



Public Document Pack

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7 June 2021

CORPORATE POLICY AND PERFORMANCE COMMITTEE

A virtual meeting of the Corporate Policy and Performance Committee will be held on **Thursday 17 June 2021 at 6.00 pm** and you are requested to attend.

Members: Councillors Gunner (Chair), Pendleton (Vice-Chair), Cooper, Dixon, Oppler, Roberts, Seex, Stanley and Dr Walsh.

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.*

This meeting is held in accordance with the resolution of made by the Extraordinary Meeting of the Council on 12 May 2021 (Minute 551) which continues Section 5 Part 5 of the Constitution (The Virtual Meeting Procedure Rules) and declares the use of Council powers, under Section 111 of the Local Government Act 1972, and the general power of competence under Section 1 of the Localism Act 2011, for making advisory decisions, as appropriate.

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

*Any members of the public wishing to address the Committee meeting during Public Question Time, will need to email Committees@arun.gov.uk by 5.15 pm on **Wednesday, 9 June 2021** in line with current Procedure Rules. It will be at the Chief Executive's/Chairman's discretion if any questions received after this deadline are considered.*

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

AGENDA

1. **APOLOGIES**

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. 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

4. PUBLIC QUESTION TIME

To receive questions from the public (for a period of up to 15 minutes)

5. TERMS OF REFERENCE FOR THE CORPORATE POLICY AND PERFORMANCE COMMITTEE; MATTERS RESERVED; AND DELEGATION TO OFFICERS (Pages 1 - 8)

This report asks the Committee to note its Terms of Reference as given by Full Council and to make any suggestions to the Constitution Working Party for clarifying these Terms of Reference and to make, by exception, delegations to Officers under matters reserved.

6. CARAVAN SITES AND CONTROL OF DEVELOPMENT ACT, 1960 - FIT AND PROPER PERSON TEST (Pages 9 - 36)

Committee approval is sought to adopt a Fit and Proper Person Fees Policy and Determination Policy to support the introduction of the Fit and Proper Person test (F&PP) in relation to caravan site licensing (residential sites) on 1 July 2021.

The F&PP legislation is a new mechanism for local authorities to determine whether the person with day-to-day responsibility for managing every residential, commercial site within their district is fit and proper to do so.

Applications can be made to the Local Authority (LA) from 1 July 2021. The LA will need to assess the applicant's circumstances in consideration of any determination policy. A register of approved F&PP applicants will also need to be maintained by the LA.

This is a new function of the LA, who is able to recover its costs only in accordance with an Adopted Fees Policy.

7. SUPPLEMENTARY ESTIMATE TO COVER COSTS AWARDED AGAINST THE COUNCIL IN APPEAL P/58/19/PL (Pages 37 - 40)

Planning permission was refused for application P/58/19/PL. The decision was taken by the Development Control Committee (DCC) and was contrary to the advice of Officers from Arun District Council, West Sussex County Council (as Highway Authority) and the Council's appointed Highways Consultant. In deciding the subsequent appeal, the Inspector has concluded that the Council acted unreasonably in refusing planning permission and has awarded costs against the Council.

This award follows an award of costs for BE/69/19/OUT, Y/103/18/PL & EP/148/20/PL; all of which were refused planning permission contrary to the advice of Officers. Costs of £11,400 were paid from the Department budget for BE/69/19/OUT and a Supplementary Estimate of £33,000 was agreed at Cabinet on 11 January 2021 for Y/103/18/PL & EP/148/20/PL.

A further Supplementary Estimate is now sought to pay these further costs as the Department budget is unable to accommodate these significant additional payments.

8. SUPPLEMENTARY ESTIMATE TO COVER COSTS FOR DEFENDING APPEAL ON LAND SOUTH OF BARNHAM STATION, BARNHAM (Pages 41 - 44)

An appeal has been submitted against the decision of the Council to refuse planning permission for up to 200 dwellings on Land South of Barnham Station, Barnham (application reference BN/142/20/OUT). The application was refused under delegated authority on 23 February 2021 for ten reasons relating to poor placemaking, highway impact and lack of mitigation, impact on high quality trees, concerns around foul drainage, flooding, air quality, securing affordable housing and the impact on the Barnham Church Lane Conservation Area.

The appeal will be heard in September 2021 and is to be heard by way of a Public Inquiry lasting an estimated eight days.

This report seeks approval for a supplementary estimate of up to £50,000 to cover the costs of defending this appeal.

9. CORPORATE PLAN 2018-2022 - QUARTER 4 AND END OF YEAR PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2020 TO 31 MARCH 2021 FOR THE CORPORATE PLAN AND SERVICE DELIVERY PLAN INDICATORS (Pages 45 - 70)

This report sets out the Q4 and End of Year performance outturn for the Corporate Plan and Service Delivery Plan performance indicators for the period 1 April 2020 to 31 March 2021.

ITEMS PUT FORWARD FROM SERVICE COMMITTEES

10. MINUTES FROM THE MEETING OF THE PLANNING POLICY COMMITTEE - 1 JUNE 2021

To receive the minutes from the meeting of the Planning Policy Committee held on 1 June 2021 in relation to recommendations from that Committee in relation to the Delivery of West Bank Strategic Allocation.

Due to timing, these minutes will be circulated separately to the agenda. To view the Officer's report – please click on this link – [Report](#)

FEEDBACK FROM JOINT ARUN AREA COMMITTEES

There is nothing to report to this meeting.

OUTSIDE BODIES

The Committee will receive feedback from the Council's representatives or appointees on Outside Bodies as appropriate.

11. LOCAL COUNCIL TAX SUPPORT SCHEME (Pages 71 - 76)

In accordance with the provisions of the Officer Scheme of Delegation in the Council's Constitution, this report provides an update to the Committee on the decisions taken by the Chief Executive to incur expenditure or take urgent action to continue the Covid-19 Hardship Fund for claimants of the Local Council Tax Support Scheme (LCTS) for 2021/22

12. CONTAIN OUTBREAK MANAGEMENT FUND (COMF) GRANT (Pages 77 - 84)

The report provides an update on the Contain Outbreak Management Fund (COMF) grant allocations. The grants are ring fenced and must be spent on public health outcomes.

13. THE COUNCIL'S RESPONSE TO THE COVID-19 PANDEMIC SITUATION (Pages 85 - 98)

This report updates the Corporate Policy and Performance Committee on the Council's response to the pandemic situation.

14. WORK PROGRAMME (Pages 99 - 100)

A draft of the Committee's Work Programme is attached for the Committee's information.

Note : If Members have any detailed questions, they are reminded that they need to inform the Chair and 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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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF CORPORATE POLICY AND PERFORMANCE COMMITTEE ON 17 JUNE 2021

SUBJECT Terms of Reference of Corporate Policy and Performance Committee,
Matters Reserved and Delegation to Officers

REPORT AUTHOR: Solomon Agutu – Interim Monitoring Officer
DATE: 26 May 2021
EXTN: 37432
COMMITTEE: Corporate Policy and Performance Committee

EXECUTIVE SUMMARY:

This report asks the Corporate Policy and Performance Committee to note its Terms of Reference as given by Full Council and to make any suggestions for change to the Constitution Working Party (CWP) for clarifying these Terms of Reference and to make delegations to Officers under matters reserved.

RECOMMENDATIONS:

That the Committee:

1. Notes the general Terms of Reference for Committees in Part 3 Paragraph 3 of the Constitution and further notes the specific Terms of Reference for the Corporate Policy and Performance Committee as established by Full Council on 19 May 2021 as set out in part 1 and Part 2 of Appendix 1 (attached);
2. Makes suggestions to Full Council through the Constitution Working Party(CWP) for clarifications of these Terms of Reference;
3. Notes the schedule of Corporate Policy and Performance Committee meetings as set out in the Calendar of meetings provided as an e-link in the background papers section of this report; and
4. Identify the matters to be on the matters reserved scheme whereby matters not reserved by Committee to itself are delegated to Officers by default and set out in Appendix 2 (attached).

Background

1.This is the first meeting of the Committee under the new Committee System and it is appropriate that this Committee considers its Terms of Reference and where necessary seek clarification of these Terms of Reference from Full Council by way of a co-ordinated report from the Constitution Working Party(CWP) which is charged with reviewing the constitution and coordinating suggestions from other Committees.

2.Section 101 of the Local Government Act 1972 allows Full Council to arrange for the discharge of its functions by a Committee or by an officer. Part 3 of the Constitution sets out the responsibility for functions and paragraph 3 of part 3 the Constitution sets out the general Terms of Reference of all Committees. These provisions allow this Committee to reserve matters to itself and to delegate the remaining functions to officers (Part 3 paragraph 3.1.5)

3.Arranging for the discharge of specific functions by officers is by a process known as “delegation by exception” or “matters reserved”.

4.This means that Committee can reserve matters to itself that can only be discharged by the Committee. Matters not reserved are then delegated *by default* to Officers.

5.The matters not reserved are usually delegated to the Chief Executive or Departmental Director. It should be noted that a delegation of functions does not prevent Committee from calling for a decision to be made by Committee and does not prevent an officer from deciding in appropriate cases to refer matters to Committee. Delegations to Officers can be withdrawn or amended.

6.The Chief Executive or Director having received their delegations from Committee can then prepare a scheme of “authorisations” or “allocations” authorising identified officers to discharge various functions and to take decisions. Unless authorised by law a delegate cannot delegate further their own functions (“delegatus non potest delegare”) and thus the discharge of functions below Chief Executive level is generally by a “scheme authorisations” not a “scheme of delegation” –

2. PROPOSAL(S):

The proposal is that Committee reserves to itself the “matters reserved” at Appendix 2 and delegates all other functions to Officers as set out in Appendix 1 Part 2

3. OPTIONS:

1. Do nothing
2. Agree the proposals as recommended
3. Agree the proposals as recommended but with suggested amendments for clarifications to be made to CWP for consideration and recommendation to Full Council

4. CONSULTATION:		
N/A		
Has consultation been undertaken with?	YES	NO
Relevant Town/Parish Council		X
Relevant District Ward Councillors		X
Other groups/persons (please specify)		X
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	X	
Legal	X	
Human Rights/Equality Impact Assessment		X
Community Safety including Section 17 of Crime & Disorder Act		X
Sustainability		X
Asset Management/Property/Land		X
Technology		X
Other (please explain)		X
6. IMPLICATIONS:		
<p>Legal: the legal implications are set out in the background paragraph above</p> <p>Finance: the financial implications of delegations are set out in the contract standing Orders and in the Financial Regulations</p>		

7. REASON FOR THE DECISION:

The reason for the decision is to allow the business of the Council to be conducted effectively and efficiently in accordance with the principle of subsidiarity which mandates that decisions are to be taken at the most appropriate level.

8. BACKGROUND PAPERS:

[Committee Calendar 2021-22](#)

APPENDIX 1

Corporate Policy and Performance Committee terms of Reference from 2021/2022

PART 1 - GENERAL TERMS OF REFERENCE

Extract from Part 3 Paragraph 3 of the Constitution

3.0 TERMS OF REFERENCE OF COMMITTEES

3.1 Committees will work to the following general terms of reference in discharging the specific functions allocated to them:

3.1.1 Each Committee may hold inquiries and investigate the available options for future direction in policy development and may appoint advisors and assessors to assist them in this process. They may go on site visits, conduct public surveys, hold public meetings, commission research and do other things that they reasonably consider necessary to inform their deliberations.

3.1.2 Each Committee is expected to determine by resolution all matters falling within their purpose and functions with the exception of:

- a) any plans and strategies listed in the Policy Framework at Article 4 of this Constitution;
- b) compulsory purchase orders;
- c) limitations set out in the Financial Procedure Rules and Purchasing, Procurement, Contracts & Disposals Rules as set out in Part 6 of this Constitution; and
- d) any matter which by law must be reserved to the Full Council

which will be recommended to the Full Council or Corporate Policy and Performance Committee, as appropriate.

3.1.3 Where a function does not clearly fall within the remit of one particular Service Committee, the Corporate Policy and Performance Committee shall direct which Committee shall deal with the function, or deal with the matter itself.

3.1.4 Each Committee is authorised to establish Sub-Committees and Working Parties as it considers necessary for the effective conduct of the Committee's powers and duties. The establishment of any Sub-Committees and Working Parties shall have regard to the overall resource parameters and advice of the Chief Executive and officers.

3.1.5 Each Committee is authorised to delegate to officers such further powers as it thinks fit to facilitate the effective management of the Council's and the Committee's business.

3.1.6 In discharging its functions, Committees must have regard to the ongoing requirement to make savings and efficiencies.

APPENDIX 1

CORPORATE POLICY AND PERFORMANCE COMMITTEE

Terms of Reference from 2021/2022

PART 2 - SPECIFIC TERMS OF REFERENCE

Membership

9 Members

Purpose

This Committee has delegated authority to exercise the Council's functions relating to the delivery, by or on behalf of the Council directly or through any Sub-Committees it establishes, and through partnership arrangements, that fall within the following service areas:

- Corporate Policy
- Corporate Performance
- Partnership and Liaison (excluding where this falls within another Service Committee's functions)
- Public Engagement

The Committee will lead on the following key plans and strategies:

- Corporate Plan
- Budget preparation and monitoring
- Medium Term Financial Strategy
- Capital Strategy
- Major emergency response
- Climate Change Strategy

Specific Functions

The Committee shall also exercise the following specific functions by or on behalf of the Council that fall within its remit:

1. Considering any policies that do not fall within a Service Committee's remit and approving these where they do not require a Full Council decision under the Policy Framework at Article 4 of this Constitution.
2. Overseeing the development and monitoring of the Corporate Plan taking account of the outcomes of performance reviews by the Service Committees and recommending any areas for change to the Full Council in line with the Policy Framework.
3. Overseeing the development and monitoring of the Service Delivery Plans and approving any change taking account of the outcomes of performance reviews by the Service Committees.
4. Leading on the budget setting process, in consultation with the other Service Committees, and putting forward a draft budget to the Full Council for approval.
5. Considering updates on the Medium-Term Financial Strategy and providing guidance to the other Service Committees as necessary.

6. Considering periodic budgetary monitoring and variation reports and making any recommendations to the Full Council as necessary.
7. Considering the Financial Outturn Report annually.
8. Considering requests for supplementary estimates outside of the budget and making recommendations to Full Council based on the limits listed in the Financial Procedure Rules set out in Part 6 of this Constitution.
9. Overseeing the development of the Climate Change Strategy and any subsequent Action Plan.
10. Monitoring and considering Ombudsman investigation reports and other complaints made.
11. Considering and awarding compensation in the event that a complaint investigation finds in a complainant's favour.
12. In line with the limits listed in the Financial Procedure Rules set out in Part 6 of this Constitution approval of:
 - a. the virement of monies received in accordance with the terms of any agreement made under Section 106 Town Country Planning Act 1990;
 - b. virements of expenditure within relevant service area budgets;
 - c. the drawing down of funds; and
 - d. the award of grants to organisations, including discretionary rate relief
13. Providing leadership in the promotion and improvement of the District's economic, social and environmental well-being.
14. Encouraging fair and appropriate levels of community engagement in the Council's business.
15. Identifying issues to which the Council should attach priority and ensuring that these priorities are given proper effect.
16. Providing a focus for national, regional and sub-regional networking.
17. Clarifying the Council's position on issues of importance through appropriate internal and external communications.

Outside Bodies

- (a) The Committee will receive feedback reports from the Council's representatives on outside bodies

APPENDIX 2
CORPORATE POLICY AND PERFORMANCE COMMITTEE
RESERVED MATTERS/MATTERS RESERVED

The following functions, are expressly reserved to committee for determination and cannot be discharged by an officer:

1.....

2.....

3.....

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ARUN DISTRICT COUNCIL

REPORT AND DECISION OF CORPORATE POLICY AND PERFORMANCE COMMITTEE ON 17 JUNE 2021

SUBJECT: Caravan Sites and Control of Development Act, 1960 – Fit and Proper Person Test

REPORT AUTHOR: Kate Giddings, Senior Environmental Health Technical Officer
DATE: 20 May 2021
CONTACT: kate.giddings@arun.gov.uk

EXECUTIVE SUMMARY

Committee approval is sought to adopt a Fit and Proper Person Fees Policy and Determination Policy to support the introduction of the Fit and Proper Person test (F&PP) in relation to caravan site licensing (residential sites) on 1 July 2021.

The F&PP legislation is a new mechanism for local authorities to determine whether the person with day-to-day responsibility for managing every residential, commercial site within their district is fit and proper to do so.

Applications can be made to the Local Authority (LA) from 01 July 2021. The LA will need to assess the applicant's circumstances in consideration of any determination policy. A register of approved F&PP applicants will also need to be maintained by the LA.

This is a new function of the LA, who are able to recover their costs only in accordance with an adopted fees policy.

RECOMMENDATIONS

It is recommended that Committee:

1. adopt the Fit & Proper Person Determination Policy;
2. adopt the Fit & Proper Person Fees Policy;
3. delegate to Group Head of Technical Service the ability to make minor revisions to F&PP fees policy, including amendments to the fee schedule.

1. BACKGROUND

Following a Government review of the Mobile Homes Act, 2013, the Government introduced a new regime under the Caravan Sites and Control of Development Act 1960 called the Fit and Proper Person test. The new regime was introduced by regulations in 2020 and it is to be implemented by local authorities on 01 July 2021. The regime sits within The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations, 2020. All protected residential sites which are operated on a commercial basis must have demonstrated that they are operated/managed by a fit and proper person. The legislation states that applications can be received by local authorities

from 01 July 2021 until midnight on 30 September 2021. The local authority has the ability to recover costs, once the appropriate fees policy is adopted.

A Determination Policy has been drafted for consideration and adoption in order to support the assessment of F&PP test applications which can be received from 01 July 2021.

A Fees Policy has been drafted for consideration and adoption to support the recovery of costs associated with performing this important new function.

2. PROPOSAL

It is recommended that Committee:

1. adopt the Fit & Proper Person Determination Policy;
2. adopt the Fit & Proper Person Fees Policy;
3. delegate to Group Head of Technical Service the ability to make minor revisions to F&PP fees policy, including amendments to the fee schedule.

3. OPTIONS

The following alternative options have been identified:

1. amend and adopt the fees policy and/or the determination policy;
2. do not adopt the fees policy and/or the determination policy
3. do not delegate to Group Head of Technical Service the ability to make minor revisions to F&PP fees policy, including amendments to the fee schedule.

4. CONSULTATION

Has consultation been undertaken with the following?:

	YES	NO
Relevant Town/Parish Council (if applicable)		X
Relevant District Ward Councillors (if applicable)		X
Site Owners		X

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

	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
Other (please explain)		X

6. IMPLICATIONS

Financial: Adopting the fees policy will enable Arun DC to recover the costs associated

with delivering this process. If the fees policy is not adopted, the Council will not be able to recover the costs associated with this new statutory function.

Legal: Adopting the determination policy will enable Arun DC to make decisions and uphold these decisions if challenged. Not adopting the determination policy increases the risk of challenges to decisions made in relation to the F&PP test. Through the Local Authority Caravan Site Licensing Officers' Forum which has over 200 local authority members, barrister advice has been obtained in the preparation of both policies.

Equalities: The Equalities Impact Assessment has not identified adverse impacts on protected characteristics.

7. REASON FOR THE DECISION

To support the performance of a new and important statutory function.

8. BACKGROUND PAPERS

List of residential mobile home sites in Arun: <https://www.arun.gov.uk/camping-and-caravan-sites>

Appendices:

1. Equality Impact Assessment
2. fees policy
3. fees schedule
4. determination policy

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Caravan Sites and Control of Development Act, 1960 – Fit and Proper Person Test

DETERMINATION POLICY

Introduction

The Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020, require the manager of a site to be a Fit and Proper Person (the Regulations). Arun District Council is accordingly required to introduce a fit and proper person test for mobile home site owners, or the person appointed to manage the site, unless they are eligible for an exemption under the Regulations¹.

The Regulations, made on 23 September 2020, allow local authorities to receive applications from site owners, or the person appointed to manage the site, from 01 July 2021 up to and including 30 September 2021.

Arun District Council (Arun DC) must be satisfied that the site owner '*is a fit and proper person to manage the site*' or, if the owner does not manage the site, that '*a person appointed*' to do so by the site owner '*is a fit and proper person to do so*' or has, with the site owner's consent, '*appointed a person to manage the site*'.

Where a site owner or their manager fails the fit and proper person test and they are unable to identify and appoint a suitable alternative manager (who must pass the fit and proper person assessment), Arun DC can appoint a person to manage the site but only with the consent of the site owner.

Principally, the fit and proper person test applies to relevant protected sites. A relevant protected site is a site which requires a site licence, is not solely for holiday purposes or is otherwise not capable of being used all year round. The fit and proper person requirement will ensure that site owners, or their managers, have integrity and follow best practice. Additionally, it provides the safeguard that such individuals will not pose a risk to the welfare or safety of persons occupying mobile homes on the site.

The Evidence

When conducting the fit and proper person assessment, Arun DC must consider the following points relevant to the application:

1. **Is the individual able to conduct effective management of the site?** This includes, but is not limited to, securing compliance with the site licence and the long-term maintenance of the site. The local authority must have regard to:
 - (i) whether the person has a sufficient level of competence to manage the site;
 - (ii) the management structure and funding arrangements for the site;
 - (iii) the proposed management structure and funding arrangements.

¹ i.e. it is a non-commercial family-occupied site under Regulation 3

i. Competence to manage the site

This includes reviewing the competency of the appointed individual. The individual must have sufficient experience or have received sufficient training in site management and be fully aware of the relevant law as well as health and safety requirements.

ii. The management structure and funding arrangements for the site

Arun DC must consider whether relevant management structures are in place and whether they are adequate to ensure effective management of the site. The applicant is expected to have a robust management plan which should address the following points:

- the pitch fee payment;
- proximity of the manager to the site;
- manager's contact details for residents (including out of office and emergency contact details);
- the complaints procedure;
- maintenance;
- staffing;
- refuse/recycling removal.

It is advisable that the site is managed by an applicant based in the United Kingdom and that a management structure would be unlikely to be considered suitable if the applicant is an individual, or a company (including its directors), which does not reside or have a permanent UK address. This is because there may complex issues as a result of this, for example, requiring the court's permission to serve a claim in a foreign country. The applicant's interest in the land will also have an important impact, as would their financial standing, management structures and competence, all of which could contribute to the overall assessment of their suitability to effectively manage the site.

iii. The proposed management structure and funding arrangements in place for the site

Arun DC must consider whether the applicant has sufficient funds (or has access to sufficient funds) to manage the site and comply with licence obligations. Evidence of these funds should be readily available.

2. Personal information relating to the applicant concerned. This includes a criminal record check and should demonstrate that the applicant:

- has not committed any offence involving fraud or other dishonesty, violence, firearms or drugs or any offence listed in Schedule 3 to the Sexual Offences Act 2003 (offences attracting notification requirements);

- has not contravened any provision of the law relating to housing, caravan sites, mobile homes, public health, planning or environmental health or of landlord and tenant law;
- has not contravened any provision of the Equality Act 2010 in, or in connection with, the carrying on of any business;
- has not harassed any person in, or in connection with, the carrying on of any business;
- is not or has not been within the past 10 years, personally insolvent;
- is not or has not been within the past 10 years, disqualified from acting as a company director;
- has the right to work in the United Kingdom;
- is a member of any redress scheme enabling complaints to be dealt with in connection with the management of the site (when this is in place).

Arun DC has a duty to investigate any conduct which could amount to harassment and any evidence obtained should be reviewed to determine whether it is sufficient to be used to prosecute a site owner. Arun DC may also rely on convictions by the courts as evidence of harassing behaviour which would reduce the risk of the local authority being successfully challenged on any refusal to approve an applicant on this basis.

Arun DC may have records of previous harassment complaints made against a site owner or their manager. Even if no action was taken on these complaints, these will be taken into consideration in the fit and proper person determination. These complaints may identify further potential risks and can provide an indication of potential underlying problems with the management of the site or the site owner's lack of experience/skills in dealing with customers. Arun DC may address any underlying issues by attaching conditions to the individual's entry on the register.

3. **Rejection of an application by other local authorities.** Upon rejection of a person's application by any other local authority, this should be centrally recorded and include the details of the person involved and the reason(s) for the rejection.

Items to take into consideration

1. 'The applicant' is defined at paragraph 2 of the Regulations as 'the person who makes an application under regulation 6'.
2. The 'relevant person' is defined at paragraph 2 of the Regulations to mean 'the subject of the fit and proper person assessment under Regulation 7'.
3. The conduct of any person associated or formerly associated with the relevant person (whether on a personal, work or other basis) is an important factor to be considered in the fit and proper person assessment.
4. Site owners may be required to provide details of any current or former associates of the relevant person in the application form. Those associates will not include other current joint owners as that information would already have been provided in their own application forms.

5. It is not routinely required to provide information of all current or past associates of the site owner. It is advisable, however, that prior to making any final decisions, Arun DC considers the conduct of past and current associates relevant to that individual's application. The site owner can be asked to provide additional information during the application process.
6. Arun DC will be required to establish whether an individual is considered to be an associate of the relevant person and whether their conduct is relevant to the application. A relevant associate could be defined as any individual who may have played a part, directly or indirectly, in a decision or action which has had an impact on residents' rights or on the quiet enjoyment of their home.
7. The Regulations are drafted widely to allow opportunity for local authorities to take into consideration other relevant matters. Arun DC is mindful that poor management practices do not necessarily affect a person's conduct, unless they are also a breach of the criminal or civil law. A person cannot be deemed unfit due to conduct simply because of poor management, although this is highly relevant to determining any question of suitability or competence. All conduct is relevant in relation to the person's fitness to hold a licence and/or manage the particular mobile home site.
8. Arun DC is able to decide the specific matters deemed relevant to the fit and proper person application. These matters could be in relation to current or previous issues or events that have occurred in relation to the park site or any other park site owned or managed by the site owner or site manager in another local authority area. Additionally, the site owner's conduct regarding other business (outside of the park homes sector) can also have implications on the financial and management arrangements of the site in question. Any matters which Arun DC believes to be of relevance to the application should primarily focus on the relevant person's conduct, competence and their suitability to manage the site.
9. Arun DC aim to obtain evidence to support any additional matters that they require to be considered for each application. This is to mitigate any risks should the Council's final decision be challenged at a tribunal. The evidence could include previous tribunal and court decisions, documents or records from Companies House or other public bodies or financial institutions. It is not anticipated that allegations which have not been investigated or documented will be used as evidence to support an authority's decision.

Applications

The Regulations use various terms in the application process:

The 'relevant person' is defined in paragraph 2 of the Regulations and is 'the subject of the fit and proper person assessment under Regulation 7'. This could be the site owner or the person appointed by the site owner to manage the site.

'Relevant officer' is defined in paragraph 1 of Schedule 2 of the Regulations. Where the applicant is a company, a relevant officer will be a director or other officer of the

company. Where the applicant is a partnership, a relevant officer will be a partner. Where the applicant is a body corporate, a relevant officer will be a member of the management committee of that body.

'Required Information' is defined in paragraph 14 of Schedule 2 of the Regulations (N.B.: the Regulations incorrectly state this information is in paragraph 13) as:

- the person's name and business contact details;
- details of the person's role or proposed role in relation to the management of the site;
- where the person has not yet been appointed, the address, telephone number and email address (if any) at which the person may be contacted in respect of the application;
- details of each relevant protected site (other than that to which the registration application relates) for which the person holds a licence issued under section 3 of the Caravan Sites and Control of Development Act, 1960, or in which the person has a legal estate or equitable interest, or which the person manages.

The application for inclusion in the fit and proper register must therefore include the following:

Details of the site and the applicant

Information provided must include:

- the applicant's name and business contact details;
Where the applicant is not an individual, the following information in relation to the individual completing the application on behalf of the applicant and each relevant officer: (i) the person's name (ii) details of the person's role (if any) in relation to the management of the site;
- the name and address of the site;
- evidence of the applicant's legal estate or equitable interest in the site;
- confirmation that the applicant is the occupier within the meaning of Section 1 of the Caravan Sites and Control of Development Act, 1960;
- the name and business contact details of any other person that has a legal estate or equitable interest in the site.

The name and address of each other relevant protected sites

Information provided must include the name(s) and address(es) of any other relevant protected site(s):

- for which the applicant holds a licence issued under Section 3 of the Caravan Sites and Control of Development Act, 1960;
- in which the applicant has a legal estate or equitable interest;
- that the applicant manages.

The applicant must clearly specify whether the application is made in respect of either the applicant, the site owner, or the person that the applicant or site owner has appointed to manage the site.

Information relating to the site manager

In circumstances where a site manager has been appointed to manage a site, more information is needed. The person who is applying for the site manager to be registered as a fit and proper person (the relevant person) must provide the site manager's name and details of that person's role (if any) in relation to the management of the site.

If the site manager has appointed or intends to appoint a further individual ('A'), Required Information would also be needed from A. Where A is not a relevant officer of the site manager, the relevant officer to whom A is accountable for the day-to-day management of the site should provide the Required Information.

Additional information when the applicant is the relevant person and an individual

When the applicant is the relevant person, is an individual and the applicant has appointed, or intends to appoint, someone else ('B') to be responsible for the day-to-day management of the site, Required Information would be needed from B. If B is not an individual but is, for example, a company and B has appointed an individual ('C') to do the day-to-day management, Required Information would be needed from C. Where C is not a relevant officer of a company, the relevant officer to whom C is accountable for the day-to-day management of the site would also need to provide the Required Information.

Additional information where applicant is relevant person and not an individual

When the applicant is the relevant person but is not an individual and the applicant has appointed or intends to appoint someone else ('B') to be responsible for the day-to-day management of the site, Required Information would be needed from this person. If B is not a relevant officer of the applicant, the person to whom B is accountable for the day-to-day management of the site ('C') would also need to provide the Required Information. Where B is not an individual, the individual that B has appointed or intends to appoint to be responsible for the day-to-day management of the site ('D'), would also need to provide the Required Information. Where D is not a relevant officer of B, the relevant officer to whom D is accountable for the day-to-day management of the site would also need to provide the Required Information.

The Regulations prohibit the operation of a relevant protected site unless the site owner or site manager has been assessed by the local authority as a fit and proper person. This is to ensure that consistent standards are applied to companies and other organisations that are not individuals.

Criminal record certificate/s

Criminal Records Certificates must be issued under section 113A (1) of the Police Act 1997 and will be required where: (a) the Relevant person is an individual and (b) for each individual in relation to whom the applicant is required to provide information for example, a site manager or individuals A, B, C or D as outlined above.

Arun DC has the discretion to require the criminal record to be either basic or enhanced.

The certificate must have been issued no more than six months before the date of the application. It is incumbent upon the site owner to ensure that any certificates provided meet this requirement.

Declaration

A declaration made and signed by the 'appropriate person' which means:

- where the applicant is a company, a director or other officer of the company;
- where the applicant is a partnership, one of the partners;
- where the applicant is a body corporate and the conduct of the management of the body is vested in its members, a member
- where the applicant is not a body falling within the above, a member of the management committee;
- where the applicant is an individual, that individual.

Where the applicant is not the relevant person, the declaration must confirm that the applicant has made all reasonable enquires into the matters mentioned in paragraph 9 of the Regulations and considerations relevant to the fit and proper person assessment as set out below.

The declaration should state that the information provided in the application is correct and complete to the best of the applicant's knowledge and belief.

Considerations relevant to fit and proper person assessment

Proper management of the site includes, but is not limited to, securing compliance with the site licence and the long term maintenance of the site.

To be able to secure the proper management of the site, Arun DC must (amongst other things) have regard to whether the relevant person has a sufficient level of competence to manage the site, the management structure (or proposed management structure) and the funding arrangements for the site in question.

Decisions, notification and rights of appeal

Arun DC must make a decision on the application in a timely and practicable manner and either:

Where the decision is to grant the application unconditionally and include the relevant person on the register for five years, Arun DC will serve a final decision notice on the

applicant. Where this is not the case, Arun DC will serve a preliminary decision notice on the applicant.

On receipt of an application the local authority may:

- grant the application unconditionally;
- grant the application subject to conditions;
- reject the application.

Granting the application unconditionally

Where Arun DC is satisfied that the applicant meets the fit and proper person test unconditionally, the applicant must be included on the register for a maximum five years. Arun DC will issue a final decision notice to the applicant to inform them of its decision.

The final decision notice must clearly state:

- the date the final decision notice is served;
- the final decision;
- the reason(s) for the decision;
- when the decision is to take effect;
- information about the right of appeal to the First Tier Tribunal and the period within which an appeal may be made.

To include the applicant on the register subject to certain condition(s)

In some circumstances, Arun DC can specify that the individual for the fit and proper person test will only be successful if certain condition(s) are met. If these condition(s) are satisfied, the local authority can grant an application subject to those condition(s). The local authority can also grant an application for less than five years.

Arun DC may decide to include the person on a register subject to condition(s), if it would only be satisfied that the person would meet the fit and proper requirement if the condition(s) were complied with. An applicant will be able to appeal against the decision to attach (or vary) any condition to an entry on the register. It is therefore imperative for Arun DC to ensure clear and justifiable reason for attaching any condition(s) and that any condition(s) imposed can be enforced.

Conditions will need to be clearly stated for the applicant's understanding and this will allow Arun DC to ensure that the condition(s) are enforceable.

An example of the requirements is included in Table 1 (overleaf):

Table 1: Example requirements

Specific	The specific condition(s) a site owner is being requested to address.
Measurable	The condition(s) required and the outcome(s) expected.
Achievable	The applicant should be reasonably expected to be able to achieve the condition(s). For example, it may not be reasonable to expect an owner of one small site to have the same resources to introduce the same procedures as a larger company.
Realistic	The applicant should have a clear understanding of how the required outcome(s) can be reached and that there are no circumstances or factors which would make the achievement of the outcome impossible or unlikely.
Timebound	A clear timescale in which the required outcome must be completed.

To what can a condition relate?

The fit and proper person test is aimed at ensuring that the person managing the site is competent and any conditions should relate directly to the person's ability to secure the proper management of the site.

Where a person has contravened legislation or committed offences set out above, it is not recommended that conditions are set in relation to those matters. Such a condition would be unlikely to meet the tests set out above; for example, if a person has committed fraud or violence, that exact incident cannot be reversed by requiring the person to perform a specific task.

In cases where the person has committed those listed offences or contravened legislation, Arun DC will consider these breaches in tandem with all the other information available to reach a preliminary decision.

Conditions can relate to any factors which are relevant to the person's competence to manage the site, the management structure, or funding arrangements for the site, an associated person's influence, and any other relevant factors. An example of a suitable condition could relate to the payment of an annual fee. A condition can also be set with respect to ensuring the relevant person has the ability to secure the proper management of the site.

Example 1 - A local authority has evidence of a site owner's failure over a certain period of time to address residents' complaints. This is an example of poor management which could be resolved by the site owner implementing an adequate complaints procedure. A condition could be attached requiring the site owner to *'implement an effective and accessible three stage complaints process for residents by xxx date and provide the LA with quarterly reports of complaints and outcomes, from that date and for the first year'*.

If the condition is met within the specified time frame, the local authority can record this in the register. If, at a future date, it is found that the site owner failed to implement a complaints procedure, a further opportunity to comply may be given and this could include a new condition of the site owner providing quarterly reports of complaints and outcomes for each year. The site owner could also be expected to complete a relevant 'CPD customer service/Dealing with complaints' course by a certain period. Should

the local authority consider the actions as unlikely to achieve the desired outcome, however, the site owner could be removed from the register.

Example 2 – If, when considering an application, certain documents or information are unavailable to the applicant, because of delays from third parties, the local authority may wish to attach a condition to the entry on the register that the site owner *‘is to provide the authority by registered post, with the original xx document by xx date’*.

Example 3 - An associated person has been visiting the park and through their action xxx, has caused distress to the residents, impacting their well-being and security. A condition could be attached to the register requiring the site owner to *‘put measure(s) in place by xxx date preventing the associated person, or any other person, from carrying out action xxx on the site’*.

Decisions not to include the applicant on the register

Should Arun DC determine that the applicant does not meet the requirements and attaching conditions would not be appropriate, a refusal to grant the application can be issued.

Where Arun DC has decided to include the applicant on the register subject to conditions, or to not include the applicant on the register, a preliminary decision notice to the applicant must be issued.

The preliminary decision notice must clearly state:

- the date the preliminary decision notice is served;
- the preliminary decision;
- the reason(s) for the decision;
- the date it is proposed that the final decision will take effect;
- information about the right to make written representations;
- where the preliminary decision is to refuse the application, the consequences of causing or permitting the land to be used as a relevant protected site in contravention of the Regulations;
- where the preliminary decision is to grant the application subject to condition(s), the consequences of failing to comply with any condition(s).

Right to make a representation

An applicant who receives a preliminary decision notice will have 28 days in which to make representations to Arun DC. The 28-day period begins the day after the date on which the notice was served. Arun DC is obliged to consider any such representations before making a final decision.

Final decision notice

Following the end of the 28-day representation period, Arun DC must, as soon as is reasonably practicable, make a final decision and serve the decision notice on the applicant.

The final decision notice must set out:

- the date the final decision notice is served;
- the final decision;
- the reason(s) for the decision;
- when the decision is to take effect;
- information about the right of appeal and the period in which an appeal may be made;
- where the decision is to refuse the application, the consequences of causing or permitting the land to be used as a relevant protected site in contravention of the Regulations;
- where the decision is to grant the application subject to condition(s), the consequences of failing to comply with any condition(s).

Appeals

The applicant can decide to appeal the decision by making an application to the First Tier Tribunal (Property Chamber) ('The Tribunal') within specific timeframes set by The Tribunal. The applicant is permitted to appeal against any decisions served by Arun DC. These could include:

- include the relevant person on the register for an effective period of less than five years;
- including the relevant person on the register subject to condition(s);
- rejecting the application.

Where an applicant accepts Arun DC's decision not to include the person originally stated in the application on the register, they will be required to seek alternative management arrangements to comply with the fit and proper person requirement. Failure to do so is an offence.

An appellant will not be able to claim compensation for losses incurred pending the outcome of an appeal.

Withdrawal or amendment of notice

There may be circumstances where a local authority may decide not to continue or to withdraw a previously agreed action such as after serving:

- a preliminary decision notice but before service of the final decision notice;
- a final decision notice but before the decision to which it relates takes effect;
- a notice of proposed action but before the proposed action is taken.

To withdraw or amend a notice, Arun DC must serve notice to the person on whom the original notice was served.

There are no requirements for notices to contain specific information, however, it is recommended that a withdrawal or amendment notice should state:

- that it is withdrawing or amending the original notice (a copy of the original notice should be attached for reference);
- the reason(s) for withdrawing the notice;
- the date it takes effect;
- the implications of the decision in relation to the person's entry on the register.

Removal from the register

If, after a person is included in the register, new evidence relevant to the person's inclusion becomes available, Arun DC may decide to:

- remove the person from the register;
- impose a condition on the inclusion of the person in the register (regardless of whether there are conditions already imposed);
- vary a condition;
- remove a condition.

Arun DC must use its judgement when determining whether to review an entry and consider any subsequent actions are required. Any such decision should be related to the person being a fit and proper person rather than to site licensing issues which are governed separately. If Arun DC decides to take any of the actions listed in paragraph above, a notice of any proposed action will be served on the occupier. The notice of proposed action must clearly state:

- the date the notice of proposed action is served;
- the action Arun DC proposed to take;
- the reason(s) for the action;
- the date it is proposed that Arun DC will take the action;
- information about the right to make written representations;
- where the proposed action requires the removal of a person from the register, the consequences of causing or permitting the land to be used as a relevant protected site in contravention of the Regulations;
- where the proposed action is to impose a condition(s) on the inclusion of a person on the register or to vary a condition(s), the consequences of failing to comply with said condition(s).

A notice of proposed action is not required if Arun DC decides to remove a condition attached to an entry. A removal of a condition is viewed widely as being a positive step which is unlikely to be opposed, therefore a notice of proposed action is not required. Arun DC will endeavour as good practice to make the site owner or their manager aware of the decision in writing and ensure the register is updated.

Notice of action taken

Where a notice of proposed action is given, the occupier will have 28 days, starting from the day after the date the notice is served, in which to make representations.

The local authority must, as soon as reasonably practicable after the end of the 28-day period, decide whether to carry out the proposed action.

Where the local authority decides to take the action, the local authority must serve a further notice on the occupier, indicating the action that has been taken, within the period of five working days beginning with the day after the day on which the action was taken.

The notice of action must set out:

- the date the notice of action is served;
- the fact that they have taken the action;
- the reasons for doing so;
- the date the action was taken;
- information about the right of appeal and the period within which an appeal may be made;
- where the action is to remove a person from the register, the consequences of causing or permitting the land to be used as a relevant protected site in contravention of regulations;
- where the action is to impose a condition on the inclusion of a person in the register or to vary a condition, the consequences of failing to comply with any condition.

Offences

There are three offences which can occur within the Regulations:

- operating a site in contravention of the fit and proper person regulations. The site owner will have certain defences under the Regulations in any proceedings brought against them;
- withholding information or including false or misleading information in the registration application. In this instance, the site owner will not have any defences under the Regulations in any proceedings brought against them for this offence;
- failing to comply with a specified condition. The site owner will have certain defences under the Regulations in any proceedings brought against them.

Arun DC is responsible for enforcing the Regulations. A site owner found guilty of any of the aforementioned offences will be liable on summary conviction to a level five on the standard scale (currently unlimited) fine.

Defences

One defence is available to a site owner who has inherited a site and would be found to have a reasonable excuse for failing to make an application within the relevant periods as set out below.

Relevant periods in specific circumstances

The below table outlines limited circumstances where a site owner may have a defence.

Row	Circumstance	Relevant period for making an application in the circumstance
1	The occupier held a site licence immediately before the day on which regulation 4 (operating a site without being a fit and proper person) came into force on 01 October 2021.	From 01 July 2021 before 01 October 2021 – the day on which regulation 4 came into force.
2	The period of a person's inclusion in the register in relation to the site has come to an end other than as a result of action by the local authority under regulation 8(1)(a) (removal from the fit and proper register after new relevant evidence becomes available).	Not less than two months before the end of the period of the person's inclusion in the register.
3	At the time that the occupier became entitled to within the period of three months possession of the land it was in use as a relevant protected site and within the period of 28 days beginning with the day after the day on which the person became the occupier of the land the occupier notifies the relevant local authority of its intention to make an application under regulation 6 (application for inclusion in the register).	Beginning with the day after the day on which the person became the occupier of the land.
4	At the time that the occupier became entitled to possession of the land it was in use as a relevant protected site and the occupier does not give the notification referred to in row 3 above.	Within the period of 28 days beginning with the day after the day on which the person became the occupier of the land.
5	A person appointed to manage the site no longer does so and within the period of 28 days beginning with the day after the relevant day the occupier notifies the relevant local authority that the person no longer does so.	Within the period of 3 months beginning with the day after the relevant day.
6	A person appointed to manage the site no longer does so and the occupier does not give the notification referred to in row 5 above.	Within the period of 28 days beginning with the day after the relevant day.
7	The breach of regulation 4(1) (operating a site without being a fit and proper person) arises because the local authority has removed a person from the register and within the period of 28 days beginning with the relevant day in relation to the local authority's decision the occupier notifies the relevant local authority of its intention to make a new application under regulation 6 (application for inclusion in the register) in relation to the site.	Within the period of three months beginning with the relevant day.
8	The breach of regulation 4(1) arises because the local authority has removed a person from the register and the occupier does not give the notification referred to in row 7 above.	Within the period of 28 days beginning with the relevant day.
9	The breach of regulation 4(1) (operating a site without being a fit and proper person) arises because the local authority has refused an in-time application and within the period of 28 days beginning with the relevant day in relation to the refused application the occupier notifies the relevant	Within the period of three months beginning with the relevant day.

	local authority of its intention to make a new application under regulation 6.	
10	The breach of regulation 4(1) (operating a site without being a fit and proper person) arises because the local authority has refused an in-time application and the occupier does not give the notification referred to in row 9 above.	Within the period of 28 days beginning with the relevant day.

The Fit and Proper Persons Register

The local authority must set up and maintain a register of persons who they are satisfied are fit and proper persons to manage a site in their area. This register must be open to inspection by the public during normal office hours. This register must also be published online.

The register will provide a record of the outcome (as discussed above) of the fit and proper person tests the local authority have carried out for sites. The register must include the following:

- the name and business contact details of the person;
- the name and address of the relevant protected site to which the application relates;
- the status of the person (site owner or manager of the site);
- the dates of the first and last day of the period for which the person's inclusion in the register has effect;
- whether any condition is attached to the person's inclusion in the register;
- where any condition is attached to the person's inclusion in the register:
 - (i) the number of any such conditions;
 - (ii) the dates of the first and last day of the period for which any such condition applies (if applicable);
 - (iii) the date any condition is varied or satisfied (if applicable).

Where a person has met the fit and proper person test, the register will give details of that person and of the associated site, including decisions made on how long a person's inclusion may last (up to a maximum of five years).

In order to comply with the fit and proper person requirement, a site owner must submit a new application for the person (or alternative) to be included in the register. The new application must be submitted at least two months before the existing inclusion in the register period comes to an end.

Where there are refused applications, the following information must be included in the register:

- the name and address of the site to which the application relates;
- that an application in respect of the site has been refused;
- the date on which the application was refused.

Details of the refused application will remain on the register until a successful fit and proper person application is made in respect of the owner or manager of the site. The

name of the refused applicant will not be included on the register, however Arun DC will be able to consider requests for further information about the entry on the register; for example, the details of the specific conditions attached and any additional information, on a case by case basis and in accordance with data protection legislation.

Where Arun DC has, with the site owner's consent, appointed a person to manage the site, Arun DC must include the following information:

- the name and business contact details of the person;
- the name and address of the site which the person has been appointed to manage;
- the status of the person;
- the dates of the first and last day of the period for which the person's inclusion on the register has effect;
- whether any condition is attached to the person's inclusion in the register;
- where any condition is attached to the person's inclusion in the register:
 - (i) the number of any such conditions;
 - (ii) the dates of the first and last day of the period for which any such condition applies (if applicable);
 - (iii) the date any condition is varied or satisfied (if applicable).

Caravan Sites and Control of Development Act, 1960 – Fit and Proper Person Test

FEE POLICY

Introduction

A relevant protected site is a site which requires a licence and is not solely for holiday purposes or is otherwise not capable of being used all year round. A relevant protected site cannot operate unless the local authority is satisfied that the manager qualifies as a fit and proper person (Sections 12A – 12E of the Caravan Sites and Control of Development Act 1960, as implemented by Section 8 Mobile Homes Act 2013).

Under the Mobile Homes (Requirement for Manager of Site to be Fit and Proper Person) (England) Regulations 2020 (SI 2020/1034) ('the Regulations'), a site owner must apply to their local authority for the relevant person (themselves or their appointed manager) to be added to the register of fit and proper persons.

The site owner may only apply to be added to the register if they hold, or have applied for, a site licence for the site. This provision also applies where the site owner or site manager is a registered company.

The Regulations permit the local authority, in this instance Arun District Council (Arun DC) to determine the fee for an application or registration for someone to be added to the register. It is imperative that the fee is included with the application and failing to include this may mean that the site owner is in breach of the requirements of the Regulations.

It is important to highlight that this fee policy will refer to any annual fee to recover costs which Arun DC may have incurred, or which will be incurred, in appointing a person to manage a site with the site owner's consent.

Site owners will be required to submit a completed online application and pay the required fee (outlined below) to Arun DC.

Fees for Fit and Proper Persons Register Applications

Initial application fee

Arun DC operates a fixed initial application fee which must be paid at the point of lodgment of the online application. Upon receipt of a completed application form, relevant supporting documents and the correct fee, Arun DC will notify the applicant that payment has been received and their application is in progress.

To arrive at a fixed fee, Arun DC has estimated the average time to conduct a fit and proper person assessment and checks required to be included on the register and has applied hourly rates based on the posts that will be involved in conducting these assessments. These calculations are outlined in the fees schedule.

The following matters may be considered as costs incurred, or likely to be incurred, when determining the fee for consideration of applications for entry on a fit and proper person register:

- initial enquiries;
- communications (e.g. letter and e-mail writing, telephone calls, etc.) to make appointments and requesting any documents or other information from the site owner or from any third party in connection with the fit and proper process;
- sending out forms;
- updating files, computer systems and websites;
- processing the application fee;
- Land Registry searches;
- time for reviewing necessary documents and certificates;
- preparing preliminary and final decision notices;
- review by manager or lawyers;
- review any representations made by applicants or responses from third parties;
- updating the public register;
- carrying out any risk assessment process considered necessary;
- review of decisions or in defending appeals.

Charges will be limited to recovering the costs of exercising the fit and proper person test function and not recovering other costs that have already been charged for by other service areas.

The fees schedule outlines the above and provides transparent justification for the fee to be imposed upon receipt of the initial application. The purpose of the fees schedule is to demonstrate that the fees imposed are fair and transparent and to provide justification as to why a site is required to pay the fee.

Additional considerations for an application fee

Arun DC will be required to conduct relevant background checks regarding the applicant's experience in site management and their financial standing. The results of these checks will allow Arun DC to decide whether to approve the application. The time taken for these checks should be accounted for within the fee, irrespective of whether entry on the register is granted.

In the event that a prospective applicant contacts Arun DC before making an application in order to ascertain the likelihood of the success of their application, Arun DC is expected to provide informal advice. Any preliminary advice provided by Arun DC may be accounted for in the fee and cannot be charged separately.

Annual fee for an existing entry on the register

Arun DC has determined not to charge an annual fee for simple inclusion on the F&PP register. In the event that conditions are added to a F&PP determination, Arun DC will

charge an annual fee (as per the fees schedule) due to the additional work relating to these matters.

Where applicable, the annual fee is to be paid on 01 June.

Such other matters as the local authority considers to be relevant

An appointed manager fee

This is where Arun DC agrees, following the site owner's consent, to appoint an individual to manage a site. In this event, the applicable recoverable costs will be agreed in advance with the site owner, including any component which is to be paid in advance of this agreement.

Revising Fees

Arun DC may revise its fees policy and will be required to publish the revised policy. Any changes will need to be justifiable and reasonable, ensuring full transparency for the site owner. The purpose of publishing the fee policy is to show that the fees imposed by Arun DC are fair and transparent so that anyone required to pay a fee can understand the charges.

Amending conditions attached to an entry on the register

Arun DC may alter the conditions attached to an entry on a register (by adding new conditions or by changing or deleting existing ones), following a review. Arun DC must notify the site owner of its interim decision (except in the case where it is deleting a condition) and consider any representations made by the site owner before reaching a final decision. If the site owner is unhappy with Arun DC's decision, they will have a right of appeal to the First-Tier Tribunal (Property Chamber).

There are no requirements for a site owner to make an application for a condition to be altered. Any costs involved with amending existing conditions or adding new conditions to an entry must also be factored into the cost of calculating the annual fee.

Site visits – officer and travel time

Officer time can be considered as part of the fee where site visits are required to ascertain whether site condition(s) are met. Travel time and fuel costs can be taken into account.

Payment of fees

Arun DC is not required to consider an application for entry on the register unless that application is accompanied by the correct fee. If the correct fee is not paid, the application will not be valid and the site owner could be in breach of the Regulations. In this event, Arun DC will notify the applicant within fourteen days of receipt of the application that their application is not valid.

If Arun DC decides not to approve an application, the applicant is not entitled to a refund of the fee paid.

In the event that a request is made for a withdrawal of a F&PP application within fourteen days of submission of that application, a refund may be applicable, based on the calculations of work already undertaken (up to a maximum of 50% of the application fee).

The annual fee, where applicable, will be set as a condition to any entry being added to the register.

Service

Generate and send acknowledgement letter
Check application is valid and correct fee included
Review application form and associated documents
Conduct F&PP assessment
Update computer system with details
Time for meetings/discussions/advice (based on a non-complex site structure)
Preparing and issuing acceptance/refusal documentation and conditions
Preparing reports on breaches of condition(s)
Manager review and authorisation
Enter applicant to register
Review and maintain register

TOTAL (per F&PP test application)

Annual fee - review of conditions*
up to five conditions
six to nine conditions
10 conditions and over

*The fee chargeable is based on the greatest number of conditions attached to each determination in the 12 r

Time	Rate	Total
0.5	63.25	31.63
0.5	63.25	31.63
2	63.25	126.50
1.5	63.25	94.88
0.5	63.25	31.63
1	63.25	63.25
1	63.25	63.25
1.5	63.25	94.88
1	74.25	74.25
0.25	63.25	15.81
0.25	63.25	15.81

643.50

Time	Rate	Total
2	63.25	126.5
4	63.25	253
5	63.25	316.25

months prior to the due date of the annual fee.

ARUN DISTRICT COUNCIL – INITIAL EQUALITY IMPACT ASSESSMENT

1. What is the name of the policy?

Fees Policy and Determination Policy for the Fit and Proper Person Test (Caravan Sites and Control of Development Act, 1960)

2. Briefly describe the aims of the policy

The Fit and Proper Person (F&PP) test legislation is a new mechanism for local authorities to determine whether the person with day-to-day responsibility for managing every residential, commercial site within their district are fit and proper to do so. A Determination Policy has been drafted in order to support assessment of F&PP test applications which can be received from 01 July 2021 until 30 September 2021, inclusive. A Fees Policy has been drafted to support the recovery of costs associated with performing this important new function.

3. Are the aims consistent with the Council's Equalities Policy? On what basis?

Yes – the Determination Policy relates to the consistent and transparent assessment of F&PP test applications. Determining whether site owners/operators are fit and proper supports residents of caravan sites.
The Fees Policy details a fee which applies to all applicants.

4. Is there any evidence to suggest that this policy could have an adverse impact on some groups of people? Use the table to tick:

(a) where you think the policy could have a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relationships within the target groups.

(b) where you think the policy could have a negative impact on any of the equality target groups i.e. it could disadvantage them

	Insufficient data	Positive Impact	Negative Impact	Reason e.g. access / take-up
Gender reassignment				
Race				
Disability				
Age		X		Residents of sites are often older people. Adopting these policies will enable the Council to effectively resource and determine applications, helping to ensure that park home sites on which elderly residents live are operated by fit and

				proper persons.
Religion and Belief				
Sexual orientation				
Sex				
Pregnancy and maternity				
Marriage and civil partnership				

5. If, in your judgement, the proposed policy does have an adverse impact, can that impact be justified? How do you intend to deal with that impact or lessen that impact?

N/A

6. To comply with the Public Sector Equality Duty, the Council must have due regard to the need to:

- **Eliminate unlawful discrimination, harassment and victimisation**
- **Advance equality of opportunity between different groups**
- **Foster good relations between different groups**

Show how your policy meets the above requirements.

Arun District Council has a legal obligation to determine fit and proper person applications. The F&PP test is relevant to a specific business sector, rather than to individuals or to non-commercial sites (e.g. family-only sites). Family-only sites were excluded from the regulations following MHCLG consideration of feedback provided by Arun DC officers highlighting the potential negative impact on gypsy traveller families. The F&PP test will give better support to caravan site residents, many of whom are elderly and some of whom may be in vulnerable groups. The F&PP requirement will ensure that site owners, or their managers, have integrity and follow best practice. Additionally, it provides the safeguard that such individuals will not pose a risk to the welfare or safety of persons occupying caravans.

Name of manager undertaking the assessment: Neil Williamson

Service Area: Environmental Health, Technical Services

Date completed: 20.05.21

Requirement for a formal Equalities Impact Assessment: ~~YES~~ / NO

If YES, what is your timetable for completing this?: N/A

Who else will you need to be working with to do this work e.g. partners, contractors etc?: N/A

ARUN DISTRICT COUNCIL

REPORT TO CORPORATE POLICY & PERFORMANCE COMMITTEE ON 17 JUNE 2021

SUBJECT: Supplementary Estimate to Cover Costs Awarded Against the Council in Appeal P/58/19/PL

REPORT AUTHOR: Neil Crowther, Group Head of Planning

DATE: 2 June 2021

EXTN: x 37839

PORTFOLIO AREA: Planning

EXECUTIVE SUMMARY:

Planning permission was refused for application P/58/19/PL. The decision was taken by the Development Control Committee (DCC) and was contrary to the advice of officers from Arun District Council, West Sussex County Council (as Highway Authority) and the Council's appointed Highways Consultant. In deciding the subsequent appeal, the Inspector has concluded that the Council acted unreasonably in refusing planning permission and has awarded costs against the Council.

This award follows an award of costs for BE/69/19/OUT, Y/103/18/PL & EP/148/20/PL; all of which were refused planning permission contrary to the advice of officers. Costs of £11,400 were paid from the Department budget for BE/69/19/OUT and a Supplementary Estimate of £33,000 was agreed at Cabinet on 11 January 2021 for Y/103/18/PL & EP/148/20/PL.

A further Supplementary Estimate is now sought to pay these further costs as the Department budget is unable to accommodate these significant additional payments.

RECOMMENDATIONS:

The Committee is asked to make the following recommendation to Full Council:

To approve a retrospective supplementary estimate of up to a maximum of £26k to settle the award of costs in respect of applications P/58/19/PL (equivalent council tax band D of £0.42) in order to regularise the budget position.

1. BACKGROUND:

1.1 This report follows previous reports to Cabinet in July 2020 and January 2021. The July 2020 report sought agreement for a supplementary Estimate of £40,000 so that the Council could employ consultants to defend three appeals against decisions made contrary to the advice of officers (including P/58/19/PL). The January 2021 report sought a further Supplementary Estimate of £33,000 to cover the costs

awarded against the Council in two appeals where decisions were made at Development Control Committee contrary to the advice of officers. The award of costs was as a result of unreasonable behaviour in refusing planning permission. This report seeks another Supplementary Estimate of up to £26,000 to cover the costs awarded against the Council in another appeal where decisions were made at Development Control Committee contrary to the advice of officers. The award of costs was as a result of unreasonable behaviour in refusing planning permission.

1.2 Officers are still in discussion with the appellant around agreement on what the reasonable costs associated with the reasons for refusal were.

1.3 The report in July 2020 sought costs required to defend the appeals and made it clear that any award of costs for unreasonable behaviour in these appeals would be subject to further Supplementary Estimates.

1.4 In the case of this appeal, it was going to be difficult to defend a decision reached contrary to the advice of the technical expert in the way of the County Council as Highway Authority. This was made harder due to the fact that the Committee had sought an independent review of the proposals by an instructed consultant. This consultant supported the views of the County Council but the Committee did not accept this second view and refused the application.

1.5 The Inspector concluded that

- the access currently operates without any safety concerns,
- cars parked in a nearby layby does not create significant problems,
- volume of traffic using the access would be low,
- conflict between pedestrians and cars would be infrequent, and
- there would be no unacceptable impact on highway safety.

1.6 In awarding costs against the Council for unreasonable behaviour, the Inspector concluded;

- Extensive professional evidence did not support a refusal of planning permission.
- No evidence was presented to convince the Inspector to disagree with these professionals.
- Refusing to grant planning permission was unreasonable.

2. PROPOSAL(S):

To agree a supplementary estimate of a maximum of £26,000 for the costs awarded against the Council in respect of these two appeals. The actual cost may be less as the Council seeks to interrogate the cost submissions.

3. OPTIONS:

1. To accept the officer recommendation; or
2. To consider that there are robust reasons not to accept the officer recommendation and refuse the application.

4. CONSULTATION:

	YES	NO
Has consultation been undertaken with:		
Relevant Town/Parish Council		x
Relevant District Ward Councillors		x
Other groups/persons (please specify)		
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	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
Other (please explain)		
6. IMPLICATIONS:		
Financial cost to the Council		

7. REASON FOR THE DECISION:
The Council is required to settle the award of costs.

8. BACKGROUND PAPERS:
Details of the application, appeal and costs award are available under P/58/19/PL at www.arun.gov.uk/weekly-lists

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF CORPORATE POLICY AND PERFORMANCE COMMITTEE ON 17 JUNE 2021

SUBJECT: Supplementary Estimate to Cover Costs for Defending Appeal on Land South of Barnham Station, Barnham.

REPORT AUTHOR: Claire Potts, Strategic Development Team Leader
DATE: June 2021
EXTN: x 37698
AREA: Planning

EXECUTIVE SUMMARY:

An appeal has been submitted against the decision of the Council to refuse planning permission for up to 200 dwellings on Land South of Barnham Station, Barnham (application reference BN/142/20/OUT). The application was refused under delegated authority on 23 February 2021 for ten reasons relating to poor placemaking, highway impact and lack of mitigation, impact on high quality trees, concerns around foul drainage, flooding, air quality, securing affordable housing and the impact on the Barnham Church Lane Conservation Area.

The appeal will be heard in September 2021 and is to be heard by way of a Public Inquiry lasting an estimated eight days.

This report seeks approval for a supplementary estimate of up to £50,000 to cover the costs of defending this appeal.

RECOMMENDATIONS:

The Committee is asked to make the following recommendation to Full Council:

To approve a supplementary estimate of £50,000 for costs associated with defending the appeal in respect of application BN/142/20/OUT. These include Counsel costs and costs of appointment of planning consultants and any specialist consultants to assist with defending the appeal.

A supplementary estimate of £50,000 equates to a band D equivalent Council Tax of £0.80.

1. BACKGROUND:

1.1 Gleeson Strategic Land submitted to the Council, on 24 November 2020, an outline planning application seeking permission for up to 200 residential dwellings with access taken from Marshall Close, associated infrastructure & landscaping & demolition of existing buildings. All detailed matters were reserved other than the means of access into the site. The development site covers 13.8 hectares.

The application was determined under delegated authority on 23 February 2021. In exercise of its statutory rights under Section 78 of the Town and Country Planning Act 1990, Nexus Planning on behalf of Gleeson Strategic Land, has appealed the decision to refuse the application. The Planning Inspectorate has decided that the appeal should be heard under the public local inquiry procedure.

The reasons for refusal related to poor placemaking, highway impact and lack of mitigation, potential impact on high quality trees, concerns around foul drainage, flooding, air quality, securing affordable housing and the impact on the Barnham Church Lane Conservation Area.

An appeal will be heard into the proposal which will begin on the 21 September 2021. It is likely that the appeal will last up to 8 days, there is a great deal of work involved in preparing the Council's case for the appeal.

As the appeal is to be heard by way of a public inquiry, the Council will be required to be legally represented by Counsel and fee estimates are currently being sought. Based on previous appeals this is likely to be approximately £15,000 plus VAT for representation and for the work involved in the preparation and attendance at the appeal.

The Council will also need to appoint planning consultants to defend the Council's case. Fee proposals are currently being sought from planning firms. Based on previous appeals this is likely to be approximately £20,000 plus VAT and disbursements based 10 days preparatory work, and an eight day inquiry.

The Council will also need to appoint specialist consultants to defend and support the technical reasons for refusal relating to highways. Fee estimates for this work are being sought and an additional amount of approximately £15,000 is required for the work involved for specialist transport consultants for the preparation and attendance at the appeal.

Therefore, in order for the Council to defend the appeal, minimum costs of £50,000 will be incurred.

The Planning department's Consultant and Legal Fees budget is normally used to defend appeals following the refusal of planning permission. However, this budget is very limited and the appeal costs could not be accommodated through this budget in this financial year.

2. PROPOSAL(S):

To agree a supplementary estimate of a maximum of £50,000 for costs associated with defending the appeal in respect of application BN/142/20/OUT. These include Counsel costs and costs of appointment of planning consultants and any specialist consultants to assist with defending an appeal. This does not cover the eventuality that the Council lose the appeal and any cost claim by the appellants against the Council is successful.

3. OPTIONS:

There is no alternative to defending the appeal and appointing Counsel. Council officers could defend the appeal instead of appointing planning consultants but don't have the capacity to do so. Specialist highways advice is needed to defend the highway related reasons for refusal.

4. CONSULTATION:

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

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

	YES	NO
Financial	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
Other (please explain)		

6. IMPLICATIONS:

Financial cost to the Council.

A supplementary estimate results in expenditure above the approved budget and requires approval from Full Council.

7. REASON FOR THE DECISION:

For an appeal by public inquiry, legal representation is required.

8. BACKGROUND PAPERS:

Details of the application are available under BN/142/20/OUT

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF CORPORATE POLICY AND PERFORMANCE COMMITTEE ON 17 JUNE 2021

SUBJECT: Corporate Plan 2018-2022 – Quarter 4 and End of Year performance report for the period 1 April 2020 to 31 March 2021 for the Corporate Plan and Service Delivery Plan indicators.

REPORT AUTHOR: Jackie Follis - Group Head of Policy
DATE: 1 June 2021
EXTN: 37580

EXECUTIVE SUMMARY:

This report sets out the Q4 and End of Year performance outcome for the Corporate Plan and Service Delivery Plan performance indicators for the period 1 April 2020 to 31 March 2021.

RECOMMENDATIONS:

There are no recommendations

1. BACKGROUND:

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

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

1.2 Behind these priorities are a series of targets that are measurable and, ideally, in the control of the Council. These are the Corporate Plan indicators. Service targets (Service Delivery Plan indicators – SDP's) lay beneath these corporate priorities to provide more detail about how the service is doing.

1.3 Performance of these indicators is reported to the Corporate Management Team every quarter and to the Corporate Policy and Performance Committee every six months and at year end.

1.4 A new Corporate Plan will be established during 2021/22 with a report coming to the Corporate Policy and Performance Committee in February 2022 with proposals for the new suite of Corporate Plan and Service Delivery Plan indicators for the period 2022-2026, to be implemented from April 2022.

1.5 Thresholds are used to establish which category of performance each indicator is within:

Not achieving target	95% or less below target
Behind target	95% - 99% below target
Achieving target	100% of target (or achieving the anticipated target for the reporting period)
Over achieving target	1% above target

1.6 This report has four appendices:

- **Appendix A** - this gives full data and commentary for all Corporate Plan indicators for Q2 and Q4 2020/21.
- **Appendix B** – this gives comparator information on the performance of each indicator since 2013/14.
- **Appendix C** – this gives full data and commentary for all Service Delivery Plan indicators for Q2 and Q4 2020/21.
- **Appendix D** – this gives comparator information on the performance of each indicator since 2013/14.

Q4 CORPORATE PLAN PERFORMANCE 2020/2021

1.7 There are 11 Corporate Plan indicators and all 11 are measured at Q4.

Status	Number of Corporate Plan indicators in this category
No data available	3
Didn't achieve target	3
Behind Target	2
Achieved Target	1
Over Achieved target	2
TOTAL	11

1.8 Please see appendix A which gives full data and commentary for all Corporate Plan indicators for Q2 and Q4 2020/21. Appendix B gives comparator information on the performance of each indicator since 2013/14.

1.9 Further information on the performance of each indicator in each performance category is detailed below:

1.9.1 No data available

3 indicators did not have data available at Q4 (CP1, CP4 and CP9). The data for these three indicators will be presented to the December meeting of the Corporate Policy and Performance Committee.

Indicator	Reason for no data at Q4
CP1 - The level of public satisfied or very satisfied with the overall quality of the Council's services	See below
CP4 - The level of customer satisfaction with the cleanliness of the District	See below
CP9 - Number of new homes completed (net)	Data will not be available until September 2021 - will be reported via Q2 reporting Members should note that in the next Corporate Plan the housing target will be updated to reflect the stepped delivery requirements set out in the Arun Local Plan 2018.

In relation to CP1 and CP4, the Overview Scrutiny Committee wished to review the methodology for the survey in order to increase participation. A changed approach was agreed, but this required quotes to be sought before the approach could be implemented (all within existing budget). The quotation process took longer than anticipated due to the small number of companies interested in a process which continued to involve paper surveys, which was agreed as a requirement by OSC. Therefore, the survey which produces the data for these indicators will not be completed in time for it to be analysed and reported to the Corporate Policy and Performance Committee in June 2021. The outcomes will be reported to the December 2021 meeting in line with the six monthly reporting schedule.

1.9.2 Didn't achieve target

3 indicators didn't achieve their targets at Q4 (CP5, CP7 and CP11). The Covid-19 pandemic adversely affected the performance of these three indicators. These will be monitored during 2021/22.

Indicator	Target 2020/21	Q4 2020/21	Commentary
CP5 - Number of visits to Council Leisure Centres per annum	860,300	91,076	For much of 2020/21 the Leisure Centres were closed due to Covid. When guidelines permitted the capacity of the centres was greatly reduced. The centres were open for the following periods: 25 July to 24 October and 2 December to 24 December.

CP7 - Homelessness applications where homelessness is prevented	70%	45%	Overall performance is below target for a number of reasons, mainly Covid related. Prevention cases are being held open for longer as a result of the ban on evictions. This means that the private rented sector is very stagnant with few move on opportunities becoming available in order to prevent homelessness positively. Family relationships are also under immense strain as a result of the pandemic and subsequent lockdowns and as a result, the ability to negotiate for people to remain living at home has become very limited.
CP11 - Household waste sent for reuse, recycling and composting	50%	41.93%	This is made up of a dry recycling rate of 26.06% and composting rate of 15.87%. Benchmarking with similar councils has identified that all have experienced similar reductions in recycling rates which is a direct result of changed consumer habits during the Covid lockdown. Please also note that this figure is subject to verification following confirmation of some March data; the figure may therefore alter slightly.

1.9.3 Behind target

2 indicators were behind their targets at Q4 (CP3 and CP10). The Covid-19 pandemic adversely affected the performance of CP3 and the collection of Council Tax. Both indicators were only just behind target. CP3 will be monitored during 2021/22.

Indicator	Target 2020/21	Q4 2020/21	Commentary
CP3 - Council Tax collected	98%	97.10%	Marginally below last years Council Tax collection rate of 97.5%. The team have worked hard to minimise the impact of Covid. Collection rate has been affected by court action being suspended, other than in November, as a result of the courts

			being closed as a result of Covid. This along with cases not being escalated to Enforcement Agents has impacted our ability to collect any outstanding debt due for 20/21.
CP10 - Total rateable business value for the Arun District	£99,000,000	£97,557,516	This figure is for the end of March 2021.

1.9.4 Achieved target

1 indicator achieved its target at Q4 (CP8) and the commentary below shows the properties which make up the total of 35.

Indicator	Target 2020/21	Q4 2020/21	Commentary
CP8 - Number of new Council homes built or purchased per annum	35	35	10 x Starling House 1 x Buyback 2 x Longford Rd 14 x Windroos 8 x Quiet Waters

1.9.5 Over Achieved target

2 indicators over achieved their targets at Q4 (CP2 and CP6).

Indicator	Target 2020/21	Q4 2020/21	Commentary
CP2 - Food businesses with food hygiene ratings of 3 (satisfactory) and above	93%	98.20%	This figure is based on the most recent inspection, noting that due to COVID there are a significant number of premises that are overdue their physical food hygiene inspection as well as a large number of new businesses yet to receive a rating. Inspections have been prioritised in line with Food Standards Agency (FSA) guidance, which includes conducting remote inspections, however the FSA do not permit re-rating of businesses based on a remote inspection. There were >500 fewer food safety interventions in 20/21 than would have been the case had it not been for COVID. It will not be possible to deliver the whole backlog of interventions within existing

				resources. However, the FSA will be issuing guidance by the end of June to local authorities on how it expects the backlog of food safety inspections to be managed. It has been agreed in consultation with the Cabinet Member for Technical Services that the food safety service plan for 21/22 can therefore be deferred until after this guidance has been issued, when the resource implications will be better understood. It is expected that additional food safety contractors will need to be engaged, for which preparatory work is underway.
CP6 - Time taken to process Housing Benefit/Council Tax Benefit new claims (days)	8	2.6		Target Achieved

1.10 Actions

Considering the impact of the Covid pandemic on the Council, to have only not achieved the targets for 5 out of the 11 Corporate Plan indicators is testament to the hard work of Council officers over the last year. CMT believe that no remedial action is required for any of the Corporate Plan indicators at Q4. However, several indicators will need to be monitored during 2022 as the Council recovers from the Covid-19 pandemic:

- **CP3:** Council Tax collected
- **CP5:** Number of visits to Council Leisure Centres per annum
- **CP7:** Homelessness applications where homelessness is prevented
- **CP10:** Total rateable business value for the Arun District
- **CP11:** Household waste sent for reuse, recycling and composting

The three indicators which did not have data will be reported to the Corporate Policy and Performance Committee in December 2021:

- **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
- **CP9:** Number of new homes completed (net)

Q2 SERVICE DELIVERY PLAN (SDP) PERFORMANCE 2020/2021

1.11 There are 23 Service Delivery Plan (SDP) indicators. All 23 indicators are measured at Q4.

Status	Number of Service Delivery Plan indicators in this category
No data available	1
Didn't achieve target	8
Behind Target	1
Achieved Target	2
Over Achieved target	11
TOTAL	23

1.12 Please see appendix C which gives full data and commentary for all Service Delivery Plan indicators for Q2 and Q4 2020/21. Appendix D gives comparator information on the performance of each indicator since 2013/14.

1.13 Further information on the performance of each indicator in each performance category is detailed below:

1.13.1 No data available

1 indicator did not have data available at Q4 (SDP20).

Indicator	Reason for no data at Q4
SDP20 - Number of Council housing fraud cases prevented or properties recovered	This work has been suspended for 2020/21 due to recruitment to phase 2 of the housing restructure being delayed and subsequently phased as a result of Covid 19. New officer to start in post mid-May 2021

1.13.2 Didn't achieve target

8 indicators didn't achieve their targets at Q4 (SDP7, SDP10, SDP11, SDP16, SDP17, SDP18, SDP21 and SDP23). The Covid-19 pandemic adversely affected the performance of all of these indicators and they will be monitored during 2021/22. In relation to SDP10, we continue to monitor complaints both through the Reviewing Officer signing off any complaint investigation and lessons learnt being flagged with the relevant Group Head.

Indicator	Target 2020/21	Q4 2020/21	Commentary
SDP7 - The total income received from general fund assets	£1,000,000	£923,381.72	Property & Estates end of year income forecast is significantly lower than target. This is principally because of the impact on tenants of the pandemic. Various schemes have been agreed by the Council within the past year to

				<p>make facilities available to defer/write-off elements of rental income in order to alleviate the impact of some of those tenants adversely affected by the pandemic. This 20/21 shortfall includes rents which could still be collected over a longer period of time. However, future rental income could also be impaired by the anticipated economic downturn. As trading conditions return to something more akin to normal, the Property & Estates team and its agents will seek to recover unauthorised rent arrears. Adherence to agreed rent repayment plans will also be carefully monitored. The 20/21 shortfall will not be fully recovered as some tenant businesses are not expected to survive the financial impact of the pandemic. Vacant units will be advertised promptly, but the pandemic has accelerated some structural changes, in particular to the retail sector. Covid is therefore likely to have a continuing adverse effect on the income from the Council's General Fund estate in 21/22. Other opportunities to derive income from the Council's General Fund assets will be investigated and brought forward in due course. Rents do not qualify for the governments Sales, Fees and Charges income compensation scheme compensation scheme.</p>
SDP10 - Number of stage 2 corporate complaints found to be justified or partially justified	10	14	<p>6 x Stage 2 complaints determined in Q4 20/21:- 1 x Not Justified 4 x Partially Justified - 2 x Planning (same complainant), 1 x Environmental Health, 1 x Housing Repairs 1 x Justified – Planning</p> <p>We continue to monitor complaints both through the Reviewing Officer signing off any complaint investigation and lessons learnt being flagged with the relevant Group Head.</p>	
SDP11 - Residual household waste per household	450kg	475.35kg	<p>The amount of waste collected across the District per household has gone up due to changed habits due lockdown</p>	

				and the effects of the pandemic. An Adept survey of local authorities showed that 82% across the UK had reported higher an increase in residual waste with 70% of these being an increase between 1-20% higher and 10% of authorities reporting increases in excess of 20%. The verified figures across the Country have yet to be released, however the increases we have seen are broadly in line with those across neighbouring West Sussex Authorities.
SDP16 - Business rates collected	99%	94.00%		The collectable debt for 20/21 has almost halved as a result of numerous reliefs introduced by central government. The recovery of the remaining collectable debt has been impacted by closure of the courts due to Covid, restricting our ability to pursue the outstanding debt. Businesses have also been impacted by the three lockdowns over the past year which has affected their ability to trade profitably.
SDP17 - Housing Benefit overpayments recovered	110%	N/A		All recovery action was suspended until September 2020. Invoices for April to August 2020 were issued in September. Although the courts reopened in November 2020, they closed again soon after due to lockdown three, impacting on our ability to pursue debt. Expected to resume June 2021. Furthermore, the ability to do an attachment of earnings to DWP benefits is suspended until late April 2021. It should be noted that all West Sussex authorities are experiencing a similar situation.
SDP18 - Cost of emergency accommodation per annum (net)	£533,000	£1,266,000		This target has been heavily impacted by Covid. Additional placements have been made this year as a result of Covid. This has resulted in additional expenditure of £481,000 (£312,000 of which has been offset by successful in year funding bids). Further additional expenditure has been incurred due to existing placements at the start of the

				year being accommodated for a longer period as a result of a government directive that households not be asked to leave when our duty has ended during the first quarter of the year.
SDP21 - Average time from property vacated to property re let (days)	24	82		This target has been significantly impacted by Covid. National lockdown #1 resulted in work being suspended for 8 weeks. Once work restarted, there were supply chain issues impacted by Covid and we were simultaneously mobilising the new responsive repairs and voids contract.
SDP23 - Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of an intervention)	80%	76%		A high number of clients did not respond to our follow up contact.

1.13.3 Behind target

1 indicator was behind it's target at Q4 (SDP5) but it was only just behind target which is positive considering the effects on the pandemic on shopping and industry during the past year.

Indicator	Target 2020/21	Q4 2020/21	Commentary
SDP5 - Occupied retail units in Bognor Regis	90%	89%	The audit was conducted on the first day non-essential retail could reopen following lockdown. Four of the five national chains in the core area previously noted as "at risk" have reopened – these being Mountain Warehouse, Edinburgh Woollen Mill, Peacocks and Bonmarche. Sadly Trespass did close. There were five new independent shop openings: a pet grooming service; beauty parlour; Mexican takeaway; café; and a travel agent. There are also signs of refurbishment in currently vacant units where builders have confirmed new commercial tenants, and signs of life in places that have been closed for a long

			time. Plus plentiful rumours that currently empty properties have new tenants lined up. Footfall figures compared to 2019 indicate a 28% decrease, however at the time of audit there was encouragement that people were returning to town centres with an increase in footfall of 159% from the previous week (in lockdown).
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1.13.4 Achieved target

2 indicators achieved their targets at Q4 (SDP8 and SDP22).

Indicator	Target 2020/21	Q4 2020/21	Commentary
SDP8 - The inspection of all Arun District Council coastal defence assets twice a year	2	2	Target Achieved
SDP22 - Number of Council properties with a valid gas safety certificate	100%	100%	Target Achieved

1.13.5 Over Achieved target

11 indicators over achieved their targets at Q4 (SDP1, SDP2, SDP3, SDP4, SDP6, SDP9, SDP12, SDP13, SDP14, SDP15 and SDP19).

Indicator	Target 2020/21	Q4 2020/21	Commentary
SDP1 - Major applications determined in 13 weeks	80%	93%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 66 out of 71 or 93%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 28 out of 71 or 39% determined in 13 weeks. This

				<p>performance is above the targets set. The Group Head of Planning carried out a full performance management review exercise in mid 2020. Q2 and Q3 data showed a big improvement in performance. However, Q4 performance was significantly worse at only 18%. After all of the hard work and measures put in place, it is disappointing that performance has decreased again. The Group Head of Planning will monitor this in case further interventions are required again.</p>
SDP2 - Minor applications determined in 8 weeks	90%	97%	<p>The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 224 out of 231 or 97%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 135 out of 231 or 58% determined in 8 weeks. This performance is above the targets set. The Group Head of Planning carried out a full performance management review exercise in mid 2020. Q2 data showed an 14% improvement and Q3 a further 14% increase. However, Q4 data has shown a decrease to 63%. The Group Head of Planning will monitor this in case further interventions are required again.</p>	
SDP3 - Other applications determined in 8 weeks	90%	98%	<p>The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 759 out of 777 or 98%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance</p>	

				on these applications was 665 out of 777 or 86% determined in 8 weeks. This performance is above the targets set. The Group Head of Planning carried out a full performance management review exercise in mid 2020. Q2 data showed an 31% improvement and Q3 performance was 96% (a further 6% increase). Q4 performance is 91%, which is still above target.
SDP4 - Occupied retail units in Littlehampton	90%	92%		The presence of national chains continues to decline with the closure of TUI and Leaders. Added to this WHSmith and Barclays have publicised their intentions to close branches in Littlehampton in June. The large units formerly occupied by Bon Marché and Hartleys continue to be vacant. Peacocks has reopened despite earlier indication the store was to close. Although High Street is faring poorly, this is overcompensated by the increase in independently owned businesses in other shopping streets outnumbering closures. This has resulted in a net gain of tenancies and raised the town's occupancy rate
SDP6 - Vacant private sector dwellings returned to occupation	25	75		Due to Covid pandemic there has been an increase in the number of empty property owners who have engaged with the Council. However, the most significant impact has been the temporary provision of Admin support to enable the Empty Property Officer focus on the technical aspects of the role. A more sustainable and long term solution to this is being investigated going forward.
SDP9 - Licence applications determined within the various statutory or service time limits	90%	99.01%		Out of the 202 applications received, 2 applications were not granted within the timescale. Both animal applications where we have been unable to inspect home settings due to Covid restrictions and shielding.
SDP12 - Number of missed refuse and recycling collections per 100,000 within contractual target	80	41		There were a total of 41 missed refuse and recycling bins per 1000,000, the target was 80, we were under this target figure so have therefore over achieved on this target. The overall figure for 2020/21 is slightly improved over the

				previous year, despite challenges affecting the service.
SDP13 - Contractor achieving performance target for all green space management operations following monitoring	>61%	68.00%		Whilst the overall performance score exceeds the minimum contractual performance requirements, it is less than the scores achieved in 2019/20. The pandemic has not impacted on how sites have been scored. Resourcing litter collection has been a significant challenge throughout 2020 and has impacted on other areas of grounds maintenance operations which is reflected in the reduced score. Additionally, ensuring a Covid19 safe working environment has seen the teams having to significantly adapt, with a concentrated focus on priority areas.
SDP14 - Achieve Green Flag awards for Council Parks, 4 by 18/19 5 by 19/20 and maintain at 5 thereafter	5	6		Retained existing 5 awards at Hotham Park, Mewsbrook Park, Norfolk Gardens, Old Rectory Gardens and Marine Park Gardens and added a 6th award at Brookfield Park
SDP15 - Increase grass regimes managed specifically for biodiversity purposes	157,700	181,065		Total now is 181065 (+9165) 5.06% Chalcraft Cemetery - 1650, Brookfield Park - 1500, Hotham - 250, West Park - 420, The Nurseries - 100, Felpham Rec - 300, Larksfeld - 350, Bersted Park - 1400, Rowan Way - 650, East Green bunds - 350, Linden rec - 200, Middlemead - 150, The Whapple - 100, The paddocks - 100, The Faroës - 80, Brickfields - 365, Langmeads - 600, Herrington's field - 450, Ford rd POS - 150 The regime change continues to be challenging to communicate to the public where the perception is sometimes one of neglect. Officers and contracted staff have had to act quickly when long grass areas haven't been popular, at the same time as having to answer challenging calls to leave more grass to grow long. Balancing the two perspectives is difficult.

				Messaging on Social Media and in other communications around the 'No Mow May' national campaign supported by many third sector organisations is planned, together with an information package for the public to understand the biodiversity benefits where there can be a perception of neglect.
SDP19 - Rent collected on Council housing	94%	95.70%		Above target: Robust and consistent management of rent accounts continues to be applied during these unprecedented times as a result of Covid 19. Added focus has been given to low level arrears, as early intervention is key.

1.14 Actions

Considering the impact of the Covid pandemic on the Council, it is a big achievement to have over achieved on 11 out of the 23 SDP indicators during the past year. This is a credit to the hard work of Council officers in maintaining performance during challenging times. CMT believe that no remedial action is required for any of the Service Delivery Plan indicators at Q4. However, several indicators will need to be monitored during 2022 as the Council recovers from the Covid-19 pandemic:

- **SDP7:** The total income received from general fund assets
- **SDP11:** Residual household waste per household
- **SDP16:** Business rates collected
- **SDP17:** Housing Benefit overpayments recovered
- **SDP18:** Cost of emergency accommodation per annum (net)
- **SDP21:** Average time from property vacated to property re let (days)
- **SDP23:** Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of an intervention)

Approval of the Corporate Policy and Performance Committee is sought to change the targets for two SDP indicators for 2021/22:

- **SDP 16 (Business Rates Collected)** – request for approval to change target for 2021/22 from 99% to 95%. This target reduction is to reflect the ongoing partial retail relief for 2021/21 coupled with economic climate that may mean businesses will struggle to pay.
- **SDP 18 (Cost of emergency accommodation)** – request for approval to change target for 2021/22 from £533,000 or (budget figure) to just be reported on the net cost rather than having a target figure. Placements will increase with “everyone in programme” and predicted economic hardship that households will face and therefore the target and outturn for 2021/22 is hard to predict.

2. PROPOSAL(S):

N/A

3. OPTIONS:

To request further information and/or remedial actions be undertaken

4. CONSULTATION:

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

5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:**YES****NO**

	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:

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

7. REASON FOR THE DECISION:

In order for the Corporate Policy and Performance Committee to be updated with the Q4/End of Year Performance Outturn for the Corporate Plan and Service Delivery Plan indicators the period 1 April 2020 to 31 March 2021.

8. BACKGROUND PAPERS:

None

New CP number	CP Performance Indicator	Council Priority Theme	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q2 data	Q2 Commentary	Q2 status	Q4 data	% of 2020/21 target achieved	Q4 Commentary	Status at Q4
CP1	The level of public satisfied or very satisfied with the overall quality of the Council's services	Your Council Services	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Annually	Higher is better	75%	No data required	No info required		No data		The Overview Scrutiny Committee wished to review the methodology for the survey in order to increase participation. A changed approach was agreed, but this required quotes to be sought before the approach could be implemented (all within existing budget). The quotation process took longer than anticipated due to the small number of companies interested in a process which continued to involve paper surveys, which was agreed as a requirement by OSC. Therefore, the survey which produces the data for these indicators will not be completed in time for it to be analysed and reported to the Corporate Policy and Performance Committee in June 2021. The outcomes will be reported to the December 2021 meeting in line with the six monthly reporting schedule.	No data
CP4	The level of customer satisfaction with the cleanliness of the District	Your Council Services	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Annually	Higher is better	70%	No data required	No info required		No data		The Overview Scrutiny Committee wished to review the methodology for the survey in order to increase participation. A changed approach was agreed, but this required quotes to be sought before the approach could be implemented (all within existing budget). The quotation process took longer than anticipated due to the small number of companies interested in a process which continued to involve paper surveys, which was agreed as a requirement by OSC. Therefore, the survey which produces the data for these indicators will not be completed in time for it to be analysed and reported to the Corporate Policy and Performance Committee in June 2021. The outcomes will be reported to the December 2021 meeting in line with the six monthly reporting schedule.	No data
CP9	Number of new homes completed (net)	Your future	Councillor Martin Lury	Karl Roberts - Director of Place	Annually	Higher is better	930	No data required	No info required		No data		Data will not be available until September 2021 - will be reported via Q2 reporting	No data
CP2	Food businesses with food hygiene ratings of 3 (satisfactory) and above	Your Council Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	93%	No data required	No info required		98.20%	106%	This figure is based on the most recent inspection, noting that due to COVID there are a significant number of premises that are overdue their physical food hygiene inspection as well as a large number of new businesses yet to receive a rating. Inspections have been prioritised in line with Food Standards Agency (FSA) guidance, which includes conducting remote inspections, however the FSA do not permit re-rating of businesses based on a remote inspection. There were >500 fewer food safety interventions in 20/21 than would have been the case had it not been for COVID. It will not be possible to deliver the whole backlog of interventions within existing resources. However, the FSA will be issuing guidance by the end of June to local authorities on how it expects the backlog of food safety inspections to be managed. It has been agreed in consultation with the Cabinet Member for Technical Services that the food safety service plan for 21/22 can therefore be deferred until after this guidance has been issued, when the resource implications will be better understood. It is expected that additional food safety contractors will need to be engaged, for which preparatory work is underway.	Over Achieved
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims (days)	Supporting you	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Lower is better	8	5.2	On target	Achieving target	2.6	132.50%	Target Achieved	Over Achieved
CP8	Number of new Council homes built or purchased per annum	Supporting you	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	35	14	On track for 36 completions in total by year end	Achieving target	35	100%	10 x Starling House 1 x Buyback 2 x Longford Rd 14 x Windroos 8 x Quiet Waters	Achieved target

CP3	Council Tax collected	Your Council Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	98%	58.50%	Council Tax is collected over 10 months. The 6 monthly target is 60.82%. At Q2 the Council Tax debt was £118,115,302 and the Council had collected 58.50% of this at Q2. We are slightly below target due to Covid-19. In mitigation, more households have opted to pay over 12 months as opposed to 10. However, it is difficult to predict whether we will remain on target due to the current economic condition and Covid-19, which is impacting households ability to pay, as a result of Covid. Recovery action was extremely limited as the courts were not open during lockdown and for several months after. The courts have now reopened and the first court date for non-payment of Council Tax is on 23.11.20 were we have summonsed over 1000 accounts at this hearing. Further hearings will be scheduled.	Not achieving target	97.10%	99%	Marginally below last years Council Tax collection rate of 97.5%. The team have worked hard to minimise the impact of covid. Collection rate has been affected by court action being suspended, other than in November, as a result of the courts being closed as a result of Covid. This along with cases not being escalated to Enforcement Agents has impacted our ability to collect any outstanding debt due for 20/21.	Behind Target
CP10	Total rateable business value for the Arun District	Your future	Councillor Dr James Walsh	Karl Roberts - Director of Place	6-monthly	Higher is better	£99,000,000	£98,619,356	This indicator is on target.	Achieving target	£97,557,516	98.54%	This figure is for the end of March 2021.	Behind Target
CP5	Number of visits to Council Leisure Centres per annum	Your Council Services	Councillor Gill Yeates	Philippa Dart - Director of Services	Annually	Higher is better	860,300	No data required	No info required		91,076	11%	For much of 2020/21 the Leisure Centres were closed due to Covid. When guidelines permitted the capacity of the centres was greatly reduced. The centres were open for the following periods: 25 July to 24 October and 2 December to 24 December.	Didn't achieve target
CP7	Homelessness applications where homelessness is prevented	Supporting you	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	70%	66%	This figure is based on the number of prevention cases closed with a positive outcome against the total amount of prevention decisions. This is slightly below target due to Covid 19 lockdown which impacted our ability to prevent homelessness through private rented sector offers.	Not achieving target	45%	64%	Overall performance is below target for a number of reasons, mainly Covid related. Prevention cases are being held open for longer as a result of the ban on evictions. This means that the private rented sector is very stagnant with few move on opportunities becoming available in order to prevent homelessness positively. Family relationships are also under immense strain as a result of the pandemic and subsequent lockdowns and as a result, the ability to negotiate for people to remain living at home has become very limited.	Didn't achieve target
CP11	Household waste sent for reuse, recycling and composting	Your future	Councillor Samantha Staniforth	Philippa Dart - Director of Services	6-monthly	Higher is better	50%	44.77%	This is made up of a dry recycling rate of 25.3% and a composting rate of 19.47%. The overall effect of the pandemic on tonnages has seen a rise in both dry recycling but also the amount of waste going in black bag waste. This mirrors the picture across West Sussex as a result of lockdown.	Not achieving target	41.93%	83.86%	This is made up of a dry recycling rate of 26.06% and composting rate of 15.87%. Benchmarking with similar councils has identified that all have experienced similar reductions in recycling rates which is a direct result of changed consumer habits during the Covid lockdown. Please also note that this figure is subject to verification following confirmation of some March data; the figure may therefore alter slightly.	Didn't achieve target

CP number	CP Performance Indicator	Assess by	Target figure 2020/21	2020/21 status and Q4	2020/21 Q4 Performance	2019/20 Q4 Performance	2018/19 Q4 Performance	2017/18 Q4 Performance	2016/17 Q4 Performance	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
CP1	The level of public satisfied or very satisfied with the overall quality of the Council's services	Higher is better	75%	No data	No data	77%	66%	68%	73.00%	74.00%	76.00%	76.00%
CP2	Food businesses with food hygiene ratings of 3 (satisfactory) and above	Higher is better	93%	Over Achieved	98.20%	97.60%	97%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
CP3	Council Tax collected	Higher is better	98%	Behind Target	97.10%	97.50%	97.80%	98.01%	98.25%	98.16%	98.01%	98.40%
CP4	The level of customer satisfaction with the cleanliness of the District	Higher is better	70%	No data	No data	78%	Data to be confirmed	64%	72.00%	69.00%	68.00%	69.00%
CP5	Number of visits to Council Leisure Centres per annum	Higher is better	860,300	Didn't achieve target	91,076	1,182,025	1,035,325	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims (days)	Lower is better	8	Over Achieved	2.6	2.3	3.3 days	6.4 days	5.60 day/s	5.50 day/s	5.40 day/s	8.00 day/s
CP7	Homelessness applications where homelessness is prevented	Higher is better	70%	Didn't achieve target	45%	63.00%	85.00%	66.30%	68.82%	68.00%	76.00%	80.00%
CP8	Number of new Council homes built or purchased per annum	Higher is better	35	Achieved target	35	13	40	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
CP9	Number of new homes completed (net)	Higher is better	930	No data	Data to be confirmed Sept 2021	515	602	704	622	890	601	359
CP10	Total rateable business value for the Arun District	Higher is better	£99,000,000	Behind Target	£97,557,516	£99,185,291.00	£98,063,676.00	£98,123,538.00	£90,993,675.00	£88,557,058.00	£86,848,268.00	£87,100,000.00
CP11	Household waste sent for reuse, recycling and composting	Higher is better	50%	Didn't achieve target	41.93%	43.04%	42.01%	40.90%	38.93%	38.34%	37.45%	40.00%

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SDP number	SDP Performance Indicator	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q2 data	Q2 Commentary	Q2 status	Q4 data	% of 2020/21 target achieved	Q4 Commentary	Status at Q4
SDP20	Number of Council housing fraud cases prevented or properties recovered	Councillor Pauline Gregory	Philippa Dart - Director of Services	Annually	Higher is better	10	No data required	No info required		No data		This work has been suspended for 2020/21 due to recruitment to phase 2 of the housing restructure being delayed and subsequently phased as a result of Covid 19. New officer to start in post mid-May 2021	No data
SDP1	Major applications determined in 13 weeks	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	80%	93%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 28 out of 30 or 93%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 11 out of 30 or 37% determined in 13 weeks. This performance is above the targets set. The Group Head has been through a process of Performance Management with all staff over a three month period and new systems have been set up to ensure performance is improved. The first stage of this was to clear all of the old applications that were slowing all performance and these have now all but gone. Performance in this quarter was a significant improvement on Q1 (+11% of applications determined within the statutory time).	Over achieving	93%	116%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 66 out of 71 or 93%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 28 out of 71 or 39% determined in 13 weeks. This performance is above the targets set. The Group Head of Planning carried out a full performance management review exercise in mid 2020. Q2 and Q3 data showed a big improvement in performance. However, Q4 performance was significantly worse at only 18%. After all of the hard work and measures put in place, it is disappointing that performance has decreased again. The Group Head of Planning will monitor this in case further interventions are required again.	Over achieved target
SDP2	Minor applications determined in 8 weeks	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	97%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 126 out of 130 or 97%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 65 out of 130 or 50% determined in 8 weeks. This performance is above the targets set. The Group Head has been through a process of Performance Management with all staff over a three month period and new systems have been set up to ensure performance is improved. The first stage of this was to clear all of the old applications that were slowing all performance and these have now all but gone. Performance in this quarter was a significant improvement on Q1 (+14% of applications determined within the statutory time).	Over achieving	97%	108%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 224 out of 231 or 97%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 135 out of 231 or 58% determined in 8 weeks. This performance is above the targets set. The Group Head of Planning carried out a full performance management review exercise in mid 2020. Q2 data showed an 14% improvement and Q3 a further 14% increase. However, Q4 data has shown a decrease to 63%. The Group Head of Planning will monitor this in case further interventions are required again.	Over achieved target
SDP3	Other applications determined in 8 weeks	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	96%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 350 out of 365 or 96%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 278 out of 365 or 76% determined in 8 weeks. This performance is above the targets set. The Group Head has been through a process of Performance Management with all staff over a three month period and new systems have been set up to ensure performance is improved. The first stage of this was to clear all of the old applications that were slowing all performance and these have now all but gone. Performance in this quarter was a significant improvement on Q1 (+31% on applications determined within the statutory times).	Over achieving	98%	109%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 759 out of 777 or 98%. When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 665 out of 777 or 86% determined in 8 weeks. This performance is above the targets set. The Group Head of Planning carried out a full performance management review exercise in mid 2020. Q2 data showed a 31% improvement and Q3 performance was 96% (a further 6% increase). Q4 performance is 91%, which is still above target.	Over achieved target
SDP4	Occupied retail units in Littlehampton	Councillor Dr Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	89%	Whilst Littlehampton is facing challenges set by the Covid-19 pandemic, a few new smaller units have opened bringing the vacancy rate down by number. Some of the leases for new ventures are more flexible, with short leases/ pop-up shops now a consideration. The larger units as previously occupied by Bon Marche and Hartleys remain closed, whilst the former Natwest Bank is now operating as restaurant bar Bar Saint and the former Bunces is now occupied by Casino.	Behind Target	92%	102%	The presence of national chains continues to decline with the closure of TUI and Leaders. Added to this WHSmith and Barclays have publicised their intentions to close branches in Littlehampton in June. The large units formerly occupied by Bon Marché and Hartleys continue to be vacant. Peacocks has reopened despite earlier indication the store was to close. Although High Street is faring poorly, this is overcompensated by the increase in independently owned businesses in other shopping streets outnumbering closures. This has resulted in a net gain of tenancies and raised the town's occupancy rate	Over achieved target
SDP6	Vacant private sector dwellings returned to occupation	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	25	No data required	No commentary required		75	300%	Due to Covid pandemic there has been an increase in the number of empty property owners who have engaged with the Council. However, the most significant impact has been the temporary provision of Admin support to enable the Empty Property Officer focus on the technical aspects of the role. A more sustainable and long term solution to this is being investigated going forward.	Over achieved target

SDP number	SDP Performance Indicator	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q2 data	Q2 Commentary	Q2 status	Q4 data	% of 2020/21 target achieved	Q4 Commentary	Status at Q4
SDP9	Licence applications determined within the various statutory or service time limits	Councillor Matt Stanley	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	97.30%	Exceeding target. Current applications outstanding we have been unable to process due to Covid. Skin Piercing and Tattooing inspections have now recommenced, however we now have a backlog and 3 remain outstanding. We also have one street trading application which will be held until policy review is undertaken and a number of taxi matters require us to have face to face meetings with applicant drivers before we deem them to be fit and proper to drive.	Over achieving	99.01%	110%	Out of the 202 applications received, 2 applications were not granted within the timescale. Both animal applications where we have been unable to inspect home settings due to Covid restrictions and shielding.	Over achieved target
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Cllr Samantha Staniforth	Philippa Dart - Director of Services	6 Monthly	Lower is better	80	59	There has been a slight increase in the number of missed bins due to operational issues as a result of the pandemic and some disruption to rounds due to staffing changes. An action plan is being put in place by Biffa to improve supervision and drive service improvement.	Over achieving	41	51%	There were a total of 41 missed refuse and recycling bins per 100,000, the target was 80, we were under this target figure so have therefore over achieved on this target. The overall figure for 2020/21 is slightly improved over the previous year, despite challenges affecting the service.	Over achieved target
SDP13	Contractor achieving performance target for all green space management operations following monitoring	Cllr Samantha Staniforth	Philippa Dart - Director of Services	Annually	Higher is better	>61%	No data required	No info required		68.00%	111%	Whilst the overall performance score exceeds the minimum contractual performance requirements, it is less than the scores achieved in 2019/20. The pandemic has not impacted on how sites have been scored. Resourcing litter collection has been a significant challenge throughout 2020 and has impacted on other areas of grounds maintenance operations which is reflected in the reduced score. Additionally, ensuring a Covid19 safe working environment has seen the teams having to significantly adapt, with a concentrated focus on priority areas.	Over achieved target
SDP14	Achieve Green Flag awards for Council Parks, 4 by 18/19 5 by 19/20 and maintain at 5 thereafter	Cllr Samantha Staniforth	Philippa Dart - Director of Services	Annually	Higher is better	5	No data required	No info required		6	120%	Retained existing 5 awards at Hotham Park, Mewsbrook Park, Norfolk Gardens, Old Rectory Gardens and Marine Park Gardens and added a 6th award at Brookfield Park	Over achieved target
SDP15	Increase grass regimes managed specifically for biodiversity purposes	Cllr Samantha Staniforth	Philippa Dart - Director of Services	Annually	Higher is better	157,700	No data required	No info required		181,065	114%	Total now is 181065 (+9165) 5.06% Chalcraft Cemetery - 1650, Brookfield Park - 1500, Hotham - 250, West Park - 420 The Nurseries - 100, Felpham Rec - 300, Larksfield - 350, Bersted Park - 1400, Rowan Way- 650, East Green bunds - 350, Linden rec - 200, Middlemead - 150, The Whapple - 100, The paddocks - 100, The Faroes - 80, Brickfields - 365, Langmeads - 600, Herrington's field - 450, Ford rd POS - 150 The regime change continues to be challenging to communicate to the public where the perception is sometimes one of neglect. Officers and contracted staff have had to act quickly when long grass areas haven't been popular, at the same time as having to answer challenging calls to leave more grass to grow long. Balancing the two perspectives is difficult. Messaging on Social Media and in other communications around the 'No Mow May' national campaign supported by many third sector organisations is planned, together with an information package for the public to understand the biodiversity benefits where there can be a perception of neglect.	Over achieved target
SDP19	Rent collected on Council housing	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Higher is better	94%	95.40%	Robust and consistent management of rent accounts continues to be applied during these unprecedented times as a result of Covid 19. Added focus has been given to low level arrears, as early intervention is key.	Over achieving	95.70%	101%	Above target: Robust and consistent management of rent accounts continues to be applied during these unprecedented times as a result of Covid 19. Added focus has been given to low level arrears, as early intervention is key.	Over achieved target
SDP8	The inspection of all Arun District Council coastal defence assets twice a year	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	2 is better	2	No data required	No commentary required		2	100%	Target Achieved	Achieved target
SDP22	Number of Council properties with a valid gas safety certificate	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Higher is better	100%	100%	On target	Achieving target	100%	100%	Target Achieved	Achieved target

SDP number	SDP Performance Indicator	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q2 data	Q2 Commentary	Q2 status	Q4 data	% of 2020/21 target achieved	Q4 Commentary	Status at Q4
SDP5	Occupied retail units in Bognor Regis	Councillor Dr Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	86.50%	Vacancy rates audited in September 2020 showed a small rise in vacant units since the pandemic started from 9.4% (25/266) in March to 10.9% (29 vacancies) for the core town centre and from 12.2% (49/402) in March to 13.5% (54 vacant) for the wider BID area. The closures have been predominantly national chains (Trespass, Carphone Warehouse), however there are signs that new independent service-related businesses like barbers are taking up vacant space. Less optimistically other independent outlets are known to be struggling and are likely to close. In the near future it is likely that the downturn caused by the pandemic, the cessation of furlough and the well-publicised continued demise of national chains will have a negative impact on these figures. During lockdown it was estimated by retail organisations that around 25% of retail outlets nationally may not reopen once lockdown is fully eased. Footfall has held up during the pandemic better than other similar towns but is still down on last year by 20-30%.	Behind Target	89%	99%	The audit was conducted on the first day non-essential retail could reopen following lockdown. Four of the five national chains in the core area previously noted as "at risk" have reopened – these being Mountain Warehouse, Edinburgh Woollen Mill, Peacocks and Bonmarche. Sadly Trespass did close. There were five new independent shop openings: a pet grooming service; beauty parlour; Mexican takeaway; café; and a travel agent. There are also signs of refurbishment in currently vacant units where builders have confirmed new commercial tenants, and signs of life in places that have been closed for a long time. Plus plentiful rumours that currently empty properties have new tenants lined up. Footfall figures compared to 2019 indicate a 28% decrease, however at the time of audit there was encouragement that people were returning to town centres with an increase in footfall of 159% from the previous week (in lockdown).	Behind target
SDP7	The total income received from general fund assets	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	£1,000,000	No data required	No commentary required		£923,381.72	92%	Property & Estates end of year income forecast is significantly lower than target. This is principally because of the impact on tenants of the pandemic. Various schemes have been agreed by the Council within the past year to make facilities available to defer/write-off elements of rental income in order to alleviate the impact of some of those tenants adversely affected by the pandemic. This 20/21 shortfall includes rents which could still be collected over a longer period of time. However, future rental income could also be impaired by the anticipated economic downturn. As trading conditions return to something more akin to normal, the Property & Estates team and its agents will seek to recover unauthorised rent arrears. Adherence to agreed rent repayment plans will also be carefully monitored. The 20/21 shortfall will not be fully recovered as some tenant businesses are not expected to survive the financial impact of the pandemic. Vacant units will be advertised promptly, but the pandemic has accelerated some structural changes, in particular to the retail sector. Covid is therefore likely to have a continuing adverse effect on the income from the Council's General Fund estate in 21/22. Other opportunities to derive income from the Council's General Fund assets will be investigated and brought forward in due course. Rents do not qualify for the governments Sales, Fees and Charges income compensation scheme compensation scheme.	Didn't achieve target
SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Council Advice and Monitoring	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Lower is better	£10	5	6 x Stage 2 complaints determined in Q2 20/21: - 4 x Not Justified 2 x Partially Justified (Housing - same complainant) Complaint levels are being monitored during an interim period by the Group Head of Corporate Support with both the Corporate Management Team and Group Heads. This includes reviewing trends in individual service areas and lessons learnt from both justified complaints and where the Ombudsman has found fault in the Councils actions.	Achieving target	14	140%	6 x Stage 2 complaints determined in Q4 20/21:- 1 x Not Justified 4 x Partially Justified - 2 x Planning (same complainant), 1 x Environmental Health, 1 x Housing Repairs 1 x Justified - Planning We continue to monitor complaints both through the Reviewing Officer signing off any complaint investigation and lessons learnt being flagged with the relevant Group Head.	Didn't achieve target
SDP11	Residual household waste per household	Cllr Samantha Staniforth	Philippa Dart - Director of Services	Annually	Lower is better	450kg	No data required	No info required		475.35kg	105%	The amount of waste collected across the District per household has gone up due to changed habits due lockdown and the effects of the pandemic. An Adept survey of local authorities showed that 82% across the UK had reported higher an increase in residual waste with 70% of these being an increase between 1-20% higher and 10% of authorities reporting increases in excess of 20%. The verified figures across the Country have yet to be released, however the increases we have seen are broadly in line with those across neighbouring West Sussex Authorities.	Didn't achieve target
SDP16	Business rates collected	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	99%	60.50%	As the billing is spread over 10 months and scheduled to be collected by the end of January, the target for the end of September is 59.41%. Currently we are on target. This is due to the collectable debt being almost halved as a result of numerous reliefs introduced by central government.	Achieving target	94.00%	95%	The collectable debt for 20/21 has almost halved as a result of numerous reliefs introduced by central government. The recovery of the remaining collectable debt has been impacted by closure of the courts due to Covid, restricting our ability to pursue the outstanding debt. Businesses have also been impacted by the three lockdowns over the past year which has affected their ability to trade profitably.	Didn't achieve target
SDP17	Housing Benefit overpayments recovered	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	110%	-255.00%	All recovery action suspended due to Covid until end of August when all invoices raised between March - August raised. O/S @ 01.04.20 £1,764,000 O/S @ 30.11.20 £1,448,635	Not achieving	N/A		All recovery action was suspended until September 2020. Invoices for April to August 2020 were issued in September. Although the courts reopened in November 2020, they closed again soon after due to lockdown three, impacting on our ability to pursue debt. Expected to resume June 2021. Furthermore, the ability to do an attachment of earnings to DWP benefits is suspended until late April 2021. It should be noted that all West Sussex authorities are experiencing a similar situation.	Didn't achieve target

SDP number	SDP Performance Indicator	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2020	Q2 data	Q2 Commentary	Q2 status	Q4 data	% of 2020/21 target achieved	Q4 Commentary	Status at Q4
SDP18	Cost of emergency accommodation per annum (net)	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Lower is better	£533,000	£485,000	Based on the 6 month outturn, we are profiling a overspend of £120k. This is due to placements being accommodated for a longer period as a result of government directive that local authorities do not ask people to leave during the first three months of Covid lockdown (April-June).	Not achieving	£1,266,000	237%	This target has been heavily impacted by Covid. Additional placements have been made this year as a result of Covid. This has resulted in additional expenditure of £481,000 (£312,000 of which has been offset by successful in year funding bids). Further additional expenditure has been incurred due to existing placements at the start of the year being accommodated for a longer period as a result of a government directive that households not be asked to leave when our duty has ended during the first quarter of the year.	Didn't achieve target
SDP21	Average time from property vacated to property re let (days)	Councillor Pauline Gregory	Philippa Dart - Director of Services	Annually	Lower is better	24	No data required	No info required		82	342%	This target has been significantly impacted by Covid. National lockdown #1 resulted in work being suspended for 8 weeks. Once work restarted, there were supply chain issues impacted by Covid and we were simultaneously mobilising the new responsive repairs and voids contract.	Didn't achieve target
SDP23	Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of an intervention)	Councillor Gill Yeates	Philippa Dart - Director of Services	Annually	Higher is better	80%	No data required	No info required		76%	95%	A high number of clients did not respond to our follow up contact.	Didn't achieve target

SDP number	SDP Performance Indicator	Assess by	Target figure 2020	Status at Q4	2020/21 Q4 Performance	2019/20 Q4 Performance	2018/19 Q4 Performance	2017/18 Q4 Performance	2016/17 Q4 Performance	2015/16 Q4 Performance	2014/15 Q4 Performance	2013/14 Q4 Performance
SDP1	Major applications determined in 13 weeks	Higher is better	80%	Over achieved target	93%	89%	100%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP2	Minor applications determined in 8 weeks	Higher is better	90%	Over achieved target	97%	91%	87.30%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP3	Other applications determined in 8 weeks	Higher is better	90%	Over achieved target	98%	92%	91.67%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP4	Occupied retail units in Littlehampton	Higher is better	90%	Over achieved target	92%	87%	90.43%	92%	93.00%	94.00%	93.00%	94.00%
SDP5	Occupied retail units in Bognor Regis	Higher is better	90%	Behind target	89%	87.80%	87.70%	92%	92%	91.20%	90.60%	92.00%
SDP6	Vacant private sector dwellings returned to occupation	Higher is better	25	Over achieved target	75		82	49	40	20	30	17
SDP7	The total income received from general fund assets	Higher is better	£1,000,000	Didn't achieve target	£923,381.72	£1,061,805	£1,011,791.71	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP8	The inspection of all Arun District Council coastal defence assets twice a year	2 is better	2	Achieved target	2	2	2	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP9	Licence applications determined within the various statutory or service time limits	Higher is better	90%	Over achieved target	99.01%	99.50%	91.80%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Lower is better	10	Didn't achieve target	14	13	18	14	5	10	5	5
SDP11	Residual household waste per household	Lower is better	450kg	Didn't achieve target	475.35kg	422.80kg	445.87kg	450.089kg	448.66kg	450.00kg	457.00kg	466.00kg
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Lower is better	80	Over achieved target	41	48.42	40.57	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP13	Contractor achieving performance target for all green space management operations following monitoring	Higher is better	>61%	Over achieved target	68.00%	75.35%	71.40%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP14	Achieve Green Flag awards for Council Parks, 4 by 18/19 5 by 19/20 and maintain at 5 thereafter	Higher is better	5	Over achieved target	6	5	4	3	3	3	3	3
SDP15	Increase grass regimes managed specifically for biodiversity purposes	Higher is better	157,700	Over achieved target	181,065	171,900	157,700	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP16	Business rates collected	Higher is better	99%	Didn't achieve target	94.00%	97.30%	98.60%	99.0%	98.35%	99.36%	98.48%	99.00%
SDP17	Housing Benefit overpayments recovered	Higher is better	110%	Didn't achieve target	-4391.00%	191.53%	121.35%	101.4%	No previous data available	No previous data available	No previous data available	No previous data available
SDP18	Cost of emergency accommodation per annum (net)	Lower is better	£533,000	Didn't achieve target	£1,266,000	£1,136,000	£1,271,243.79	£575,089.23	£343,622.01	£223,408.00	£254,377.00	£272,000.00
SDP19	Rent collected on Council housing	Higher is better	94%	Over achieved target	95.70%	96%	96.66%	97.47%	97.86%	98.75%	98.85%	99.00%
SDP20	Number of Council housing fraud cases prevented or properties recovered	Higher is better	10	No data	No data	21	14	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP21	Average time from property vacated to property re let (days)	Lower is better	24	Didn't achieve target	82	38 days	32 days	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available
SDP22	Number of Council properties with a valid gas safety certificate	Higher is better	100%	Achieved target	100%	100%	100%	100%	100%	100.00%	No data	100.00%
SDP23	Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of an intervention)	Higher is better	80%	Didn't achieve target	76%	84%	84%	No comparable data available	No comparable data available	No comparable data available	No comparable data available	No comparable data available

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF THE CORPORATE POLICY AND PERFORMANCE COMMITTEE on 17 JUNE 2021

SUBJECT: Urgent Officer Decision in relation to the Local Council Tax Support Scheme

REPORT AUTHOR: Nigel Lynn – Chief Executive
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DATE: May 2021

EXTN: 37568

AREA: Corporate Support

EXECUTIVE SUMMARY:

<p>In accordance with the provisions of the Officer Scheme of Delegation in the Council's Constitution, this report provides an update to the Committee on the decisions taken by the Chief Executive to incur expenditure or take urgent action to continue the Covid-19 Hardship Fund for claimants of the Local Council Tax Support Scheme (LCTS) for 2021/22</p>
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RECOMMENDATIONS:

The Committee is asked to:

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| <ol style="list-style-type: none"> 1. note the urgent decision to continue the Covid-19 Hardship Fund for claimants of the Local Council Tax Support Scheme (LCTS) for 2020/21, which constitutes an additional discretionary discount of up to £150 per household for working age claimants; and 2. note the funding of the proposal from the balance of the funding allocated in 2020/21 (approximately £210k). |
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1. BACKGROUND:

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| <ol style="list-style-type: none"> 1.1. The urgent decision to continue the Covid-19 Hardship Fund for claimants of the Local Council Tax Support Scheme (LCTS) for 2020/21, which constitutes an additional discretionary discount of up to £150 per household for working age claimants is attached to this report. 1.2. Transparency in making this decision making has been maintained through consultation with the Leader of the Council and other Group Leaders. 1.3. The Council received £945,239 for Council Tax Hardship Funding in 2020/21 to support local residents during the pandemic. The grant was intended to give each working age household claiming Local Council Tax Support (LCTS) up to an additional £150 discount on their Council Tax bill. 1.4. The grant was paid to billing authorities in 2020/21, as the Council has to meet the full cost of the discounts awarded, including the County Council |
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and the Police and Crime Commissioner shares. It is anticipated approximately £100k of this funding will remain unallocated in 2020/21.

- 1.5. The Government announced a Local Council Tax Support (LCTS) grant as part of the Local Government Finance Settlement. The provisional allocation methodology was announced after the provisional settlement and the amount has been confirmed at £209k. The grant is non-ringfenced and has been included in the budget for 2021/22. The amount was clearly insufficient to fund the scheme for 2021/22

2. PROPOSAL(S):

2.1.1 West Sussex County Council has recently committed to the funding of their share of the relief. The County Council share is approximately 76%, which made the continuation of the scheme feasible. The cost of the scheme is anticipated to be around £875k assuming the same level of take up and taking account of the overall increase in Council tax for 2021/22. This leaves Arun with approximately £210k (24%) to fund the remaining discount.

2.1.1 It is proposed to fund the scheme from the balance of the grant allocated for 2021/22 plus funding set aside from other covid-19 related funding in 2020/21.

2.1.2 The scheme is targeted towards those residents in most need.

2.1.3 The decision enabled 4,850 working age households to be rebilled with £633k being awarded to date (approximate Arun share £150k).

3. OPTIONS:

None, as the officer made the decision in line with the delegated authority given to him by the Council.

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify) <ul style="list-style-type: none"> • Leader of the Council • Group Leaders 	✓	

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

	YES	NO
Financial	✓	
Legal	✓	

Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability	✓	
Asset Management/Property/Land	✓	
Technology		✓
Other (please explain)		✓
<p>6. IMPLICATIONS:</p> <p>Financial Implications The Section 151 has been consulted on the decision. The decision by West Sussex County Council to fund the county council share of the relief makes the proposal affordable, whilst ensuring that targeted support is provided for those local residents in most need.</p> <p>Legal Implications The Interim Monitoring Officer has been consulted on the decision. The decision taken by the officer has followed the provisions of the Council's Constitution and any direction or law issued by Central Government</p>		
<p>7. REASON FOR THE DECISION:</p> <p>To meet the requirements of the Council's Constitution.</p>		
<p>8. BACKGROUND PAPERS:</p> <p>Council's Constitution - Constitution</p>		

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ARUN DISTRICT COUNCIL
DECISION TAKEN UNDER OFFICER SCHEME OF DELEGATION

Decision taken in accordance with Part 4, Officer Scheme of Delegation, Section 2, paragraph 2.11

DATE DECISION TAKEN	7 April 2021
SUBJECT	Local Council Tax Support Scheme
DECISION TAKEN	In consultation with the five Political Group Leaders I have exercised my delegated authority at Part 4, Section 2, Paragraph 2.11 to authorise a Settlement Agreement in respect of the above matter.
REASON FOR THE DECISION	<p>The Local Council Tax Support Scheme is a scheme being promoted by WSCC which has great benefit to our residents most in financial need at this difficult time. This scheme will also assist ADC as it negates to the need to spend money and officer time chasing people who have not paid their bills to us.</p> <p>A report was drafted for Cabinet on 17 May 2021, there is now a need for the Chief Executive to take this forward urgently under his Constitutional powers. The Constitution requests that the Chief Executive consult with Group Leaders and this was done via email on 31 March 2021 and verbally in a meeting between the five political Group Leaders and Chief Executive on 1 April 2021. The Group Leaders have confirmed that they are happy with this and gives their support.</p> <p>The reasons for this urgency are:</p> <ul style="list-style-type: none"> • The bills have been sent out and instalments will be due before the Cabinet meets – this will cause concern for the people concerned • We need to send out the revised bills ASAP before people start paying, otherwise billing becomes very complicated for individuals • We should act as quickly as possible to apply this targeted relief to the residents in most need • The contribution to the scheme has now been approved by the County so we are in a position to move forward on this • WSCC will fund the majority share of the cost, making it possible – ADC cost is estimated £210k • The funding can be met from 2020/21 unspent Covid funding • This will significantly help with the workload of staff that are already severely stretched.

This record to be maintained for six years or such period as statute requires with the relevant subject file

**ARUN DISTRICT COUNCIL
DECISION TAKEN UNDER OFFICER SCHEME OF DELEGATION**

ALTERNATIVE OPTIONS CONSIDERED OR REJECTED	To consider at Cabinet on 17 May 2021, however this would result in a delay, which would mean that the above listed reasons for expediting this decision would not be overcome.
ANY CONFLICT OF INTEREST DECLARED BY ANY MEMBER OF THE COUNCIL <i>Only needed if the decision is under an express authorisation</i>	
NAME OF THE DECISION TAKER	Nigel Lynn
SIGNATURE	

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF THE CORPORATE POLICY AND PERFORMANCE COMMITTEE ON 17 JUNE 2021

SUBJECT: Contain Outbreak Management Fund (COMF) Grant

REPORT AUTHOR: Carolin Martlew, Interim Group Head for Corporate Support

DATE: May 2021

EXTN: 37568

AREA: Corporate Support

EXECUTIVE SUMMARY:

The report provides an update on the Contain Outbreak Management Fund (COMF) grant allocations. The grants are ring fenced and must be spent on public health outcomes.

RECOMMENDATIONS:

The Committee is requested to:

To note the Contain Outbreak Management Fund (COMF) grant allocations.

1. BACKGROUND:

- 1.1. Local Authorities have been and remain at the forefront of managing COVID-19. The Contain Outbreak Management Fund funding was allocated to County Council's in March 2021. Arun has been allocated £604,961 of funding (based on the relative needs formula) by West Sussex County Council (WSSC).
- 1.2. Additional £214,386.50 COMF funding of was announced on 8 April 2021 by the Department for Health and Social Care, which will be directly allocated to district councils. The release of the grant is dependant on the County Council providing a monitoring return to account for how the COMF allocation for 2020/21 has been used. The two tranches of the grant total £819k.
- 1.3. The County Council allocation could be subject to change due to the earmarking of funding to the County wide Housing Group. Part of this allocation is for a digital financial inclusion assistance tool which is likely to be managed by the individual districts. Members will be updated if there is a change to the allocation to Arun by WSSC.

2. PROPOSAL(S):

2.1 The purpose of this report is to inform Members on the projects that will be funded from the grant. The projects to be funded from both tranches of the COMF grant are detailed in appendix 1 and are summarised below:

Arun COMF funded Projects	
Description	Project £'000
Settled Status Support Adviser	10
Arun & Chichester Food Partnership Coordinator	10
Community Transport Initiatives	10
Community Resilience	120
Covid Information Officers	100
Environmental Health Officers (Agency)	225
Licensing Officers	25
Lifeguard Presence	5
Temporary Toilet Provision	28
Public Realm Cleaning Regimes	90
Summer Standby Service	8
External Hand Sanitisers	10
Signage	40
Hard to Reach Groups	51
Young People Activities	20
Pier Road Closure	10
Access to Beaches	8
Temporary outdoor seating	5
Temporary mobile testing unit London Road coach park	44
Total	819
Funded from:	
WSCC COMF allocation	605
COMF grant DHSC	214
Total	819

2.2 The grant continues to be ring-fenced for public health purposes to tackle Covid-19, “working to break the chain of transmission and to protect the most vulnerable”.

2.3 The expenditure on individual projects, which must comply with the public health grant conditions, will be adjusted to ensure maximum utilisation of the grant available and to remain within the overall funding available.

2.4 In addition to the £605k in Paragraph 2.1 above, approximately £950k of the funding allocated to WSCC has been earmarked for the County wide housing group to fund:

- 6 Money Advice/debt management officers
- 4 Court Desk Service Officers
- 4 Intensive Family Support Officers
- 1 Employment Advisor
- Digital financial inclusion assistance tool 6 licenses

The staff will be employed by WSCC. The decision in relation to the procurement of the digital app is yet to be finalised. TellJo is a screening tool which is used to identify and engage with people who may be vulnerable. The app identifies safeguarding, financial health, health and wellbeing issues which may mean someone needs additional support. The app has previously been used by social housing providers to engage their residents with tenancy sustainment support.

3. OPTIONS:

None - the grant must be spent on the activities listed in the grant conditions .

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify) <ul style="list-style-type: none"> • Leader of the Council • Group Leaders 		✓
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	✓	
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability	✓	
Asset Management/Property/Land	✓	
Technology		✓
Other (please explain)		✓

6. IMPLICATIONS:

The COMF funding allows a significant number of vital projects to be carried out across the District which will require Council resources (mainly officer time) to be delivered.

7. REASON FOR THE DECISION:

To ensure that Members are fully informed about the COMF grant allocations and proposed expenditure funded from the grant and to meet the requirement of the Council's Financial Regulations.

8. BACKGROUND PAPERS:

Correspondence from the Department of Health and Social Care

ARUN DISTRICT COUNCIL

Contained Outbreak Management Fund Projects

PURPOSE	RATIONALE	£	Group/Service Area
Settled Status Support Adviser	To work with the Covid Community Champions to identify eligible individuals/families. Adviser will provide Covid-19 information to and assist those EU nationals (and others) who are living in Arun and Chichester without settled status to apply to stay in the UK. From mid-summer those without Settled Status will be unable to work in the UK or have access services including the NHS, schools, benefits and housing. Services likely to be impacted include NHS, Social Care and agriculture. Propose passport funding to Voluntary and Community Sector.	10K	RW
Arun & Chichester Food Partnership Co-ordinator	Food poverty will continue to be a persistent and significant demand for Arun Communities as we come out of the pandemic and local residents feel the effects of the associated economic recession and a potential third wave of coronavirus. Having a proactive and sustainable approach to addressing food poverty and food inequality will be a vital function to support and a dedicated resource is required to achieve this (there is insufficient capacity within partners to absorb this work). Key deliverables will be to: build a network of food providers, listen and co-design with those who have lived experience to embed dignity and advocacy into our work, signpost people to advice organisations and write funding applications for the continuation of the work. Role will be hosted by CAB on behalf of the Food Partnership	10K	RW
Community Transport Initiatives	Support for Community Transport Initiatives to improve the reach and capacity locally to help overcome social isolation and improve health and wellbeing initiatives (e.g. transport to Laburnum Centre of ages 50+, alternative transport on lost bus routes).	10k	RW
Community Resilience	To improve Community Resilience in areas of deprivation with multiple, complex needs by establishing an officer resource to improve engagement with these local communities to tackle health inequalities and the wider determinants of health. The importance of community resilience and support will be substantial as we come out of the pandemic; the proposed role will work closely with Arun's marginalised communities and bring solutions,	120K	RW

	working closely with key partners (Council, WSCC, Health, Housing, Community and Voluntary sector) to meet the needs identified during the COVID recovery (e.g. health inequalities, employment, skills, digital inclusion, etc.).		
Covid Information Officers	To continue to provide Covid Information Officers to monitor compliance in businesses and Council-owned public realm such as parks, playgrounds, skate parks and promenades beyond the expiry of the Covid Marshalls funding at end of March 2021. Additional patrols during the peak summer months as travel restrictions ease especially in busy tourist destinations such as beach-front promenades.	100K	NS M11
Environmental Health Officers (Agency)	To provide 3 x agency Environmental Health Officers (EHOs) or equivalent. Over the past 12 months 5 FTE of EHOs have been working to enforce the covid restrictions and manage outbreaks. 2 of these have been funded by through the Health Protection Board. A backlog of environmental health work of public health significance have developed (inc. food hygiene inspections, private water supply sampling and risk assessment etc) which cannot be further delayed. This 225K would enable 3 x EHOs to be used for 12 months to allow the team to continue to deliver the covid interventions. The EHO covid interventions involve enforcing covid restrictions in a manner which has been supportive of businesses, but robust where non-compliance persists in order to maintain a level playing field for compliant businesses. This work helps businesses understand the frequently changing government rules, to assess risk and establish practical measures specific to their business and premises to prevent outbreaks. EHOs work with businesses to help them prepare their own outbreak management plans to ensure they are effective in containing workplace-based outbreaks and reduce impact on business continuity. When workplace setting-based outbreaks do arise, EHOs work with businesses to gather data, identify sources, contain the outbreak and signpost to support for employees.	225K	NS M11
Licensing Officers	Specific to support for licensed taxi and hospitality businesses which have been some of the most hard-hit by the restrictions to re-open safely. This money to provide additional hours for existing Licensing Officers to undertake evening compliance monitoring visits and supporting communication materials.	25K	NS M16

Lifeguard presence	To extend the length of the lifeguard presence at Bognor Regis for water safety. May is likely to be much busier than usual and the lifeguard service will assist with beach management under Covid restrictions.	5K	RW
Temporary toilet provision	Additional temporary (portacabin) toilet provision at the two main tourist beaches during the summer season.	28K	NS N41
Public Realm Cleaning Regimes	Enhanced cleaning regimes for toilet and other facilities in the public realm in high-use seasonal tourist destinations.	90K	JRW
Summer Stand-By Service	For an out-of-hours stand-by service during summer months to ensure public toilets defects are rectified and brought back in to use to avoid public health risk associated with lack of service provision.	8K	NS N41
External hand sanitisers	For installation and refill of ten external hand sanitiser at high-use destinations.	10K	NS N41
Signage etc	Signage & banners to promote covid-secure use as outdoor recreation facilities resume.	40K	JRW/NS/RW
Hard to Reach Groups	To support Comms in reaching hard to reach groups: <ul style="list-style-type: none"> • Resource of 2 day a week for a year to create a coms strategy specifically identifying groups and to start making in-roads with these groups and also to work on increase of digital newsletter sign-ups - £30k • Paid social media - £1.5k • Newspaper ad campaign - £1.5k • Radio Campaign - £3k • Event support - £3k • Videos - £3k • Podcasts with local community champions - £3.5k • External advertising/vehicle livery - £5k • Print mailers/posters - £500 	51K	JF
Young People Activities	To deliver programmes of children/youth activities in targeted areas (i.e. community setting to improve health, fitness and wellbeing in areas of deprivation). Provision of	20K	RW

	activities will enhance mental health and create opportunities for young people to socialise a positive way. Community provision will improve pathways to involvement in other activities in the District e.g. creative arts, physical activity.		
Pier Road Closure	Management costs	10K	KR – R11
Access to Beaches	To increase the points at which the public can access beaches from promenades. Social distancing has been an issue at pinch-points. Temporary works to allow the public to leave the promenade and access beaches will facilitate improved conditions for social distancing.	8K	RW
Temporary Outdoor Seating	Greenspace areas	5K	JRW
Temporary Mobile Testing Unit London Road coach park	WSSC Public Health use of the London Road lorry/coach park for a mobile testing unit. The funding is earmarked for the potential repair to the surface of the carpark resulting from the use of heavy equipment/vehicles in the mobilising and demobilising of the temporary mobile testing unit.	44K	NS
		819K	

ARUN DISTRICT COUNCIL

REPORT TO CORPORATE POLICY AND PERFORMANCE COMMITTEE ON 17 JUNE 2021

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

REPORT AUTHOR: Nigel Lynn, Chief Executive
DATE: 25 May 2021
EXTN: 37600
PORTFOLIO AREA: Corporate Support

EXECUTIVE SUMMARY: This report updates the Corporate Policy and Performance Committee on the Council's response to the pandemic situation.

RECOMMENDATIONS:

There are no recommendations to the Corporate Policy and Performance Committee. This is an information report only.

1. BACKGROUND:

Background

- 1.1 This report provides an update on progress since the last report to Cabinet of 22 March 2021 in relation to the Covid-19 response by the Council. Members are asked to note that due to the report being written in advance of the Corporate Policy and Performance Committee meeting, the actual date range that this update is for, is from 8 March 2021 (the date of writing the last report to Cabinet on 22 March 2021) to 25 May 2021 (the date of writing this report).
- 1.2 Members are asked to note that the detailed work that all officers are doing across all departments in relation to responding to the Covid pandemic is causing significant strain and pressure on resources and many other projects and workstreams cannot be implemented to full capacity until after the Covid pandemic.

Current position

- 1.3 On 10 May 2021, the Prime Minister gave a statement on the step three of the roadmap.

He confirmed that further easing of national restrictions would come into effect as planned on 17 May which includes the return of international travel, indoor gatherings and overnight stays involving two households or six individuals, indoor opening of pubs and restaurants and the re-opening of cinemas and hotels.

1.4 The impact on the Council is (at the time of writing this report):

- **Easing of restrictions** - The Council will be reviewing the latest guidance from Government in relation to the easing of restrictions and will implement the necessary actions to comply with each stage as directed by Government.
- **Future preparations** – Officers have been working to ensure there are extra cleansing regimes and additional litter emptying as we are expecting towns, seafronts and play areas to be busy over the coming weeks as we move through the expected final stages of the roadmap out of lockdown and into the summer period.
- **Emergency Management Team (EMT)** – they are meeting weekly (each Monday) to consider all current issues in relation to the Covid response. The EMT and Corporate Management Team (CMT) regularly review the capacity in each service area due to work pressures and staff absences. It should be noted that staff are under increased pressure to perform existing workloads as well as responding to the Covid pandemic.
- **Staff attendance at Council offices** - Staff attendance remain low in Corporate offices and no areas of concern are noted. Staff attending reported through to CMT for Group Heads to review to ensure essential staff only are in attendance. Staff will continue to work from home and the Council offices closed to the public (apart from reception for homelessness presentations) until further guidance is given by Government. Government advice is to continue to work from home, expectation currently is that this will not change before 21 June, which is the date the Government are hoping that most restrictions on social interactions are lifted. Phased return to the offices will be planned through the EMT group and pandemic control measures will be needed on a long-term basis. Staff working in civic buildings will be encouraged to take the lateral flow tests to improve safety of themselves and colleagues. No Councillors or staff are permitted to enter the building unless this has been agreed with Management/Group Heads.
- **Covid Marshalls** – Arun has been working with East Hants to assist with this role including officers patrolling the District including hotspot areas. Arun's Environmental Health team have continued to patrol the smaller supermarkets, garden centres, click and collect premises, where they receive complaints from the public and where there are positive cases confirmed. East Hants have provided regular feedback reports to Arun so that appropriate action can be taken where necessary.
- **Environmental Health & Enforcement** - Work by Environmental Health continues advising and enforcing the business restrictions which have changed regularly, as well as managing workplace-based outbreaks.
- **Implementing Guidance** - The Council is working to ensure that all Government Guidance is adhered to and that all procedures for dealing with Covid related matters including grants, enforcement etc are followed.
- **Vulnerable assistance** - We continue to provide the necessary support to the most vulnerable in conjunction with WSCC, via the community hub.

- **Rough Sleepers** - We continue to work with partners such as Stonepillow and Turning tides to protect these individuals.
- **May 2021 elections** – officers worked hard, in line with Government guidance, to ensure that the elections were conducted in a safe and Covid secure manner.
- **Virtual Meetings** - On 7 May 2020 Government Regulations came into force to enable Councils to hold virtual meetings for one year, providing certain conditions were met in relation to ensuring openness and public access. As Government did not renew the Regulations from 7 May 2021 and venues to hold Council meetings in a COVID secure environment are very limited and staff are still being advised to work from home where possible, an Extraordinary Meeting of Full Council was held on 12 May 2021 to agree the way forward for the Council. In accordance with his Health and Safety responsibilities the Chief Executive recommended that the Council, in exercise of its powers under section 111 of the Local Government Act 1972 and the general power of competence under section 1 of the Localism Act 2011, continues with virtual meetings for advisory decisions as appropriate (for all of the Council's meetings) with the Chief Executive using his emergency powers to execute the Council's advisory decision from 7 May 2021 through to such date as the Government confirms social distancing will be completely relaxed (current indications are that this is 21 June 2021) to ensure the safety of Councillors, staff and the public, and that Section 5 Part 5 of the Constitution: the Virtual Meeting Procedure Rules are amended at Paragraph 2.1, to provide for those Rules to prevail until further notice. This was approved by Full Council on 12 May 2021.

1.5 It should be noted that the Council has continued to offer its services throughout the pandemic with the following notable achievements during this difficult time:

- 391 households offered accommodation and services maintained throughout
- Hardship fund has paid out £823k to 12,912 households
- Small Business Grant Fund has paid out £39.7m to 3,702 businesses
- The Discretionary Grant Fund has awarded £3,073,295 to 479 businesses (and rising)
- 70 virtual Council meetings and briefings have been held
- We have posted on social media 2,255 times. 1,000 on Facebook, 750 on Twitter and 505 on Instagram.
- We have collected 28,499 tonnes of refuse
- We have collected 344.98 tonnes of litter
- We have collected 13,177 tonnes of recycling
- We have handled 149,554 calls and 2,349 webchat interactions

Communications

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. The public are being kept well informed of all key messages.

- 1.7 Councillors, Partners of Arun and the Town and Parish Councils have been updated with new information from partners, other authorities and Government bodies via emailed briefing notes from the Leader of the Council and the Chief Executive since the start of the pandemic in March 2020. These have been issued every week since 24 March 2020.

Welfare of Staff, Members and the Public

- 1.8 Staff are working from home unless they have made specific arrangements. Staff attending an office location must take all Covid precautions set out by the Chief Executive.
- 1.9 The Council has not opened its reception areas (apart from providing a service to homeless presentations), meeting rooms or communal areas in line with Government guidance and officers are working hard to ensure that the public can access all services either online or via our contact centre.
- 1.10 After 21 June 2021, the Government will complete a review of social distancing and other measures that have been put in place to cut transmission, in order to inform decisions on the timing and circumstances under which rules on 1 metre plus, the wearing of face coverings, etc, may be lifted. This will also inform guidance on working from home (which should continue wherever possible until this review is complete) and the reopening of Council offices to more staff and customers. The Council will not be allowing all staff back into the office or opening the Council offices (apart from the reception area for homelessness presentations) until guidance is received from Government.
- 1.11 Arun is continuing to liaise with the County Council so that assistance is coordinated via the West Sussex Community Hub. Directing enquiries to the Community Hub as a single point of contact will ensure that residents are properly identified, and their issues logged so that their enquiry can be directed to the most appropriate service.

Covid-19 Prevalence

- 1.12 Councillors, Partners of Arun and the Town and Parish Councils have been updated on the prevalence of Covid in West Sussex by way of the regular briefing notes since the middle of March 2020 on a weekly basis.
- 1.13 The West Sussex Covid Health Protection Board continues to monitor prevalence of Covid-19 cases. The Corporate Management Team, relevant Group Heads and our Communications Team are being informed of the numbers of Covid cases in both Arun and the whole of West Sussex and this is being communicated to officers and Councillors on a regular basis. Covid prevalence in the District is finally starting to reduce, although still high. Data is being collated and analysed every day to identify outbreaks. Interventions to support and manage the outbreak are delivered by WSCC Public Health or our Environmental Health team.

- 1.14 The Council is ensuring that social media and our website communications are regularly updated with information relating to the roll out of the vaccination programme so that the public are aware that their GP surgeries will contact them directly to arrange for a vaccination to take place. Councillors are also forwarded the regular West Sussex Vaccination Updates as they are received.
- 1.15 The Council has been giving information to local businesses via social media, our website and targeted Arun Business Partnership publications regarding the Community Testing Programme (Lateral Flow Tests) for which can be provided for the delivery of asymptomatic testing to businesses. Further publicity has been given to the latest announcement by Government (5.421) that everyone in England will be able to access free, regular, rapid coronavirus testing from 9 April 2021.

Financial Impact of Covid-19

- 1.16 The financial effects of Covid-19 have been severe for the Council, in common with other local authorities across the country. The pandemic will continue to have financial implications for the Council.
- 1.17 Arun has received the following Covid funding from Government to address wider cost pressures. Arun's allocation to date is £498,760.00.
- 1.18 Details of all funding received by the Council as a result of the Covid Pandemic are listed in Appendix A which is **attached** to this report (as of 25.5.21).
- 1.19 WSCC have a £10m "Contained Outbreak Management" (COMF) grant and receive more each month on a per capita basis. WSCC and District and Borough Councils are currently working through the detail of how to distribute this fund and how it could be best spent.
- 1.20 The Communities Secretary has announced a new £56 million Welcome Back Fund to boost tourism, improve green spaces and provide more outdoor seating areas, markets and food stall pop-ups. Part of this funding will be allocated specifically to support coastal areas, with funding going to all coastal resorts across England to safely welcome holiday makers in the coming months. Arun District Council has been allocated £208,718 from this fund. Officers will be working to prioritise how this money is allocated to various projects and will liaise with Town and Parish Councils as well to seek their potential requirements.
- 1.21 The new Levelling Up Fund has been introduced by the Government to address the needs of individual places and the strategic case for investment. The Fund is especially for deprived towns and coastal communities of which the Arun District contains both deprived towns and such coastal communities. Arun District Council fits within Category 2 of the bidding level and bids could be successful "if they are of the exceptional quality". Bids are required by 18 June 2021. The Council has convened a Member Working Party which has met on 1 April, 22 April 2021 and 11 May 2021. The Working Party has been considering the Council's options with regards to a bid to enable the possible success of achieving the maximum amount of money from The Fund for the community.

- 1.22 The Government has announced the [allocation of £100 million to 266 local authorities to support the recovery of publicly-owned leisure centres and gyms](#). The National Leisure Recovery Fund, which opened in December 2020 and is managed by Sport England, was established to provide funding for the leisure sector to successfully reopen. Arun District Council has been allocated £331,690 from this fund and officers are working with Freedom Leisure to address the ongoing financial implications of the pandemic. The leisure centres reopened on 12 April 2021 and are increasing their offering with each new step of the roadmap progressing. It is therefore hoped that the financial situation will start to improve in the coming months.
- 1.23 The Council has been giving information to local businesses via social media, our website and targeted Arun Business Partnership publications regarding the various grants available to them.
- 1.24 Business premises forced to close in England can receive grants under the Local Restrictions Support Grant (LRSG) and Discretionary Grants via the Additional Restrictions Support Grant (ARG). The Local Restrictions Support Grants (LRSG - rateable value based mandatory grants) is being dealt with by the Council's Revenues Team. The Additional Restrictions Support Grant (ARG - Discretionary Grants) are being dealt with by the Economic Development Team. In addition, people who have to self-isolate can receive a payment of £500 (for those on lower incomes who cannot work from home and have lost income as a result) and the Council continues to make payments receipt of a valid application. As of 25.5.21, the following payments have been made.

The Additional Restrictions Support Grant (ARG - Discretionary Grants):

Scheme Name	Submitted Claims	Claims Approved	Claims Approved Value £
Additional Restrictions Discretionary Grant - Businesses with RV or property costs up to £15K pa	277	162	200835.00
Additional Restrictions Discretionary Grant - Businesses with RV or property costs up to £15K pa R3	453	237	807620.00
Additional Restrictions Discretionary Grant - Business-RV or property costs over £15k to £51k pa	52	29	50340.00
Additional Restrictions Discretionary Grant - Business-RV or property costs over £15k to £51k pa R3	66	17	100000.00
Additional Restrictions Discretionary Grant - Eligible market trader	12	7	3500.00
Additional Restrictions Discretionary Grant - market trader / taxi driver R3	25	23	22550.00
Additional Restrictions Discretionary Grant - RV or Property costs of over £51K pa	17	7	19334.00

Additional Restrictions Discretionary Grant - RV or Property costs of over £51K pa R3	13	2	18000.00
Business Support Package for Lockdown from 05/01/21 - RV £15,000 and under	706	648	5222088.00
Business Support Package for Lockdown from 05/01/21 - RV £15,001 to £50,999	204	193	2343599.00
Business Support Package for Lockdown from 05/01/21 - RV £51,000 or above	59	53	965342.00
Christmas Support Payment for wet-led pubs	57	51	51000.00
Discretionary Grant - Businesses with RV or property costs up to £15K pa R4	330	250	897325.00
Discretionary Grant - Business-RV or property costs over £15k to £51k pa R4	46	22	130000.00
Discretionary Grant - market trader / taxi driver R4	24	21	20700.00
Discretionary Grant - RV or Property costs of over £51K pa R4	5	1	9000.00
Discretionary Grant R5- market trader / taxi driver	31	25	48850.00
Discretionary R5 & Discretionary Restart Grant - Businesses with RV or property costs up to £15K pa	412	258	1315317.00
Discretionary R5 & Discretionary Restart Grant - RV or property costs over £15k to £51k pa	46	17	139596.00
Discretionary R5 & Discretionary Restart Grant - RV or Property costs over £51K pa	10	3	42000.00
Grant for Closed Businesses RV £15,000 and under - 02/12/2020 to 15/12/2020	28	22	14674.00
Grant for Closed Businesses RV £15,000 and under - 17/12/2020 to 31/12/2020	2	2	1334.00
Grant for Closed Businesses RV £15,001 to £50,999 - 02/12/2020 to 15/12/2020	21	15	15000.00
Grant for Closed Businesses RV £15,001 to £50,999 - 17/12/2020 to 31/12/2020	2	2	2000.00
Grant for Closed Businesses RV £51,000 and over - 02/12/2020 to 15/12/2020	3	1	1500.00

Local Restriction Support Grant (Open) Tier 2/3/4 Discretionary RV over £51K -2.12 - 25.12.20	32	19	30201.60
Local Restriction Support Grant Open T4 Discretionary RV / property costs up to £15K 2 - 25.12.20	152	64	47470.75
Local Restriction Support Grant Open Tier 2/3/4 Discretionary RV £15-£51K 2.12-25.12.20	72	35	37118.27
Local Restrictions Support Grant (Second Payment Cycle) 16/02/21 - 31/03/21 - RV £15,000 and under	7	5	10480.00
Local Restrictions Support Grant (Second Payment Cycle) 16/02/21 - 31/03/21 - RV £15,001 to £50,999	12	10	31430.00
Local Restrictions Support Grant (Second Payment Cycle) 16/02/21 - 31/03/21 - RV £51,000 or above	5	4	18856.00
National Restrictions Grant RV £15,000 and under - November 2020	660	592	789728.00
National Restrictions Grant RV £15,001 to £50,999 - November 2020	209	182	364000.00
National Restrictions Grant RV £51,000 and over - November 2020	55	47	141000.00
Restart Grant 1 - Non Essential Retail - RV £15,000 & Under	180	168	448056.00
Restart Grant 1 - Non Essential Retail - RV £15,001 to £50,999	52	50	200000.00
Restart Grant 1 - Non Essential Retail - RV £51,000 & Over	7	7	42000.00
Restart Grant 2 - Hospitality, Accommodation, Leisure, Personal Care and Gyms - RV £15,000 & Under	354	337	2696000.00
Restart Grant 2 - Hospitality, Accommodation, Leisure, Personal Care and Gyms - RV £15,001 - £50,999	108	106	1272000.00
Restart Grant 2 - Hospitality, Accommodation, Leisure, Personal Care and Gyms - RV £51,000 & Over	36	35	630000.00
Tier 2 Restrictions Grant for Closed Businesses RV £15,000 and under - 16/12/2020 to 25/12/2020	22	19	9053.50
Tier 2 Restrictions Grant for Closed Businesses RV £15,001 to £50,999 - 16/12/2020 to 25/12/2020	21	12	8568.00
Tier 2 Restrictions Grant for Closed Businesses RV £51,000 and over - 16/12/2020 to 25/12/2020	2	2	2142.00

Tier 4 Restrictions Grant for Closed Businesses RV £15,000 and under 26/12/20 - 04/01/21	567	534	254451.00
Tier 4 Restrictions Grant for Closed Businesses RV £15,001 to £50,999 26/12/20 - 04/01/21	180	167	119238.00
Tier 4 Restrictions Grant for Closed Businesses RV £51,000 and over 26/12/20 - 04/01/21	47	44	47124.00
All Eligible	5681	4507	19640421.12

The Local Restrictions Support Grant (LRSG - rateable value based Mandatory Grants):

Grant Type	No. of Applications Rec'd	No. of applications paid	Value	No of applicatio awaiting assessme
Tier 2 Restrictions Grant for Closed Businesses	45	33	£19,763.50	0
Tier 4 Restrictions Grant for Closed Businesses	794	745	£420,813.00	0
Business Support Package for Lockdown from 05/01/21	969	894	£8,531,029.00	0
Christmas Support Payment for wet-led pubs (AAA) Fixed Value: £1,000	57	51	£51,000.00	0
Grant for Closed Businesses – 02/12/20 to 25/12/20	56	42	£34,508.00	0
National Restrictions Grant - November 2020	924	821	£1,294,728.00	0
LRSG (second Cycle) 16/02/21 – 31/03/21	23	18	£56,052.00	0
Restart Grant 1 – Non Essential Retail	234	225	£690,056.00	1
Restart Grant 2 – Hospitality, accommodation, Leisure, Personal Care & Gyms	489	477	£4,590,000.00	2

2. PROPOSAL(S):

There are no recommendations to the Corporate Policy and Performance Committee. This is an information only report.

3. OPTIONS:

None		
4. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		X
Relevant District Ward Councillors		X
Other groups/persons (please specify) - The Corporate Policy and Performance Committee	✓	
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:	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:		
<p>6.1 The Council also has limited funds to be able to make direct interventions to assist the public and businesses but continues to focus on good communication utilising the Government's Covid Outbreak Management Fund. Additionally, the Council continues to promote and manage Government grants to businesses and the public. In addition, through regular briefings, social media and videos, the Council also provide community leadership and guidance.</p> <p>6.2 The Government has continued to support the Council with grants, which covers a proportion (about 70%) of our losses, but there remains a shortfall of our income, particularly in relation to rents, leisure and car park shortfalls, which is concerning as we look to 2022/23. Although the 2021/21 budget was balanced, this has been partly due to grants and partly due to reduced spend.</p> <p>6.3 The second Lockdown has increased implications on staff workload, capacity and mental health as we strive to continue to provide day to day services, whilst working from home, many with childcare issues (when the schools are closed) until at least 21 June 2021. Members are asked to note that the detailed work that all officers are doing across all departments in relation to responding to the Covid pandemic is causing significant strain and pressure on resources and many other projects and workstreams cannot be implemented to full capacity until after the Covid pandemic has eased fully. Despite the negative effect that the pandemic is having on normal officer duties, in the main, front line services remain fully operational.</p>		

6.4 It should be noted that the easing of restrictions will be of benefit to all, however it will entail the continued hard work and dedication of staff to ensure that services are reopened and reintroduced over the coming months.

7. REASON FOR THE DECISION: For the Corporate Policy and Performance Committee to be aware of the latest on the Council's response to the Covid-19 Pandemic.

8. BACKGROUND PAPERS: None

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Appendix A – Covid Grants received by Arun District Council to 25.5.21

Description	Amount received (£'000)	Comments
Restart Grant	8,448	Payments to be made by 30th June 2021
Additional Restrictions Support Grant (ARSG)	4,643	Runs to 31 March 2022 (subject to reconciliation / payback); £1m spend agreed by CMT for wider a community support; Cabinet report in May 21
Closed Business Lockdown payment	4,060	Applications by 31/05/2021; payments by 30/06/2021
Additional Restrictions Grant	978	Indicative top up allocations for the Additional Restrictions Grant, provided that the condition in the ARG guidance have been met
Extended Retail, Leisure and Hospitality funding		
Contained Outbreak Management Fund	697	Expenditure planned; funds awaited from WSCC
Covid-19 related Non-ringfenced grants	1,717	Included in 2021/22 budget
Welcome Back Fund	209	Maximum allocation; but will be claimed based on actual expenditure
Council Tax - Hardship fund for 2020/21	945	Un-spent funds from 2020/21 to be used in 2021/22
Council Tax - Hardship fund for 2021/22	635	Arun share of 218k; rest will be re-imbursed by WSCC
Covid-19 Support grant (2020/21)	2,373	5th Trench in April 2021
Test and Trace support grant	200	Mandatory part
Test and Trace support grant	240	Discretionary parts including funding for administration costs
Surge enforcement funding	75	Mandatory; spend includes commitments; Marshals fund
Sales, fees and services support grant	1,018	Claim Up to 31/12/2020
Re-opening the High Street Safely Fund	144	Expenditure claimed based on actual spend
Lottery funding for Consultancy advice	5	
Covid prevention planning (WSCC)	75	Spend includes commitments;
Covid prevention outbreak work (WSCC)	75	Spend includes commitments;
Community Champions Fund	131	Covid community engagement officers, Coordinated by EH
Tax Income guarantee Compensation	751	£62k estimated loss on Ctax; £689k estimated on Business rates
Next Step Accommodation programme	312	
Protect Plus	105	Funds awaited
RSI uplift funding	130	
National restrictions grant (Closed)	2,584	Applications by 31/3/2021; payments by 30/04/2021
Local Restrictions Support Grants (Closed)	956	Applications by 31/3/2021; payments by 30/04/2021

Closed Business Lock down payments	7,749	Applications by 31/3/2021; payments by 30/04/2021
Closed Business Lockdown payments	3,876	Applications by 31/3/2021; payments by 30/04/2021
Local Restrictions Support Grants (Open)	507	Applications by 31/3/2021; payments by 30/04/2021
Re-opening the High Street Safely Fund	22	Payments to parishes
Leisure Funding (NLRF)	333	Full amount passported to Freedom Leisure; to be accounted for when applied
Christmas Support Package	51	31/03/2021
SBGf and RHLBG funding	30,025	Finished; £20k to be paid back
Local Authority Discretionary Grants Fund	1,529	Finished; £5k to be paid back
BID Covid-19 support grant	7	Paid to Bognor Regis BID
Rough sleeping Initiative	21	Applied
Covid-19 Support grant (2019/20)	65	Applied
New burdens payment associated to C-19	499	Includes £229k 3rd allocation to be received on 12th May 2021
DWP Northgate Covid-19 charges	0	
	76,190	

Agenda Item 14

Corporate Policy and Performance Committee - Work Programme

Corporate Policy & Performance Committee	Lead Officer	Date of Meeting	Time	Full Council Meeting Date
<p>Committee TORs</p> <p>Local Council Tax Support Scheme</p> <p>Contain Outbreak Management Fund (COF)</p> <p>Caravan Sites and Control of Development Act 1960</p> <p>The Council's Response to the Covid-19 Pandemic</p> <p>Corporate Plan 2018-2022 – Quarter 4 Reporting</p> <p>Supplementary Estimate to Cover Costs Awarded Against the Council in Appeal P/58/19/PL</p> <p>Supplementary Estimate to Cover Costs for Defending an Appeal on Land South of Barnham Station, Barnham</p> <p>Minutes from Planning Policy Committee – 1 June 2021 – Consideration of Recommendation – Deliver of West Bank Strategic Allocation</p> <p>Work Programme</p>	<p>Solomon Nigel</p> <p>Carolyn Martlew</p> <p>Carolyn Martlew</p> <p>Nat Slade</p> <p>Nigel Lynn</p> <p>Jackie Follis</p> <p>Neil Crowther</p> <p>Neil Crowther</p> <p>Karl Roberts</p> <p>All</p>	<p>17 June 2021</p>	<p>6pm</p>	<p>14-Jul-21</p>
Draft Outturn Report 2020/21	Carolyn Martlew	2 September 2021	6pm	15-Sep-21

Corporate Policy and Performance Committee - Work Programme

Financial Prospects Report	Carolyn Martlew	14 October 2021	6pm	10-Nov-21
Budget Monitoring Report Corporate Plan 2018-2022 – Quarter 2	Carolyn Martlew Jackie Follis	9 December 2021	6pm	12-Jan-22
Council Budget 2022/23 Corporate Plan 2022-2026	Carolyn Martlew Jackie Follis	7 February 2022	6pm	09-Mar-22
Budget Monitoring Report	Carolyn Martlew	31 March 2022	6pm	11-May-22