioner’s Annual Report. However, there was also a section on her role in response to the COVID-19 pandemic (which will be reported on further in next year’s report).

C-19 response. The PCC authorised additional expenditure to secure supplies of PPE for personnel and reviewed contingency stocks available. Working with the Chief Constable, many services were able to move online; revision of Safe: Space Sussex website, leaflets/banners deployed advising of domestic abuse services available, REBOOT, Restorative Justice Partnership, and extension of the Video-Enabled Justice Programme to enable Video Remand Hearings. It is anticipated that additional costs incurred during the emergency are likely to be around £5 million and application for assistance with this has been made to the Home Office.

The Annual Report was available only in text format due to time constraints during the pandemic but will be issued in its usual style shortly. One of the key objectives is to strengthen local policing with continued recruitment of Police Officers, PCSOs and specialist staff, encouraging the reporting of previously under-reported crimes, tackling serious violence and rural crime, REBOOT, etc. The HMICFRS Inspection in 2018/19 judged the Force to the ‘good’ in respect of reducing crime and keeping people safe but ‘requiring improvement’ in operating efficiently. The precept rise enabled more call handlers to be recruited and enabled changes to the digital platform in response to the public’s chosen method to contact the Police online.

The afternoon session was for the Panel to consider the PCC’s recommended candidate to replace the Chief Constable. Whilst the PCC had interviewed several candidates, it is for the PCP to hold a public hearing to review, report and recommend. There is a veto on the appointment subject to a two thirds majority. Whilst part 2 of the meeting to interview the candidate is held in public, part 3 is private for the Panel to deliberate. Following the PCP’s decision, there is an embargo on any discussion before a public announcement at noon the following Tuesday.

The candidate, Jo Shiner, has been Deputy Chief Constable of Sussex since 2018, having previously served in the Kent & Norfolk Forces. She came across as confident and personable, presenting herself and answering questions from Panel Members.

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

Report to Overview Select Committee – 6 October 2020

Part 3 was a session to discuss the proposed appointment in private. Our Chairman called on each Member in alphabetical order to make their comments. Obviously, being almost last, I had heard most of the comments I would have made anyway so I focused on her background in rural/coastal forces which will be a good fit for Sussex and her experience in managing a contact & control room. One of the topics she had mentioned was in seeking feedback and I thought that this bodes well for our area – it is all very well putting in measures, but it is so important to check how the public interact with these. We were using Skype for Business for the virtual meeting so I could only see the last few speakers but there was some fairly vigorous nodding, so I think this point chimed with other Members. I also picked up on the fact that, although relatively new to the Sussex Force, she is a known entity but will bring a freshness to the role as well and this seems an ideal balance. The Panel enthusiastically endorsed the appointment.

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2020/2021**

Date of Meeting: 09 JUNE 2020			
Report Deadline for Agenda Prep: 27 April 2020			
Date of Agenda Prep: 12 May 2020			
Final Report Deadline: 25 May 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
	Citizens Advice Report	Robin Wickham	Due to Covid-19 this item will be moved to a later date
Performance Reviews			
1	Corporate Plan 2013-2018 – Q4 and End of Year Performance outturn for 1 April 2018 to 31 March 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
2	Service Delivery Plan 2013-2018 – Q4 and End of Year Performance outturn 1 April 2018 to 31 March 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
	There are no items for this meeting.		
Holding Cabinet to account			
3	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
4	To agree the work programme for 2020/21	Jackie Follis	To be reported to Full Council on 15 July 2020

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 01 September 2020			
Report Deadline for Agenda Prep: 20 July 2020			
Date of Agenda Prep: 4 August 2020			
Final Report Deadline: 17 August 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
	There are no items for this meeting		
Performance Reviews			
1	Covid-19 Update from CEO	Jackie Follis/Nigel Lynn	
Contractor/Partner Performance Reviews			
2	Chief Inspector Carter – Local Policing	Jackie Follis	
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
	Feedback from Police and Crime Panel Meeting held on 26 June 2020	Cllr Mrs Yeates	Moved to October meeting
	Feedback from HASC meeting held on 10 June 2020	Cllr Bennett	June meeting cancelled – no update to give
Holding Cabinet to account			
3	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan and Service Delivery Plans	All Cabinet	
Work Programme			
4	Work Programme – 2020/21 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 06 October 2020			
Report Deadline for Agenda Prep: 31 August			
Date of Agenda Prep: 8 September 2020			
Final Report Deadline: 21 September 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
	Equalities & Diversity	Jackie Follis	Moved to March 2021 meeting TBC
1	Overpaid Housing Benefit Policy 2014 Review	Andrew Dale	TBC
2	Cust Sat Survey Results	Jackie Follis	
Contractor/Partner Performance Reviews			
3	Covid-19 Update from CEO	Jackie Follis/Nigel Lynn	
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Police and Crime Panel Meeting held on 26 June 2020 & 25 September 2020	Cllr Mrs Yeates	
5	Feedback from Meeting of HASC held on 9 September 2020	Cllr Bennett	
Holding Cabinet to account			
6	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
7	Work Programme 2020/21 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 01 DECEMBER 2020			
Report Deadline for Agenda Prep: 19 October 2020			
Date of Agenda Prep: 3 November 2020			
Final Report Deadline: 16 November 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
	Citizens Advice Report	Robin Wickham	Moved to March 2021
Performance Reviews			
1	Corporate Plan – 2018 – 2022 – Q2 Performance outturn report for the period 1 April 2020 – 30 September 2020	Gemma Stubbs – Executive Assistant to the Chief Executive	
2	Service Delivery Plan – 2018 – 2022 – Q2 Performance outturn report for the period 1 April 2020 – 30 September 2020	Gemma Stubbs – Executive Assistant to the Chief Executive	
Contractor/Partner Performance Reviews			
	Leisure Contract Annual Report	Robin Wickham	Moved to Jan 2021
3	Combined Cleansing Services Contract – Biffa	Oliver Handson	
Partner Reviews			
	There are no items for this meeting		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Meeting of HASC held on 11 November 2020	Cllr Bennett	
Holding Cabinet to account			
5	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
6	Work Programme 2020/21 – Update	Jackie Follis [Group Head of Policy]	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 26 January 2021			
Report Deadline for Agenda Prep: 30 November 2020			
Date of Agenda Prep: 15 December 2020			
Final Report Deadline: 11 January 2021			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
	There are no items for this meeting		
Performance Reviews			
1	Council Budget – 22/23	Alan Peach – Group Head of Corporate Support	
	Greenspace Management Contract	Oliver Handson – Greenspace & Development Manager	To be moved to March 2021
Contractor/Partner Performance Reviews			
2	Leisure Contract Annual Report	Robin Wickham	Unless there is a specific aspect Members want to review, there does not need to be an annual report on this contact – next review could be 2021.
Partner Reviews			
	There are no items for this meeting		
Feedback from Joint Scrutiny in West Sussex			
3	Feedback from the Meeting of the HASC Panel held on 13 January 2021	Cllr Bennett	
Holding Cabinet to account			
4	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
5	Work Programme 2020/21 – Update	Jackie Follis [Group Head of Policy]	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 23 MARCH 2020			
Report Deadline for Agenda Prep: 8 February 2021			
Date of Agenda Prep: 23 February 2021			
Final Report Deadline: 8 March 2021			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Equalities & Diversity	Jackie Follis	
2	Citizens Advice Report	Robin Wickham	
Performance Reviews			
3	Greenspace Management Contract	Oliver Handson – Greenspace & Development Manager	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Sussex Police and Crime Panel Meeting held on 29 January & 15 February 2021	Cllr Mrs Yeates	
5	Feedback from the Meeting of the HASC Panel held on 24 February 2021	Cllr Bennett	
Holding Cabinet to account			
6	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan	All Cabinet	
Work Programme			
7	Work Programme 2020/21 – Update and Work Programme planning for 2021/22	Jackie Follis – Group Head of Policy	