



Public Document Pack

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14 July 2021

RESIDENTIAL AND WELLBEING SERVICES COMMITTEE

A meeting of the Residential and Wellbeing Services Committee will be held in the **Council Chamber at the Arun Civic Centre, Maltravers Road, Littlehampton BN17 5LF** on **Thursday 22 July 2021 at 6.00 pm** and you are requested to attend.

Members: Councillors Pendleton (Chair), Gregory (Vice-Chair), Catterson, Mrs Cooper, Daniells, Mrs English, Hamilton, Hughes, Needs, Rhodes and Yeates

PLEASE NOTE: Subject to Covid-19 Risk Assessments members of the public are advised that there will be no physical access to this meeting.

Members of the public are asked to watch the meeting online via the Council's Committee pages – the meeting will be available to watch live via the internet at this address: [Agenda for Residential and Wellbeing Services Committee on Thursday 22 July 2021, 6.00 pm - Arun District Council](#)

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 14 July 2021** in line with current Procedure Rules. It will be at the Chief Executive's/Chair's discretion if any questions received after this deadline are considered. Permitted questions will be read out by an Officer.

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. MINUTES

The Committee will be asked to approve as a correct record the Minutes of the Residential and Wellbeing Services Committee held on 3 June 2021.

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

5. PUBLIC QUESTION TIME

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

6. FLAXMEAN SHELTERED HOUSING SCHEME

(Pages 1 - 6)

16 studio flats at Flaxmean House do not have their own bathing facilities and have use of four shared bathrooms: two on the ground floor and two on the first floor. This report examines options for the future of Flaxmean.

7. INFORMATION & ADVICE CONTRACT PROCUREMENT

(Pages 7 - 10)

The Community Advice Services Contract expires on 31 March 2022. The current contract was procured by West Sussex County Council with the support of each District and Borough Council. This paper sets out a proposal to procure a new Community Advice Services contract.

8. ARUN WELLBEING PROGRAMME UPDATE (Pages 11 - 36)

This information report outlines the activity and outcomes of the Arun Wellbeing Programme during 2019-20 and 2020-21. It describes successful initiatives delivered by the Arun Wellbeing Team to both inform and update Committee Members on work to improve the health and wellbeing of Arun residents.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

Will be circulated separately to the agenda should there be any.

9. WORK PROGRAMME (Pages 37 - 38)

The Committee is required to note the Work Programme for 2021/22.

10. EXEMPT INFORMATION

The Committee is asked to consider passing the following resolution: -

That under Section 100a (4) of the Local Government Act 1972, the public and accredited representatives of newspapers be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act by virtue of the paragraph specified against the items.

11. COUNCIL TAX INSOLVENCY WRITE OFFS OVER £5,001 (Pages 39 - 40)

This report seeks Members' approval to write off outstanding council tax charges which are subject to insolvency action.

12. BUSINESS RATES INSOLVENCY WRITE OFFS OVER £10,001 (Pages 41 - 42)

This report seeks Members' approval to write off outstanding business rate charges.

13. BUSINESS RATES DISCRETIONARY RATE RELIEF - 2021/22 (Pages 43 - 48)

This report seeks Members' approval to award Discretionary Rate Relief for the period 1 April 2021 to 31 March 2022 as per the Discretionary Rate Relief Policy.

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](#)

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF RESIDENTIAL AND WELLBEING SERVICES COMMITTEE ON 22 JULY 2021

REPORT

SUBJECT: Flaxmean Sheltered Housing Scheme

REPORT AUTHOR: Johanne Batty, Neighbourhood Services Manager

DATE: June 2021

EXTN: 377241

AREA: Residential Services

EXECUTIVE SUMMARY:

16 studio flats at Flaxmean House do not have their own bathing facilities and have use of four shared bathrooms: two on the ground floor and two on the first floor. This report examines options for the future of Flaxmean.

RECOMMENDATIONS:

That the Residential and Wellbeing Services Committee approve:-

1. Detailed proposals for Options 3 and 4 be developed by Officers; and
2. An options appraisal for the remaining sheltered housing stock be commissioned.

1. BACKGROUND:

- 1.1 Flaxmean House was constructed in the 1970's as purpose-built accommodation for older people and consists of a one bedroom flat on the first floor, 20 studio flats situated on two floors; 4 studio flats are slightly larger and have their own shower room within the property. The remaining 16 studio flats are situated over two floors and have their own WC and wash-hand basin and have the use of four shared bathrooms; two level access showers on the ground floor, and one shower and one accessible bath on the first floor. On the same site as Flaxmean House is an ex-warden's house with 16 one-bedroom bungalows. In total there are 38 properties at Flaxmean.
- 1.2 The Nationally Described Space Standards lists the minimum size for one-bedroom accommodation is 37 m². The studio flats with their own bathing facility are 34m², the studio flats without their own bathing facilities are 25m².

- 1.3 The shared bathing facilities are in basic condition and need updating.
- 1.4 In response to the Covid 19 pandemic the Council's primary concern has been the safety and wellbeing of residents. At the outset of the pandemic in March 2020, to minimise the risk of infection, the Council provided external self-contained shower facilities for resident in Flaxmean House who were sharing the indoor bathing facilities. Each resident was allocated their own bathing facility. Some residents found this arrangement unacceptable as access to the showers were external to the building.
- 1.5 On 1 October 2020 the Council wrote to residents offering the option of reinstating the shared bathing facilities, with enhanced cleaning, or to continue with the provision of the external showers. All but one resident chose to have the shared arrangements reinstated and this began in November 2020. The cost each week of the additional cleaning is £480.
- 1.6 Some residents expressed dissatisfaction with the current arrangements, and it is accepted that the situation is not ideal.
- 1.7 In March 2021 the Council wrote to residents seeking their views on the following options
- 1) Converting empty studio flats into shower facilities
 - 2) The opportunity to move to alternative sheltered accommodation that is fully self-contained, or
 - 3) To remain at Flaxmean House with the existing shared bathroom arrangements.

The feedback from residents was that five residents wanted to move; one resident has already been moved and the team are working to move the other four residents. Three wanted us to convert the empty studios, and three are happy with the current arrangements, one resident did not respond. Therefore, the overall response to the proposals is very mixed.

2. PROPOSAL(S):

2.1 Option 1 - Remodel and extend Flaxmean House to provide general needs accommodation in the form of 15 self-contained flats and the refurbishment of the warden house (2 bed)

This would involve the reconfiguration of the existing layout of Flaxmean House together with the extension of the first floor over the single storey wing, using the one bedroom flat on the first floor and the redundant laundry and meter room below.

The cost estimate in the order of - £2,834,000. This does not include any upgrades to drainage, and there may be additional structural reinforcement required, as well as upgrades or replacement of existing mechanical and electrical systems.

This option would require vacant possession of the site, work carried out as one contract and residents will be required to move to alternative accommodation.

2.2 **Option 2 - Redevelop of Flaxmean House to provide 23 two person flats for older people**

There is an opportunity to make better use of the site. However, any increase in traffic on local roads and junctions will be scrutinised by Highways. This could result in highways improvements, and depending in the level of improvement needed, the costs could be very high.

The proposed new flats would be 60m² as recommended for two-person accommodation and allows for wheelchair access and to accommodate hoists and other apparatus,

The cost estimate is £3,603,000. This does not include any upgrades to drainage and there may be additional structural reinforcement maybe required, as well as upgrades or replacement of existing mechanical and electrical systems.

This option would require vacant possession of the site, work carried out as one contract and residents to move to alternative accommodation

2.3 **Option 3 - Conversion of 4 empty studio flats into shared shower facilities**

Each shower room would contain three individual showers, giving residents who share indoor bathroom facilities/use of external facilities, access to their own shower cubical, **albeit not within their property**. Work could be carried out with relatively minimal disruption to residents who would be able to stay in their homes whilst the work takes place.

The limitation of this option would mean that residents would still be accommodated in flats that are far smaller than the national space standards set out and would lack a certain amount of privacy.

The cost estimate is £250,000. This does not include any upgrades to drainage and there may be additional structural reinforcement required, as well as upgrades or replacement of existing mechanical and electrical systems.

An indicative plan of the proposed changes is attached to this report as a background paper.

Limitation of this option is that we have not factored in accessibility or separate provision for male and female residents. We currently have two female residents and 16 male residents

Assumptions – work carried out as one contract

2.4 Option 4 - Disposal of the whole site.

On the basis that the estate would be sold in its entirety on the open market, a valuation has been given of £3,500,00 - £3,750,00. To achieve this, residents would need to be moved to alternative homes to provide vacant possession.

2.5 Option 5 - Conversion and reconfiguration of 16 studio flats into 12 self-contained flats

There are 4 vacant studio flats that could be divided into two and incorporated into studio flats on either side. This would result in larger flats that would be fully self-contained.

Under the new standard, a new one bed, one person flat would have to be a minimum of 37m² which would be achieved. To realise this option, the guest rooms on the ground and first floor would also have to be used **and would no longer be available for residents to use.**

The cost estimate is £800,000. This does not include any upgrades to drainage and there may be additional structural reinforcement required, as well as upgrades or replacement of existing mechanical and electrical systems.

3. OPTIONS:

Officers to work up detailed proposals for Options 3 & 4 listed in this report, as they are the most cost effective, and an options appraisal is commissioned across all the Sheltered Housing stock and brought back to this committee.

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		NO
Relevant District Ward Councillors		NO
Other groups/persons (please specify) Letters will be sent to residents in advance of the July committee meeting.	YES	
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)		NO
Financial	YES	
Legal		NO
Human Rights/Equality Impact Assessment		NO
Community Safety including Section 17 of Crime & Disorder Act		NO
Sustainability		NO

Asset Management/Property/Land		NO
Technology		NO
Other (please explain) Climate Change	YES	
6. IMPLICATIONS: <p>The preliminary financial implications are contained in the report. Once the preferred option has been identified this has to be fully costed including any capital and revenue implications and included in the HRA Business Plan, capital strategy and budget. Any significant capital expenditure could have an impact on the stock development programme.</p> <p>Climate Change implications. The property is in broadly satisfactory condition however at the time of its construction, thermal efficiency was not given the priority that it has in modern construction. As was common in the 1970's the building was very large , almost full height windows in the bedsits and communal areas, which provides a great deal of light but with glass being a poor insulator the building will be subject to high thermal gains which would make the rooms difficult to keep cool in the summer and warm in the winter. There would have been little or no requirement at the time of construction to insulate the walls, roof, and floors, although there is evidence that the cavity walls have subsequently been insulated via an injected insulation system. Also, when replacing the flat roof, the contractors would have had to lay new insulation to comply with the approved Part L of the Building Regulations. Recommendations to further improve the thermal efficiency of the building are limited due to the large windows and electric heating. Replacing the windows with more efficient double glazing and adding a tint to the glass to reduce thermal gains would help. Insulating the ground floor would be possible although would cause a great deal of disruption if the building remains occupied at the time of the upgrade.</p>		
7. REASON FOR THE DECISION: <p>To inform Members and seek their views on the options in relation to Flaxmean sheltered housing scheme</p>		
8. BACKGROUND PAPERS: <p>Flaxmean House Indicative Plan</p> <p>Flaxmean Site Plan</p>		

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF RESIDENTIAL AND WELLBEING SERVICES COMMITTEE ON 22 JULY 2021

REPORT

SUBJECT: Procurement of a Community Advice Services Contract

REPORT AUTHOR: Robin Wickham, Group Head of Community Wellbeing

DATE: June 2021

EXTN: 37835

AREA: Community Wellbeing

EXECUTIVE SUMMARY: The Community Advice Services Contract expires on 31 March 2022. The current contract was procured by West Sussex County Council with the support of each District and Borough Council. This paper sets out a proposal to procure a new Community Advice Services contract.

RECOMMENDATIONS:

It is RECOMMENDED that the Residential & Wellbeing Services Committee resolve:

1. That Arun District Council (with West Sussex County Council and the other West Sussex District and Borough Councils) procure a Community Advice Services contract for the provision of an independent and comprehensive information and advice service for up to seven years from 1 April 2022: and
2. Provide a funding contribution of £120,550 uplifted annually in line with the consumer price index calculated on the anniversary of the agreement, subject to satisfactory service reviews in line with Arun's Priorities and the availability of Arun District Council funding.

1. BACKGROUND:

- 1.1 The Community Advice Service in the Arun district is provided by Arun and Chichester Citizens Advice. The service is delivered in partnership with Citizens Advice West Sussex and forms a county wide contract for Community Advice Services. The contract expires on 31 March 2022 and was procured by West Sussex County Council with all the West Sussex Local Authorities.
- 1.2 It is proposed that a new county wide advice services contract is procured for West Sussex, led by the County Council with support from the District and Borough Councils. The term will be up to seven years.

1.3	The new contract specification will be drafted to reflect the changes in the way people access information and advice where services are delivered to the community.	
1.4	Arun's budget for this service is currently £120,550 per annum uplifted each year in line with the consumer price index (CPI). It is proposed that the budget for the funding contribution and the annual uplift are maintained for the term of the contract.	
1.5	It is also proposed that Arun District Council continues to procure this service collectively with West Sussex County Council and the other West Sussex District and Borough Councils for a period up to seven years at the current level of funding uplifted annually by CPI.	
2. PROPOSAL(S):		
1. That Arun District Council (with West Sussex County Council and the other West Sussex District and Borough Councils) procure a Community Advice Services contract for the provision of an independent and comprehensive information and advice service for up to seven years from 1 April 2022: and 2. Provide a funding contribution of £120,550 uplifted annually in line with the consumer price index calculated on the anniversary of the agreement, subject to satisfactory service reviews in line with Arun's Priorities and the availability of Arun District Council funding.		
3. OPTIONS:		
1. That Arun District Council (with West Sussex County Council and the other West Sussex District and Borough Councils) procure an independent and comprehensive community advice service from 1 April 2022 for up to seven years. 2. Not to procure a countywide community advice contract as described in Option 1.		
4. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓

5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	✓	
Legal	✓	
Human Rights/Equality Impact Assessment	✓	
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land	✓	
Technology		✓
Other (please explain)		✓
6. IMPLICATIONS: Financial and Legal: Contractual agreement which requires a financial commitment. Asset Management: The incumbent organisation utilises buildings owned by Arun District Council. Human Rights: Access to impartial advice services		
7. REASON FOR THE DECISION: To provide an independent and comprehensive advice service for the community.		
8. BACKGROUND PAPERS: Overview Select Committee Report November 2014 Cabinet Decision December 2014: C/056/081214 Cabinet Decision February 2015: C/067/090215 Cabinet Decision February 2018: C/048/120218 Cabinet Decision December 2018: C/031/101218		

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF RESIDENTIAL AND WELLBEING SERVICES COMMITTEE ON 22 JULY 2021

REPORT

SUBJECT: Arun Wellbeing Programme Update

REPORT AUTHOR: Georgina Bouette, Communities & Wellbeing Manager DATE: 17 June 2021 EXTN: 37605 AREA: Community Wellbeing
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EXECUTIVE SUMMARY:

This information report outlines the activity and outcomes of the Arun Wellbeing Programme during 2019-20 and 2020-21. It describes successful initiatives delivered by the Arun Wellbeing Team to both inform and update Committee Members on work to improve the health and wellbeing of Arun residents.

RECOMMENDATIONS:

That the Residential and Wellbeing Services Committee:-

1. Note this report; and
2. Support targeted work in Arun's areas of significant health inequalities and need.

BACKGROUND:

The Arun Wellbeing Programme and Partnership Agreement

The West Sussex Wellbeing Programme is commissioned by West Sussex County Council, Department of Public Health. Each of the District and Borough Councils in West Sussex is contracted to deliver a local Wellbeing Programme; the current three- year partnership agreement is 1 April 2019 to 31 March 2022.

Each District/Borough Wellbeing programme has been allocated a core sum of £100,000 per annum plus funding for additional services based on local need, taking into account population size, deprivation indices and prevalence of health related risk factors: consequently, Arun Wellbeing receives additional annual funding of £223,363. This funding arrangement has been fixed since 2017/18.

Further funded services have been commissioned by Public Health: NHS Health Checks and Stop Smoking commenced in 2019-20 with funding of £62,090 (2019-21) reducing to £47,804 (2021-22) and Alcohol Reduction which commenced in June 2020 with funding of £42,857 per year.

Overview of the Arun Wellbeing Programme

The Arun Wellbeing programme delivers the following services and activities to improve the health and wellbeing of local residents:

- Preventing risk factors for cardiovascular disease (CVD), diabetes type 2, stroke and preventable cancers by supporting at-risk residents to change their behaviour in order to promote healthy lifestyles. This is achieved through a variety of approaches encompassing introducing residents to physical activity, providing healthy eating advice, support to stop smoking or reduce alcohol and reducing fuel poverty. The Arun Wellbeing team are trained to provide one-to-one support using motivational interviewing techniques and support early diagnosis of risk factors via health checks with clients.
- Provide information to promote and encourage the benefits of wellbeing and lifestyle improvement for local residents. This is distributed using multiple communication channels i.e. telephone, email, website www.arunwellbeing.org.uk, social media, advertising and promotional materials (see *Appendix 1 Wellbeing Booklet*) including a regular newsletter [Newsletter Spring 2021](#). Pre-Covid the team undertook face to face engagement in local communities and this will resume, subject to coronavirus restrictions and Public Health approval.
- Work with partner organisations and other departments across Arun District Council to enable targeting of high risk/marginalised communities to promote the wellbeing of its residents
- Develop and manage the delivery of a range of projects and activities to promote wellbeing and lifestyle changes. These may be coordinated in-house or commissioned through external organisations.

Arun Health Needs specific to the Arun Wellbeing Programme

The latest Arun Health [Profile](#) (2019) shows that residents in the District continue to experience significant health issues and inequalities with the most notable being that **life expectancy is 11 years lower for men and 9.8 years lower for women in the most deprived areas of Arun than in the least deprived**. In addition:

- 70.7% of adults are classified as overweight or obese
- Alcohol related harm hospital admissions in Arun are worse than the England average at 1,220 admissions in 2018/19, increasing from the previous year.
- Estimated recorded diabetes rate in adults is 78.8%
- Percentage of physically active adults is at 63.9% meaning that 36.1% do not achieve the recommended minimum of 150 minutes activity per week
- There are higher levels of inactivity in the most deprived areas in Arun, 35.2% are active less than 30mins per week compared to 18.7% in the most affluent [Active](#)

Arun Wellbeing Programme Services

Arun Wellbeing offered the following services during 2019-20 and 2020-21. The Covid pandemic in early 2020 with the subsequent government restrictions resulted in a channel shift to from face to face to virtual delivery of all services offered: individual clients in the majority, preferred telephone support with some online video calls. Group sessions previously held in the community (face-to-face) were transferred to an online video platform (with telephone one-to-one support for those who could not access online provision). These adaptations, implemented swiftly, enabled the team to continue to deliver services within the partnership contract and specification. Despite a decrease in referral numbers during 2020/21, attributed to the impact of the Covid pandemic, the service continues to deliver and support positive health and wellbeing outcomes for residents, in some cases improving on the previous year (e.g. Weight Management, Stop Smoking and Home Energy).

Each of the Arun Wellbeing services is set out below providing a brief description, case studies where relevant and the key outcomes achieved for each programme area:

Wellbeing Advisers: providing a core service, Wellbeing Advisers provide one to one support for clients who wish to make ongoing lifestyle changes to improve their health and reduce their risks of preventable diseases including type 2 diabetes, stroke, cardiovascular disease and preventable cancers. All Advisers are trained to the same standard which enables both flexibility and resilience as they can interchange to deliver across all these services. Using motivational interviewing techniques and cognitive behaviour therapies the Advisers support clients to make and sustain desired behavioural changes to achieve positive outcomes (*Appendix 2 Case Study, Adviser*).

Year	Numbers accessing the all services	Of those numbers receiving Adviser one-to-one	3Mths after intervention % reporting maintaining a positive change
2019-20	1513	206	86%
2020-21	617	118	58%*

* Feedback suggests that people have found maintaining positive changes challenging during Covid-19 restrictions.

Stop Smoking Service: stopping smoking is the best thing a person can do to improve their health, but many smokers who want to quit aren't sure about the best way to go about it. With professional support from an Adviser they are three times more likely to have a successful quit compared to trying alone ([Stop smoking services: increased chances of quitting \(ncsct.co.uk\)](https://www.ncsct.co.uk)). The Arun Wellbeing Advisers offer residents up to 12 support sessions to help plan how to quit, set a quit date and dispense Nicotine Replacement Therapies. (*see Appendix 3 Case Study Stop Smoking*). It should be noted that not all referrals convert into an intervention and high fallout rates are common, however the current targets are being exceeded.

Year	No of Referrals to service	No of Successful quits
2019-20	36	4
2020-21	81	28 (35%)

Alcohol Reduction: drinking alcohol is a commonly accepted lifestyle choice but can have a devastating impact on individuals and their families if it gets out of control. Clients who feel concerned and worried about their consumption of alcohol can access support from the dedicated Wellbeing Alcohol Reduction Adviser. In return they receive clear support to help plan decrease their drinking to a safer level or even quit drinking if desired. This is a new service recruited to in July 2020 (see *Appendix 4 Case Study Alcohol*).

Year	No of Clients	No of Successful Unit Reductions	3Mths after intervention % reporting sustained change
2019-20	N/A	N/A	N/A
2020-21	13	3 (out of 7)	N/A due to time frames

Pre-Diabetes Programme: providing support to individuals with non-diabetic hyperglycaemia and therefore at high risk of progression to type 2 diabetes. Pre-Pandemic, clients are invited to attend a three-hour workshop and receive information on behavioural change (including nutrition and physical activity) designed to prevent the client from progressing to type 2 diabetes. Clients can opt to have follow-up one-to-one support from a Wellbeing Adviser. Currently, this service is being offered either as a 1-2-1 telephone service or as an online virtual group, running over two 1.5-hour sessions. Clients can also opt to have a follow-up one-to-one support from a Wellbeing Adviser if required. (see *Appendix 5 Case Study Pre-Diabetes*)

Year	No of Referrals to Service	% of clients setting at least one goal	3Mths after intervention % reporting change made
2019-20	550	95%	36%
2020-21	110	93%	93%

Wellbeing Active: programmes are offered and designed to support inactive and sedentary adults to increase their activity levels to build up to the recommended 150 minutes per week of moderate activity as recommended. Wellbeing Active offers free entry level physical activity courses, for example: learn to run (see *Appendix 6 Case Study Active*) and beginners' fitness. These teach skills that the participant can then do independently. All classes are subject to government guidelines and are available either in a community setting (pre-Covid) or online during the Covid pandemic.

Year	No of Clients	Number of courses held	% increase daily activity levels
2019-20	110	20 Beginners fitness x 12 Learn to run x 6 Back to swim x 2	51%
2020-21	35	2 Virtual classes held – beginners' fitness	80% (35 participants)

Wellbeing Workplace: This project works with local employers. It offers Wellbeing MOT/ Wellbeing Checks for staff during working hours and advice to employers with anonymised reports detailing significant and common issues for their employees. Follow-up sessions and tailor-made workshops are delivered for staff focusing on the main issues or areas of concern.

Year	No of Workplaces worked with	No of Staff MOTS/Wellbeing Checks	No of Workplaces Returning visit 6mths or more
2019-20	19	214	2
2020-21	9	9 workplaces virtual talks delivered during this period.	7 workplaces followed up with further support

Wellbeing Home: The Home Energy Adviser supports households in fuel poverty to reduce their fuel bills, keep their homes warmer and thereby improve their health. This is achieved by a mix of guidance on tariff changes and signposting to priority service registers, boiler replacement schemes, warm home discounts, grant funding and other financial support.

Year	No of Clients	Total Potential Savings	Total Grants Secured
2019-20	274	£7,642	£118,142
2020-21	190	£45,306	£161,804

Weight Information Sensible Eating (WISE) is our weight management programme for people with a BMI of 25 and above; individuals attend a 12-week course that includes healthy eating guidance and introduction to exercise. Clients presenting with a BMI of 35 and above with co-morbidities, or 40 and above are signposted to an external specialist service.

Year	No of Clients	% of people losing 3% of starting weight	% of people losing 5% or more of starting weight
2019-20	98	26%	32%
2020-21	63	70%	31%

Health Checks: these are free health checks to identify the main risk factors of preventable diseases that include (type 2 diabetes, stroke, cardiovascular disease and preventable cancers). Checks include, blood pressure, cholesterol, BMI and a discussion about lifestyle choices and family history. Those clients who have a high-risk score are referred to their GP for further tests and offered one-to-one support with lifestyle changes. This service was commissioned in 2019: due to delays in training the service began in early 2020 and the service was suspended March 2020 due to the pandemic.

Year	Number of Health Checks
2019-20	9 (service did not commence until January 2020)
2020-21	Suspended service: awaiting guidance from Public Health for resuming service

EXTERNALLY COMMISSIONED SERVICES

Family Wellbeing: START is commissioned to deliver a tailor-made one-to-one service to support families with a child who is obese or overweight and to support lifestyle change for both the children and their parents/carers (*see Appendix 7 Case Study Family Wellbeing*). Many families have multiple additional issues of concern and the Family Wellbeing Keyworkers link closely with WSCC Early Help services and school nurses. The service holds a caseload of 20 families and operates a waiting list. All families were supported

throughout the pandemic and no cases were closed until quarter 4 in 2021. During 2020 Public Health approached Arun Wellbeing to expand the current contract with this provider to run a pilot project in a neighbouring district, evidencing the need to expand the service countywide. The pilot commenced in December 2020 and will finish in line with the current contract (2019-22).

Year	No of families worked with and cases closed	% of children have no increase in their BMI score (grow into their weight)	% increase activity levels at end of intervention
2019-20	43 Families recruited 56 on waiting list at end of quarter 4 27 cases closed	81%	92%
2020-21	Held a full caseload of 20 throughout the year closed 12 in final quarter	82%	87%

Falls Prevention: Active House Sussex Wellbeing Online CIC is commissioned to deliver the Arun Fall's Prevention service. This is an early intervention service to prevent falls in the form of a 1-hour balance and co-ordination core stability classes over 20 weeks. The programme supports older people, who are at risk of falling to regain confidence in their balance and therefore prevent future falls. This is part of the countywide referral pathway for falls prevention. This service was commissioned in 2020 and commenced in November the contract will run inline with the current contract (2019-22)

Year	No of Referrals into Service	% of new referrals have received home exercise guidance and a support call	% have received 20/24 interactions (telephone call, email, virtual activity)
2019-20	Service commissioned Nov 2020	N/A	N/A
2020-21	7	100%	No interactions completed

REASONS FOR ACCESSING ARUN WELLBEING

The top six reasons people gave for accessing the Wellbeing programme, and the numbers identifying these reasons are listed below (many people identified more than one reason).

Reason	2019-20	2020-21
Preventing Diabetes	39	183
Weight management	172	167
Reducing fuel poverty	n/a	88
Stop Smoking	2	81
Increasing Activity	6	45
Healthy eating	22	15

REFERRAL SOURCES

In 2020-21 a high number of referrals were from GPs (40%), the majority of which were booked onto courses for the Pre-Diabetes Programme (pre COVID) which were subsequently cancelled due to restrictions.

In 2019-20 the highest numbers of referrals by professionals were from GPs (27%).

Referral Source	2019-20	2020-21
GP	96	244
Self-Referrals	275 (98 of these were self-referrals following a signpost from GP or other health professional)	162
Online/Social Media	0	57
Other Health Professional	32	53
Word of mouth	25	46
Housing	5	17
Advertising in publication	2	14
Wellbeing Adviser/Workplace referral to other Wellbeing service	6	11

Please note due to differing data recording methods over the two years it is not always possible to compare like for like data for a meaningful interpretation.

ARUN WELLBEING – CURRENT AND FUTURE DEVELOPMENTS

Public Health funding for 2017/18 was confirmed at £323,363, a small reduction on 16/17's budget. A rationalisation of external contracts along with more efficient ways of working allowed the Wellbeing team to continue to deliver a full service.

The Wellbeing service continues to see a rise in complex cases, especially people with mental health issues or where individual health needs require specialist interventions. This has an impact on resources, but effective partnership working has enabled more sign posting to take place to ensure that client is referred to the appropriate specialist.

The team continues to work closely with partners (e.g. Freedom Leisure, Age UK, Citizens Advice) to ensure clients have access to complimentary services and where possible break down barriers to activities and support. Arun Wellbeing is also closely aligned to the work of Social Prescribers operating from GP Practices.

The Arun Wellbeing team delivers on Arun's corporate priority of 'supporting those people in our district who need our help'. It will also work with the emerging Local Community Network to help address local health and wellbeing inequalities in the Arun District.

The current 3-year partnership agreement with West Sussex Public Health ends in March 2022. The Committee will be advised of West Sussex Public Health's intentions in respect of future commissioning and funding as this information is made available.

2. PROPOSAL(S):

The Residential and Wellbeing Services Committee:

1. Note this report; and
2. Support targeted work in Arun's areas of significant health inequalities and need.

3. OPTIONS:

To support the proposal or consider other recommendations.

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial	✓	
Legal	✓	
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		

6. IMPLICATIONS:

The Arun Wellbeing service is funded by West Sussex county Council (Public Health) and is subject to a contractual agreement

7. REASON FOR THE DECISION:

To support the work of the Arun Wellbeing team.

8. BACKGROUND PAPERS:

See Appendices.



Find out what we can do to help you



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Working in
partnership



west
sussex
county
council

www.arunwellbeing.org.uk

Arun Wellbeing is funded by West Sussex Public Health to help individuals work towards reducing the risks of developing cardiovascular disease, some preventable cancers, strokes and type two diabetes. We can support you to lose weight, to eat healthily and to get more active, as well as offering advice on stopping smoking and reducing alcohol. We have lots to offer – take a look and then get in touch! We can help you make the changes that will make a difference. Our contact details and places to find further information are on the back of this leaflet. Currently due to the COVID Pandemic our services are being delivered online in groups or via telephone on a one-to-one basis – whichever suits you!

One-to-one support for a healthier you

Wellbeing Advisers can support you to take the first steps towards a healthier lifestyle. The Advisers offer a free, confidential and friendly service where you are able to discuss what matters to you and how you want to change.

This could include support to start losing weight, to get more active, to rethink your alcohol consumption, or advice on stopping smoking.

Advisers can also attend groups to do workshops and presentations. Charges may apply.



Wellbeing Advisers are currently offering support and information around healthy lifestyle changes, such as healthy eating, on a 1-2-1 basis via telephone or using video call.

Health checks

! Currently Unavailable - Our NHS checks are suspended until further notice. We hope to resume these in the near future.

Aged 40-74? Find out about our FREE NHS Health Checks.

Even though you might be feeling great, if you are over 40 you may be at risk of heart disease, stroke, kidney disease and diabetes.

A FREE NHS Health Check can help you reduce these risks and make sure that you stay healthy. We will check:

- Blood pressure
- Cholesterol (small finger prick test)
- BMI (weight and height)
- A brief chat about life style choices and family history

Contact us to find out more.



Alcohol reduction support

Is drinking sneaking up on you?

Drinking alcohol is a commonly accepted lifestyle choice but can have a devastating impact on individuals and families if it gets out of control.

If you think your drinking is getting out of hand our Wellbeing Alcohol Reduction Adviser can help. They can give clear support to help you plan how to decrease your drinking to a safer level or even quit drinking if you wish. Take the first step and contact us!



Stop smoking

Thinking of quitting? Stopping smoking is the best thing you can do to improve your health, but many smokers who want to quit aren't sure about the best way to go about it. You are four times more likely to be a successful quitter if you have professional support from an adviser, compared to trying alone. Our Advisers offer

- 6 – 12 support sessions to help plan how you will quit
- Set a quit date
- Nicotine Replacement Therapies (NRT)



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Wellbeing Active

Let's get physical!

Do you want to improve your fitness and feel great?

Why not sign up for a ten week Wellbeing Active course where a qualified instructor will support you to increase your fitness and confidence to exercise, in a safe and friendly environment? We offer a variety of different courses across the Arun district to help you take your first steps to getting active or back into exercise. New courses are advertised in spring, summer and autumn. Eligibility and health criteria apply.

For those with more complex needs, we can also advise on specialist one-to-one support via the local leisure provider.



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Wellbalanced for Wellbeing

If you are feeling less steady on your feet or maybe finding it harder to rise from a chair or use the stairs ... A Wellbalanced course may be suitable for you.

As we get older, everyday tasks such as walking outside alone can become more challenging.

Our qualified and experienced wellbeing instructors lead on this strength & exercise programme to keep you strong and steady and prevent a fall.

The Wellbalanced Programme is delivered by AHS Wellbeing on behalf of Arun Wellbeing.



wellbalanced
for
wellbeing

Wellbeing in the Workplace

Arun Wellbeing can support your workplace around a variety of Wellbeing topics including smoking, alcohol, healthy eating, weight management, exercise and stress. We can also talk about wider issues such as sleep and rest, menopause, heart disease/stroke and cholesterol and pre-diabetes.

Talks can be bespoke to your staffing needs and time frames.

We also offer a "My Wellbeing Check" for staff – one-to-one support of up to 30 minutes with a Wellbeing Adviser, using a mix of motivation interviewing and CBT techniques to set achievable goals to improve wellbeing.



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Wellbeing
in the
Workplace

Wellbeing Home

The service supports people who are in fuel poverty, and those with health conditions affected by cold homes. Our main focus is on people living in their own home or in privately-rented accommodation.

We can support you to improve the warmth of your home and reduce energy bills, provide information on tariff-switching and eligibility for grants, and advice on low-cost installable measures.

We can provide phone advice or, where necessary, visit your home.



Family Wellbeing

If you are concerned about your child's weight and would like support to help them lead a healthy lifestyle then Family Wellbeing are able to support you. Sessions are 1-1 and tailor made to you and your family. The sessions cover the basics of nutrition, simple and

easy cooking sessions and building confidence through physical activity. Sessions can be held at your own home, a community building, or be virtual via video calls. All the sessions are fun and interactive and you will be supported every step of the way.



WISE

Weight Information & Sensible Eating

Want to reduce your weight and eat more healthily, but not sure where to start? We could be just what you're looking for.

Together we'll look at: healthy eating, understanding food labels, getting active and making small and simple changes for a healthy lifestyle. The twelve-week course is fully interactive, fun and includes a weekly weigh-in.



Pre-diabetes Programme

Have you been diagnosed as Pre-diabetic?

This may be unexpected and worrying for you. We can help through the pre-diabetes programme.

Our workshops will cover:

- An explanation of what 'pre-diabetes' is
- Information about the causes and complications of Type 2 diabetes
- Ideas and discussion about what you can do to reduce your risks of developing Type 2 diabetes
- Help and support to set your own goals for the future.



Visit our website: www.arunwellbeing.org.uk

You can self-refer to our services via secure E-forms on our website.

Join us on social media:



@ArunWellbeing



@ArunWellbeing



Find us on
Facebook

Call us: 01903 737862 (general enquiries)

For individual services please see contact details below:



Wellbeing Advisers

1-2-1 support for lifestyle changes

Alcohol reduction support

Helping you decrease or quit drinking

Health checks

Reduce cardiovascular risks and make sure
that you stay healthy

Stop smoking

Professional support from an advisor

For more information please contact the Wellbeing Team on 01903 737862

WISE

Weight management programme

For more information please contact the Wellbeing Team on 01903 737862

Pre-diabetes Programme

Information and support for those diagnosed as pre-diabetic

For more information please contact the Wellbeing Team on 01903 737862

Family Wellbeing

Weight management for families with an overweight child

For more information please contact Caroline from START on 07712 290606
or email caroline@123start.co.uk

Wellbeing Workplace

Helping to make workplaces better

For more information please contact the Workplace Co-ordinator on 01903 737862

Wellbeing Active

Activity classes for the less confident

For more information please contact the Activities Co-ordinator on 01903 737862

Wellbalanced for Wellbeing

A strength & exercise programme to prevent falls

For more information please contact 01444 657099 or email info@wellbalancedprogramme.co.uk

Wellbeing Home

Information and help to keep your home warm

For more information please contact the Home Energy Visitors on 01903 737862

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Case study: John



John accessed our Wellbeing service after having an NHS health check that showed his health was at serious risk. He worked with a Wellbeing adviser who supported him to make simple changes that dramatically improved not only his physical health but also his overall wellbeing.

Thoughts: Nervous of first Wellbeing appointment. Apologetic for poor health behaviours, confused about what to change, feeling scared that permanent health damage has happened.

Results of NHS health check at GP surgery:

- Obese
- Inactive
- High alcohol consumption
- Increased risk of Coronary Heart Disease, stroke & type 2 diabetes

FIRST wellbeing MOT:

- BMI: 31
- Metabolic age + 15 years
- Drinking alcohol daily
- Inactive

John's barriers:

- Works long hours
- Long daily commute
- Relies on refined carbs & processed foods for energy boosts
- Finds his job stressful, boring & draining
- No time for exercise
- Exhausted but can't sleep so uses alcohol as a sedative

First goal setting with wellbeing adviser – making simple changes to John's working day:

- 20-minute walk to shop to buy healthier meal deal
- Saying NO to cakes & treats in the office
- Leave office on time
- Drinks Coach referral so could be done privately at home in evening

Improvements made at 2nd appointment:

- Getting out at lunchtime for a walk and a break away from the computer screen
- Reading and understanding food labels to guide lunchtime meal choices

Improvements made at 3rd appointment:

- Stopped drinking altogether
- 30 minute walk after evening meal, 5 times a week
- Further weight loss of 4.5 pounds
- Improved mood and sleeping better

Last appointment: John feels really good in himself, smiles more often & has greater self-confidence. He has started running – Couch to 5k. Food choices are consistently better & he has virtually stopped drinking – only treating himself occasionally to a diet coke and whisky. Following on from his last appointment – feedback from September 2019 – John has continued his weight loss & reached a BMI of 26. He is in a really good place & is enjoying life with a greater sense of control & purpose.

FINISH



Working in
partnership



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Frank Stops Smoking

In July 2020, West Sussex Public Health launched a Stop Smoking project aimed specifically at supporting Homeless people to quit Smoking, due to their increased risk factors in relation to Covid-19 and to reduce health inequalities across the county. Working with Totally Wicked Vape Shop, local Homeless Charities and the Wellbeing Hubs, they developed a service to provide one-to-one support and the option to use vaping or nicotine replacement products to help them quit.

Dependence:

Smoking mainly roll ups,
over 15 a day, for over
30 years

Barriers:

Stress: his personal situation
and has a family member in hospital

Fears:

Worried about gaining weight
if stops and developing
unhealthy eating habits



Referred:

By Turning Tides
Homeless charity for the
Homelessness Vaping Project
in July 220

Agreed quit date:

7 August 2020

Motivation for quitting:

Getting older, health concerns and wants
better breathing to improve activity levels

Methods used to help with quit:

- Motivational support from advisers,
weekly calls
- Nicotine Replacement Products (NRT)
- Nasal spray and chewing gums

Achievements:

- Engaged and committed : never missed one
telephone appointment (6 weeks)
- Has not smoked one cigarette since quit date
- Has reduced dependency on nasal spray from
2 a week down to 1 for 2 weeks currently
- Increased physical activity with walking and
hopes to get access to gym soon
(but uncertainties due to Covid-19)

On 23/09/2020 Frank was still not smoking and has been
free of cigarettes for just over 6 weeks and is still doing well.

"Thank you to my Adviser for
the support and keeping me
motivated" Frank

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Wellbeing



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Background

Client referred himself to Arun Wellbeing for support to stop drinking completely. Over the last few years he had cut down from over 200 units per week to around 16 units per week but just couldn't curb the habit of a few beers a few nights a week.

Goal

To be abstinent for the whole of 2021 by kicking off with Dry January.



Kicking off with Dry January 2021

Support



Weekly phone calls starting at the end of 2020 where we discussed motivation to stop drinking, situations that may lead him to wanting a drink and coping strategies when these arise. During January client had to deal with difficult situations such as a car accident, a period in isolation due to Covid-19 and a very large workload increasing his stress. During our weekly chats we would talk through the situations that had arisen the past week and plan for the week ahead.

Outcome

Client stopped drinking on January 1st and although faced some challenging times he stated he felt as though his 'mindset' had changed with the support from the Alcohol advisor and he did not drink through the whole of January with the intention to carry this on for the whole of 2021.

Figures

	Dec 2020	Feb 2021
Audit C	17	3
Psychological health	10/10	13/10
Physical health	5/10	6/10
Overall quality of life	10/10	12/10

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John, a 77 year old male from Rustington, was diagnosed as pre-diabetic two years ago. John felt that he could make the changes to his diet on his own, however at a follow up blood test there was no change to his blood glucose reading, so John contacted Arun Wellbeing for support.



Session 2

Alcohol, exercise and diabetes

In addition to looking at nutrition, physical activity, and the restrictive effects of a winter lockdown on opportunities to exercise, was also discussed. John is getting ready to return to the golf-course with added incentive as he can now see how regular exercise keeps his blood sugar levels at a healthier level.



Face to face Pre-Diabetes workshops for the public are currently suspended due to Covid-19, so John and his wife participated in 2 x one hour long telephone meetings with an Adviser. The sessions explain about diabetes, how it harms the body and how our lifestyle choices can place us at risk of developing diabetes, especially as we get older.

Before attending the sessions, John completed a food diary and sent it to the Wellbeing Adviser to be used at the sessions.

The Wellbeing Adviser prepared a small, personalised presentation for John and his wife focusing on the foods and drinks which John mentioned in his food diary. This enabled John to understand where the hidden sugars were within his food choices, and how to read nutrition labels and understand portion sizes.

The Wellbeing Adviser and John also looked at alcohol and the impacts on pre and type two diabetes. John said that during these two sessions the 'penny dropped' and he was able to see where he could tweak his food and drink intake to vastly reduce his daily sugar consumption.

After just two sessions John had set himself the following goals:-

1. Substitute fruit yoghurts for plain yoghurt with added dried fruit and nuts.
2. Reduce Rice Krispies/Cornflakes and substitute with Porridge/Weetabix with dried fruit.
3. Substitute Tropicana orange juice for water or Becks Blue.
4. Have less white bread substituting with more wholemeal.
5. Reduce portion sizes, especially bread and potatoes.
6. Read the label on packets and jars etc.!!!



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Bus catcher to marathon runner!

START



“I literally couldn't run for a bus and would always opt to catch the next one rather than exert myself, something which is a bit of a standard joke in my family now!”

Motivations

Approaching 40, over-weight, inactive, long work commutes to London by car, sedentary lifestyle.

To set a healthy example to my young daughter. Inspired by seeing runners on the local prom. Wanted to pursue exercise that would be free.



“It's now a joke between us that I grumbled when Keith (my Learn to Run instructor) said I had to run for 3 minutes without stopping – something which he reminds me of, whenever the niggling doubts about my ability creeps in”



Results

- Joined Parkrun (www.parkrun.co.uk) & Tone Zone (local running club)
- Lost weight - gone down 2 dress sizes
- Made a network of friends, something Nicola didn't have before & that she finds invaluable
- Ran 25 x 10k races, 5 x 10 mile races, 7 x half marathons and 1 Marathon!
- Improved fitness

Goals

Lose weight, get fit, and lead a more active family life

“As part of my training I gave up alcohol, the driest January in history! So in some ways, another lifestyle improvement brought about from running”

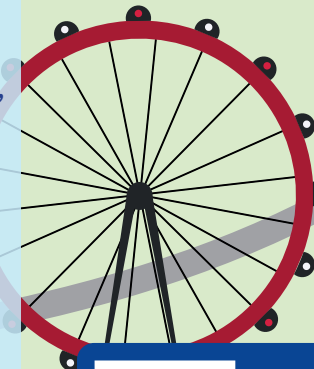
Marathon success

Nicola ran her first London Marathon (26 miles!) on Sunday 28 April 2019

FINISH



“The sense of achievement I feel now is unbelievable, I literally can't stop talking about it, I've become a marathon bore! The worst thing is that it's all over and I don't know how I'm ever going to top it”



Working in partnership

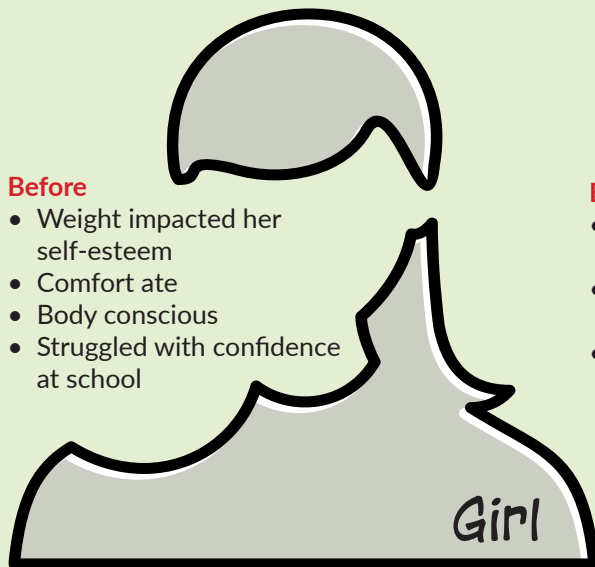


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A Family Support Worker from Early Help referred Ruby a 12yr old girl whose weight was affecting her self-esteem. The family had a complex relationship between the mother, father and siblings. This was unsettling emotionally for the whole family. The father is a lone parent and worked late. He was very self-conscious and was not able to include himself in the sessions at first, as he was not ready to talk about his own wellbeing.

Before

- Weight impacted her self-esteem
- Comfort ate
- Body conscious
- Struggled with confidence at school



How

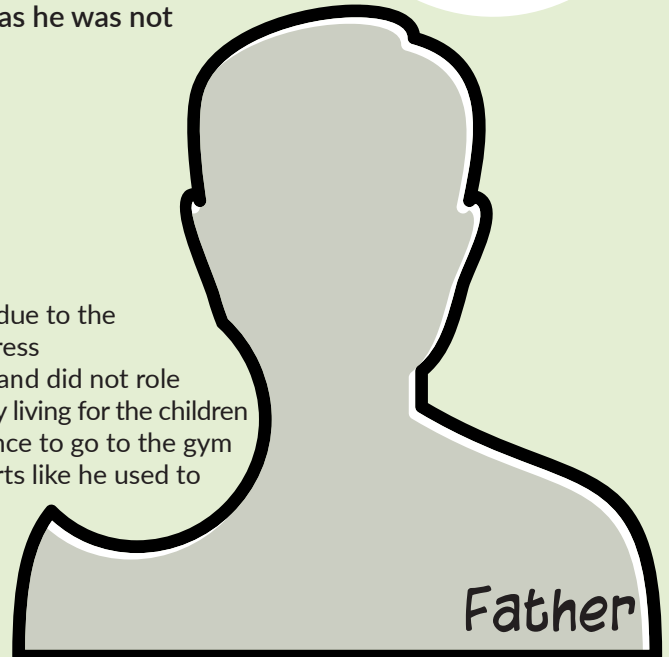
- Cooking and recipe sessions for nutritional facts and portion sizes,
- Physical activity was disguised within games built confidence to use the gym with her older brother

Outcomes

- Looked forward to her sessions
- Gained confidence from exercise
- Helped emotional wellbeing
- Weight loss, her school skirt tight before lockdown was too loose after
- Increased confidence socially and at school
- Belief in herself and does not let peer comments affect her
- Improved strength and fitness, increase in energy
- No longer takes food and father now does not find wrappers down the side of her bed anymore.
- The family wellbeing keyworker has liaised with the school and helped to provide specific support for the girls and their emotional wellbeing
- School were grateful for the support they have received from the Family Wellbeing Programme and now have a better understanding how they can continue the support

Before

- Weight gain due to the emotional stress
- Comfort ate and did not role model healthy living for the children
- Lost confidence to go to the gym and play sports like he used to



How

- Father became comfortable with his wellbeing keyworker
- Talked about how he could fit exercise in with his working hours.
- Started to do couch to 5k running up and down his living room.
- Built confidence to run outside

Outcomes

- Became animated during the sessions and proud of his achievement
- Stopped buying chocolate, biscuits and foods which the family used to unconsciously snack on.
- Recognised his influence and the impact of being a good role model for the children.
- Aims to run 10k and recently completed a 7.5km
- Lost weight (12kg)

COVID

- During lockdown due to COVID-19 all sessions were transferred online.
- The sisters were able to make up games with their Family Wellbeing Keyworker using cards, dice, coins and many other items around the house.
- Father started doing Joe Wicks workouts and following his food plan. This had a positive impact on the whole family
- Children loved the interactive cooking sessions, making recipes up with what they had in the cupboards.
- They trusted and had confidence in their wellbeing keyworker

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Agenda Item 9

RESIDENTIAL & WELLBEING SERVICES COMMITTEE	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Arun Wellbeing Report	Georgina Bouette	Thurs 22 July	6pm	15 Sept
Flaxmean Report	Johanne Batty			
Information & Advice Contract Procurement	Robin Wickham			
Safer Arun Partnership Report		Thurs 30 September	6pm	10 Nov
Local Community Network Update Report		Thurs 2 December	6pm	12 Jan
Housing Revenue Account Update Report				
Allocations Policy Review				
Sussex Police Precept		Mon 24 January	6pm	9 March
Leisure Operating Contract Report		Thurs 17 March	6pm	11 May

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