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11 July 2022

HOUSING AND WELLBEING COMMITTEE

A meeting of the Housing and Wellbeing Committee will be held in **Council Chamber, Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 21 July 2022 at 6.00 pm** and you are requested to attend.

Members: Councillors Pendleton (Chair), Mrs Cooper (Vice-Chair), Daniells, Mrs English, Gregory, Mrs Haywood, Hughes, Madeley, Needs, Thurston and Yeates

PLEASE NOTE: Where public meetings are being held at the Arun Civic Centre, to best manage safe space available, members of the public are encouraged to watch the meeting online via the Council's Committee pages.

1. Where a member of the public wishes to attend the meeting or has registered a request to take part in Public Question Time, they will be invited to submit the question in advance of the meeting to be read out by an Officer, but of course can attend the meeting in person.
2. We request members of the public do not attend any face-to-face meeting if they have Covid-19 symptoms.

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, 13 July 2022** in line with current Committee Meeting Procedure Rules.

It will be at the Chief Executive's/Chair'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. MINUTES

(Pages 1 - 6)

The Committee will be asked to approve as a correct record the minutes of the Housing and Wellbeing Services Committee held on 8 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. FREEDOM LEISURE - LEISURE OPERATING CONTRACT - YEAR SIX REPORT

(Pages 7 - 50)

This report provides an overview of the sixth year of the leisure operating contract (financial year 2021/22). Freedom Leisure will attend the meeting to present its Annual Report.

7. HOUSING MANAGEMENT SYSTEM PROGRAMME UPDATE

(Pages 51 - 58)

This report provides Members with a review of the implementation of Civica CX; the new integrated Housing Management System. The report proposes changes to the approach, resources and timescales for completion of the programme which are designed to ensure the most effective implementation, which supports our ambition to offer our

residents the best quality and value for money services.

8. DECARBONISATION STRATEGY (Pages 59 - 154)

This report asks the Committee to approve the adoption of the Social Housing Decarbonisation Strategy and action plan (Appendix 1) and to approve the making of an application to the Social Housing Decarbonisation Grant (run by the Department for Business, Enterprise and Industrial Strategy (BEIS)) for £3,000,000 to improve SAP ratings of 300 properties to achieve a minimum C Rating.

9. PRE-CONSTRUCTION WORKS RELATING TO CANADA ROAD & ELLIS CLOSE, ARUNDEL AND WESTLOATS LANE, BOGNOR REGIS (Pages 155 - 168)

This report seeks authority to enter into a Pre-Construction Service Agreement with Beard Construction, to enable Arun to evaluate the best use of the three sites, at Canada Road and Ellis Close, Arundel and Westloats Lane, Bognor Regis.

10. INFORMATION & ADVICE CONTRACT PROCUREMENT REPORT (Pages 169 - 172)

The Housing and Wellbeing Committee resolved on 22 July 2022 to procure a countywide Community Advice and Support Contract with West Sussex County Council and the West Sussex District and Borough Council's. The contract has been tendered and this report seeks authority to enter into a new Community Advice and Support contract.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

11. WORK PROGRAMME (Pages 173 - 176)

The Committee's Work Programme for 2022/23 is attached for the Committee's information.

12. 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 item 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 item.

13. BUSINESS RATES INSOLVENCY WRITE OFFS OVER £10,001 (Pages 177 - 180)

This report seeks Members' approval to write off outstanding business rates where the liable party, a limited company, is no longer trading. The account has been passed to external enforcement agents for collection but returned as unsuccessful.

14. COUNCIL TAX INSOLVENCY WRITE OFFS OVER £5,001 (Pages 181 - 186)

This report seeks Members' approval to write off outstanding council tax charges which are subject to insolvency action. The liable party has either been granted a Debt Relief Order, declared Bankrupt or is subject to an Individual Voluntary Arrangement, and the Council are legally unable to pursue the customer for the outstanding council tax charges. The list of debtors is shown in the report in the private section of this agenda.

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 - [PART 8 - CP - Section 5 Filming Photographic Protocol](#)

Public Document Pack **Agenda Item 3**

Subject to approval at the next Housing and Wellbeing Committee meeting

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HOUSING AND WELLBEING COMMITTEE

8 June 2022 at 6.00 pm

Present: Councillors Pendleton (Chair), Mrs Cooper (Vice-Chair),
Mrs English, Gregory, Mrs Haywood, Hughes, Needs and Yeates

Councillors Cooper and Goodheart were also in attendance for all
or part of the meeting.

Apologies: Councillors Daniells and Thurston

59. DECLARATIONS OF INTEREST

Cllrs Cooper and Pendleton declared a personal interest in agenda item 7 [SAFER ARUN PARTNERSHIP] and item 8 [SAFEGUARDING AT ARUN DISTRICT COUNCIL] as they are both West Sussex County Councillors.

60. MINUTES

The minutes of the meeting held on 17 March 2022 were approved.

61. PUBLIC QUESTION TIME

There were no public questions submitted for this meeting of the Committee.

62. START TIMES

The Committee

RESOLVED

That its meeting start time be at 6pm

63. SAFER ARUN PARTNERSHIP

The Chair explained to members that the report before them allowed them to scrutinise the Safer Arun Partnership (SAP), specifically, looking at how the partnership itself operated and how effective it was against its terms of reference. She then welcomed Chief Inspector (C.I) Bowman and Sergeant Paul Coles who were in attendance as the representatives of Arun's Neighbourhood Policing team.

In introducing the report, the Community and Wellbeing Manager reconfirmed the purpose and aim of its detail was to enable members to effectively scrutinise the SAP and support compliance of the Council's statutory duty to scrutinise the work of local partners in addressing Crime and Disorder and Anti-Social Behaviour (ASB) within the district.

The Chairman then opened debate and invited members to ask questions clarification was sought on the serious organised crime priorities and why these had been discharged. It was confirmed by C.I Bowman that whilst these had been recorded as 'discharged' in the document, the work in relation to Serious Organised Crime (SOC) continues, however it had taken on a new governance recently. Explaining that the previous SOC group had been disbanded and the work was now being undertaken by the Partnership Tactical Co-ordinating Group (PTCG). He confirmed that outcomes of cases or areas that required additional scrutiny by the committee would be fed from the PTCG meetings into the SAP meetings it is hoped that this would see a more co-ordinated response to SOC.

It was asked by a non-member of the committee what would the communities see in terms of the changes made by the PTCG. C.I Bowman explained that the new format is in its early stages, its first meeting was yet to be held. However, none of these changes would stop the local policing work that was already in place and the new format would be under review to ensure that it delivers against expectations. C.I Bowman confirmed that residents of the district would be able to keep up with communications from his teams via the Police force website. The Chair then asked C.I Bowman what specifically would the communications look like for all the Parishes within the district. He confirmed that a 'one size fit's all' approach would not work. Each Parish has its own individual needs and there needed to be a tailored approach according to each Parishes need.

The Arun wide Child exploitation campaign had been documented as 'discharged' within the report, what did this mean? Arun's Safeguarding Officer confirmed that the campaign was a project that launched after a serious case review came to light within the district. An awareness campaign was then started to increase awareness in the specific area. Work on child exploitation within the district was confirmed as ongoing despite this specific campaign being discharged. C.I Bowman was asked by the Chair how the police specifically engaged with child exploitation issues. He confirmed that the special investigations unit managed high risk cases of child abuse, as well as a proactive missing persons team who complete a lot of work for those children who are at risk of exploitation along with many other partnerships who work collaboratively alongside these teams.

The Chair stated that as Arun is a rural coastal area, it was easy to understand why some may think that issues such as child exploitation and grooming may not exist. But it does. She then asked what specifically were the police doing with the cases of grooming that had been highlighted within the district? C.I Bowman confirmed that this subject was one that happens behind closed doors, much like domestic violence cases. Therefore, it required all those individuals who are a part of the safeguarding process, from lollipop persons, teachers, support workers, social workers etc. to continue to feed into the safeguarding process. He confirmed that there was a much more coordinated approach now and collaborative working with safeguarding leads across the district had improved alongside more robust procedures and systems being in place to address concerns when they are raised.

A question was raised regarding the police working with churches as it had not been mentioned in the report? It was confirmed by Sergeant Paul Coles that recently a Community Engagement Officer for Churches and Faith groups across Chichester and

Arun District. He explained that this was a fairly new role and a 'development in progress' therefore more information on this role would be coming at a later date.

The Chair then asked for an update regarding drug related issues and cuckooing cases as she noted that the report details its actions as outstanding, and no further meetings had been held since January 2022. Sergeant Paul Coles explained that while work had been ongoing an internal restructure had taken place. He also advised that cuckooing cases were rare within the district. He confirmed that 1 case had been identified in Bognor Regis this year which resulted in a swift police response. There are currently 5 individuals/addresses that were being monitored and reviewed monthly with all those involved across the partnership. The focus is very much on protecting the individuals and this is done by robust risk management and deploying resources to where they are needed. Collaborative working across many teams within the force as well as a close working relationship with the Metropolitan Police for those issues who cross county lines.

It was also queried when the minutes from the SAP meetings would be updated as this was a vital tool for everyone to ensure they are kept up to date with progress being made on cases. It was confirmed by the Community and Wellbeing Manager that there was a technical issue which was being resolved and the minutes would be available to view within a matter of weeks.

The Vice-Chair reminded members that the community safety survey had recently been emailed out to everyone and requested that members raise awareness of this survey with parishes/wards. As well as encouraging individuals to complete the short survey as the more responses received, the better the data we have to work with.

The Chair then drew the item to a close and the committee noted the report and updates given at the meeting.

64. SAFEGUARDING AT ARUN DISTRICT COUNCIL

The Safeguarding Officer explained that the report provided members with the opportunity to scrutinise the councils safeguarding function. It provides an overview of the categories of abuse, demand for the year prior to the Covid-19 pandemic and how this has shaped concerns and emerging themes. Data is also provided to show referrals from council staff, specialist advice received, actions given and taken.

The Chair then opened debate on the item, inviting members to ask any questions to officers present.

Concern was raised regarding section 1.9 of the report that detailed the number of incidents of domestic abuse it was stated that it was alarming to see Arun had the highest figures across West Sussex. The Safeguarding officer explained that as C.I Bowman confirmed earlier in the meeting, this was a hidden crime and the data was based on referrals or incidents reported that police had responded to. She confirmed that once police have responded to an incident of domestic violence, an automatic referral to panel is made. The panel consists of key people from a number of services such as health, probation and police. The objective of the panel is to put in place a

safety plan that sets out to reduce the risk to individuals suffering domestic violence. She explained that sadly the figures were a true reflection of domestic violence issues within the district, however, confirmed that there was a collaborative partnership across the services that work together in providing support where it's needed.

It was asked what further proactive steps the council could take in providing support and help for individuals of domestic violence. The Safeguarding officer stated she believed mandatory training for all front-line staff to raise awareness as well as an ongoing training programme of support would be of benefit. She also confirmed that lockdowns during the pandemic did certainly exacerbate the issue.

The topic of communicating with residents on how they can report cases of domestic violence in confidence was raised, specifically, what more the council could do to improve on current communications. The Safeguarding officer confirmed various internal communication campaigns had been completed alongside a women's safety event that enabled engagement with the local community. She agreed that a review of internal and external communication plans would be a positive action.

Further information was sought about the work the council does regarding temporary accommodation use in partnership with Chichester District. The Safeguarding officer confirmed that to help embed the Domestic Abuse Bill 2021 a small amount of funding had been awarded to local districts. After some consultation internally and with external partners it was decided to focus on those who were 'fleeing' and/or presenting to the Council for housing matters. This issue consists of many other needs that also require addressing from getting children into new schools, signing up with dentists, doctors' surgeries, or any other community links. She confirmed that the council and My Sisters House had commissioned a complex safe key worker who would work with housing options officers for those individuals requiring temporary accommodation.

Finally, there was discussion relating to section 1.18 of the report, suicide. Members were keen to understand how the council responds to these cases and what reviews are undertaken when these situations are known. It was confirmed that regular reviews were undertaken, further training was also provided to increase staff awareness and confidence in dealing with future situations.

The Committee

RESOLVED

That it endorses the work of the Safeguarding function at Arun district Council and the work of its officers.

65. WORK PROGRAMME

Members took part in a full discussion with officers regarding changes to the work programme, where it was explained that officers regularly review the work programme to ensure that each item on it can be effectively discharged against

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financial and operational constraints. Following this discussion, it was agreed that the following items would be added to the work programme as regular updates;

- Housing Stock updates
- Sheltered Housing updates
- New Housing Management System project updates
- Key Performance Indicators performance update

The Committee then noted its work programme for 2022/23.

(The meeting concluded at 7.39 pm)

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF HOUSING AND WELLBEING SERVICES COMMITTEE ON 21 JULY 2022

PART A: REPORT

SUBJECT: LEISURE OPERATING CONTRACT – YEAR SIX REPORT

REPORT AUTHOR: Robin Wickham, Group Head of Community Wellbeing
DATE: May 2022
EXTN: 37835
AREA: Community Wellbeing, Service Directorate

EXECUTIVE SUMMARY: This report provides an overview of the sixth year of the leisure operating contract (financial year 2021/22). The contractor, Freedom Leisure will attend the meeting to present its Annual Report.

RECOMMENDATIONS:

The Housing and Wellbeing Committee is requested to:

- a. note the overall performance of Freedom Leisure for the period 1 April 2021 to 31 March 2022; and
- b. note that the Dual Use Officer Group met on three occasions during the review period and agreed work priorities in accordance with its Terms of Reference.

1.0 BACKGROUND:

- 1.1 In September 2015 the Council's Leisure Operating Contract was awarded to Wealden Leisure Ltd., trading as Freedom Leisure (C/013/140915). The contract is for a period of ten years (2016 to 2026) with an optional extension period of five years.
- 1.2 The sum tendered for the contract was £503,192 per annum payable to the Council (averaged over ten years). The tendered sum was adjusted to reflect capital improvement work funded by the Council and a reassessment of the financial position on the transfer of the business. This resulted in an improvement to the tendered sum from £503,192 to £680,683 per annum (averaged over ten years).
- 1.3 This report covers the period of recovery from the pandemic as restrictions were lifted and confidence built in returning to business as usual. The period was also affected by pressures in the job market and rising inflation.

1.4 Freedom Leisure will present two items:

- The Arun District Council Leisure Operating Contract Annual Report 2021/22 (Appendix 1)
- The 'Arun Active Communities Development Plan 2022/24 (Appendix 2)

This will provide an opportunity for members to review the last year's performance and the current service delivery plan.

2.0 PERFORMANCE MANAGEMENT

- 2.1 The contract specification is outcome based which requires Freedom Leisure to formulate the most effective and efficient way to manage the Council's leisure facilities whilst achieving the operating fee payable to the Council and agreed standards and performance indicators.
- 2.2 Contract reporting is managed through an on-line performance framework specifically created for this purpose. The performance framework is a shared resource which Freedom Leisure populates with data and documents. The framework is also a tool for Freedom Leisure and the Council to review both financial and operational performance.
- 2.3 The contract is managed by monitoring visits and monthly contract meetings. Over the past two years additional strategic meetings have been held with Freedom Leisure to review the impact the pandemic has had nationally on the leisure industry and its effect locally. Financial support over this period, has been provided both locally and by HM Government. This has resulted in a national framework for monitoring the performance of leisure and locally the Council has met with Freedom Leisure each month to scrutinise targets and financial performance through open book accounting.
- 2.4 A very basic indicator of performance is the number of people attending the leisure facilities. The review period was impacted by the pandemic, but to a lesser extent than 2020/21. The period 2021/22 was characterised by a lifting of the lockdown on 21 April 2021 and a gradual easing of the restrictions until fully lifted on 19 July 2021. Further restrictions were imposed between 8 December 2021 and 27 January 2022 requiring face coverings in buildings. The restrictions limited access to buildings, the size of classes and the availability of activities. In addition to changing the habits of customers to participate in group activities (cinema, theatre, classes) it also affected the confidence of some people to visit the centres and congregate.
- 2.5 Despite the restrictions the numbers of people returning to activities in 2021/22 were strong (Table 1). Across all facilities and activities 1,089,189 visits were recorded. This compares favourably with the pre-pandemic total of 1,164,380. Furthermore, it represents 27% more visits than the first year of the contract when the recorded attendance was 860,284.

<u>Table 1 – Attendances</u>	Baseline 2016/17	Pre- Pandemic 2019/20	2021/22
Arun Leisure Centre	353,691	418,992	453,608
Littlehampton Swimming & Sports Centre	365,271	0	0
Littlehampton Wave	0	562,102	552,312
Windmill Entertainment Centre	52,692	77,029	29,924
Bersted Park Community Centre	26,977	31,557	14,422
Active Communities	61,653	74,700	38,923
Total	860,284	1,164,380	1,089,189
Percentage increase based on Baseline (2016/17)		35%	27%

- 2.6 The closure of the centres during the pandemic had a significant impact on income which has been addressed in reports to Cabinet and this Committee. The legacy of the closures has been a reduction in membership numbers which is proving difficult to overcome. Currently membership is approximately 80% of the pre-pandemic number. This is slightly better than the national average but remains stubbornly at this level.
- 2.7 A rather better picture has been Freedom Leisure's 'Learn to Swim' programme. Children returned very quickly as restrictions were lifted and enrolment on classes at the Arun Leisure Centre and Littlehampton Wave programme is 112% and 106% respectively higher than pre-pandemic.
- 2.8 The usage of the sports halls and synthetic turf pitch have returned to the levels expected and catering income and studio usage is slowly returning to normal. Theatre and cinema were particularly impacted by COVID restrictions and are only now starting to recover.
- 2.9 The steady return of customers to the various settings and activities was positive, but at the end of 2021/22 Freedom Leisure reported that income was still 15% or approximately £70,000 per month lower than that before the pandemic.

3.0 PROGRAMMING AND PRICING

- 3.1 There were no significant changes in the pricing structure for classes, activities and memberships during the period.
- 3.2 The annual price increase was introduced on 1 January 2022. Core prices increased by 4.4% in line with the consumer price index (5.4%) and other fees and charges averaged 5%. Freedom has endeavoured to keep membership charge increase to a

minimum. The adult membership charge was not increased in January 2022 but was increased in May 2022 from £44 to £45. This charge is mid-table compared to neighbouring local authority leisure memberships where the highest charge is £60 and lowest £30.

- 3.3 Freedom Leisure is continuing to develop and extend its programme of activities and classes. The 'Little Leapfrogs' drop-in activity sessions for preschool children has been a notable success, as have school holiday activity programmes which include the provision of lunches with funding distributed by West Sussex County Council. Freedom Leisure has maintained its Healthy Walk programme despite a reduction in the number of volunteer walk leaders since COVID.

4.0 ASSET MANAGEMENT

- 4.1 Freedom Leisure continued to maintain the plant and buildings in accordance with the agreed schedule of Asset Management Responsibilities. It also worked with the Council's Property and Estates team to ensure that all planned improvement works were agreed and delivered to appropriate standards.
- 4.2 The Arun Leisure Centre is subject to a Dual Use Agreement to facilitate the shared use of the building with Felpham Community College. On a termly basis a Dual Use Officer Group meets to review operational matters and ensure that the Arun Leisure Centre is properly managed and maintained. These meetings recommenced as COVID restrictions were lifted and were held on 20 May 2021, 18 November 2021, and 9 February 2022.
- 4.3 The Council is now working with Freedom Leisure, West Sussex County Council and Felpham Community School to refresh the building five-year maintenance plan to ensure it is correctly costed and budgets allocated.

5.0 HEALTH AND SAFETY

- 5.1 The management of Health and Safety was in accordance with the contract specification. Accidents were reported to the Council via email and the details recorded. In each case the incidents were investigated, appropriate actions taken, and the Council informed of the outcomes. During the 2021/22 no incidents were RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) reportable.

6.0 QUALITY ASSURANCE AND CUSTOMER CARE

- 6.1 Freedom Leisure is committed to ensure that the facilities meet industry appropriate quality standards. In addition to using its own in-house Quality Management System, both the Arun Leisure Centre and the Active Communities team hold a QUEST accreditation. QUEST is the industry standard quality marque supported by Sport England and provides a tool for continuous improvement. The Littlehampton Wave will undergo a QUEST assessment in due course.

- 6.2 Freedom Leisure also employs an external auditor (Leisure Client) to review the performance of all its leisure centres. Due to the pandemic these independent audits have been paused and Freedom Leisure are aiming to restart these later in 2022/23.
- 6.3 Monitoring inspections by Arun Officers have been carried out to assess cleanliness, review maintenance and ensure that any defects are rectified. Critical visits previously carried out by senior managers from both Freedom Leisure and the Council to identify areas for improvement will resume when the most pressing post-pandemic issues have been resolved.
- 6.4 Customer feedback is continuously monitored by Freedom Leisure with details of complaints, compliments and suggestions reported at the monthly client contractor meetings. Freedom Leisure also use the Net Promoter Score as a customer relationship management tool to gauge loyalty and overall satisfaction.

7.0 PLANS FOR 2022/23

- 7.1 The Leisure Operating Contract requires Freedom Leisure to continuously review its operation and update its plans to ensure that the service evolves to meet the changing needs of Arun's communities.
- 7.2 Since 2020 the local competition from other leisure providers has increased. Insight also suggests that more people have become accustomed to exercising at home and outdoors rather than in fitness gyms and studios. Freedom Leisure acknowledges these factors and is rebuilding its customer base to encourage new people to take up activity and build confidence in those who have not returned since the pandemic.
- 7.3 A growing risk to the customer base is the increase in the cost of living with its potential impact on household disposable income. Freedom Leisure has also struggled to recruit and recently increased the wages of many of its lower paid staff to aid retention and employment.
- 7.4 Of significant and imminent concern is the potential increase in energy costs in the Autumn when gas and electricity contracts are renewed. The projected annual increase for the Arun contract is more than £200,000.
- 7.5 Freedom Leisure is currently considering all the factors affecting its business and taking appropriate steps to mitigate the effects of inflation and increased energy costs. These measures include reviewing prices, further energy saving measures, reducing opening hours at quieter times and staff optimisation.
- 7.6 The Council has agreed to invest Section 106 funding at the Arun Leisure Centre to increase the swimming pool changing room capacity and improve the customer experience. The Council will also continue to work with Freedom Leisure to identify carbon reduction projects to help achieve our net carbon neutral targets.
- 7.7 Regarding Freedom Leisure's short to medium term activity development objectives, these are detailed in the 'Arun Active Communities Development Plan 2022/25' (Appendix 2). This plan was drafted with Arun Officers and demonstrates Freedom Leisure's commitment to wellbeing. Some of the ambition may be dampened by the

current economic downturn, but Freedom Leisure remain committed delivering as much as possible during this difficult period.

- 7.8 The 'Arun Active Communities Plan' clearly sets out Freedom Leisure's commitment to social responsibility and its willingness to work with partners. Moreover, it recognises the many socio-economic barriers to participation that more commercially orientated operators may overlook.

8.0 CONCLUSION

- 8.1 Throughout the period Freedom Leisure has provided consistently high standards and been attentive to the requirements of the contract. It has also fostered and promoted good working relationships with the Council and our partners.

- 8.2 The pandemic has had a significant impact on the business of leisure centres both nationally and locally. In Arun the number of people returning to the centres has been positive, but the income generated by those customers has been below the level experienced before the pandemic. Growing inflationary pressures, difficulties in recruitment and potential increases in energy costs may have additional and consequential impacts on the contract.

- 8.3 The Council is now in the seventh year of its contract with Freedom Leisure. Recent years have been challenging, but we have continued to work together to ensure that the contracted services continue to be delivered. Of particular significance as we emerge from the pandemic is the social value elements of the contract which are illustrated in Freedom Leisure's 'Active Communities Development Plan' which provide a sound foundation for the health and wellbeing of the community.

9.0 OPTIONS:

- a) To note the report.
- b) To propose an alternative recommendation.

10.0 CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)		✓
11.0 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)		

12.0 IMPLICATIONS:

Financial:	The leisure operating contract generates revenue for the Council.
Legal:	The Council is in contract (plus leased assets) with Freedom Leisure for the operation of its leisure facilities
Asset Management:	The buildings leased to Freedom Leisure remain the property of Arun District Council.

13.0 REASON FOR THE DECISION:

- Scrutiny of the Council's Leisure Operator

14.0 BACKGROUND PAPERS:

Cabinet Paper	Leisure Management Contract 2016 (September 2013)
Cabinet Paper	Leisure Management Contract 2016 (October 2014)
Cabinet Paper	Award of Leisure Management Contract 2016 (September 2015)
Cabinet Paper	Arun District Council Budget 2016/17 (February 2016)
Cabinet Paper	Review of the Arun Leisure Centre Dual Use Agreement (September 2016)
Cabinet Paper	Leisure Management Contract Works (March 2016)
OSC Paper	Leisure Operating Contract – Year One Report (May 2017)
OSC Paper	Leisure Operating Contract – Year Two Report (November 2018)
Decision Taken under Officer Scheme of Delegation	Financial Support to Freedom Leisure (16 April 2020)
Full Council	Decision (15 July 2020)
Cabinet Decision	C/009/21092020 (21 September 2020) C/037/14122020 (14 December 2020)

Housing & Wellbeing Committee	Leisure Contract Update Report (17 March 2022)
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Appendix 1

The Arun District Council Leisure Operating Contract Annual Report 2021/22

Appendix 2

The 'Arun Active Communities Development Plan 2022/24

Arun District Council

leisure operating contract annual report
April 2020 - March 2022

“ improving lives
through leisure ”

Introduction

freedomleisure commenced a 10 year contract to manage Arun District Councils leisure facilities on 1 April 2016. These facilities include:

Arun Leisure Centre

Littlehampton Wave Leisure Centre

The Windmill Entertainment Centre

Bersted Park Community Centre

“Due to COVID-19, the 2020/22 financial years have been extremely challenging years for the sport and leisure sector as a whole, but Freedom Leisure, with significant support from Arun District Council, has continued to provide the best service possible during these unprecedented times. The team in Arun has worked tirelessly to welcome everyone back to their local leisure centre; motivated by the goal of providing our local communities with the best possible opportunities for exercise, activity and the chance to socialise safely.”

Ivan Horsfall-Turner | Managing Director - Freedom Leisure

Arun District Council’s ‘Vision for Arun’ 2022-2026 aims:

“to make Arun a better place to live, work and visit as well as delivering public services”

- Promote and support a multi-agency response to tackle the causes of health inequality in Arun's areas of greatest deprivation.
- Champion leisure, culture and the Arts in Arun and encourage our community to embrace healthy and active lifestyles.
- Work with partners to provide advice, support and activities that promote community wellbeing where it will have the greatest impact.

Furthermore, the wellbeing objective of Arun District Council’s ‘Leisure & Cultural Strategy 2013 – 2028’ set out 4 key wellbeing goals:

- Encourage residents to take part in regular physical activity to benefit their health and wellbeing and for enjoyment
- Encourage young adults to take up sport to lead to life long habits
- Improve quality and accessibility of leisure activities
- Enable lower income residents to access high quality leisure

This report provides a summary of the initiatives, projects and programmes Freedom Leisure have delivered in their shared vision of achieving the above health & wellbeing objectives for the community.



An introduction to the uk's second largest genuine charitable leisure trust:

2020-22 have been extremely challenging years for the sport and leisure sector as a whole, but Freedom Leisure has worked closely with their local authority partners to provide the best service possible during this unprecedented time. Nationally, Freedom Leisure were selected as the preferred operator of 2 new leisure contracts, increasing their portfolio to 109 Leisure Centres with 24 individual partners and now has over 4,000 colleagues employed.

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109

Sites including 2 theatres, on behalf of 24 individual partners across England and Wales.



not for profit

freedomleisure is a not-for-profit leisure trust which manages leisure and cultural facilities on behalf of partners across the UK to realise our vision of "improving lives through leisure"



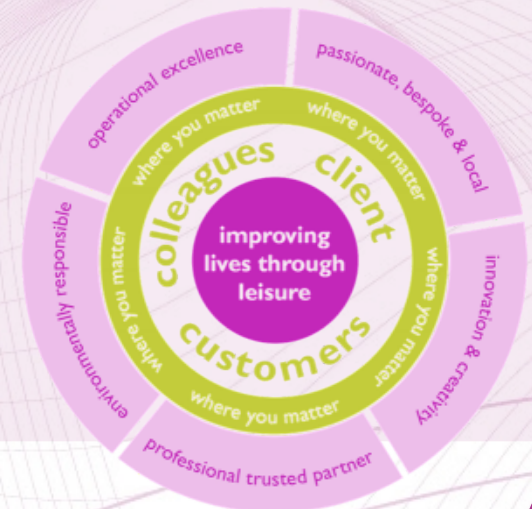
focus

Committed to providing and developing inclusive leisure facilities for everyone. Delivering a service to exceed our customers' expectations

freedomleisure ethos

- Provide affordable and accessible health, leisure and sport facilities for everyone, therefore having a positive impact on the local communities in which we operate and serve – we aim to inspire people to be more active more often
- Reinvest surplus into quality services
- Exceed our partners' desired outcomes for local communities
- Enhance our reputation and status
- Grow and develop as a company in a sustainable way
- Develop our people
- Renew existing contracts and win new ones

freedomleisure corporate vision



Area Insight

Our approach is to provide partners and customers with a bespoke service that will inspire and excite communities to increase participation. Understanding local communities are at the heart of what we do and, working in partnership with Arun District Council, we would ensure the community is fully understood and engaged to deliver a passionate, bespoke and local service. Through our proven record of success and our commitment to understand the specific needs of Arun residents, we have already begun to generate an understanding of the local communities and continue to develop opportunities for residents to enjoy the Centres.

43.3%

of adults not reaching recommended levels of activity



1/5

people have a long-term life limiting illness or disability



159,827

residents live in Arun (54% female; 46% male)



61.3%

of adults are overweight or obese



11 years

difference in male life expectancy at birth between the most and least deprived areas



£298m

of economic value is brought to the District each year through tourism



13.2%

of children live in low income families



3,500

of the districts population is living with Dementia



6

wards within 20% most deprived within the country (IMD2019)



Timeline 2020 -2022

20 March 2020
Closed ~
first National
lockdown

25th July
Limited reopening
at Littlehampton
Wave & ALC

5th November
All sites close to public
Arun LC Mon- Fri open for school use,
BPCC Tues –Thurs for NHS cardiac rehab

27th December
Sites close again.
BPCC was partly used by
nursery

8th March
Arun LC used for schools

12th April 2021
All sites reopen
with restrictions

September
Bersted Park reopens
with limited numbers

3rd December
All sites re-opens
with restrictions

29th March
Outdoor space reopened at
Arun and Wave for 3G &
classes

Throughput summary:



	2019/20	2020/21	2021/22	21/22 compared to 19/20
Arun Leisure Centre	418,992	49,054	453,608	+34,616 (+8.2%)
Littlehampton Wave	562,102	76,385	552,312	-9,790 (-1.74%)
Windmill Entertainment Centre	77,029	2,843	29,924	-47,105 (-61.2%)
Bersted Park Community Centre	31,557	1,263	14,422	- 17,135 (-54.3%)
Active Communities	74,700	20,810	38,923	- 35,777 (-47.9%)
Total	1,164,380	150,355	1,089,189	-75,191 (-6.5%)

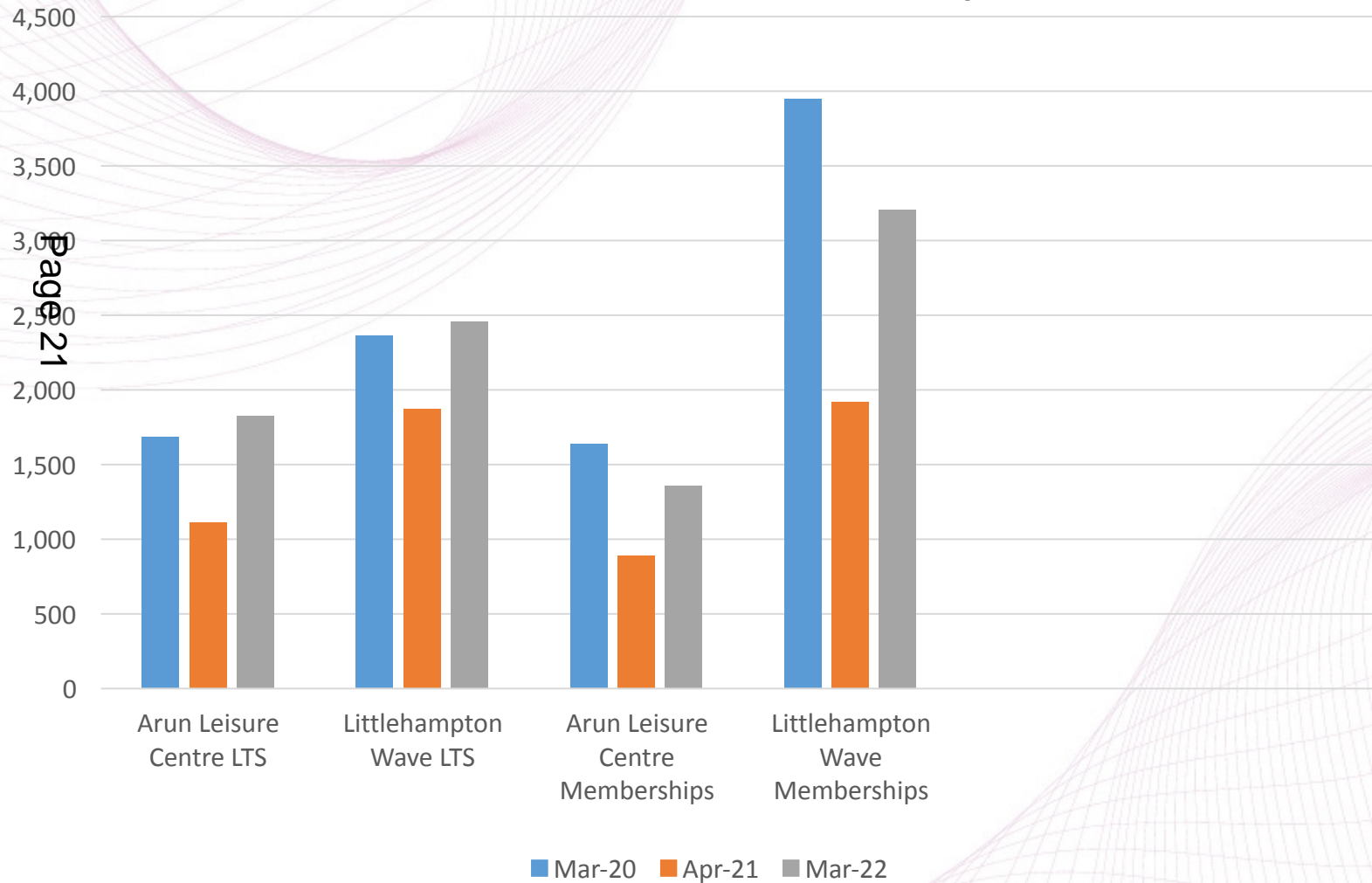
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Learn to Swim Members	March 2020	April 2021	March 2022	Growth since 2021 reopening	% of Pre-Covid
Arun Leisure Centre	1683	1112	1826	+64%	109%
Littlehampton Wave	2365	1871	2457	+32%	104%
Memberships	March 2020	April 2021	March 2022	Growth since 2021 reopening	% of Pre-Covid
Arun Leisure Centre	1642	889	1356	+53%	83%
Littlehampton Wave	3952	1922	3206	+67%	82%





Learn to Swim & Membership Growth



In January 2021, Arun District Council and Freedom Leisure jointly applied for a grant from the National Leisure Recovery Fund (NLRF) to support the service. This application was successful and Arun District Council was awarded £331,690 to cover some essential costs during the 20-21 lockdown period and to support the reactivation of the facilities from April 2021. This grant was for the Centres that Freedom Leisure operate on behalf of ADC and £90,986 was support for Six Villages Sports Centre.

£99,507 was used for the ADC Centres in 20-21 with the balance of £141,197 carried forward for support in 2021-22.

Projected forecasts were provided to ADC Officers throughout the year and we actually managed to perform better than expected and made a total management fee payment to ADC of £498,649.

Freedom Leisure would like to thank Arun District Council for their ongoing financial support for their leisure services throughout the last two years during the pandemic.

Going forward, the challenge is to continue to recover financially from the pandemic whilst also managing the new challenges of excessive utility prices (and inflation.

- Covid recovery still not complete
- Utility Crisis (92% increase for electricity & 47% for gas)
- Inflation
- Cost of living crisis

Energy Saving Measures



Conversion of lighting to LED at ALC (including the 3G floodlights), Bersted and Windmill Theatre.
Adjustments to pool water and air temperatures.
Minimise use of A/C units (and increase set points) in the gyms/studios and increase natural air flow.
Increased natural air flow as opposed to air conditioning.
Upgraded BMS systems to help control air handling throughout the buildings.
Reduction of boiler set points to reduce total usage levels.
Reduction of pool pump speeds.
Reduced actual number of lighting units while maintaining sufficient LUX levels.
Better control over scheduling of heating/cooling linked to occupancy and external conditions.
Improved general housekeeping and daily management of usage (On-line management system).
Looking at potential urinal water flow options.
Regular environmental audits.

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Investments/improvements



£7k pool vac at Wave
£2.5k pool dosing pump at Wave
£7k for floor strip and reseal at Bersted.
£7.5k spin bikes consoles at ALC
£5k pool grate repairs at ALC
£35k various LED conversions across the Contract
£4k removal of old bleacher seating at ALC
£3.8k additional fridges/freezers at Wave
£4.6k mannikins to use for RLSS courses across the contract.
£4k On Course programme for LTS programme



Freedom Leisure actively promotes healthy lifestyles across the communities . Ensuring that everyone feels welcome within our centres. In the recent few years we have focused more on digital marketing due to the pandemic, however this is supported by traditional methods to ensure we are able to reach our demographic.

Our marketing displays a wide range of activities to ensure that there really is something for everyone and that we offer an all inclusive service.

We have recently implemented Contract wide Marketing leads to drive business forward offering training and support to ensure we are delivering our message with our positioning and customers in mind.

How do we currently advertise?

- Social media platforms
- Local Parish Magazines
- Brief your market emails
- Press releases
- Radio advertising
- Leafleting
- Outreach events
- In reach (Posters/Banners)

Analysis & Evaluation

- Regular analysis of competitors
- Regular analysis of social media posts, likes, followers, engagements

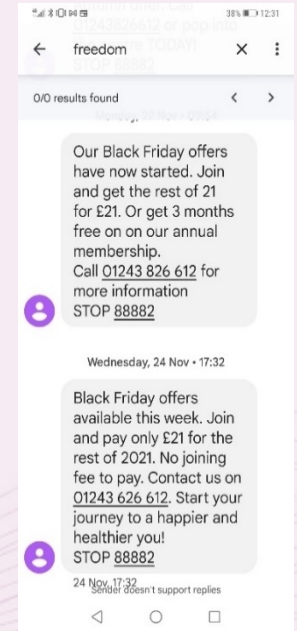
The screenshot shows a mobile news article from the Bognor Regis Observer. The article title is "'Go for it', says Bognor Regis man who has seen his health improve through exercise". The author is Nikki Jeffery, and the article was published on Friday, 12th November 2021, at 9:22 am. The article text states: "Having suffered heart failure and two mini strokes, a Bognor Regis man was referred by his GP to Arun Leisure Centre." Below the article, there are social media sharing icons for WhatsApp, Facebook, Twitter, and Email. At the bottom of the screenshot, there is a banner for Slater & Gordon with the text "No Win No Fee Compensation" and "Contact Us Today For A Free Consultation Slater & Gordon".

The advertisement is for Freedom Leisure Community Leisure Centres. It features a header with the text "Community Leisure Centres a place for everyone!". Below this, it states: "Our community leisure centres offer a wide range of activities for all ages. Including Gym, Fitness classes, Rackets sports, Soft play, Swimming lessons and more!". There is a sub-header: "There really is something for everyone!". The advertisement lists three centres with their contact information: Arun Leisure Centre (01243 826 612, www.freedom-leisure.co.uk/arun), Bersted Park Community Centre (01243 859 108, www.freedom-leisure.co.uk/centres/bersted-park-community-centre), and Six Villages Sports Centre (01243 546 830, www.freedom-leisure.co.uk/centres/six-villages-sports-centre). A map shows the locations of these centres. The advertisement also includes the Freedom Leisure logo and the text "Please mention FELPHAM IN FOCUS when responding to adverts".



Marketing/Social Media

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Website look and feel

The desktop website for Littlehampton Wave features a purple header with the Freedom Leisure logo and navigation links: Find Another Centre, Help, Jobs, About Freedom Leisure, and English. Below the header, the page title 'Littlehampton Wave' is displayed alongside a secondary navigation bar with links for Home, Facilities, Timetables, Memberships, News, Contact, and an Enquire Now button. The main content area includes contact details for Sea Road, Littlehampton, BN16 2NA, opening hours (6:30am-10pm), phone number (01903 725 451), email (littlehampton@freedom-leisure.co.uk), and a feedback link. Social media icons for Twitter, Facebook, and Instagram are present, along with Enquire Now and Book Session buttons. A large image shows a staff member interacting with a customer. At the bottom, a grey section contains the text 'Welcome To Littlehampton Wave', a brief description of the facility's mission, and a link to visit the Arun District Council's website. The Arun District Council logo is prominently displayed.

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The mobile website for Littlehampton Wave features a purple header with the Freedom Leisure logo, a search icon, and a menu icon. Below the header, the page title 'Littlehampton Wave' is displayed alongside a secondary navigation bar with links for Home, Facilities, Timetables, Memberships, News, Contact, and an Enquire Now button. The main content area includes contact details for Sea Road, Littlehampton, BN16 2NA, opening hours (6:30am-10pm), phone number (01903 725 451), email (littlehampton@freedom-leisure.co.uk), and a feedback link. Social media icons for Twitter, Facebook, and Instagram are present, along with Enquire Now and Book Session buttons. A large image shows a staff member interacting with a customer. At the bottom, a grey section contains the text 'Welcome To Littlehampton Wave'.

Website look and feel

The desktop website layout for the swimming page includes a purple header with the Freedom Leisure logo and navigation links: Find Another Centre, Help, Jobs, About Freedom Leisure, and English. Below the header is a breadcrumb trail: Home / Facilities / Swimming. The main content area features a large image of two women swimming, a heading 'Swimming', and a descriptive paragraph. Two buttons are present: 'About Swimming Lessons' and 'Swim Membership'. A secondary section titled 'Swimming Lessons & Using Our Pools' contains four image-based links for 'Swimming Lessons', 'Lane Swimming', 'Aqua Fit', and 'Family Swimming'. A 'View Available Assets' button is located at the bottom of this section.

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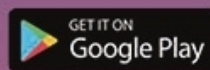
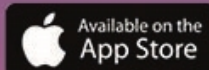
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Benefits of App

- Smartphones are everywhere!
- Bookings made easy (single sign on, native bookings)
- Most personal communications tool
- Direct channel 24/7 (almost)
- Brand association/loyalty
- Customer service (call waiting & ease of booking)

Booking made easy!

Download the freedomleisure app from your chosen store **NOW**



Your NEW app is now ready!

Download the Freedom Leisure app

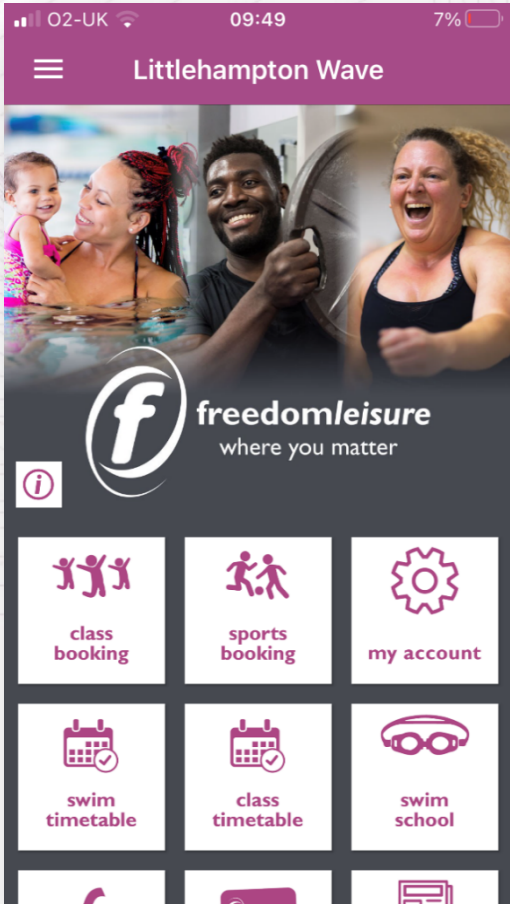


SCAN ME

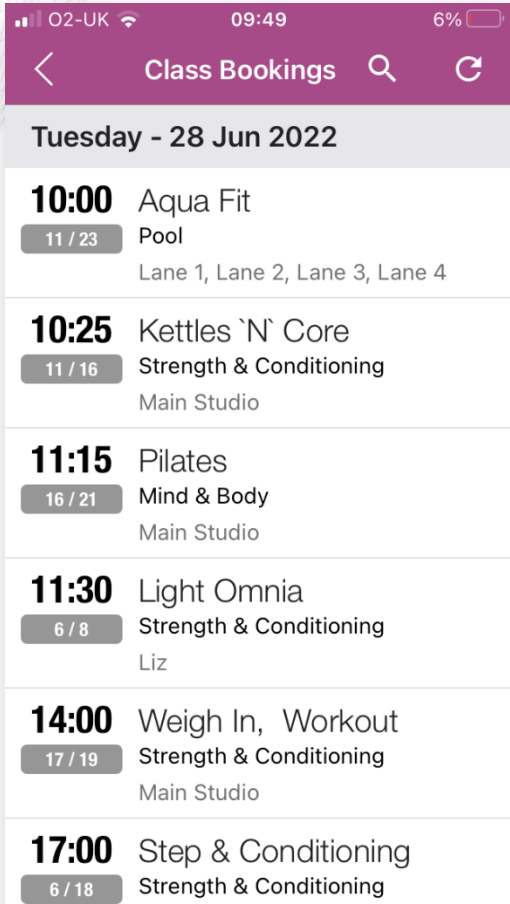


Benefits of App

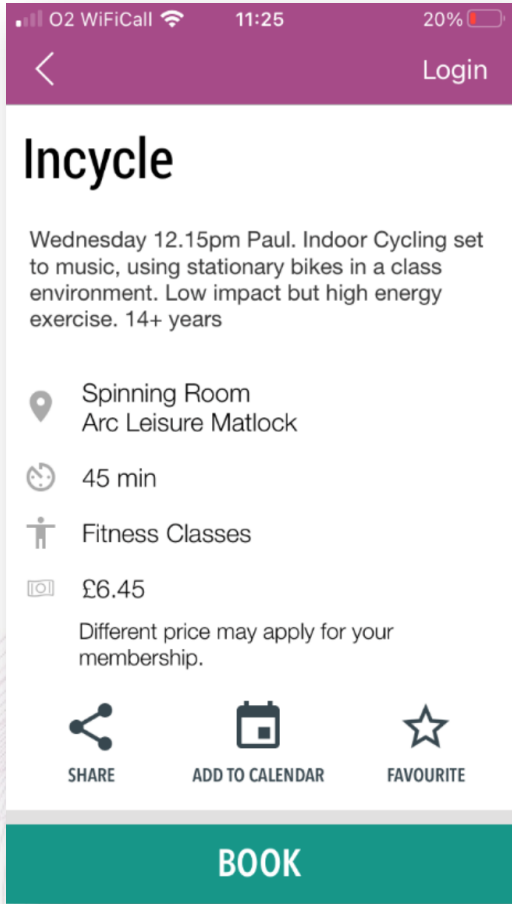
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1



2



3

Annual Report 20-22

For Families and Younger People

- Offered HAF places on our holiday camps at Arun and Littlehampton Wave. This saw 666 attendances over summer 2021.
- Out and About weekend and holiday play sessions within the deprived wards in Arun which saw over 1500 attendances.
- Offer of free swimming to under 4's and those enrolled on our swim school programme
- Set up and supported parents of young children with accessible and affordable Little Leapfrogs sessions which saw over 5000 attendances over the course of the last 2 years, 9 months of which we were closed.
- Run subsidised sports sessions within the heart of the community for those families on low income.
- Run a Friday Night Project for young people aged between 11-19 year

How has freedom leisure made facilities more affordable and accessible?

- Introduction of free community memberships for community groups service users to access our facilities. Groups include MIND, Carers Support and referrals through Arun's social prescribing teams.
- Provided swim only memberships
- Supported Looked After Children with free access to our facilities
- Subsidised memberships for those on weight loss programmes
- Hosted network mornings at our centres for partners to reconnect their service users with the community, post pandemic. Partners include Carers Support and Alzheimer's Society.
- Provide Dementia Friends training for staff teams.



Active Communities



For Older People

- Provided unlimited free swimming and half price coffee for those over the age of 75
- Provide FREE health walks with an average attendance of 1,800 per quarter
- Support 30 volunteer walk leaders all over the age of 60
- Developed a health referral membership for those living with long term health conditions
- Provided walking sport sessions
- Provide a community choir
- Introduced exercise classes into sheltered housing resident homes post pandemic

This quarter Active Communities have enjoyed returning to a degree of normality post Covid 19, re-starting programmes and projects and also introducing new ones including Wellbeing Walks, Walking Netball, Stronger for Longer, Community Tennis, Dementia friendly sessions, active play community sessions and Little Leapfrogs

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Get active with our
Dementia friendly swimming sessions

Arun Leisure Centre
Thursdays, 10.15 - 11.15am
Sessions start 28 April

Littlehampton Wave
Fridays, 2 - 3pm
Sessions start 29 April

*Both sessions are term time only



FREE

12 week COVID Rehabilitation Programme

active communities

Date Completed: March 2022

Case Study: Friday Night Project

Programme Code: ARUN/FNP

Overview:

Having seen the success of the Friday Night Project's across our Woking, Hastings and Crawley contracts, we wanted to explore the idea of putting one on at Wave. Historically the Active Communities team have struggled to have effective engagement with teenagers. The consultation results told us that 60% wanted to come to one of our leisure centres to take part in an activity and the most popular sports were swimming, football and badminton. The AC team then consulted with the local youth services and found there was a gap in provision on a Friday evening within Littlehampton.

At the same time, the next round of satellite club funding was launched by Active Sussex and Littlehampton was a priority for funding allocation. Funding was agreed for the first 20 weeks of the project, which enabled us to get it off the ground with two experienced youth workers. Our FNP has now been running since September 2019. It took a break over Covid but since re-starting, has been at full capacity every week with 60 children. It is now self-sustaining and we are very proud of the service it is providing to the young people of Littlehampton

Feedback:

"My son has loved this session, he really enjoys the fact that he is able to choose the activities that he wants to take part in"

Outcomes:

- Awarded £2,500 Satellite Club funding from Active Sussex
- 60 young people each week engaged on Friday night in a positive activity
- Positive relationship built with local youth service
- Increased café sales on a Friday evening



Themes of activity completed (tick appropriate box):

- Active Sport
 Active Young People
 Active Ageing
 Active Communities
 Active Health
 Active Workforce

Email:

Charlotte.simpson@freedom-leisure.co.uk

insert client logo here



www.freedom-leisure.co.uk

active communities

Date Completed: 22/09/21

Case Study: Arun Summer Provision

Programme Code: ARUN/ACP

Overview:

Our summer provision is always extremely valuable to the local community but this year it was more so than ever post the Covid pandemic. Despite the circumstances of the last year, we had a really successful summer of delivery for our team. We ran Active Play sessions in Bersted, Wick and Ferring. Our Bersted and Wick sessions are supported by Littlehampton Town Council and Bersted Parish Council, they are our two deprived wards within Arun. We also take our sessions to Ferring and they are very well received and funded by the parish council. For the first time this year, with support from Arun District Council, we were able to run the sessions at the weekend within Wick and Bersted. This is a positive step for our active play programme and helped create a 'buzz' around the sessions prior to the summer starting.

Our sports camps also proved popular with 472 attendances across the 4 weeks. These were run at one of our Freedom sites, 'Six Villages' and also Arundel Primary School.

Our team have supported Littlehampton Wave and Arun Leisure Centre's holiday camp children, ensuring those who were eligible were able to receive the daily HAF meals in partnership with a local café, with 356 meals received.

Feedback:

Your Active Play sessions have also been brilliant for our family during the holiday time but even more so than ever this year. It was so nice to see my children and others, having fun, relaxing and smiling. Really very grateful for this provision. (Wick, August 21)

Outcomes:

- 461 attendances at our Active Play sessions
- 472 attendances at our sports camps
- 365 Haf meals given out to children attending our holiday day camps
- Children supported in areas of deprivation/isolation across Arun post Covid



Themes of activity completed (tick appropriate box):

- Active Sport
 Active Young People
 Active Ageing
 Active Communities
 Active Health
 Active Workforce

Email:

Charlotte.simpson@freedom-leisure.co.uk

insert client logo here



www.freedom-leisure.co.uk

Active Communities

In pictures



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Testimonials



My daughter attended the children's day camp this morning (weds 27th) 8am-1pm for the very first time. I never would normally email, but I just wanted to let you now she had an amazing the time! From the moment we arrived the staff were brilliant and in particular Gemma, was great with my daughter, very friendly and couldn't do enough. I will definitely be recommending and sending my daughter again!"

"We booked the Community Centre for our sons 6th Birthday party and we had a fantastic time. The hall was great with plenty of space for the inflatable, tables and chairs and for the children to play. The Duty Manager was amazing, nothing was too much trouble for him, he was polite, friendly and made sure we had everything we needed. I'll defiantly be booking again next year! Thank you so much"

"We had a swimming party for our twins and I just wanted to say how welcoming and friendly the staff were. The whole process from booking to tidying up was easy and there were always staff to help. Everyone had a brilliant time and all the parents who stayed commented on what a great party it was. The training pool was perfect for the kids to have an hour of fun. Thank you."

"Pippy is so good at managing the class to ensure nervous kids & confident kids all get a good lesson, super, patient and fun. We think she is brilliant."

"Thank you so much for your Zumba class. I've been feeling quite low after Covid and your class has lifted my spirits and has made me feel joy for the first time in ages. I actually feel really emotional.- Thank you."

"Dannii has helped my child so much with her swimming, she is improving so much since having Dannii. I spoke to Mum and she said that this is the third swimming school she has used and her child has progressed the best with us."

"I have recently moved my 4&6 year old non-swimmers from Westgate Leisure swimming classes in Chichester to lessons at Arun Leisure after becoming frustrated with their terrible customer service, boring and useless lesson structure and the high turnover of teaching staff. Since moving to Arun Leisure, my two girls are thriving in their lessons and their confidence has increased massively. My four years old has gone from not being able to swim at all to happily going in the water without any floats and happily going underwater. My 6 year old has Down Syndrome and needs constant supervision and this has never been an issue at Arun. The teachers have been so patient with her and really welcoming and inclusive. The difference between Arun and Westgate is just incomprehensible especially given that lesson prices are comparable. Please pass on my thanks to the brilliant team at Arun and the great impact they're having on my daughter's swimming ability and enjoyment."

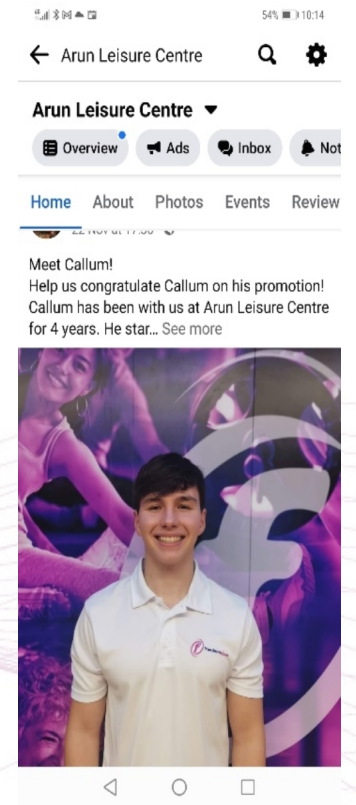
"Both my sons 11 and 15 had their gym induction with Pete. They have autism and patience and understanding first class. Pete managed to get my eldest to do more in one hour than in 15 years of school! Brilliant!!!! I big thank you to Pete, its always hit and miss when you have autism in your life - experiences like this you are treated like everyone else is unforgettable. Thanks Pete."



Staff training and development

- Over 750 on-line courses completed by staff last year; including customer service; equality and diversity; environmental awareness; sexual harassment; safeguarding; asbestos awareness; health and safety for Managers; manual handling; conflict resolution; COSHH; stress awareness; food allergy amongst others’.
- NPLQ courses run every holiday at both sites to train up new lifeguards (over 50 in past 2 years).
- 9 additional L1 swim instructors and 12 new L2 instructors trained up to help grow the programme.
- Fitness instructors trained up on Covid rehab.
- Managers on CPD personal development courses and business specific qualifications such as marketing.
- 12 staff achieved H&S Level 3 qualification.
- 26 staff through Dementia Friends training and autism awareness courses.

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Our last year in numbers

During the periods the Centre's were permitted to open we welcomed a large number of visitors and received some fantastic feedback from our customers ... and growth continues ...

1,089,189

total visits
attendances



30

New volunteers walkers
trained up and engaged



650

on Healthy Walk Sessions
each week



5,000+

Attended Little Leapfrogs
sessions in 2020-2021



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498 swim only members
(highest ever)



6.8

Average number of visits per year
per resident of Arun.



327,897

Attendees in last quarter of 2022.
Highest ever.



4,395

Enrolled on LTS Courses (24% increase since
reactivation). 15% of all under 19s



35

talented athletes supported on
free access programme.



52

"Looked after children"
on free memberships



453

Over 75 year old members





telephone: 01243 826 612
email: arunlc@freedom-leisure.co.uk



www.freedom-leisure.co.uk

freedom*leisure*

Arun active communities development plan 2022-2024

‘improving lives through leisure’, by providing a transformational impact on the health and wellbeing of the Arun community

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“improving lives through leisure”



Our approach is to provide partners and customers with a bespoke service that will inspire and excite communities to increase participation. Understanding local communities are at the heart of what we do and, working in partnership with Arun District Council, we would ensure the community is fully understood and engaged to deliver a passionate, bespoke and local service. Through our proven record of success and our commitment to understand the specific needs of Arun residents, we have already begun to generate a deep understanding of the local communities.

area insight

43.3%

of adults are not reaching recommended levels of activity



1/5

people have a long life limiting illness or disability



159,827

residents living in Arun



Page 40

61.3%

of adults are overweight or obese



11 years

difference in male life expectancy at birth between the most and least deprived areas



£298m

of economic value is brought to the district each year through tourism



13.2%

of children live in low income families



3,500

of the district's population is living with Dementia



6

wards within 20% most deprived within the country, (IMD2019)



Total Attendances = A
Individuals Enrolled = E

sport

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure their health outcomes are improved Provide wider infrastructure that supports wellbeing Improving the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>Return 2 Netball: Deliver R2N courses with a qualified coach and open pathways to local leagues</p>	Plan, promote and deliver a minimum of 3 courses each year	21 (E)	21 (E)	0	21 (E)	63 (E each course)
		<p>Badminton England: Work with the NGB to establish No Strings sessions at all sites and look to deliver community sessions in target areas</p>	Deliver No Strings at each site and at least 2 outreach opportunities each year	180 (A)	180 (A)	200 (A)	200 (A)	760
		<p>Freedom Gymnastics</p>	Deliver a gymnastics programme across Arun sites	195 (E)	195 (E)	220 (E)	220 (E)	220 (E)
		<p>Families Run Free: Deliver monthly 'family run free' events across the District.</p>	Deliver run events once a month and work with partners to encourage take up and sign-posting to other activities	0	10 (A)	10 (A)	20 (A)	40
		<p>FL Talented Athlete Scheme: Provide free access to those aged 14-21 competing at Regional Level or above to support with their training programme</p>	Provide places for 30 athletes each year and actively promote the scheme. Work with athletes to provide positive comms on their sporting achievements	20 (E)	25 (E)	30 (E)	40 (E)	115
		<p>Aquatics Development: Work with Swim England diversify the swim programme</p>	Introduce a dementia friendly swimming session and an inclusive swim session	20 (A)	20 (A)	30 (A)	40 (A)	110
		<p>Inclusive Sessions: Working with partners, introduce a range of inclusive sessions across sites to engage those living with disabilities</p>	Introduce inclusive sessions at Wave and ALC, once a month	0	0	45 (A)	45 (A)	90
		<p>Workplace Health: Work with local workplaces to engage their employees in leading a healthier lifestyle.</p>	Quarterly Workplace Tournaments and promotion of Corporate Memberships.	0	100 (A)	20 (A)	40 (A)	3
		<p>Coach recruitment: Recruit Level 2 and 1 coaches.</p>	Recruit and retain quality coaches needed for delivering programmes.	1	1	1	1	4
		<p>Staff Training and CPD</p>	We will ensure we provide relevant training for staff, including : Dementia Friends Training, iHasco training and First Aid. Volunteers also included.	N/A				
<p>Workforce Development</p>	Support volunteers through the Wellbeing Walks programme and support apprentices through the Freedom training programme.	N/A						

Total Attendances = A
Individuals Enrolled = E

young people

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure health outcomes are improved Provide wider infrastructure that supports wellbeing Improving the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>Holiday Activities: we will provide affordable activities for children during all school holidays</p>	Active Communities Coordinators to support the operational team in delivering a highly engaging, safe and fun programme of holidays activities, including staying active and healthy eating	300 (A)	1000 (A)	250 (A)	250 (A)	1800
		<p>Looked After Children: Provide free access to swimming and the gyms across Arun sites for all children within Arun who live in care</p>	Work with West Sussex County Council to ensure the membership is well advertised and support access	50 (E)	60 (E)	60 (E)	80 (E)	80 (E)
		<p>Saturdays: Run male and child friendly sessions at the weekends</p>	Sessions to be delivered at sites and potentially community settings.	150 (A)	50 (A)	200 (A)	200 (A)	600
		<p>Family Xplorer Events: Deliver free Xplorer events across local parks to engage families</p>	Deliver a minimum of 4 sessions a year	0	300 (A)	50 (A)	50 (A)	400
		<p>Little Leapfrogs: Deliver parent and baby/toddler sessions at Wave</p>	Deliver weekly sessions at Wave and encourage attendees to attend further sessions	1600 (A)	1000 (A)	1600(A)	1600 (A)	6500
		<p>Children and Young People Ambassadors: Work with partners to create a young person focus group to engage and discuss junior and young persons activity development</p>	Work with partners to attract young people to be part of a focus group and work as ambassadors and critical friends of Freedom Leisure, to include members of the Youth Council	N/A				
		<p>Friday Night Project: Raise aspirations and engage children and young people; helping to reduce levels of youth Anti-Social Behaviour through the Friday Night Project</p>	Work with key local partners to deliver sessions in Friday evenings at Wave and introduce new sessions at Arun Leisure Centre	625 (A)	400 (A)	825 (A)	825 (A)	2675
		<p>Children and Young People's Fund: Work with Active Sussex to apply for funding to deliver free activities across the district with target groups of young people</p>	Using local demographics and research, work with partners to apply for funding to deliver free activity both within sites and in the community to encourage young people to be active	N/A				
		<p>Student Membership: Actively work with Higher and Further Education establishments to encourage the use of a discounted membership across sites</p>	Engage with further and higher education establishments to actively promote the student offer	50 (E)	50 (E)	75 (E)	100 (E)	100 (E)

Total Attendances = A
Individuals Enrolled = E

older people

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure their health outcomes are improved Provide wider infrastructure that supports wellbeing Improving the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>Over 75's Unlimited Swimming: Provided at both centres for over 75's to swim as often as they want with only a £10 annual sign up cost.</p>	Work with partners to encourage take up of the Unlimited Swimming offer, aiming for 500 members across both sites.	600 (A)	900 (A)	900 (A)	1000 (A)	3400
		<p>Active Ageing Sessions: Develop and deliver active ageing sessions at Freedom and community setting, offering a range of activities.</p>	Develop the programme with partners and work with sites and staff to encourage participation in the sessions.	50 (A)	50 (A)	120 (A)	120 (A)	340
		<p>Walking Sports: To identify opportunities in sports to develop walking sports programme to support active ageing.</p>	Work with NGB's and other partners to develop a range of walking sports activities across sites	90 (A)	90 (A)	100 (A)	125 (A)	405
		<p>Walking for Health: Promote, deliver and manage the Health Walks Programme.</p>	Manage the weekly walks programme and volunteers to deliver a health walks programme across the Arun community	1800 (A)	2000 (A)	2000 (A)	1900 (A)	7700
		<p>Dementia Friendly Services: Ensure that all staff are trained as Dementia Friends and deliver a range of dementia friendly activities across sites and within the community</p>	Engage with Age UK, the Dementia Alliance and other partners to ensure that Freedom Leisure in Arun is dementia friendly and deliver activities across the community	50 (A)	20 (A)	60 (A)	60 (A)	190
		<p>Falls Prevention: Deliver a falls prevention programme, working with partners</p>	As part of the exercise referral programme, deliver falls prevention sessions and ensure that staff are trained and supported					
		<p>Health Conditions: Deliver an exercise referral programme and a range of activities that support older people living with long term health conditions</p>	Ensure that staff are trained to support older people living with long term health conditions. Provide affordable options for people to take part in activity and ensure that we are partnered with relevant organisations	250 (E)	300 (E)	350 (E)	400 (E)	400 (E)
		<p>Active Ageing Swim: Work with Swim England and our Aquatics Team to develop confidence building sessions and lessons for older people</p>	Introduce confidence sessions at both pools and work with the aquatics team to introduce Active Ageing swim lessons	0	0	30	30	60
<p>Active Ageing Ambassadors: Develop a critical friends group of older people across the District to engage with and develop new active ageing programmes</p>	Work with partners to advertise the consultation group, recruit volunteers and hold quarterly focus groups	N/A						

Total Attendances = A
Individuals Enrolled = E

women and girls

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure their health outcomes are improved Provide wider infrastructure that supports wellbeing Improving the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>This Girl Can Campaign: Work with Active Sussex and EMDUK to establish a TGC programme of activity across sites and in the community</p>	Introduce a new beginners exercise class at all sites and at least 2 community settings, committing staff to training and delivery	0	0	360 (A)	360 (A)	720
		<p>Artwork: Work alongside Artwork to bring new arts projects to the district for teenage girls, particularly those who have suffered social isolation due to the Covid 19 pandemic</p>	Work alongside local secondary schools to engage their students in the projects and deliver from their school sites with our instructor/teacher.	0	0	50 (A)	50 (A)	100
		<p>Pre & Post Natal classes: Deliver a pre & post natal programme for expectant and new mums.</p>	Ensure that staff are trained to support expectant and new Mums. Provide affordable options for people to take part in activity and ensure that we are partnered with relevant organisations.	0	10 (E)	0	10 (E)	20 (E each course)

Total Attendances = A
Individuals Enrolled = E

Health referral

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total	
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure their health outcomes are improved Provide wider infrastructure that supports wellbeing Improve the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>Exercise Referral and Rehab Programmes: Including cardiac rehab, social prescribing, weight management and Stroke Rehab.</p>	Work with the health sector, to improve the lives of people with long term health conditions. Develop exercise referral programmes to benefit target groups.						
		<p>Dementia Friendly Sites: To ensure facilities are dementia friendly with sites and staff suitable to support those with dementia.</p>	Engage with Age UK, the Dementia Alliance and other partners to ensure that Freedom Leisure in Arun is dementia friendly and deliver activities across the community	N/A					
		<p>Community Health Membership: Work with relevant partners to deliver a referral programme based on positive mental health.</p>	Work in partnership to train staff and develop a programme. Continue our established relationships with partners, Mind, Social Prescribers & Carers Support to support their service users accessing our facilities, to include swim, gym and classes.	30 (30)	50 (E)	60 (E)	80 (E)	80 (E)	
		<p>COVID-19 and LONG-COVID Recovery Classes</p>	Delivery of a COVID-19 Recovery programme through staff training delivery exercise programme that supports Long COVID recovery	20 (E)	40 (E)	40 (E)	40 (E)	140 (E each course)	
		<p>Arun Wellbeing & Social Prescribing: Work closely with the Wellbeing Team to ensure that programmes and services offer a full range of programmes to those living with health conditions</p>	Coordinate the programme, train staff and ensure open communication. Easy route for people on referral.	N/A					
		<p>Health Checks: To explore supporting health checks team with onward referral information for physical activity options</p>	Develop close links with health checks team and develop opportunities to promote a clear pathway to physical activity opportunities. Advisor to encourage use of facilities with complementary passes.	N/A					
		<p>Health and Wellbeing Partnership: Actively engage with the local partnership and ensure that programming and services complement outcomes</p>	AC Manager to attend meeting	N/A					
		<p>Corporate Memberships Offer: Local corporate businesses with reduced priced membership.</p>	Engage Businesses in Reduced Corporate memberships and explore a better way to engage with the workforce of Arun Business Partnership						

Total Attendances = A
Individuals Enrolled = E

Low socio-economic families

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure their health outcomes are improved Provide wider infrastructure that supports wellbeing Improving the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>Junior Passport to Leisure: Offer an affordable concession card membership with 40% off all junior activities, including swimming lessons (capped at 10% of max capacity)</p>	Work with local partners to introduce the new 'passport to leisure' for young people, offering 40% off all activities to those living in low income families					
		<p>HAF Fund: Work with West Sussex County Council to deliver free spaces on our holiday activity programmes for those children in receipt of free school meals</p>	Apply for funded spaces at both ALC and Wave Day Camp programmes.	24 (E)	32 (E)	24 (E)	24 (E)	104
		<p>Housing Associations and Community Groups: Work with the local housing association, and community groups who work across communities, engaging residents in activities with concessionary prices if required.</p>	Engage with housing associations and develop and deliver activities and schemes that support those living within these communities. Work closely with Resident Engagement Officer and Community Engagement Officer	N/A				
		<p>Community Engagement Coordinator: Recruit a CEC and develop a range of activities and schemes delivered within target areas across the District</p>	Work with key partners to recruit a CEC and devise a work programme that created opportunity for participation directly within target areas of the community	N/A				
		<p>Passport to Leisure: Provide a membership scheme that provides 40% off all activities provided by Freedom Leisure for those who meet eligibility criteria</p>	Work with partners to promote the Passport to Leisure Scheme and ensure that staff are well informed and understand contributing factors for those eligible. Focus priority for the CEC role					
		<p>Active Play Sessions: Provide free active play sessions across the District, based on demographic data</p>	Engage with partners to deliver fun and interactive family play sessions across the school holidays. Attract funding to support the delivery of these sessions	200 (A)	1200 (A)	0	0	1400

Total Attendances = A
Individuals Enrolled = E

Ethnically Diverse Communities

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total	
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure their health outcomes are improved Provide wider infrastructure that supports wellbeing Improve the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>Website Accessibility: Provide site visibility through our website and promote our facilities with EDI groups</p>	Work with partners to provide translated website information	N/A					
		<p>Ethnic Diversity Partnerships (EDI): Work with partners within the EDI landscape to highlight programming and opportunities within sites, in particular our pool facilities</p>	Partner with the Vountary Action Arun and Chichester , Migrant Help UK and Swim England's EDI network to understand physical activity needs of ethnically diverse communities and provide activity opportunities accordingly.	N/A					
		<p>Workforce Development: Ensure our workforce is representative of the ED communities and provides positive role models</p>	Provide training courses for volunteers or students from ethnic backgrounds and from within the ethnic diverse community	N/A					
		<p>Equality, Diversity and Inclusion Training: All members of staff to complete training</p>	Prioritise training as part of induction process and annual refresher training	N/A					
		<p>Support to Refugees and Migrant Communities: Support communities to access affordable and appropriate leisure activities</p>	Establish partnerships with organisations to support affordable and accessible physical activity opportunities. Provide 3 months of free access to any refugee	N/A					

Total Attendances = A
Individuals Enrolled = E

Those living with SEND and disabilities

Area outcome	links to local and national outcomes	project background	2022-24 action	Quarter 1	Quarter 2	Quarter 3	Quarter 4	total
<ul style="list-style-type: none"> Engage better with local people, including hard to reach groups, to promote healthy lifestyles and encourage participation in a wide range of wellbeing activities Work with people in difficult housing situations to ensure their health outcomes are improved Provide wider infrastructure that supports wellbeing Improve the wellbeing of Arun Focus on Arun's areas of greatest deprivation and inequality Deliver leisure services for all members of the community, regardless of age and ability Provide joined up support and advice on a wide range of wellbeing issues 	<p>Sport England - Uniting the Movement:</p> <ul style="list-style-type: none"> Advocating for movement, sport and physical activity. Focusing on sport and physical activity's ability to make better places to live and bring people together. Strengthening the connections between sport, physical activity, health and wellbeing, so more people can feel the benefits of, and advocate for, an active life. <p>Active Sussex Strategy, 2018-23</p> <p>Driving physical activity transformation in Sussex, which sees more people active and healthier communities</p>	<p>Inclusive Sessions: Working with partners, introduce a range of inclusive sessions across sites to engage those living with disabilities</p>	Introduce inclusive sessions at Wave and ALC, once a month, to include multi sports and swimming.	0	0	40 (A)	40 (A)	80
		<p>Carers Support: Offer a concessionary membership for those who are carers within the Arun community, offering a flexible membership, at an affordable rate</p>	Work with carer support agencies to ensure that carers are aware of the offer and ensure that the pricing is sensitive to requirements.	15	30	45	60	60
		<p>Inclusive Multi Skills Sessions: introduce multi skills sessions at ALC and Wave</p>	Provide weekly multi skills sessions for those with additional needs	240 (A)	240 (A)	240 (A)	240 (A)	960
		<p>Sussex Disability Sports Forum: Actively engage with the Sports Forum to activate activity within Arun</p>	Attend meetings and seek partners to encourage more opportunity across Arun	N/A				
		<p>Workforce Development: Provide Disability Awareness Training to all delivery staff</p>	Seek partner to deliver and arrange training session for all Arun staff	N/A				



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ARUN DISTRICT COUNCIL

REPORT TO HOUSING & WELLBEING COMMITTEE ON 21 JULY 2022

PART A: REPORT

SUBJECT:	Civica CX Implementation Programme
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REPORT AUTHOR:	Moh Hussein, Interim Head of Housing
DATE:	15/06/22
EXTN:	01903 737718
PORTFOLIO AREA:	Residential Services

EXECUTIVE SUMMARY:

This report provides Members with a review of the implementation of Civica CX; the new integrated Housing Management System. The report proposes changes to the approach, resources and timescales for completion of the programme which are designed to ensure the most effective implementation, which supports our ambition to offer our residents the best quality and value for money services.

The proposed approach is aligned to the wider corporate and strategic programme of business process redesign and organisational renewal. This programme can be characterised as a pilot, which will build experience and insight for future transformation programmes.

RECOMMENDATIONS:

It is recommended that Housing and Wellbeing Committee:

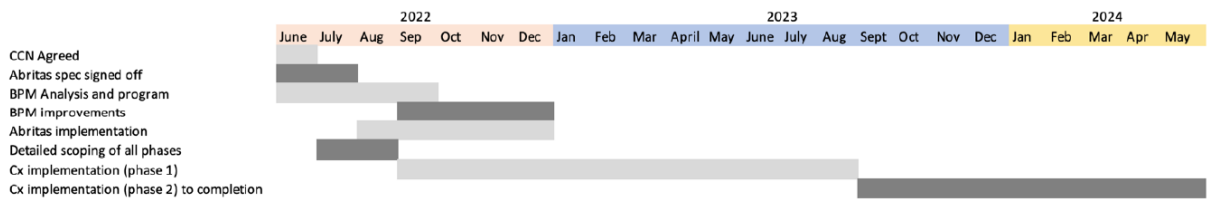
1. Approve the revised schedule for the housing management system implementation programme.
2. Approve an increase in the programme budget from £1,208K to £1,820K subject to Policy and Finance/Full Council confirmation of finance available.

1. BACKGROUND

- 1.1 In October 2020 Cabinet approved the award and implementation of the Civica CX Integrated Housing Management System and it was then approved at Full Council in May 2021.

- 1.2 An increase in budget was incorporated in the budget setting for 2022/23. The budget was increased from £600K to £1,058K and was reported in budget reports presented to Housing and Wellbeing Committee on 24 January 2022 and Policy and Finance Committee on 10 February 2022.
- 1.3 On 17 March 2022 Housing and Wellbeing Committee approved a report recommending a further virement of £150K. The virement was for:
 - 1.3.1 "... additional resources both expert and local, to assist with progressing the project in line with the planned go live date.
 - 1.3.2 As a result the programme budget increased from £1,058K to £1,208K.
- 1.4 The report of 17 March 2022 also reported challenges to the programme delivery including operational demands, lack of established processes and gaps in resources. The report includes the following statement:
 - 1.4.1 "1.13 The project is progressing but slower than we had anticipated for the reasons outlined. The go live date remains at November 2022 although this will be under regular review.
- 1.5 Following the March Committee, the interim Head of Housing undertook a preliminary assessment of the programme and determined the need for a review to ensure we would meet our objectives such as time to delivery and delivering fit for purpose operating models. As a result, a 4 month pause in the implementation was agreed with Civica; the pause started on 1st May 2022 and will end on 31st Aug 2022.
- 1.6 The reasons for this conclusion included the inconsistency of our projected time to implementation with the experience of other authorities; none of which had implemented the system we have purchased in that timescale and some of which had been working on their programmes for over five years.
- 1.7 Another reason was illustrated in the March Committee report when it says:
 - 1.7.1 "1.11 The housing teams do not have embedded established processes that can be transferred into the new system...."
 - 1.7.2 If you have a service that does not have established processes, then any new system implementation may not realise the full value for the people we serve. In order to ensure the new system is designed to give us the best outcomes the service should have efficient and effective working practices to build from, which can be achieved through undertaking a business process review.
- 1.8 In order to make our implementation programme consistent with good practice and ensure the best outcomes for our residents, the programme is being restructured to now include a business process review stage, which will commence imminently to take advantage of the pause agreed with Civica.

- 1.9 The Housing Service appointed external consultants with experience of managing implementations of the CX system to undertake an audit of the programme. The review has been completed and makes several observations:
- 1.9.1 The programme can be successfully delivered with dedicated resources and a resilient operational service to support the transition.
- 1.9.2 Ensuring the operational teams have sufficient resources during the transformation will help to ensure a timely and fit for purpose implementation.
- 1.9.3 The implementation would be improved by increasing the time and resources required to complete some key tasks such as testing and data migration.
- 1.9.4 The report confirms that undertaking a business process review will improve the final operating model and ensure better services for our residents.
- 1.9.5 The report makes recommendations about the resources required to continue the programme effectively; 4 FTEs, an experienced CX programme manager and specialist CX technical support.
- 1.9.6 The report provides an estimated timescale for delivery of a fully implemented system of May 2024.



- 1.10 Considering the report, the service has identified ways of mitigating the highlighted risks:
- 1.10.1 Our processes and ways of working: We have recently appointed an interim Neighbourhoods Subject Matter Expert (NSME) and have made provision for a similar role for the Repairs service. The purpose of these roles is to review and refresh draft strategies, policies and procedures and to train all staff to work to the same consistent method and policy. With a clear and consistent policy and way of working we can expect to achieve positive outcomes from the CX implementation. We have also appointed an interim Complaints and Systems Improvement Manager to improve the service response to complaints and identify and resolve systemic challenges.
- 1.10.2 A further essential objective for the programme, and for the service overall, is for our policies and processes to have embedded good practice in relation to Data Protection, Equality Monitoring and Audit. The programme, and the work to refresh processes which will happen outside this programme, will all be undertaken with these principles in mind; the objective is to achieve a fully refreshed set of policies

and processes all of which have Data Protection, Equality Monitoring and Audit embedded.

- 1.10.3 There are vacancies in our operational services that leave the service vulnerable and increase the risk of programme resources being redirected to manage day-to-day pressures: The service is establishing a trainee programme to attract new entrants to the profession. It is proposed that the service will recruit sufficient trainees to mitigate against dropouts and those who do not meet the required standard. This will reduce the risk of the trainee programme not delivering sufficient resources to meet the current requirements.
- 1.10.4 Some of our roles require specialist or technical competencies, which will be difficult to fill using a trainee programme. For these roles we will seek to recruit agency workers or employ specialist external resources to ensure we are delivering an effective service.
- 1.10.5 The timescale for successful delivery of an optimised system is estimated to be May 2024. This extension is necessary to ensure the system implementation realises all the benefits possible for our residents. With time for factors such as testing, and data migration being given sufficient time and resources there will be greater assurance of an effective implementation and a fit for purpose operating model. This report recommends that this new timescale is noted and approved.
- 1.10.6 The extended timescale also has implications for our existing systems, which will need to be upgraded and maintained to ensure business operability until May 2024. This is an extra cost but is partially mitigated by the deferment of maintenance costs for the new system.
- 1.11 We have considered the scenario of not utilising the resource and consultancy recommendations carefully. We have also carefully considered the reasoning behind Business Process reviews and improvements in line with a CX implementation and how they can as a result make a considerable difference.
- 1.12 CX implementations have on consulting the sector and other landlords, fallen into three camps:
 - a) Implementations that overrun significantly due miscalculation of required resources whether internally or externally. This will have a cost impact from Civica.
 - b) Those that fail to make a noticeable improvement/difference to operations/services due to misunderstanding of processes and how they can make a difference to CX.
 - c) Both of the above, making the project overrun and failing to see an impact.
- 1.12.1 We therefore see a significant increase in assurance that the transformation programme will deliver improved services for our residents in adopting the proposed strategy.

2	PROPOSAL(S):	
2.1	To procure CX implementation experienced programme management and technical support for the programme until completion in May 2024.	
	Cost:	
	Programme Management cost estimate	£220,000 ¹
	Technical Support cost estimate	£92,000 ²
2.2	To ensure the programme has four dedicated FTE workers assigned until completion in March 2024.	
	Cost:	
	Agency backfill of four posts cost estimate	£288,000 ³
2.3	To establish and resource a trainee programme to fill existing vacancies and short-term agency posts.	
	Cost:	
	12 Trainee posts for four months cost estimate	£88,000 ⁴
2.4	To resource Subject Matter Expert and Complaints and Systems and Systems Improvement roles for 12 months.	
	Cost:	
	3 agency posts for 12 months estimate	£281,000 ⁵
2.5	To resource upgrades and maintenance of existing systems to ensure business resilience.	
	Cost:	
	Estimated cost based on IT projections	£21,000
2.6	The revised budget for the programme includes the cost of business process redesign and the extra costs of maintaining our existing systems:	
	Civica one-off original costs:	£291K
	Civica on-going original annual costs:	£149K
	Civica one-off additional costs:	£181K
	Civica on-going additional annual costs:	£62K
	Actual staff costs 21/22-22/23:	£106K
	Overtime costs:	£40K
	Contingency:	£50K
	Programme management cost:	£220K
	Technical support cost:	£92K
	Business process re-design cost:	£50K
	Staffing cost:	£657K ⁶
	Maintenance and support of existing systems:	£21K

Total cost:	1,919K
Less one-off recharge from Property Services:	£71K
Less annual service recharge from Property Services:	£28K
Final cost to Housing Services:	£1,820K

¹Estimate based on quotes received assuming 23 months' work

²Estimate based on quotes received assuming 23 months' work

³Based on agency cost of £50,000 per annum over 4 months then salary cost of £35,000 per annum over 19 months

⁴Based on trainee salary of £16,000 per annum over four months plus £2,000 training allowance per trainee

⁵Based on £45p/h @ 40 hrs p/w

⁶Sum of cost of agency staff back-fill @ £288K plus cost of training scheme @ £88K plus SME and Complaints posts @ £281K

3 **Alternative Options:**

3.1 Do Nothing:

3.1.1 If the programme is not restructured and accordingly resourced there are several impacts:

- a) The programme will not be delivered on time and further emergency measures will need to be adopted to ensure operational stability and further extensions in time will add to the costs.
- b) The programme will be delivered but will not deliver the promised efficiencies and improvements in the customer journey leading to staff frustration and poor customer outcomes.
- c) There is also a risk that we will fail to meet existing and impending compliance requirements.
- d) Without a refresh the existing system and hardware will, over a period of time, become unsupportable and introduce significant cyber vulnerabilities to the organisation.

4. CONSULTATION:		
	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. FINANCIAL IMPLICATIONS:						
6.1	This report recommends a considerable change to the timescale and cost of the Civica CX implementation. This is considered necessary to ensure a robust and effective implementation that supports our objective to provide high quality, value for money services for the people we serve.					
6.2	The tables below show the financial projections for the programme as reported to March Committee and the new proposed costs and profile:					
	2020/21	2021/22	2022/23	2023/24	2024/25	Total
Capital Costs	37K	263K	505K	186K	0	991K
Revenue Costs	0	47K	56K	57K	57K	217K
Total	37K	310K	561K	243K	57K	1,208K
	2021/22	2022/23	2023/24	2024/25	Total	
Capital Costs	£241K	£224K	£60K	£19K	£544K	
Revenue Costs	£104K	£693K	£452K	£129K	£1,378K	
Total	£345K	£917K	£512K	£148K	£1,922K	

7. REASON FOR THE DECISION:

7.1 To ensure the Civica CX programme is sufficiently resourced to ensure a successful implementation.

8. BACKGROUND PAPERS:

- 1) Report to Cabinet 19 October 2020
- 2) Full Council 13 January 2021
- 3) 2022/23 Budget Reports to Housing and Wellbeing Committee 24 January 2022 and Policy and Finance Committee 10 February 2022.
- 4) Report to Housing and Wellbeing Committee March 2022

ARUN DISTRICT COUNCIL

REPORT TO HOUSING & WELLBEING COMMITTEE ON 21 JULY 2022

PART A: REPORT

SUBJECT:	Decarbonisation of our Housing Stock
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REPORT AUTHOR:	Steve Turner , Housing Decarbonisation Project Manager
DATE:	31/5/22
EXTN:	7820
PORTFOLIO AREA:	Housing

EXECUTIVE SUMMARY:

Arun District Council has an ambitious “Zero Carbon” objective for the Council’s own activities with a target to achieve this by 2030 as the Council’s contribution to the Environment and Climate Emergency, (*Arun District Council Carbon Neutral Strategy 2022-2030*).

The Council’s strategy excludes the carbon emissions related to occupation of our social housing stock. This report asks committee to approve the adoption of the Social Housing Decarbonisation Strategy and action plan (Appendix 1) and to approve the making of an application to the Social Housing Decarbonisation Grant (run by the Department for Business, Enterprise and Industrial Strategy (BEIS)) for £3,000,000 to improve SAP ratings of 300 properties to achieve a minimum C Rating.

RECOMMENDATIONS:

That committee agrees

- 1) The adoption of the Social Housing Decarbonisation Strategy and action plan (Appendix 1) (which will be subject to final presentational revisions)
- 2) Approval for officers to make an application to the Social Housing Decarbonisation Grant (run by the Department for Business, Enterprise and Industrial Strategy (BEIS)) for £3,000,000 to improve SAP ratings of 300 properties to achieve a minimum C Rating which will involve match funding of £3,000,000 from within the existing HRA business plan, and to then apply that to the programme of retrofit works over 2023-2025.

1. BACKGROUND

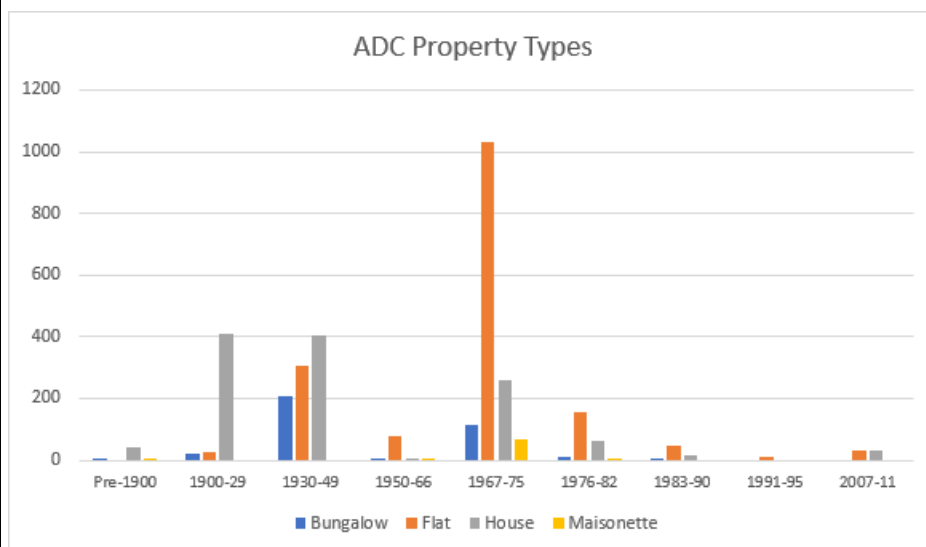
1.1 Climate Change Act and other legislation

1.1.1 The Council declared a climate emergency on 15 January 2020 and by pledging to become carbon neutral, the Council has committed to achieving net zero carbon dioxide emissions by 2030. That commitment excludes our housing stock which generates significant CO₂ from heating and lighting.

1.1.2 The work Arun undertakes through this strategy will feed into the national commitment to become carbon neutral by 2050, in accordance with the UK Climate Change Act 2008. This Act commits the UK Government by law to reduce greenhouse gas emissions by 100% (to Net Zero) by 2050. The pathways include generating low carbon electricity, decarbonising homes, and businesses (mainly by reducing heating demand or changing type) and reducing emissions in the public sector. We therefore need to address decarbonising our housing stock as well as council buildings.

1.1.3 Heating and lighting homes in the UK is one of the biggest carbon-generating activities, accounting for over 15% of all CO₂ produced. Across the Council's c.3400 properties, around 8,500 tonnes of CO₂ are produced each year to keep homes warm and lit.

1.1.4 The UK has some of the oldest housing stock in the developed world. Arun District Council's properties are a typical representation of these properties, with 500 now over, or approaching 100 years old. By 2050, over a third of our current stock will be 100 years old.

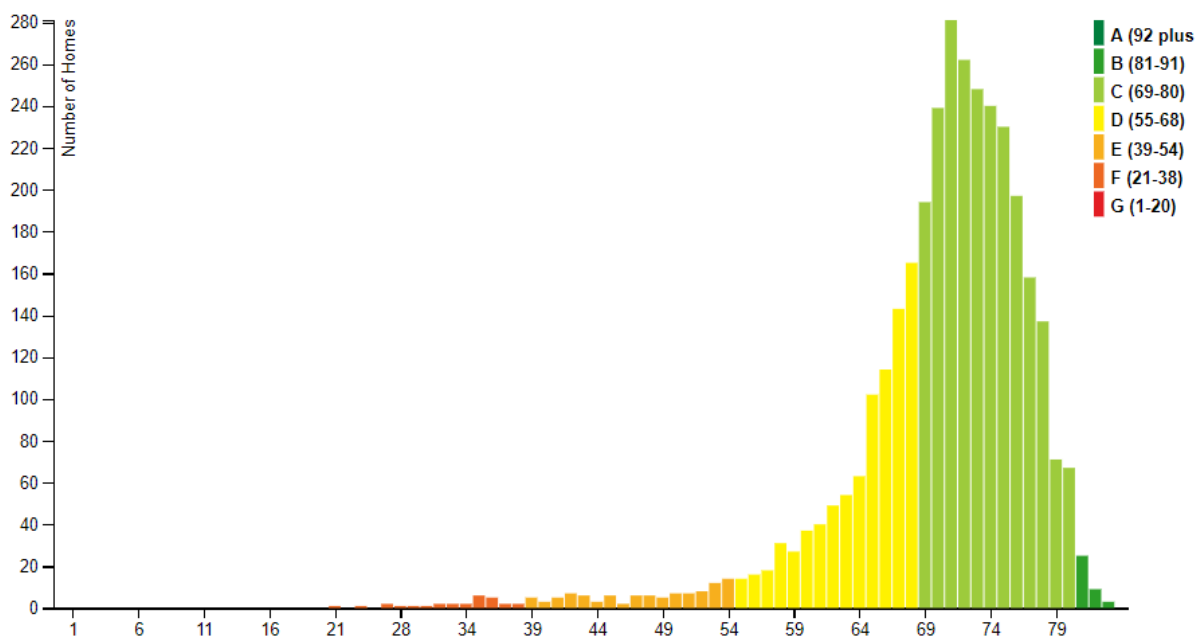


Age bands applied reflect differing building regulations

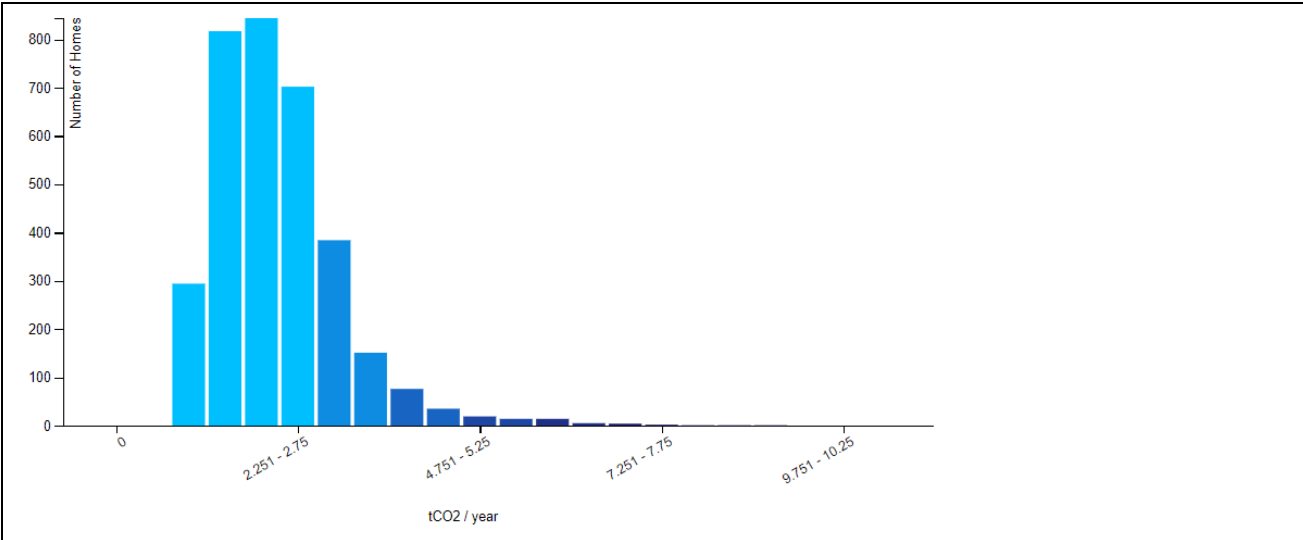
- 1.1.5 Many of these homes will still be here beyond 2050; it is, therefore, essential that the energy efficiency and carbon emissions of all homes are tackled if the UK and the Council is to meet and sustain our carbon reduction and fuel poverty targets.
- 1.1.6 As a registered provider of social housing the Council is legally obliged to improve the levels of energy efficiency in our homes and build new homes to new building regulations that help achieve decarbonisation, and work towards Net Zero by 2050.
- 1.1.7 We are required to move away from fossil fuels, in particular we cannot install gas boilers to new properties from 2025, or in existing properties from 2035. As an interim legal requirement, our properties should all have an EPC rating of C by 2030 (with limited exemptions).
- 1.1.8 A BEIS Presentation on the Climate Emergency related to housing is provided as Appendix 2.

1.2 Our Current Housing Stock, Energy Efficiency and Emissions

1.2.1 The SAP (Standard Assessment Protocol) for our homes is applied to generate Energy Performance certificates (EPCs) which we supply to our tenants. Currently our average rating is C, but there are several hundred properties with a lower rating.



RdSAP ratings, Arun District Council Housing Stock, December 2021

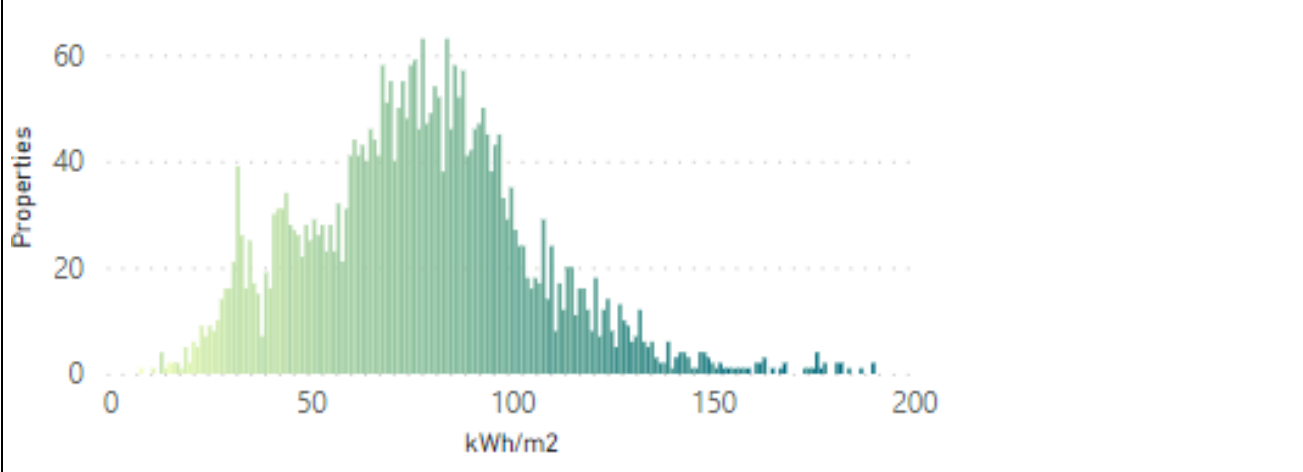


CO₂ Usage per Property, Arun District Council Housing Stock, December 2021

1.2.2 On average, our properties produce 2.3 tonnes of carbon to heat, light and run appliances in homes. In total our housing stock generates around **7,500 tonnes of CO₂ each year**. These are “Scope 1” and “Scope 2” emissions, either used directly (such as a gas boiler) or in the supply chain (that is, electricity generation). By comparison, the Council’s own Scope 1 and 2 emissions are under 400 tonnes a year.

1.2.3 Note, this slightly understates the total CO₂ produced across our housing stock, as we do not have sufficient information on communal areas in our schemes and blocks at the moment; our best estimate is that this is under 100 tonnes of CO₂ per annum as we fit LED lighting when we replace old lighting systems.

1.2.4 A third important measure of ‘thermal efficiency’ is the energy required to maintain a home at a reasonable temperature. This is measured in kilowatt hours per metre squared to give a comparable measure across any properties and is a key measure for achieving supporting grants.



Annual Heating Demand in kWh/m²

1.2.5 The average across all our properties is just under 80kWh/m². Government grants have become conditional upon improved properties achieving at least a C SAP rating and under 90kWh/m² outcomes.

1.3 Social Housing Decarbonisation Fund (SHDF)

1.3.1 The SHDF was set up in 2020 with the target of upgrade a significant amount of social housing stock to an Energy EPC rating of C. Wave 1 projects were awarded in December 2021, based on a worst first, fabric first, lowest regrets approach to improving the energy performance of social housing by 31 January 2023.

1.3.2 Wave 2 is expected to be open for applications in August/September 2022, and to award through 2022/3 to 2024/25 when the SHDF expires.

1.3.3 Wave 2 bids for funding are expected to follow the criteria of Wave 1. They will also require matched funding from the bidder. Arun District Council is well placed to bid for funding for initiatives such as exterior wall insulation, door and window upgrades and roof/loft insulation projects where several of our Sub-C EPC properties with higher-than-average kWh/m² would benefit from the building fabric approach and reach the required outcomes. Work is ongoing in identifying the properties with the best chance of qualifying; we estimate around 250-300 properties may meet these criteria.

1.3.4 Whilst no further funding initiatives have been announced, the huge ambition of the Government's agenda is likely to require additional support. The retrofit industry is now operating to two Publicly Available Specifications (PAS) developed by the British Standards Institute (BSI) which are monitored by TrustMark, the Government's own construction standards body. SHDF and future funds will require PAS 2030 qualified installers of retrofit measures and PAS 2035 qualified designers and auditors. Part of PAS2035 requirements is a 25-year plan ("Medium-term Plan") for a property setting out a strategy to achieve high levels of energy efficiency and low carbon heating. We have conducted a number of these so far and will undertake further medium-term plans to inform our programmes of works. An example assessment showing the detail involved is attached as Appendix 3.

1.3.5 Rapidly increasing energy prices are impacting on anyone suffering from fuel poverty. Fuel poverty is exacerbated further by houses that cost more to keep warm than they should, due to poor insulation or inefficient heating systems. In meeting decarbonisation targets the Council will help alleviate one of the underlying causes of fuel poverty. One of the challenges we will face is that homes heated electrically are much more expensive to heat than houses with gas central heating, which would increase energy bills of more than 90% of our tenants, unless we introduce supplementary sources of electricity such as solar power to mitigate that impact.

1.3.6 Residential Services are asking Members of the Committee to support the realignment of our capital spend programme to achieve decarbonisation goals in line with Government requirements; to support applications for grants that will help fund such programmes; and to review future recommendations concerning changes to our housing stock.

1.4 Conclusion

1.4.1 At a local level, our housing stock generates twenty times as much CO₂ as the rest of the Council's estate, and housing is a key pathway for the Government's commitment to new zero.

1.4.2 This report's recommendations seek to ensure our capital programmes aligns to our decarbonisation responsibilities and has the best possible impact on our obligations to deliver the best possible outcome we can by 2050.

2. PROPOSAL(S):

2.1 Timescales

2.1.1 Given the scope of works likely to be required, the approach that began in November last year of profiling properties, identifying target properties for works, and building the information required for a successful SHDG bid should continue with a view to qualifying for grant funding and so beginning works on improving building fabrics in 2023/2024.

3. OPTIONS:

3.1 Do Not Apply for funding.

3.1.1 The Council could forego this funding round. There is no further Government funding expected before 2025/2026, although there may be some incentives from energy companies. With more than 750 properties that we need to improve SAP ratings to level C or above by 2030, we will still have to invest in our properties over the next seven years but finance it all ourselves.

3.2 Defer Retrofit Works

3.2.1 The Council could seek to defer retrofit works. The necessary future spend would be compressed into a shorter timescale, putting more pressure on the HRA Capital Works programme. Some current capital works (such as windows, doors, roof renewals) may need to be redone inside the expected lifetime of the works to meet retrofit standards. This approach may well be seen as tardy in comparison to other local councils that are already progressing their own programmes. Even so, the Council is still obligated to improve SAP ratings to C or better for all our properties by 2025.

3.3 Commence Retrofit Works in 2023/4		
3.3.1 This is the preferred approach and the recommendations above support this option.		
3.4 Fast Track Retrofit Works		
3.4.1 We could seek a larger grant, so accelerating the programme. This would carry some risks:		
a) The spending required would adversely impact the HRA in the short term and may not allow new developments to take place as currently planned, compromising HRA income in future years or reduce funds for adaptations and other works compromising our obligations to vulnerable tenants.		
b) Additional works will include changes to heating systems. These technologies are embryonic and therefore risky in terms of outcomes. Grant funding will be subject to outcome, and therefore these measures are at risk.		
4. CONSULTATION:		
	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify) Members of the Housing and Customer Services Working Group	✓	
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 (Carbon Neutral Strategy. There will be some common approaches we will want to adopt)	✓	

6. IMPLICATIONS:

6.1 Sustainability

6.1.1 The Council will be meeting its obligations and targets under the Climate Emergency legislation to achieve net zero for our housing stock by 2050 through a manageable programme of works.

6.2 Asset Management/Property/Land

6.2.1 The HRA has a capital programme of c. £200 million in current terms. Around £40 million was nominally assigned to decarbonisation, without specific programmes identified.

6.2.2 The cost of retrofitting all our properties is currently estimated at between £70 million and £100 million. Clearly there is an overlap in anticipated programmes for door and window replacements, roofing works, etc. but the strong likelihood is that there will need to be a reorganisation of the capital works to achieve a low carbon housing stock.

6.2.3 The Council will also need to be well placed to use grants and funds to support programmes of work across the housing stock. Whilst there will continue to be promotions from energy companies and other sources, these will only be viable when they fit in with a PAS2035 approach to each property concerned.

6.2.4 The HRA business plan is being reviewed in the autumn and will include a realignment of capital works programmes to support decarbonisation objectives.

6.2.5 While we cannot assure the Committee that we can achieve all the goals for 2050 within the existing HRA Capital Works programme, we broadly expect to be able to do this. That should be clear following the autumn review of the HRA.

6.3 Impact on Tenants

6.3.1 The strong preference for SHDF-funded programmes of works is to be building fabric focused first. The PAS2035 approach is strong in preventing post-fit issues such as condensation and mould, by designing out the causes of these problems. For example, installing an exterior wall insulation system should be done in conjunction with renewing doors and windows to eliminate 'cold spot'. This means that works are more likely to be doing two or three things to a small number of properties, rather than one thing to many.

6.3.2 We want to be fabric focused first because:

- a) The work is understood, and there are established suppliers of services using materials that are well established
- b) Until a property is 'thermally efficient' we cannot properly specify a new low carbon heating system

c) Low carbon heating systems for domestic properties are still in their infancy, and the Council should not take risks of having to redo work. Much like solar panels we expect more efficient, more effective, and more economic solutions to emerge in the next five to ten years, and the benefits of regional collaboration will arise when a common programme is adopted.

6.3.3 Note, Lewes and Eastbourne Council and Arun District Council are already collaborating on research around decarbonisation. We are keen to develop a closer working relationship with Lewes and Eastbourne Council [and other local authorities] as it is long-term and collaborative planning that will enable Local Authorities to deliver a cost-effective zero carbon retrofit programme. It is envisaged that this collaboration will involve stock profiling, supply chain management and finding the best solutions for tenants to reduce costs and improve outcomes.

6.3.4 Tenants will see us doing more things to fewer properties, rather than the same thing to several properties, and we need to reassure them that we will address all properties over time.

6.4 Fuel Poverty

6.4.1 The Council will be actively tackling one of the drivers of fuel poverty, i.e., reducing the heating requirements through better insulation.

7. REASON FOR THE DECISION:

7.1 The Council's Net Zero Strategy

7.1.1 Arun District Council has adopted a Net Zero target for 2030 with ambitious targets for carbon it produces directly, and that produced by suppliers of services and works.

7.1.2 Outside of this Strategy is the CO₂ used by our tenants. Domestic heating and lighting are a major contributor of CO₂ in the UK and targeted specifically by the Government with a 2050 Net Zero deadline. Tackling decarbonisation (and in the long term, fuel poverty) demands a thorough approach to the energy efficiency of Arun District Council's housing stock. By making each home more energy efficient, the Council will reduce the consumption of gas, oil, and electricity. By moving away from fossil fuels, the Council will reduce carbon emissions.

7.1.3 Registered providers such as the Council are facing the stick of legislation and the carrot of grants to decarbonise their housing stock. With careful planning, starting now, the Council can make dramatic progress over the next 25 years towards satisfying our obligations. By starting now, every project we undertake will be supporting the long-term goal of Net Zero for housing.

8. BACKGROUND PAPERS:

Appendices

Appendix 1 - Social Housing Decarbonisation Strategy (Draft)

Appendix 2 - Climate Emergency in Housing Terms; BEIS Presentation

Appendix 3 - Example Retrofit Assessment for an ADC Property



Arun District Council
Social Housing Decarbonisation Strategy
2022-2025

Version	Draft 4.0
Date of Issue	31 st May 2022
Author	Steve Turner, Housing Decarbonisation Project Manager
Circulation	Moh Hussein Philippa Dart Finance Legal William Page
Status	Drafted for internal review prior to issue to Committee. Technically complete. Member, Tenant, Executive and Housing commentary to add. Requires proof reading and amplification of key messages for publication.

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Foreword

Tenant Representative

To be added

Member Representative

Role

To be added

Philippa Dark

Director of Services

To be added

Moh Hussein

Head of Residential Services

To be added

Executive Summary

Arun District Council has an ambitious “Zero Carbon” objective for the Council’s own activities with a target to achieve this by 2030 as it’s contribution to the Environment and Climate Emergency, which the UK Parliament declared on the 1st of May ,2019 (*Arun District Council Carbon Neutral Strategy 2022-2030*).

The Council’s strategy excludes the carbon emissions related to occupation of our social housing stock. Heating and lighting homes in the UK is one of the biggest carbon-generating activities. Across the Council’s c. 3400 properties, around 8,500 tonnes of CO2 are produced, each year, to keep homes warm and lit.

The UK has some of the oldest housing stock in the developed world. Arun District Council’s properties are a typical representation of these properties, with 500 now over or approaching 100 years old. Many of these homes will still be here beyond 2050; it is, therefore, essential that the energy efficiency and carbon emissions of all homes is tackled if the UK is to meet and sustain its carbon reduction and fuel poverty targets.

Rapidly increasing energy prices have worsened the number of households enduring fuel poverty. Our tenants are disproportionately affected. Fuel poverty can have several serious negative effects on health and well-being. Fuel poverty is in part due to houses that cost more to keep warm than they should due to poor insulation or inefficient heating systems.

Tackling decarbonisation (and fuel poverty) demands a thorough approach to the energy efficiency of Arun District Council’s housing stock. By making each home more energy efficient, we reduce the consumption of gas, oil and electricity. By moving away from fossil fuels we reduce carbon emissions. Every action we undertake as a Council has multiple benefits for the local area, environmentally, socially and economically.

Collaboration with other councils and registered providers across Sussex can extend the impact into the owner occupier and private landlord sectors. Planning controls can help ensure future homes are better insulated, cheaper to heat, and less carbon intensive.

This strategy:

- Determines the amount of carbon generated in heating and lighting our social housing stock today and provides other baseline information.
- identifies the opportunities for decarbonisation through long term planning at the individual property level to maximise value for money.
- identifies local, regional and national initiatives where Arun District Council can access support, advice and funding.

This strategy compliments the *Energy Efficiency and Fuel Poverty Strategy 2020-2025* focusing on Decarbonisation and reflecting new demands and approaches to Energy Efficiency in Housing.

There is an annual action plan which describes future activities and ambitions for decarbonisation of our housing stock which is a supplement to the Council’s overall plans for Net Zero. Governance and oversight are undertaken by the Climate Change Committee who maintain the overall Carbon Neutral Strategy and the *Climate Change and Biodiversity Action Plan*.

1. Introduction & Background

This document sets out Arun District Council's strategy in relation to decarbonisation and energy efficiency in the housing stock for the period 2022-2050.

The strategy sets out the overall task that we face, beginning with a brief overview on decarbonisation and how Arun district compares to the rest of the UK.

1.1 The Size of the Challenge

The UK has an older housing stock than most European states, with nearly 38% of its homes dating from before 1946. Studies suggest that the greatest housing risk to people's health in the UK is from excess cold.

Energy use in domestic properties accounts for a large and increasing proportion of national energy consumption. It now accounts for 28-31% of UK energy consumption just to heat and light our homes.

Generally, the existing housing stock in the UK has poor energy efficiency and most of these properties will still be in use for the next 50 years. It is therefore crucial that the energy efficiency and carbon emissions of these buildings, is tackled if the UK is to meet and sustain its carbon reduction and fuel poverty targets.

1.2 Decarbonisation

The UK Government is committed to a low carbon economy with a target of "Net Zero" in 2050. Parliament declared an Environmental and Climate Emergency in 2019. Legislation and regulation including updates to building regulations and tighter standards around materials and work on existing properties are being introduced. Recent experiences of poor quality design and installation are being addressed through new British Standards.

Methods of decarbonisation include:

- Introduction of low carbon heating systems, such as heat pumps.
- Use of photovoltaics (solar panels), wind turbines etc. and battery storage systems to harvest energy from these technologies and to supply energy when needed.
- Hydrogen fuel cells, heat pumps and other innovations.

The continual decarbonisation of the National Grid will reduce the carbon used in heating and lighting our homes.

Energy Efficiency measures also have an impact on the amount of energy, and hence carbon used. Typical measures are:

- New insulation, including external wall insulation and under floor insulation.
- Replacing poorly insulated doors and windows.
- Renewing cavity wall and roof insulation with better thermal properties.
- Replacing inefficient lighting with LEDs
- Replacing inefficient domestic appliances.

Legislative Obligations

The Council's current legislative obligation as a landlord is to ensure properties have a valid Energy Performance Certificate (EPC) that is "E" or better for any new letting.

By 2030 that standard will be “C” or better for all lettings as far as reasonably possible. Exceptions include listed buildings or properties that are too expensive to improve.

Properties are also expected to meet the decent home standard including being warm as laid out in the Housing Regulator’s Home Standard.

New build properties cannot have a gas central heating system by after 2025, and from 2035, existing gas boilers cannot be replaced with a new gas boiler.

The Warm Homes and Energy Conservation Act 2000 placed a duty on Government to have a strategy for tackling fuel poverty. The Fuel Poverty (England) Regulations 2014 were then produced. The Regulations created a fuel poverty target to ensure that as many fuel-poor homes as is reasonably practicable achieve a minimum energy efficiency standard of C, by 2030.

There were interim targets as follows:

- As many fuel-poor homes in England as is reasonably practicable to SAP-E by 2020
- As many fuel-poor homes in England as is reasonably practicable to SAP-D by 2025.

Other Directives

The Government has published a Net Zero Strategy which sets out the ambitions for all aspects of the economy, including housing.

The targets for housing are further articulated in the Social Housing Decarbonisation programmes announced in 2021, managed by the Department for Business, Energy and Industrial Strategy (BEIS).

Arun District Council has developed a Carbon Neutral strategy for all of the Council’s own activities. This does not include the heating and lighting of tenants’ homes.

Smart Controls

Arun District Council has used National Energy Action (NEA) grants to install innovative technology in properties such as thermostatic radiator valves and better heating programming controls.

Smart meters help people understand when and how they are using energy. Arun District Council promotes Smart Meters to tenants.

The Government wants smart meters rolled out across the UK and is obliging energy companies to upgrade all meters.

Incentives

Social Housing Decarbonisation Grants

The Government is encouraging providers to start programmes of work with funding through the Social Housing Decarbonisation Fund (SHDF). Introduced as a pilot in 2021, with grants made to early applicants in early 2022, the next round of funding is open to bids late in 2022.

Warmhomes

There have been a number of initiatives to replace old and outdated heating systems with more up-to-date efficient ones. Arun District Council has used a number of these initiatives over the last several years to install gas central heating in place of

electric space heaters. Future rounds of Warmhomes funding may address reducing carbon as well as improving heating.

LAD Funding

A number of Local Area Development funding rounds have enabled private landlords and owner occupiers to replace inefficient heating systems. Arun District Council has not used LAD funding on its own housing stock as yet, but other registered providers have done so. Future LAD funding from July 2022 on is yet to be advised.

ECO Energy Company Obligation funding

Local Authorities (LAs) can access funding through the Energy Company Obligation (ECO). This is an obligation on energy providers to fund energy efficiency improvements. Grants are typically awarded based on the occupier’s personal circumstances. Many of ADC’s tenants would qualify.

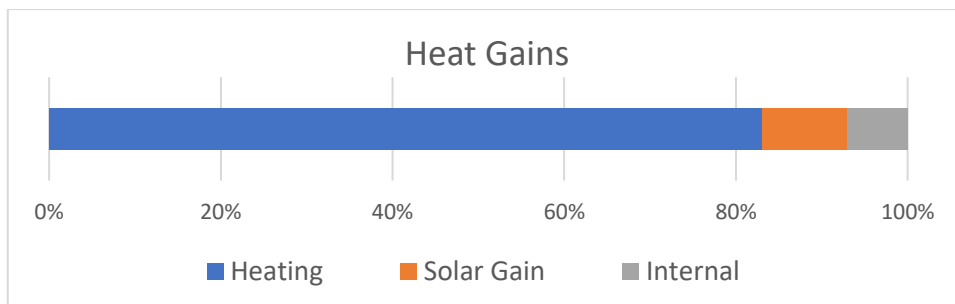
1.3 Domestic Energy Efficiency

We want to use the least possible amount of energy to provide warmth and light.

Key Aspects of Energy Efficiency for Domestic Housing

Heat Gains (typical)

CHART 1: TYPICAL SOURCES OF HEAT GAINS



The majority of our heating systems are gas boilers. These are high producers of CO₂. Nationally, the long-term aim is to replace these with low CO₂ consuming heating systems such as heat pumps and network heating systems.

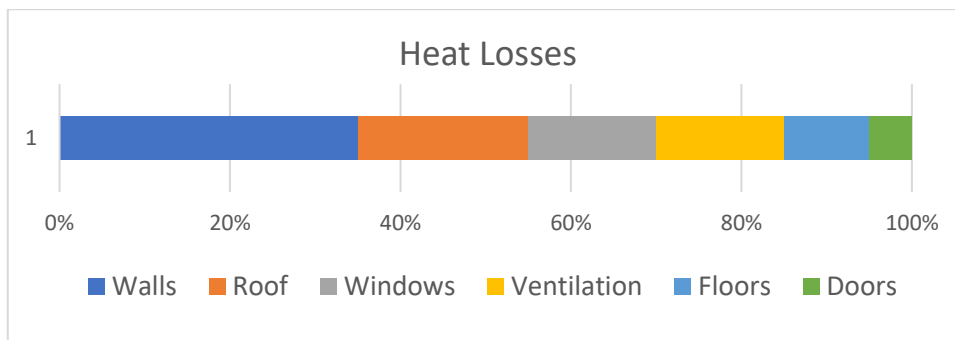
Legislation will prevent the Council replacing traditional gas boilers beyond 2035, and from installing gas boilers in new properties from 2025.

Solar Gain includes heating through conservatories, roof windows, etc. and represents an overheating risk for some vulnerable tenants.

Internal includes use of appliances and from lighting.

Heat Losses (typical)

CHART 1: TYPICAL CAUSES OF HEAT LOSSES



Well insulated properties reduce heat losses. The risk of poorly designed work is inadequate ventilation leading to mould and excess condensation. The newly introduced Retrofit standards directly address this. Applications for funding will be subject complying with these standards with designs meeting PAS2035 and PAS2030 (Publicly Available Specifications, produced by the British Standards Institute.)

PAS 2035:2019 provides an end-to-end framework for the application of energy retrofit measures to existing buildings in the UK and provides best practices for their design, installation, and monitoring. PAS2030:2019 covers installers specifically with standards of materials, work, and warranty.

There are several different ways to improve energy efficiency, such as:

- Reducing the amount of energy required to maintain warmth in our houses through better insulation.
- Matching heating patterns to lifestyle more effectively.
- Recycling heat generated from day-to-day activities.
- Adopting more energy efficient technologies, such as LED lighting.

Energy efficiency can help households either reduce their utility costs or keep their home warmer.

1.4 Decarbonisation

Decarbonisation is seeking ways to replace carbon-intense fuels such as LPG and oil with sustainably generated electricity, biogas, hydrogen, etc.

For housing, decarbonisation embraces insulation and also further involves:

- Reducing the reliance on fossil fuels through replacing gas heating with heat pumps by 2050
- Introducing technologies such as turbines and PV (solar) with battery storage to generate and store electricity for domestic use.

1.5 Retrofit

Retrofitting is a term now synonymous within the housing sector for the works that needs to be done to reduce CO2 emissions.

The Government has reacted to poor results in previous programmes by introducing two standards for retrofit works.

- **PAS2030** sets standards for installation of retrofit measures.
- **PAS2035** sets standards for designing and approving retrofit measures.

PAS2030 and PAS2035 are monitored by Trustmark.

The principles of retrofitting under PAS2035 are to have a right-first-time approach delivering a medium term (25 year) whole house plan, doing fabric improvements first and avoiding issues such as poor ventilation.

Future Government Grants and funding will require adherence to these standards. Therefore, Arun District Council will need to adopt these standards to deliver sustainable building improvements to qualify for grant funding, which has already been made available through the Social Housing Decarbonisation Fund through to 2024/25.

1.6 Fuel Poverty

The poverty line (income poverty) is defined as an equalized disposable income of less than 60% of the national median⁵. Fuel poverty is defined using the Low-Income High-Cost indicator of fuel poverty.

A household is in fuel poverty if it has:

- an income below the poverty line (including if meeting its required energy bill would push it below the poverty line); and
- has higher than typical energy costs.

The Government sets targets for reducing fuel poverty. In essence, the Government expects registered providers to achieve a C rating for all properties where it is practical to do so by 2030.

Any work undertaken to deliver decarbonisation will all contribute to reducing energy costs. Other initiatives and reporting on fuel poverty are covered in Arun District Council's *Energy Efficiency and Fuel Poverty Strategy 2020-2025*.

2 Our Housing Stock

Past changes in building regulations and construction approaches make the age and the construction characteristics (or archetype) highly indicative of thermal performance.

For instance, cavity walls became more and more common from the early 1920s, but the size of cavity and the best way to insulate it depends upon the prevalent building methods over the last 100 years.

Housing Stock Characteristics

Arun District Council has the following housing stock by age band and archetype.

TABLE 1: HOUSING STOCK BY BUILDING STYLE AND AGE

Property Characteristics	pre-1900	1900-1929	1930-1949	1950-1966	1967-1975	1976-1982	1983-1990	1991-1995	2007-2011	Grand Total
Bungalow	2	21	206	4	114	10	1			358
Detached		3	1							4
End Terrace		6	62	2	38	4				112
Mid Terrace	2	3	43	2	34	6				90
Semi Detached		9	100		42		1			152
Flat		27	307	79	1033	155	47	10	32	1690
Detached		5	64	34	310	53	12		20	498
Ground		1	23	16	135	17	7		8	207
Mid			1	6	32	4			4	47
Top		4	40	12	143	32	5		8	244
End Terrace		12	72	15	210	29	10	4	8	360
Ground		4	31	5	71	12	3	1	4	131
Mid		2	2	3	27	6		3	2	45
Top		6	39	7	112	11	7		2	184
Mid Terrace			73	17	382	26	15	3	2	518
Ground			33	6	150	10	7	3	1	210
Mid				2	55	5			1	63
Top			40	9	177	11	8			245
Semi Detached		10	98	13	131	47	10	3	2	314
Ground		2	42	4	45	18	4			115
Mid		2		3	12		2	1		20
Top		6	56	6	74	29	4	2	2	179
House	42	409	402	5	259	64	17		31	1229
Detached		11			3		1			15
End Terrace	6	115	87	1	89	23	5		12	338
Mid Terrace	32	155	101		153	40	9		12	502
Semi Detached	4	128	214	4	14	1	2		7	374
Maisonette	2			8	69	4				83
Detached				2	12	1				15
End Terrace				5	16	2				23
Mid Terrace	1			1	41	1				44
Semi Detached	1									1
Grand Total	46	457	915	96	1475	233	65	10	63	3360

2.1 Energy Efficiency

The most prevalent measure available is the EPC SAP rating (Energy Performance Certificate, Standard Assessment Protocol) rating which we have for the majority of our homes.

We have estimated EPCs for properties where we are missing a current certificate, using a proven modelling system.

EPCs are revised over time. The Government target for the Council is to have properties at SAP rating of C, or higher, by 2030.

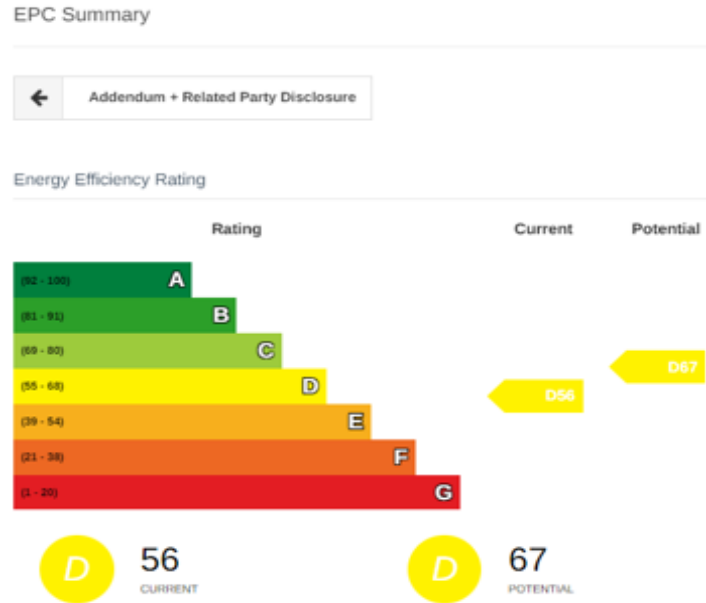
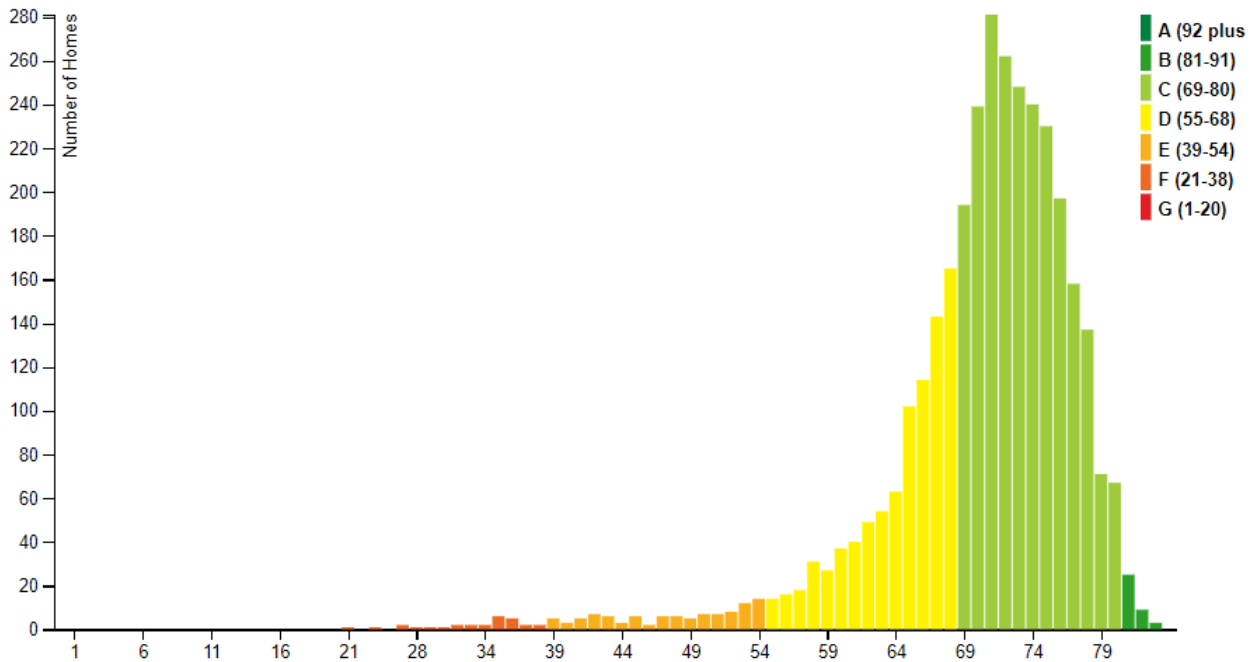


CHART 3: TYPICAL EPC CERTIFICATE

CHART 4: EPC SCORES AND BANDINGS

Current EPC/SAP Performance

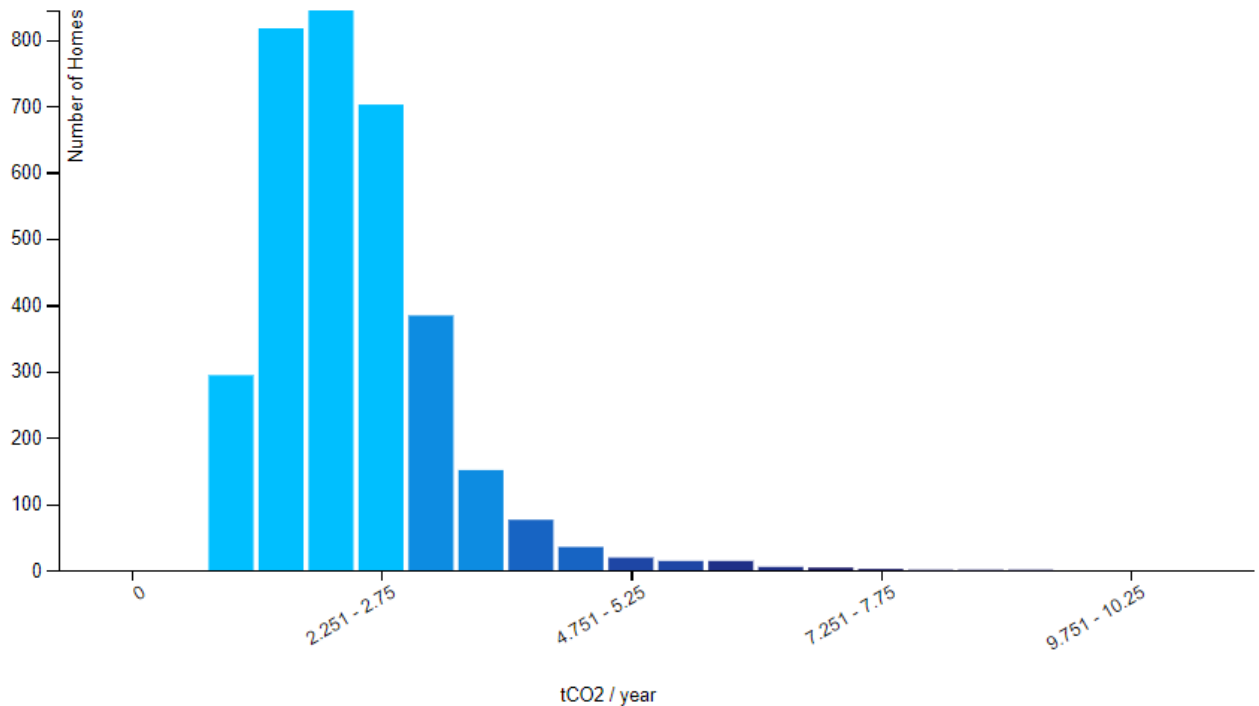


Source: Parity Projects Arun District Council Database.

Housing Stock Carbon Emissions Data

The same analysis tool gives us an analysis of CO2 used by each property.

CHART 5: NUMBER OF PROPERTIES BY CO2 EMISSION BAND



Source: Parity Projects Arun District Council Database.

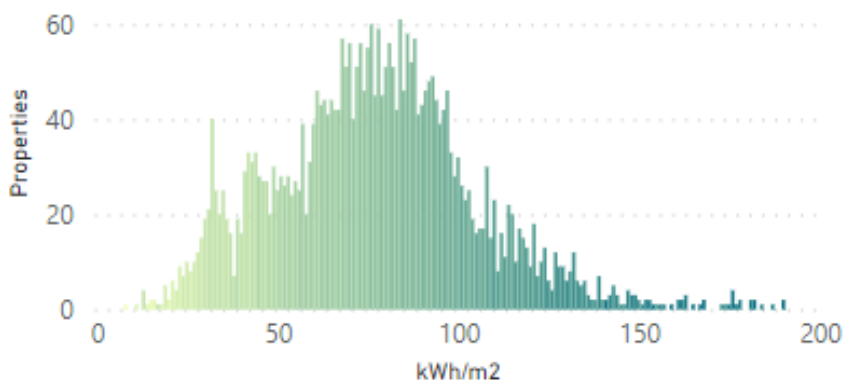
Heating Requirements

The Government’s second metric for grant funding is to achieve a “heating requirement” target.

This is based upon typical usage for the type of house and is measured in Kilowatt Hours per Metre Squared.

The current grant funding target is 90 kWh/m², as well as SAP Rating C or above.

CHART 6: HEATING REQUIREMENTS ACROSS OUR STOCK



Energy Costs (2012 values)

CHART 7: HEATING COSTS IN 2012 VALUES ALL ADC STOCK

This is relative heating costs for properties. Note that fuel costs are now significantly higher than the base date of 2012, but the relative profiles are still pertinent

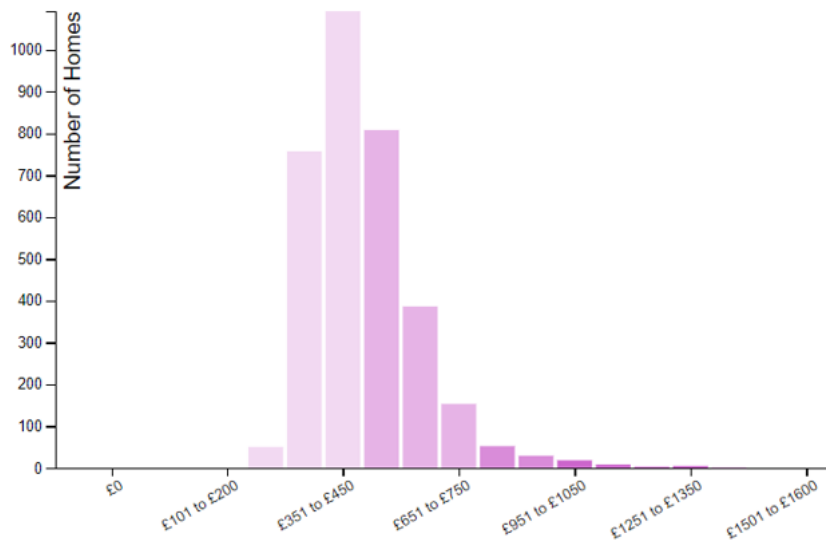
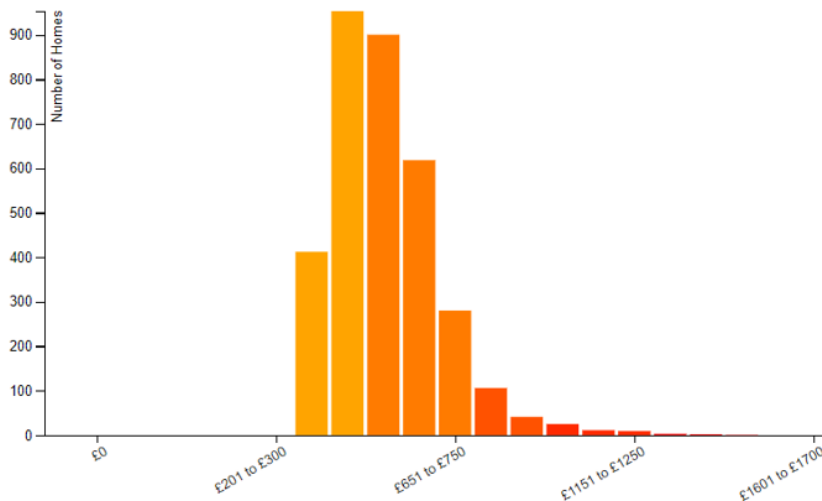


CHART 7: ENERGY COSTS IN 2012 VALUES ALL ADC STOCK

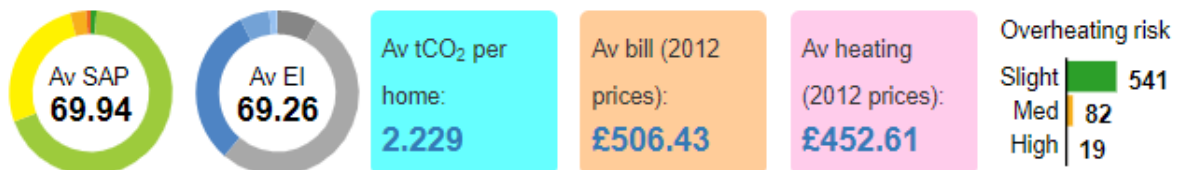


This includes any other costs, lighting, appliances etc.

2.2 Summary Information

Dashboard

The Parity Projects database provides a valuable dashboard for reference.



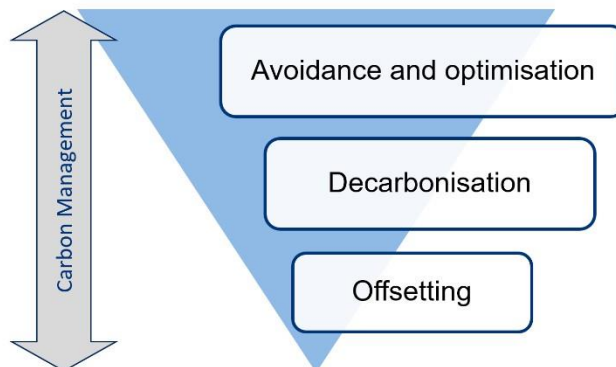
Data as at 31/12/2021.

These numbers have been reported to the Climate Change Committee and form our basis for monitoring progress.

3 Strategic Aims

3.1 Carbon Management

The Carbon Trust (ref) identify three aspects of “Carbon Management”.



For Residential Services this involves

- Educating our tenants on how they can help reduce the impact on the climate
- making our properties better insulated, so they need less energy to heat.
- Replacing carbon-intense heating systems (such as gas boilers) with less intense systems (such as heat pumps)
- Offsetting remaining CO₂ with for instance, solar panels on our homes where possible.

3.2 Strategic Goals

With regards to our housing stock:

- To reduce the amount of energy required to heat the Council’s housing stock
 - To achieve a minimum SAP rating of C for all properties by 2030
 - To achieve higher SAP ratings of A or B for as many properties as possible by 2050
- To move heating systems to low carbon systems by 2050 for as many properties as possible, including district heating schemes where feasible
- To refurbish and retrofit properties in accordance with PAS2035/PAS2030
- To maximise the value of works undertaken by developing improvement plans for each property (in line with PAS2035)
- To do all works in an order that minimises re-work and improves the buildings fabrics as quickly as we can.

With regards to the District and County, we intend to:

- Support collaborative ventures with other councils to deliver value for money, such as the Lewes and Eastbourne/Arun/Greater Brighton Economic Board programme
- Promote planning controls that ensure new build meets stringent energy efficiency targets
- Ensure private landlords meet the Housing Health and Safety Requirements Specification (HHSRS) in particular with regards to warmth through our HHSRS inspections.

3.3 Affordability

Our current best estimate of the costs of achieving zero carbon across all our housing stock by 2050 is, in current terms, going to cost in the order of £3,000,000 per year from 2023/4 onwards.

The Capital Works programme includes allowances for planned works, around windows, doors and roofing, and all other external works. These works now need to be planned in accordance with an overall carbon reduction plan. This plan needs to be developed from individual medium term (25 year) property plans as

Such grants as have been available to date offer match funding (SHDG, for example) and we intend to apply for funding of £3,000,000 through to 2024/2025. There is no visibility of grants or incentives beyond 2025m however, we can reasonably expect further Government support.

3.4 Provisional Timeframe

For our housing stock, we have set provisional targets as follows:

Threshold (% of properties)	Now	2025	2030	2040	2050
SAP rating C or higher	60%	80%	100%*	60% B	90% A
kWh/m2 below £90/year	30%	40%	50%	75%	100%
kWh/m2 below £50/year				50%	90%
CO2 below 1 tonne per year	40%	50%	70%	90%	100%
New Build SAP rating A		90%	100%	100%	100%

*: Statutory obligation.

Programmes	Approach to Carbon Management	Provisional Timeframe
Manage usage	Educate our tenants	2022-2030
	Install smart meters	2022-2025
Reduce heat losses	Improve insulation	2022-2035
	Reduce drafts	2022-2035
	Renew windows	2022-2042
Improve heating systems	Replace gas boilers with alternatives	2025-2040
	Develop network heating	2025 on
Build to higher standards	Adopt new building regulations and standards	2022, 2025
	Retrofit during renovation to PAS2030 standards	2022 on
Property plans	Develop a medium-term plan for each property	2022-2032
Offsetting	Installing wind turbines and solar/pv systems to generate offsetting electricity as part of the overall Net Zero programme	Council-led

3.5 Other Strategic Considerations

Whether or not some of our sheltered or supported schemes can achieve low carbon outcomes is unknown.

Many of our properties are within blocks, with one or more leaseholders present. The impact of energy efficiency measures that address properties rather than the entire block risks affecting leaseholders adversely which may in turn create claims against the Council. Leaseholder engagement in Zero Carbon is essential.

These are all medium to long term activities

*: Alternatives such as heat pumps etc are still in their infancy. Installation costs, material costs etc are expected to decline in the medium term similarly to the experience of the solar panel industry.

3.6 Consequences of Doing Nothing

For reference, if Residential Services did nothing to reduce CO₂ in our housing stock, then by 2050, Arun's housing stock would account for around 5,000 tonnes of CO₂ per annum.

Our average CO₂ production per house would fall from 2.2 tonnes to 1.5 tonnes, due to planned decarbonisation of the electricity network in particular.

For reference, per capita emissions from domestic properties fell by over 35% from 2010-2017 due to higher use of wind power and renewable sources to generate electricity and the introduction of biogas into the gas network.

3.7 Tenant Communication

Residential Services will use Arun At Home to explain our approach to carbon management for our tenants. This will be supported by a web page carrying programme updates.

Individual programmes of works will be communicated to tenants in advance of work starting and supported by briefings at drop-in meetings etc. to maximise tenant engagement.

Each programme will be undertaken within the remit of PAS-2035. Tenant liaison will be a dedicated aspect of each project, in accordance with PAS-2035 requirements. Leaseholders will be consulted in accordance with Schedule 20 requirements.

Individual project communications plans will be agreed and monitored by the Project Board.

3.8 Leaseholder Engagement

Full leaseholder engagement will be essential to ADC's targets. We cannot achieve low carbon housing in blocks where only partial works are completed, as we will need to improve the entire 'external envelope' to reduce heat losses. Furthermore we may have liabilities in future as a consequence of impacts of part completed works.

4 Budgeting and Financial Modelling.

4.1 Current Provisions

The 2021 HRA Forecast had the following scenarios. All costs are in current terms.

Scenario 1 Single stage, SAP C and Zero Carbon

Measure	Outside current Business Plan	Within current Business Plan	Total
SAP C	£4,223,498	£2,827,939	£7,051,437
Net Zero Carbon	£9,393,639	£22,569,912	£31,963,551
Total	£13,616,137	£25,397,851	£39,014,988

Scenario 2 Two stage, SAP C then Zero Carbon

Measure	Outside current Business Plan	Within current Business Plan	Total
SAP C	£1,376,064	£1,167,319	£2,554,383
Net Zero Carbon	£12,663,763	£24,230,523	£36,894,286
Total	£14,050,827	£25,397,842	£39,448,669

4.2 Latest Modelling Estimates

Based on modelling undertaken in Parity Projects the following costs are now estimated (in current terms)

Measure	Total Cost to achieve
SAP C Only	£5,164,981
Sap C and Heating costs below 90 kWh / m2	£6,912,858
Zero Carbon	£78,629,269

4.3 Refining the Estimates

ADC has commissioned PAS2035-standard retrofit assessments for a set of common archetypes. These will refine the estimates we have based on Parity research.

To conduct retrofit (ref) works under PAS2035, each property will in time require a retrofit assessment compliant with PAS2035.

Each property will then have an individual plan of works to improve energy efficiency from which collective programmes can be built around each work strand, be that insulation, doors and windows or heating system changes.

4.4 Financial Planning

The Capital Works programme will be reviewed in the autumn to include retrofit works in heating system replacements, structural works, and renewing of doors and windows. These programmes already account for around £50,000,000 of the total Capital Works budget that is outside the amount within the current business plan for decarbonisation. Currently then we are confident that the budget will meet the requirements.

A full detailed analysis will be completed in the upcoming review.

5 Strategy & Action Plan Review

This strategy sets out Arun District Council's intentions regarding decarbonisation and energy efficiency measures on our housing stock.

The Action Plan covers 2022-2030, in line with the Council's Net Zero planning.

Every October the Action Plan (appendix 1) will be reviewed and updated against previously set targets and a revised action plan produced for the next year. The revised action plans will be authorised by Arun District Council's Individual Cabinet Member Decision (ICM) by the Cabinet Member for Technical Services by December of each year.

The entire strategy will be reviewed in detail in 2025 with a view to creating a new strategy, to start from 2026.

5.1 Risks and Challenges

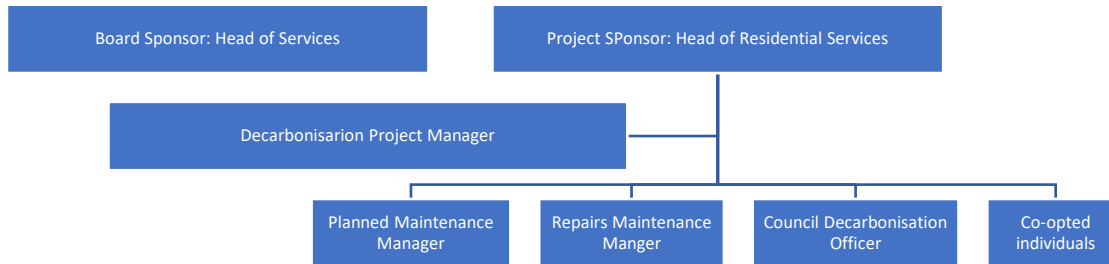
The main challenges/ risks we see associated with wide scale decarbonisation are as follows:

Risk	Mitigation
<p>Financial</p> <p>The current estimates are based on desk top research and not on detailed property plans.</p>	<p>Undertake additional property plans, particularly as the initial work of any grant funding received, to improve confidence in cost projections.</p> <p>Set a threshold for stock redevelopment or disposal where retrofitting is deemed too expensive.</p>
<p>Resourcing</p> <p>There is a risk that we will be under resourced to manage and complete the necessary works.</p>	<p>Include retrofitting work in the Programmed Works Manager Role.</p> <p>Build expertise through well understood fabric programmes while we research and review low carbon heating systems.</p>
<p>Technical</p> <p>There is a risk we act prematurely and install new inefficient or expensive technologies that could cause harm to the property and would eventually require replacing to achieve the objective.</p>	<p>We shouldn't undertake heating system works until</p> <ul style="list-style-type: none"> a) The strategic review of supported provision is completed b) Fabric works are completed on other properties.
<p>Limited Technical Expertise</p> <p>There is a risk that external and internal expertise to install and service these new technologies either currently do not exist or will be in high demand.</p>	<p>Procurement tests capacities and competencies of potential suppliers.</p> <p>We defer new technologies until fabric works in completed.</p>
<p>Reputation / Customer Acceptance</p> <p>There is a risk of customer refusal due to the invasive nature of decarbonisation work.</p>	<p>Work with Tenants' panels, and profile the benefits through frequent tenant communication.</p> <p>Work on a 'property' approach rather than a 'measure' approach to minimise disturbance.</p> <p>Use void periods to undertake disruptive work where possible.</p>

5.2 Governance

Strategy Governance

The decarbonisation strategy will be managed by a Decarbonisation Project Board reporting to the Climate Change Committee.



The Project Board has a number of key functions specifically related to carbon management:

- To provide regular oversight and monitoring of progress towards the targets set
- To raise 'blockages' to the board sponsor where they can be removed e.g. resource issues
- To manage the expectations of tenants and recognise achievements on carbon management.

The Project Board is also responsible for implementing the projects contained within this Strategy. The Project Board will oversee the activity within the programme which will be led by the Decarbonisation Project Manager.

Corporate Strategy & Policy Alignment

The Project Board is accountable to the Climate Change Committee. This Committee will ensure Council direction is applied.

Key Performance Indicators

1. Percentage of our properties with a PAS2035 Medium Term Plan for Carbon Management (Lodged on our Housing Management system)
2. Reduction in carbon emissions year by year (reported via Parity Database)
3. Percentage of our properties by SAP bands (A-G)
4. Percentage of our properties with a kWh/m² value of below 90
5. Individual Projects achievements.
 - a. Carbon Reduction
 - b. Variance against budget
 - c. Variance against timescale
6. Percentage of Tenants agreeing to retrofit programmes for their property.

Data Management

Effective data collection has been a critical element of developing this strategy. It underpins the strategy and target, and it will continue to be a critical element.

ADC will use continue to use a tool such as Parity Projects as a database and analysis tool in order to access national databases for SAP and Retrofit data in a tractable, reliable and credible form.

Appendix 1: Programme of Work

Short term (this financial year)

Ref.	Action	Lead	Timeframe
1	To establish the Decarbonisation project board.	Head of Service	July 2022
2	To refresh stock condition data to include building a better profile of retrofit risks and opportunities in our housing stock	Decarbonisation Project Manager	August 2022
3	To complete an application for the Wave 2 Funding round for the SHDG	Decarbonisation Project Manager	September 2022
4	To commence a programme of retrofit surveys for all of our properties so we have a road map to a low carbon, sustainable future.	Decarbonisation Project Manager	March 2023
5	To review the HRA Capital Programme and determine how to best apply programmed works (doors, windows, roofs, etc) to achieve decarbonisation objectives, and to identify any additional requirements.	Decarbonisation Project Manager	October 2022
6	To embed decarbonisation in day to day building maintenance, so that even day to day repairs considers the materials used and works specified to support our long term goals	Repairs Manager	January 2023
7	To embed decarbonisation in planned building maintenance, so that even day to day repairs considers the materials used and works specified to support our long term goals	Programme Works Manager	January 2023
8	To publish a housing decarbonisation strategy for the housing stock that delivers low carbon housing to the best of our ability	Decarbonisation Project Manager	October 2022
9	Work with Planning to develop standards for new builds that address local issues such as water scarcity and national issues such as decarbonisation, to reduce future costs of Schedule 106 properties.	Decarbonisation Project Manager	March 2023
10	To include decarbonisation assessments in all new build for our own housing stock	Development Manager	September 2022
11	Adopt the standards for retrofit works promoted by the BSI (PAS2030 and PAS2035) and contract with accredited suppliers	Head of Service	January 2023
12	Communicate our strategic intent with tenants and leaseholders	Head of Service	November 2023

Medium term (22/23-24/25)

Ref.	Action	Lead	Timeframe
1	To apply the SHDG grant to undertake qualifying works (improving SAP ratings through better insulation) and to establish the team (staff and providers) and the skills needed for more extensive retrofitting work	Programmed Works Manager	From March 2023
2	To continue to undertake retrofit assessments to the required standard, to cover c. 40% of properties by end 2024/25.	Decarbonisation Project Manager	March 2025
3	To include retrofit requirements in procurement across housing maintenance and works programmes	Repairs and Programmed Works Managers	From March 2023
4	To work with Lewes & Eastbourne, Brighton University, and the Greater Brighton Economic Board on better understanding how to deploy low carbon heating systems effectively	Decarbonisation Project Manager	Ongoing
5	Incorporate long term retrofit assessments into the Supported Housing Schemes review, and work with the Council's Climate Change Team to implement measures that support the 2030 Net Zero target (for instance, PV installations)	Decarbonisation Project Manager	December 2023
6	Engage with leaseholders and tenants, particularly our vulnerable tenants, in building an awareness of decarbonisation goals and strategies, so that we can start to deliver improvements on a whole block level, not just for individual flats	Decarbonisation Project Manager	From January 2023
7	Report on and maintain the Housing Decarbonisation Strategy	Decarbonisation Project Manager	Quarterly from October 2022

Longer term (25/26-31/32)

Ref.	Action	Lead	Timeframe
1	Implement a retrofit-centred capital works programme to manage the delivery of works to properties in line with their specific plans, working within the HRA capital spend	Programmed Works Manager	From March 2025
2	Apply for any future grant funding that supports our plans	Decarbonisation Project Manager	From March 2025
3	To continue the programme of retrofit assessments to all of our housing stock to achieve SAP C or above	Programmed Works Manager	June 2030
4	Determine properties that can never achieve a low carbon status, or are very expensive to improve, and recommend disposal or redevelopment options	Decarbonisation Project Manager	From March 2025
5	Determine other redevelopment options in tandem with the Neighbourhood team or where we have low density housing that would be better redeveloped	Decarbonisation Project Manager	From March 2025
6	Determine options for heating systems including district heating, heat pumps, hydrogen, solar with battery back-up, and other options ahead of the 2035 embargo on gas boiler installations in our properties	Decarbonisation Project Manager	June 2025
7	Report on and maintain the housing decarbonisation strategy Complete a 'root and branch' review in 2027/28.	Decarbonisation Project Manager	Ongoing July 2027

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Beyond 2031/32 and through to 2049/50 (Outline only)

- 1) Collaborate on regional initiatives to improve cost effectiveness of programmed works in particular on network heating initiatives.
- 2) Redevelop sites and properties in accordance with approved plans.
- 3) Introduce low carbon heating systems into properties that have had all practical insulation completed.
- 4) Achieve the lowest possible carbon output from our housing stock and develop offsetting approaches to compensate.
- 5) Maintain the strategic intent of decarbonisation for the housing stock, keeping the strategy under regular review]
- 6) Develop an off setting approach in liaison with the Council Climate Change committee.

**SOCIAL
HOUSING
RETROFIT
ACCELERATOR**

SHRA Masterclass

Carbon Literacy for Social Housing Providers

**Maria Yashchanka
Turner & Townsend**



Agenda

This session aims to put the climate emergency into context for social housing retrofit

- Speaker introduction
1. Climate Change
 - Science
 - Policy context
 2. Accounting for Greenhouse Gas Emissions
 3. Action Planning



We understand and can attribute global warming to human activities



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Energy from the sun

Greenhouse gases:
Carbon dioxide, methane,
nitrous oxide, etc.

Greenhouse gases in the
atmosphere trap some of
this energy and determine
the temperature on Earth

We understand and can attribute global warming to human activities



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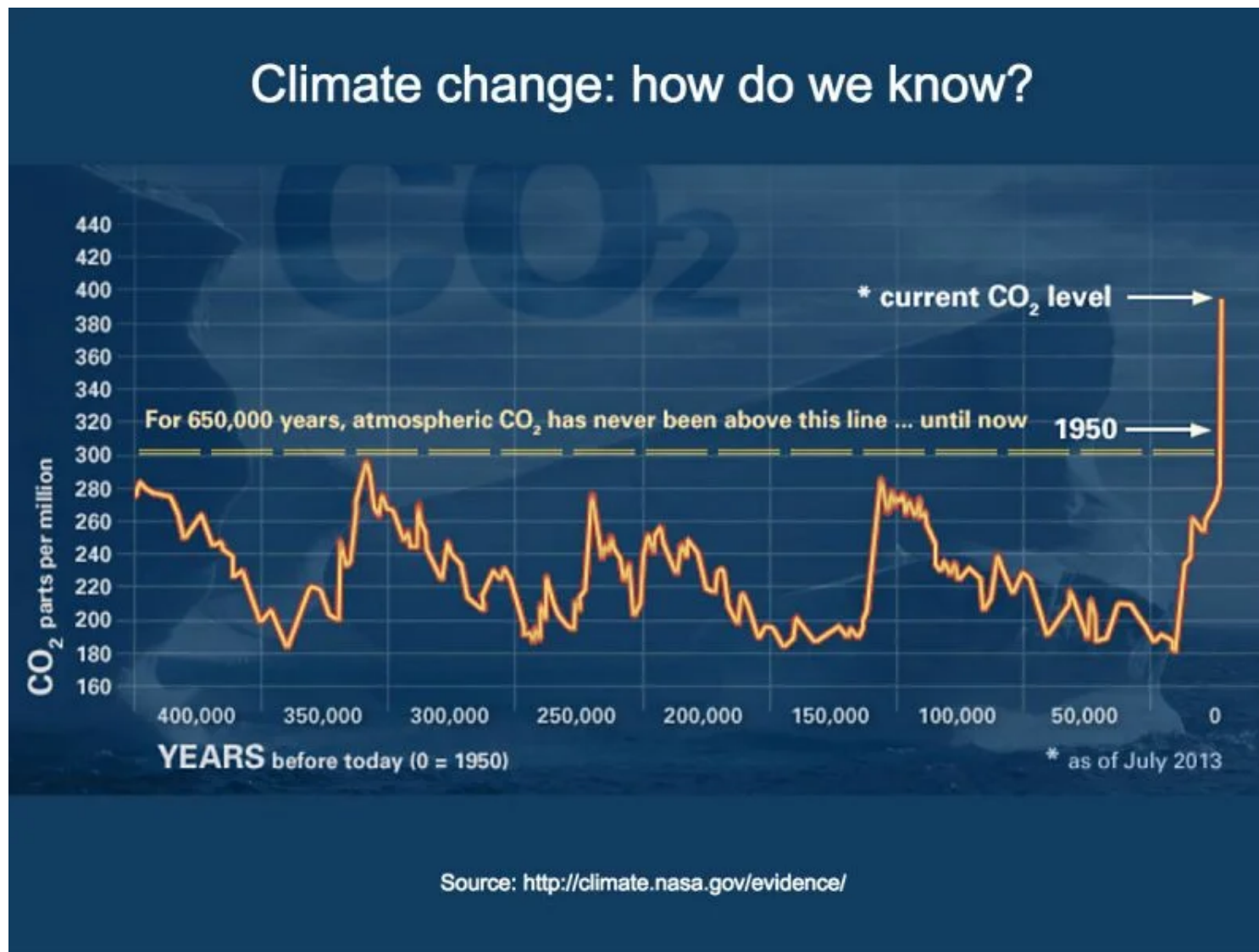
Energy from the sun

Greenhouse gases: Carbon dioxide, methane, nitrous oxide, etc.

Adding greenhouse gases traps more energy and **heats the planet**

Climate Change: Science

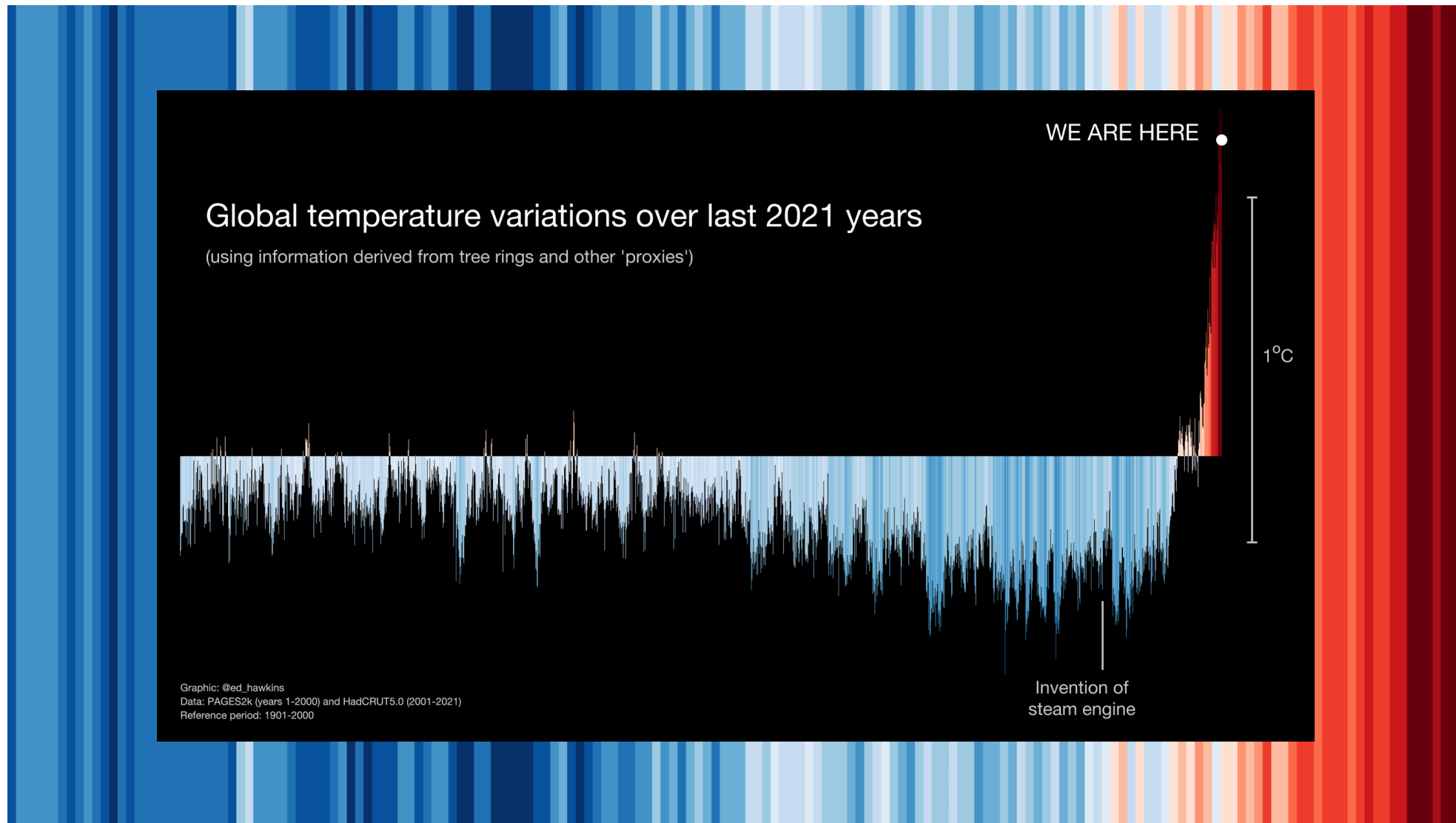
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Temperatures and CO₂ levels have always fluctuated but the unprecedented levels we are experiencing now are manmade and taking us above sustainable limits for life on earth.

Temperatures

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Policy Context

- United Framework Convention on Climate Change (UNFCCC) – the UN Convention that led to the Paris Agreement



United Nations
Framework Convention on
Climate Change

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PARIS CLIMATE AGREEMENT



- Intergovernmental Panel on Climate Change (IPCC) - a scientific body that reports on projections, impacts and future risks, and options for reducing the rate of climate change



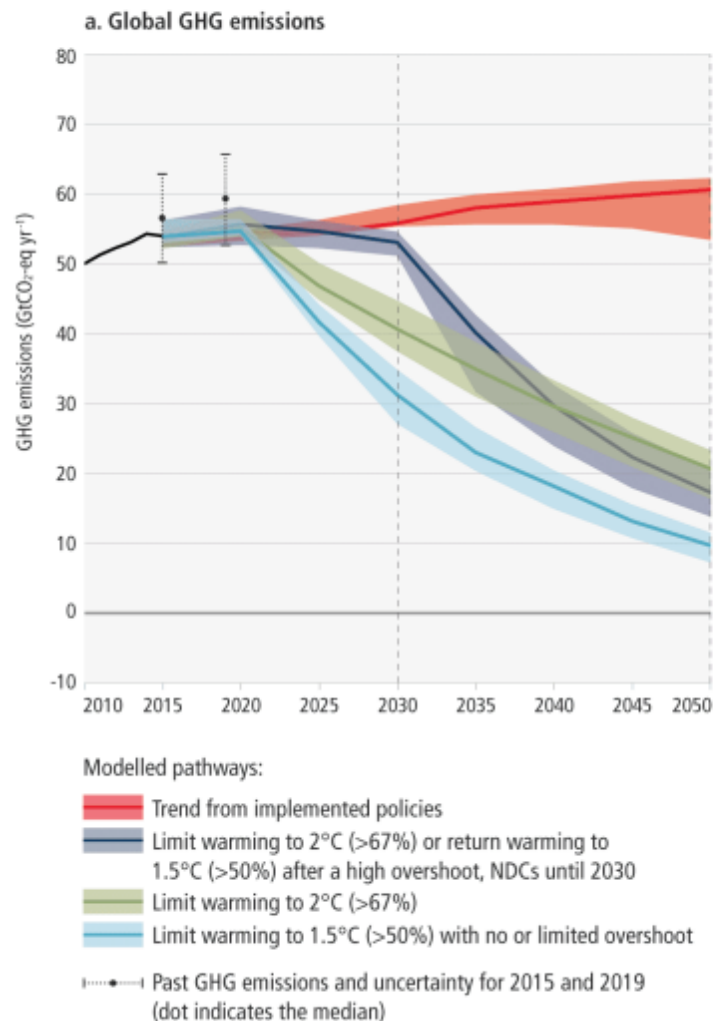
SPECIAL REPORT

Global Warming of 1.5 °C

An IPCC special report on the impacts of global warming of 1.5 °C above pre-industrial levels and related global greenhouse gas emission pathways, in the context of strengthening the global response to the threat of climate change,

Climate Change Science: IPCC WG3 report

Projected global GHG emissions from NDCs announced prior to COP26 would make it likely that warming will exceed 1.5°C and also make it harder after 2030 to limit warming to below 2°C.



- 2010-2019: Average annual greenhouse gas emissions at highest levels in human history
- About 17% of historical cumulative net CO₂ emissions since 1850 occurred between 2010 and 2019
- Unless there are immediate and deep emissions reductions across all sectors, 1.5°C is beyond reach.
- Emissions have to peak within 3 years, undergo rapid and deep reductions throughout 2030s (-43% by 2030), 2040s and 2050s
- Policies by end of 2020 on trend to 3.2 °C by 2100

Greenhouse Gases

- **Carbon Dioxide**, approx. 76% of total global emissions, and a major contributor from global energy system (electricity, heat, transport, & industry)
- **Methane**, approx. 16% of global emissions
- **Nitrous Oxide**, approx. 6%
- **HFCs, PFCs, SF6, NF3**, approx. 2%

All gases are converted to a CO2 equivalent (CO2e) based on their Global Warming Potential



Fuel used in transport



Fuel used in buildings



Livestock



Fuel used in transmission & distribution



Waste & Wastewater



Refrigeration



Industrial Processes



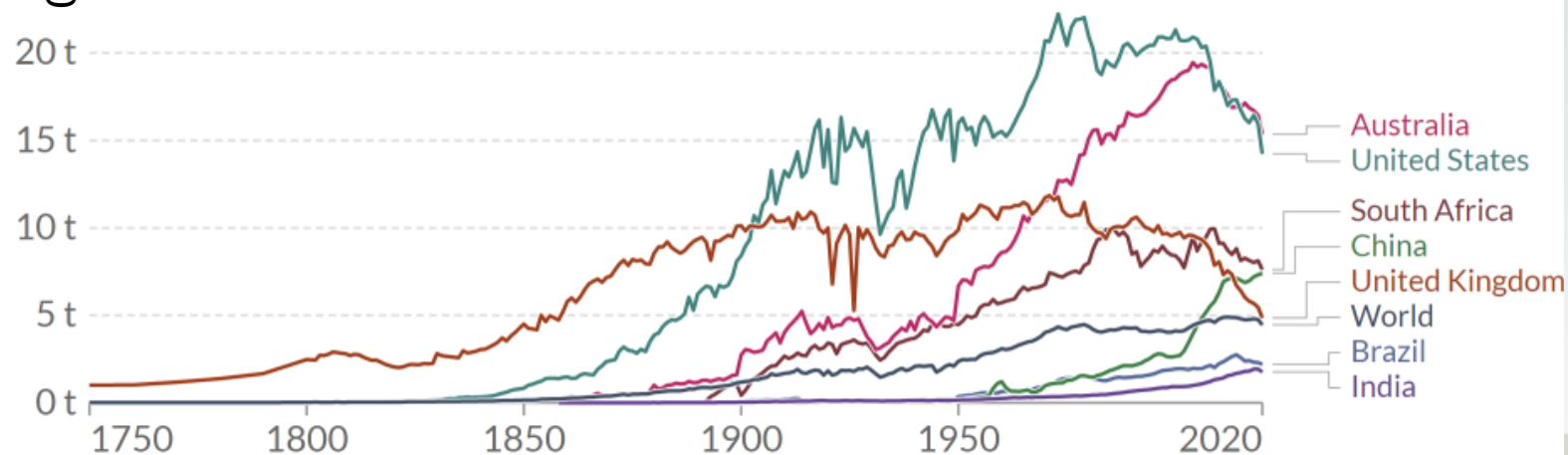
Land Use Fertilisers

Carbon Footprint: People

The average carbon footprint of a person will vary greatly, for example:

- UK: approximately **15 tonnes** per year
- Australia: approximately **30 tonnes** per year
- Malawi: approximately **0.1 tonnes** per year

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1 tonne of carbon looks like:



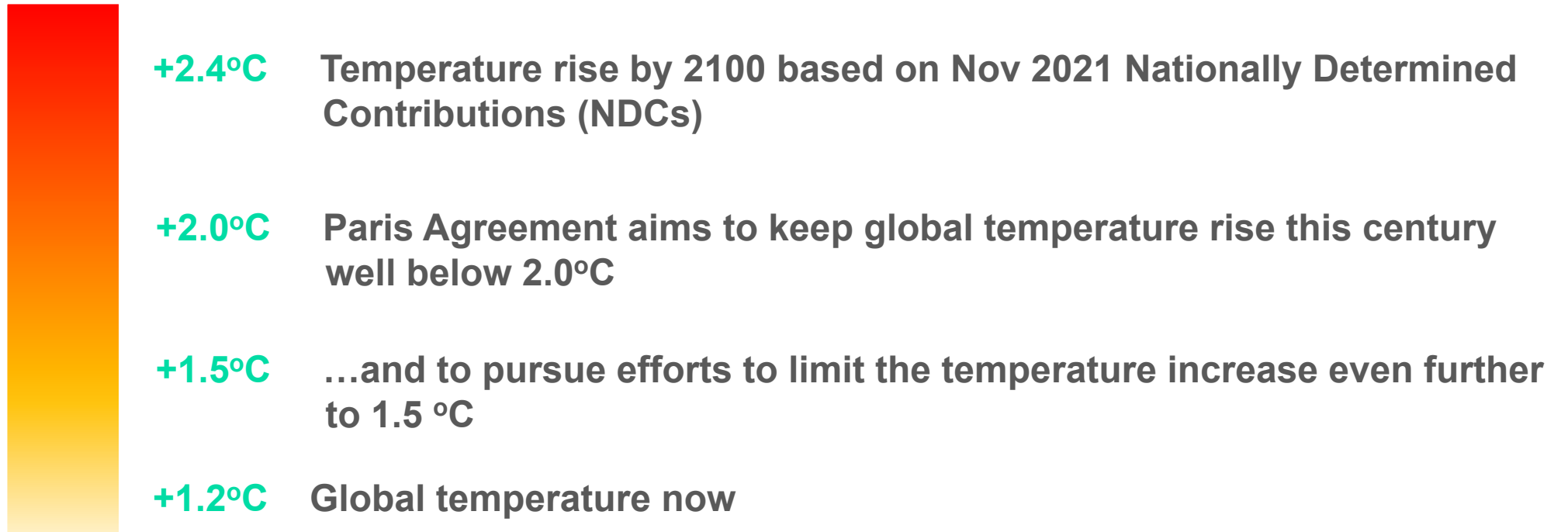
Source: Carbon Visuals.

Carbon Footprint: Materials

Process / material	Grams of CO2e
1 kg of cement	103
1 kg of steel (structural, UK)	2,450
A banana	80
A large cappuccino vs. a black coffee	235g CO2e vs. 21g CO2e
Using a mobile phone for 1h/d for a year	1,250,000
London to Hong Kong return flight (economy)	2,800,000

Source: [How Bad Are Bananas? The Carbon Footprint of Everything](https://www.istructe.org/IstructE/media/Public/Resources/istructe-how-to-calculate-embodied-carbon.pdf) by Mike Berners-Lee
<https://www.istructe.org/IstructE/media/Public/Resources/istructe-how-to-calculate-embodied-carbon.pdf>

Key Temperatures

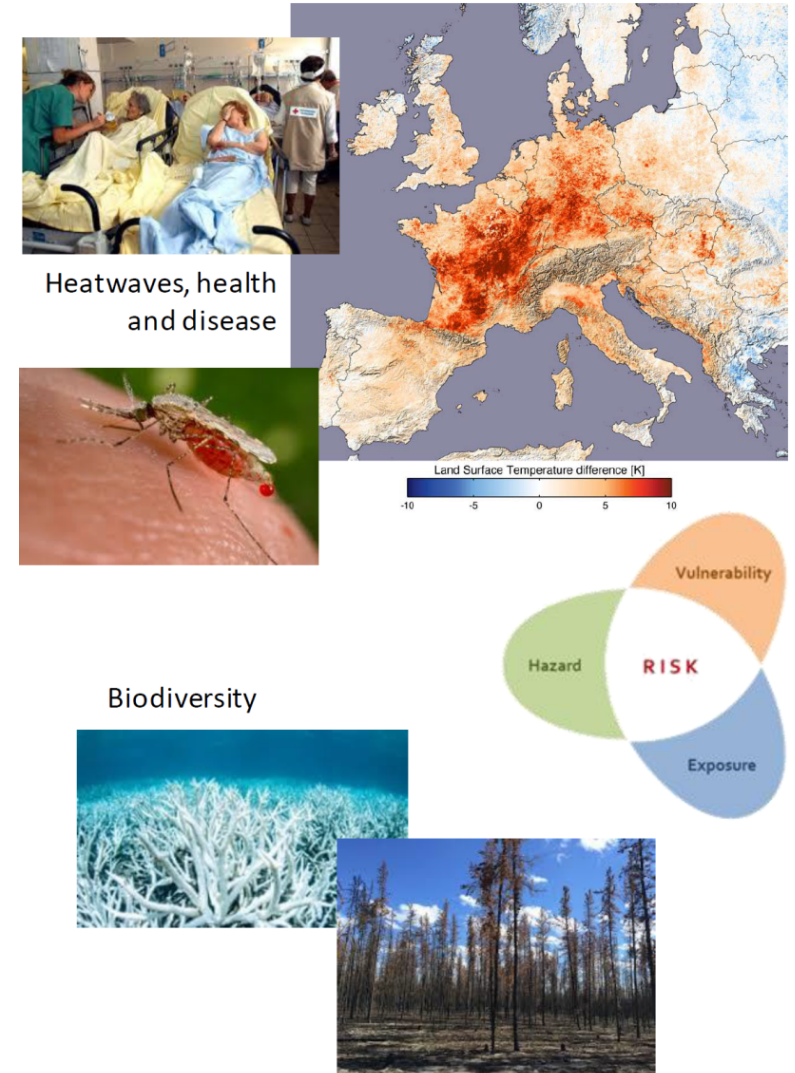


Increase from Pre-industrial
temperature (circa 1850)

1.5°C versus 2.0°C

The IPCC (Intergovernmental Panel on Climate Change) predicts that increasing from 1.5 degrees of global warming to 2 degrees could mean:

- 1.7 billion more people experience severe heatwaves at least once every five years
- Seas rise – on average – another 10 centimetres
- Up to several hundred million more people become exposed to climate-related risks and poverty
- The coral reefs that support marine environments around the world could decline as much as 99 percent
- Global fishery catches could decline by another 1.5 million tonnes



1.5°C versus 2.0°C

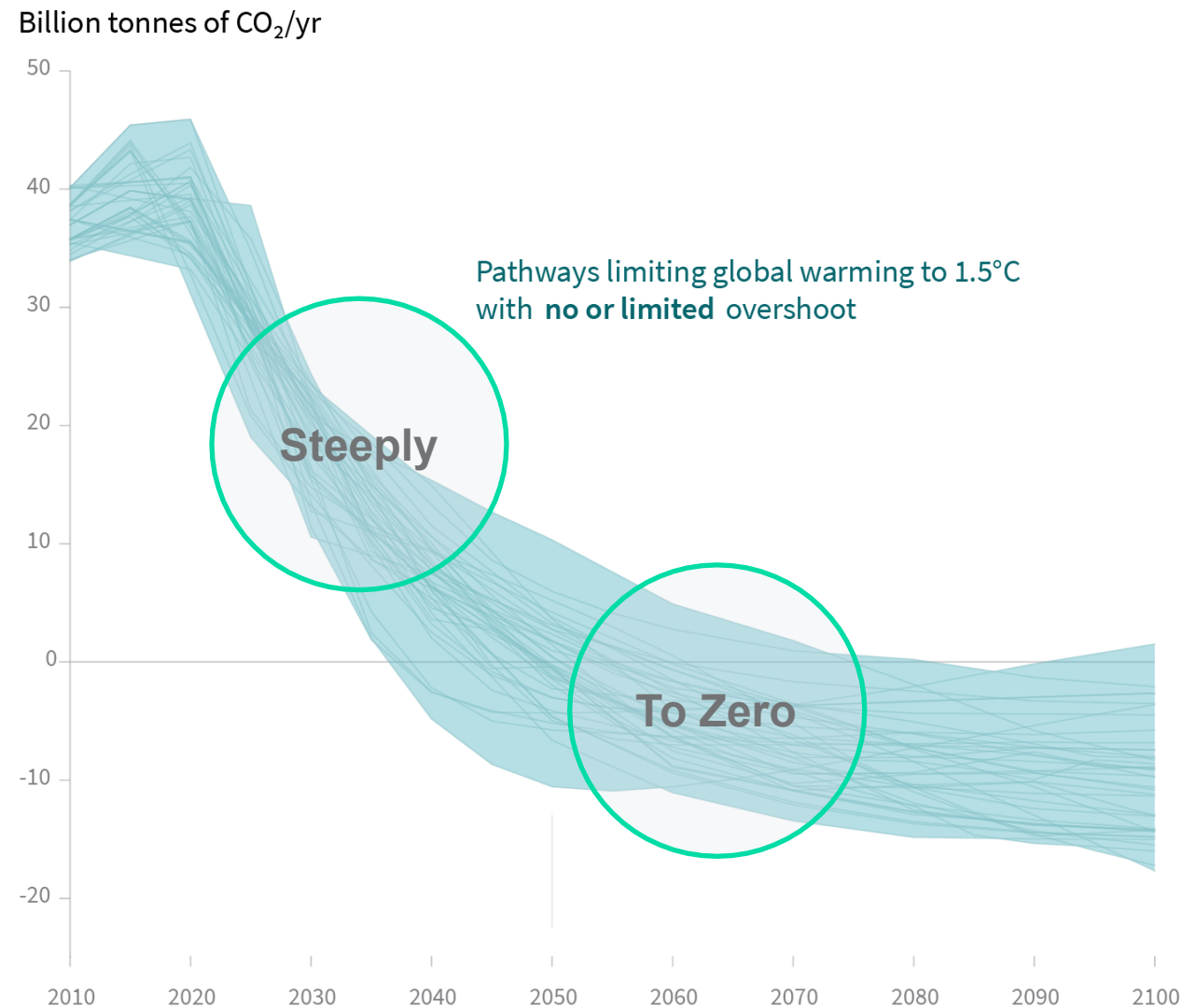
The UK Met Office highlights the following risks to the UK in the event of warming beyond 2.0°C:

- Low-lying and coastal regions in serious danger of flooding
- Threats to farming and domestic food security
- Increased drought and water insecurity
- More frequent floods, storms and extreme heat causing damage to buildings, transport and human health
- Increase summer heatstroke...during the summer heatwaves of 2003, 2006, and 2009 there were an estimated **2,980** excess deaths



Rapid Decarbonisation to Avoid 1.5°C

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Source: IPCC Special Report on Global Warming of 1.5°C

Policy Context: National

Climate Change Act

- Government's approach to avoiding the risk of dangerous climate change
- A firm and legally binding framework
- Commits the UK Government by law to reduce greenhouse gas emissions by 100% (to Net Zero) by 2050

UK approach (pathways) include:

- Generating low carbon electricity
- Decarbonising homes and businesses (mainly by reducing heating demand or changing type)
- Greening transport (cars and vehicles)
- Reducing emissions from waste
- Managing land sustainably
- Reducing emissions in the public sector



National Policy and Domestic Reporting

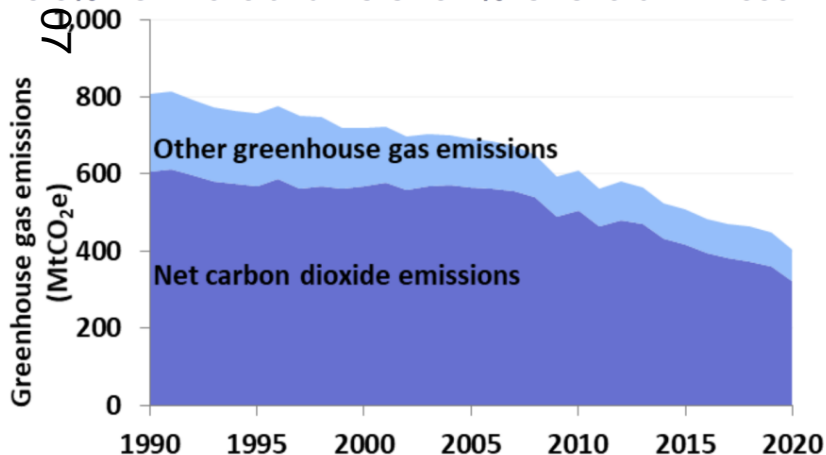
Final UK greenhouse gas emissions national statistics, 1st Feb 2022

Department for Business, Energy & Industrial Strategy

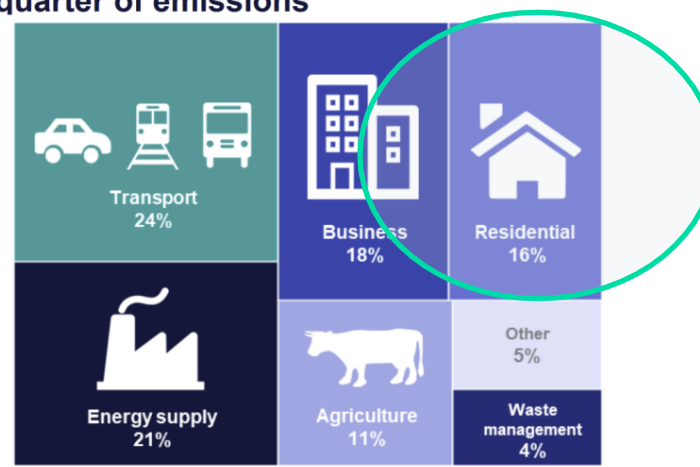
2020 UK Greenhouse Gas Emissions



In 2020, UK territorial greenhouse gas emissions were 466 million tonnes CO₂ equivalent (MtCO₂e), reducing 9.5% from 2019 and were 49.7% lower than in 1990



Transport was the largest emitting sector in the UK in 2020, responsible for almost a quarter of emissions



Transport delivered the largest reduction in emissions in the UK from 2019 to 2020, as Covid-19 restrictions limited public travel

	2019-2020 % change	1990-2020 % change
Total greenhouse gas emissions	↓ 9%	↓ 50%
Transport	↓ 19%	↓ 23%
Energy supply	↓ 12%	↓ 70%
Business	↓ 5%	↓ 35%
Residential	↑ 1%	↓ 17%
Agriculture	↓ 3%	↓ 16%
Waste management	↓ 7%	↓ 73%
Other	↓ 6%	↓ 76%

Others include Public, Industrial Processes and the Land Use, Land Use Change and Forestry (LULUCF) sectors. The percentages may not sum to 100% due to rounding.

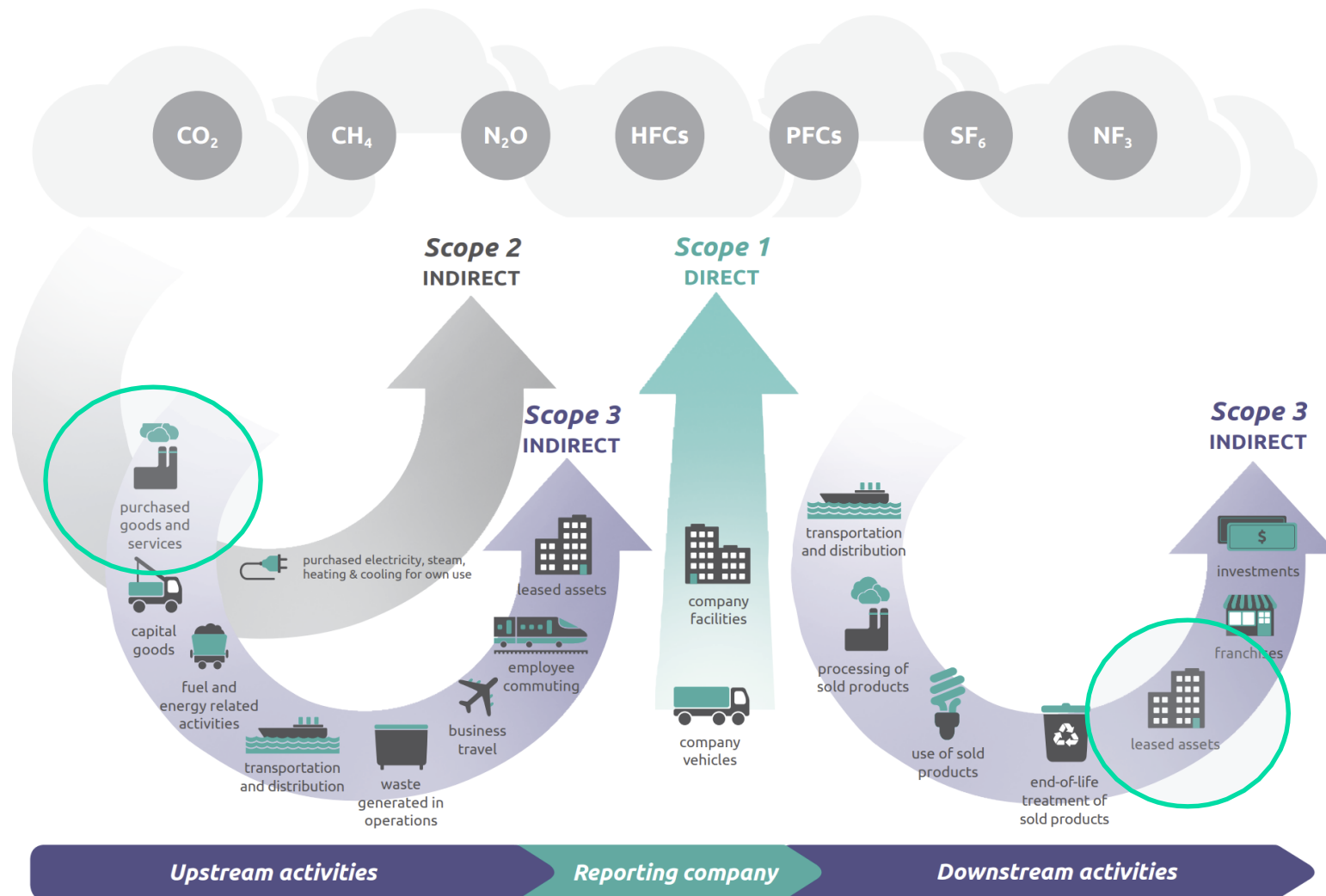
Addressing Housing Emissions

National Housing Federation Discussion paper (July 2021):

- According to Climate Change Committee (CCC), in 2019 the direct burning of fossil fuels to heat space and water in homes accounted for 13% of the UK's total carbon emissions
- The CCC is clear that for the UK to meet net zero by 2050, there must be a complete elimination of these emissions from housing
- Housing providers have a significant role to play in helping reach the UK target
- The '1.5 degrees world' is already locked in - preparing homes for the impacts of this warming should also form part of any holistic net zero strategy
- The road to net zero outlined by the CCC is focused on retrofitting all housing first, with the vast majority of fabric energy efficiency improvements being completed by 2035 (and all social homes reaching EPC C by 2028)

Emissions Scopes

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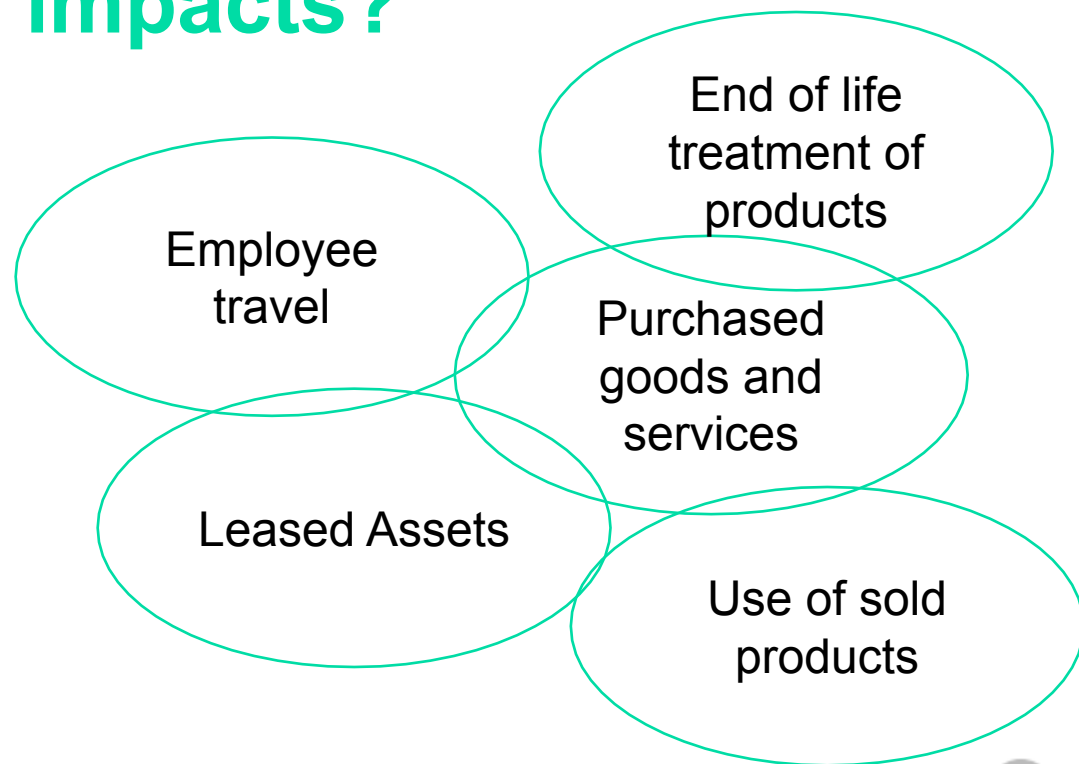


Accounting for Greenhouse Gas Emissions

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1. Setting the purpose of emissions reporting
 - Managing risk
 - Identifying cost-effective opportunities
 - Setting targets and measuring and reporting against them
2. Evaluate the extent of your organisational structure
 - Define boundary (equity share; financial or operational control, i.e. Landlord / Tenant, subsidiaries)
3. Setting operational boundaries:
 - Scope 1: Direct emissions from combustion on site
 - Scope 2: Purchased energy
 - Scope 3: All other
4. Choose base year (most recent, complete set of data)
 - Important for tracking progress
 - May need to be re-calculated if boundary, method or emissions factors change significantly
5. Calculate
 - Collect activity data and choose emissions factors
 - Calculate using a transparent methodology
6. Manage Inventory Quality
 - Establish processes and procedures
 - Ensure quality checks and quality control
 - The process must be replicable year on year

Setting Boundaries – where are your biggest impacts?



Materiality assessment for Scope 3

- Potentially more than 40% of total emissions? (Y/N)
- Clear opportunity for energy efficiency? (Y/N)
- Potential future resource or energy risk? (Y/N)
- Opportunity to engage with key suppliers/customers? (Y/N)



Environmental Footprint in the asset lifecycle

In Buildings:

- Operational emissions = Emissions from day-to-day running of a property

Carbon emissions = kWh (energy) x emissions factor (of energy source)

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Key ways operational emissions are addressed:

- Reduction targets in building regulations (Part L)
- Planning requirements by local authorities
- Sustainability assessment rating schemes (BREEAM, LEED, etc)

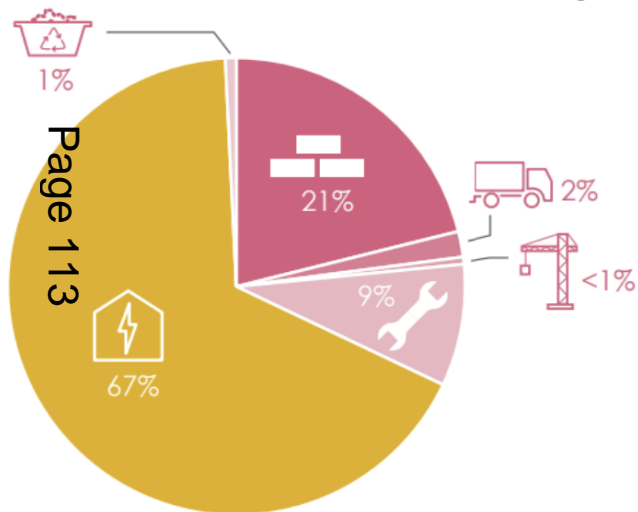
Embodied emissions = (Emissions from producing, procuring and a structure) + (maintenance, repair, & demolition/disposal emissions)

The **total life cycle** footprint of a building = Operational Emissions + Embodied Emissions

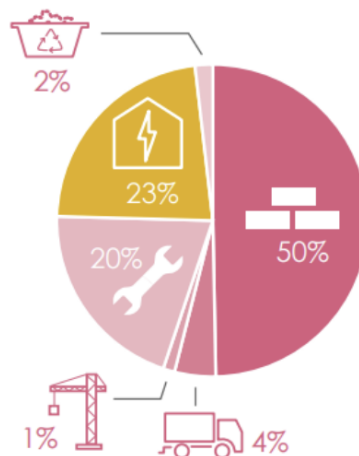


Impact of industry – Housing

**Whole life Carbon
Building Regulations
Compliant New Building**



**Whole life Carbon
Ultra-low energy building**



Embodied Carbon : The carbon emissions emitted producing a building's materials, their transport and installation on site as well as their disposal at end of life.



- Homes built today will be around for 100 years
- Build now to avoid the need for future retrofit – avoid future costs and disruption

Definitions

Net-zero carbon

- Achieving “net zero carbon” means that any carbon dioxide released into the atmosphere by a organisation’s activity is reduced as much as possible first, and then balanced by an equivalent amount removed through offsetting. This activity releases net-zero carbon into the atmosphere.

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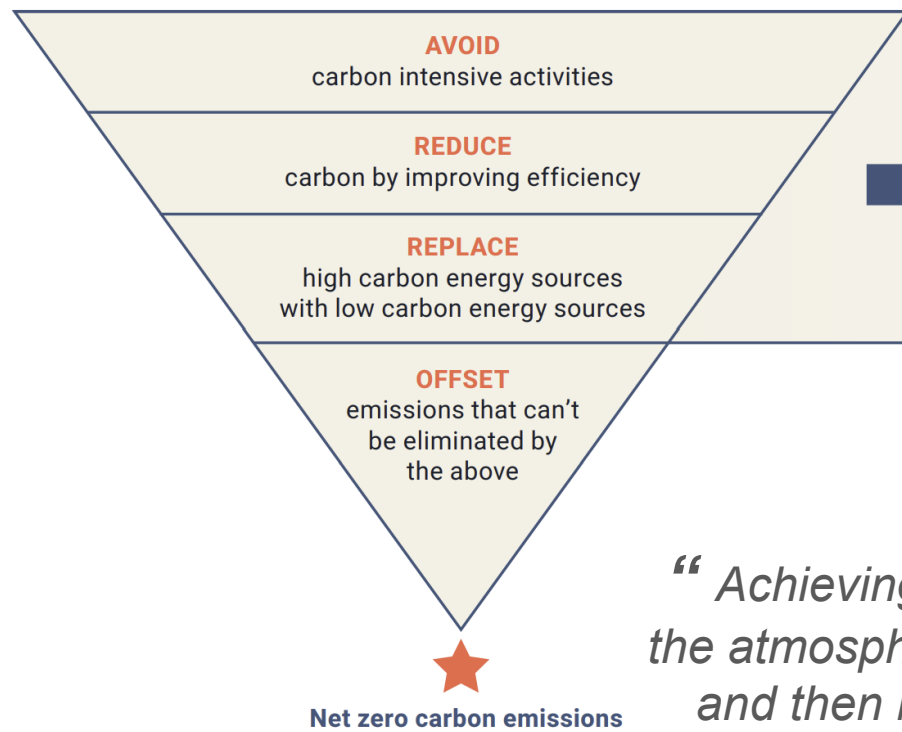
Carbon Neutral

- Defining something "carbon neutral" means that the CO2 emissions are effectively "cancelled" by use of offsetting. Offsetting means absorbing an equivalent amount from the atmosphere, for example through carbon capture and reforestation that is supported by carbon credit schemes.



Action Planning: Carbon Reduction Hierarchy

Carbon reduction hierarchy

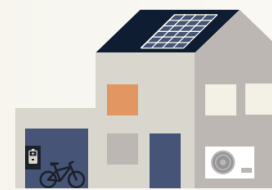


Our approach to carbon reduction

We will avoid, replace and reduce carbon in



Our existing homes



New homes



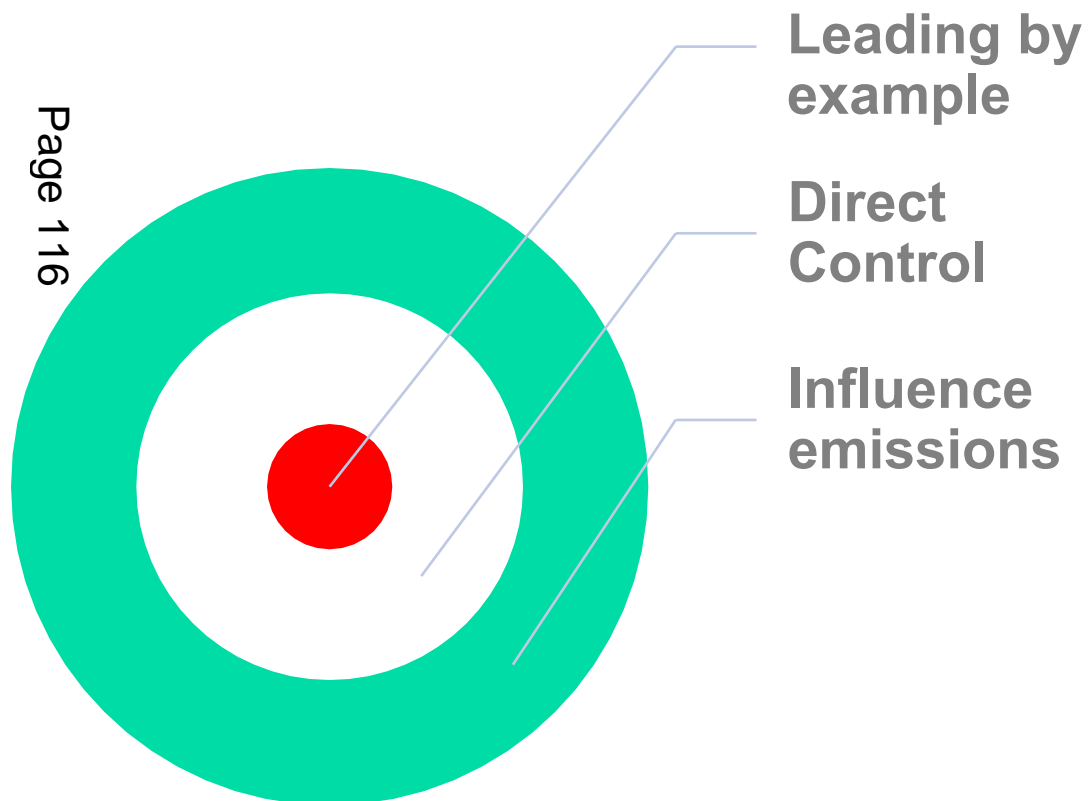
Our offices and activities (including transport)

Any remaining carbon by 2050 will be offset

“ Achieving “net zero carbon” means that any carbon dioxide released into the atmosphere by a company's activity is reduced as much as possible first, and then balanced by an equivalent amount removed through offsetting. This activity releases net-zero carbon into the atmosphere ”

Action planning: Levers of influence

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Hierarchy stage	Action/Approach	Metric	Target & Date
Reduce	Reduce Employee travel emissions <ul style="list-style-type: none"> Develop policy 	Miles travelled	X% reduction against 2021 baseline by 2023
Reduce	Improve Fabric <ul style="list-style-type: none"> Deliver capital programme X to reach target 	kWh/m2/year	X units by 2023, energy intensity reduction of X %

Co-benefits and ESG reporting

Climate action contributes to social justice and helps improve:

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- Fuel poverty
- Community cohesion
- Public Health



Principles of action planning

1) Every journey starts with measuring

- Understand your key impacts
- Know your housing stock!
- Invest in data collection and processes to manage it well
- Manage your energy supplies
- Monitor contracts and engage with suppliers

2) Set Targets

- SMART: Specific, Measurable, Achievable, Realistic, & Time-bound
- Implement policies and projects
- Monitor & report
- Improve
- Share success



THANK YOU – ANY QUESTIONS?

Get in touch



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socialhousingretrofit.org.uk

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Property Address	81 Pevensey Road, Bognor Regis, PO21 5NZ	
Assessor's Name	Jack Hannon	
Assessor's Number	Q998-0001	
Trustmark Number	2547912	
Assessor's Organisation	As Built Testing Ltd	
Assessment Date	08/02/2022	
Was the property built pre-1920?	No	
Risk Assessment Path	C	
Air Test Score (Pathway C Only)	4.83	(m ³ /(m ² .hr) @50Pa)

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Introduction

81 Pevensey Road is a semi-detached system build house built in the 40's. The house has 300 mm thick system build walls. The house has 12 mm double glazing in poor condition, lots of the seals have worn away. There are no extract fans in the property but there are several passive vents. The facades on the property are brickwork. The house is heated by a gas boiler connected to a hot water cylinder which feeds radiators with TRVS controlled by a thermostat.

Property Address	81 Pevensey Road, Bognor Regis, PO21 5NZ
EPC Score	D - 55
Tenure	Socially rented
Floor Area (m ²)	93.74
Envelope Area (m ²)	231.8
Heat loss Area (m ²)	194.6
Volume (m ³)	235.6
House Type	Semi-detached
Bedrooms	3
Reception rooms	2
Listed Status	Not listed
Conservation Area	No
TPOs	No
Other Constraints	No

Intended Outcomes	Constraints
Bedroom 3 cold and damp. Windows are cold and draughty. High bills.	

Installed Energy Efficiency Measures

Solar PV	
Double Glazing	12 mm double glazing, unknown install date
Secondary Glazing	
Floor insulation	None
Loft insulation	100 mm
Wall Insulation	None
Lighting	70 % = LED or Low Energy Lighting.

Occupancy Assessment

Occupancy Assessment Data

Name of Occupant	Mrs Marsh		
Status of Occupant (Owner / Tenant).	Tenant		
Landlord has written confirmation that the tenant agrees to the assessment been supplied:	Yes		
Who is the electricity bill payer? (Homeowner / Tenant / Landlord / Other)	Tenant		
Property Tenure (Freehold / Leasehold / Commonhold / Other)			
No. of Occupants in the dwelling?	2		
Shower Type (None, Mixer, Pumped, Electric, Mixer & Elec, Pump & Elec, Unknown)	Bath and electric shower		
Showers Per Day / Week	0		14
Baths per Day / Week	0		0
Orientation of sloping roofs suitable for Solar PV / Water? (N,NE,E,SE,SW,W,NW)	SE and NW		

Energy Usage Assessment

Heating Settings								
Room Stat Temp (°C or unknown)	18°C							
Thermostat location	Hallway							
Heating Pattern	On 1	Off 1	On 2	Off 2	On 3	Off 3	On 4	Off 4
Normal	7 am	11 pm						
Alternative								
No. Alternative Days								
Notes:	Only the downstairs radiators on.							

Hot Water Settings

Room Stat Temp (°C or unknown)	Unknown							
Thermostat location	Programmer on boiler							
Heating Pattern	On 1	Off 1	On 2	Off 2	On 3	Off 3	On 4	Off 4
Normal								
Alternative								
No. Alternative Days								

Notes: On constantly

Household Appliances

No. of Fridges:	0
No. of Freezers:	0
No. of Fridge-Freezers:	1
Cooker Type:	Gas hob and oven
Gas: Normal / Large	Normal
Electric: Normal/Large	Normal
Range Fuel:	Operates 12 / 8 Months
Tumble Dryer	Yes
Space for outdoor Drying?	Yes
Unusual Energy Using Items (Fuel affected & Description)	No

Photos:



Fuel Data
Electricity

Metering

Meter Type (Standard, Dial, Digital, Variable Rate, Smart, Prepayment)	Digital
Standard Tariff per kWh	
Off Peak Tariff per kWh	

Meter Readings

Month	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
Standard kWh												
Off Peak												
Usage												
Annual Total (kWh)												
Estimated Annual Cost £ (Inc VAT)												

Photo(s) of Meter:



Mains Gas

Metering												
Meter Type (Standard, Dial, Digital, Variable Rate, Smart, Prepayment)	Digital											
Standard Tariff per kWh												
Off Peak Tariff per kWh												
Meter Readings												
Month	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sep 21
Standard kWh												
Off Peak												
Usage												
Annual Total (kWh)												
Estimated Annual Cost £ (Inc VAT)												



Other Fuel

Fuel Type	Annual Usage
LPG	
Oil	
House Coal	
Wood	
Anthracite	
Smokeless Coal	

Condition Survey

Significance Survey: Checklist

Year Built (Or range of dates)		
Local Recognition	Is the building locally listed, mentioned in the local plan in the Historic Environment Record?	
Build Form		
Setting	Similarity to adjacent buildings (e.g. Similar roof covering or wall materials)	
	Importance in townscape/ landscape or associations with people/ events	

Significance Survey: Building Elements

Roof (Main section)	Is the roof covering significant? (e.g. natural slate, hand-made clay tile, stone, metal, thatch)	
Walls (Main Section)	Is the exterior wall surface significant? (e.g. brick, stone, lime render)	
	Are any features visible? (e.g. brickwork patterns, oversailing courses, mouldings)	
	Has the appearance of the wall been modified by later additions? (e.g. cement render or cement repointing)	
Windows	Are there any internal features of significance on external walls?	
	Is there any historic glass present	
Internal Features	Are there any internal features of significance on external walls?	
	Are there any significant ground floor materials present? (e.g. stone, decorative tile or original floorboards)	
	Importance in townscape/ landscape or associations with people/ events	
Alterations (Add notes & dates)	Have there been any substantial changes to the building which have diminished or enhanced significance?	
Enhancements	Is there potential to enhance significance? (e.g. restoring windows to their original pattern)	
Notes:		

Heating Systems

Primary Heating System

Description / Type	Regular boiler
Fuel Type	Gas
Manufacturer	Ideal
Model	Logic system 18
Heat Emitters	Radiator with TRVs
Secondary Heating System(s)	Electric fire

Photo(s) of Heating System:



Heating Controls

Programmer	Yes
Room Stat	Yes
TRV's	Yes
Zone Control	No
Notes:	

Photo(s) of Heating Controls:



Hot Water System

Primary Source (Central Heating, Single Immersion, Double Immersion, Other)	Single immersion
Hot Water Cylinder	Normal
Make	Albion
Model	Unknown
Insulation Type and Thickness	Foam – 25 mm
Specified Heat Loss	Unknown

Photo(s) of Hot Water System:



System classification*		System 1		
*As defined by Approved Document F 2010				
Fan Location	Manufacturer	Model Numbers	Design Extract Rate (l/s)	Measured Extract Rate (l/s)
Bathroom			15	No fan
Kitchen			30/60	No fan
Total			45	0
Whole Home Ventilation Rate			45	0
Notes				

Ventilation System Details

Installation Checklist – General (all Systems)	
Has the system been installed in accordance with manufacturer's requirements?	n/a
Description of installed controls (e.g. timer, central control, humidistat, PIR, etc)	n/a
Location of manual/override controls	n/a
Does the total installed equivalent ventilator area meet the requirements given in Tables 5.2a, 5.2b, or 5.2c in ADF?	Yes
Do all internal doors have sufficient undercut to allow air transfer between rooms (7600mm ²)	No
For ducted systems, has the ductwork installation been installed in such manner that air resistance and leakage is kept to a minimum?	n/a
Are the correct number and size of background ventilators provided that satisfy ADF?	Yes
Upon initial start-up, was any abnormal sound or vibration experienced, or unusual smells detected?	n/a

Element Data Collection – Internal Elements

Room Name	Entrance Hall			
Description	Small entrance hall connecting to the living room, dining room and kitchen.			
Ventilation	No ventilation			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600mm ²
Radiators / Heat emitters	Radiator with TRV			
Lighting	Low energy light			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair			

Openings							
Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
eX1	910	2060	Yes	n/a	Wood/PVC	0	Good

Photos



Room Name	Kitchen			
Description	The kitchen is at the back of the house.			
Ventilation	Openable windows and passive vent in the cupboard and next to boiler			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600mm ²
Radiators / Heat emitters	No			
Lighting	Florescent tube			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair			

Openings							
Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
eX2	880	2060	Yes	n/a	Wood/PVC	0	Okay
G02	1433	1190	Yes	Double 12 mm	PVC	4000	Okay

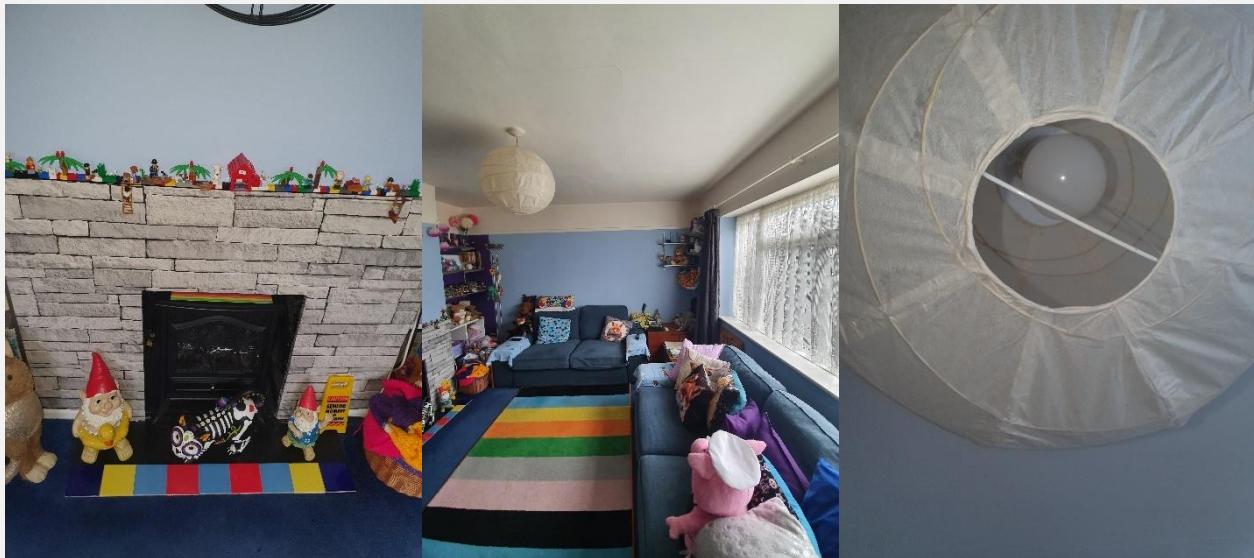
Photos



Room Name	Living room			
Description	The living room is at the front of the property, adjacent to the dining room			
Ventilation	Openable windows which are in okay condition			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600 (mm ²)
Radiators / Heat emitters	Electric fire			
Lighting	Low energy light			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair			

Openings							
Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
G03	2470	1190	Yes	Double 12 mm	PVC	4000	Okay

Photos



Room Name	Dining room			
Description	The dining room is at the back of the dwelling adjacent to the kitchen			
Ventilation	Openable windows with trickle vents			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600 (mm ²)
Radiators / Heat emitters	Radiator with TRV			
Lighting	Low energy light			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair			

Openings							
Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
G01	1960	1190	Yes	Double 12 mm	PVC	4000	Okay

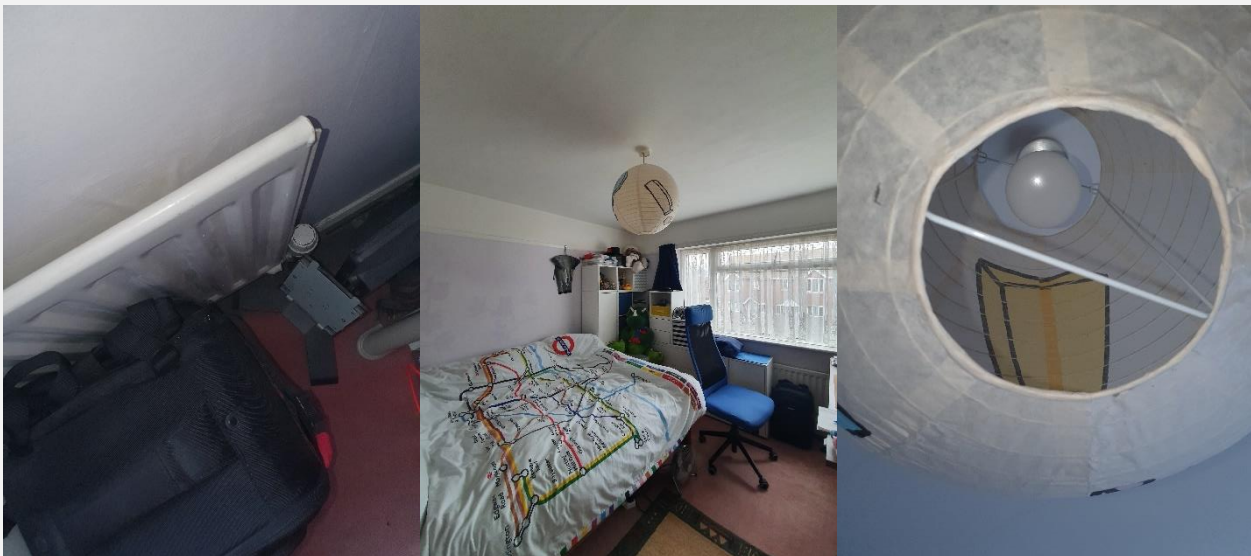
Photos



Room Name	Bedroom 1			
Description	Bedroom 1 is at the front of the house above the living room			
Ventilation	Openable windows with trickle vents			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600 (mm ²)
	756	13	9828	PASS
Radiators / Heat emitters	Radiators with TRV			
Lighting	Low energy light			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair			

Openings							
Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
F07	2467	1180	Yes	Double 12 mm	PVC	4000	Okay

Photos



Room Name	Bedroom 2			
Description	Bedroom 2 is at the back of the dwelling adjacent to bedroom 1.			
Ventilation	Openable windows with trickle vents			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600mm ²
Radiators / Heat emitters	Radiator with TRV			
Lighting	Low energy light			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair.			

Openings

Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
F01	1900	1160	Yes	Double 12 mm	PVC	4000	Okay

Photos



Room Name	Bedroom 3			
Description	The bedroom is at the front of the house adjacent to bedroom 1			
Ventilation	Openable window and passive vent			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600mm ²
	753	4	3012	FAIL
Radiators / Heat emitters	No			
Lighting	Low energy light			
Condensation / Mould?	Damp on both exterior walls and around the window			
Condition	Okay - The walls, floor and ceiling are all in an okay state of repair.			

Openings

Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
F06	959	1190	Yes	Double 12 mm	PVC	4000	Okay

Photos



Room Name	WC			
Description	The WC is at the back of the house between the bathroom and bedroom 2			
Ventilation	Openable window and passive vent			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600 (mm ²)
	680	10	6800	FAIL
Radiators / Heat emitters	No			
Lighting	Low energy light			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair			

Openings							
Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
F02	450	1030	Yes	Double 12 mm	PVC	4000	Okay

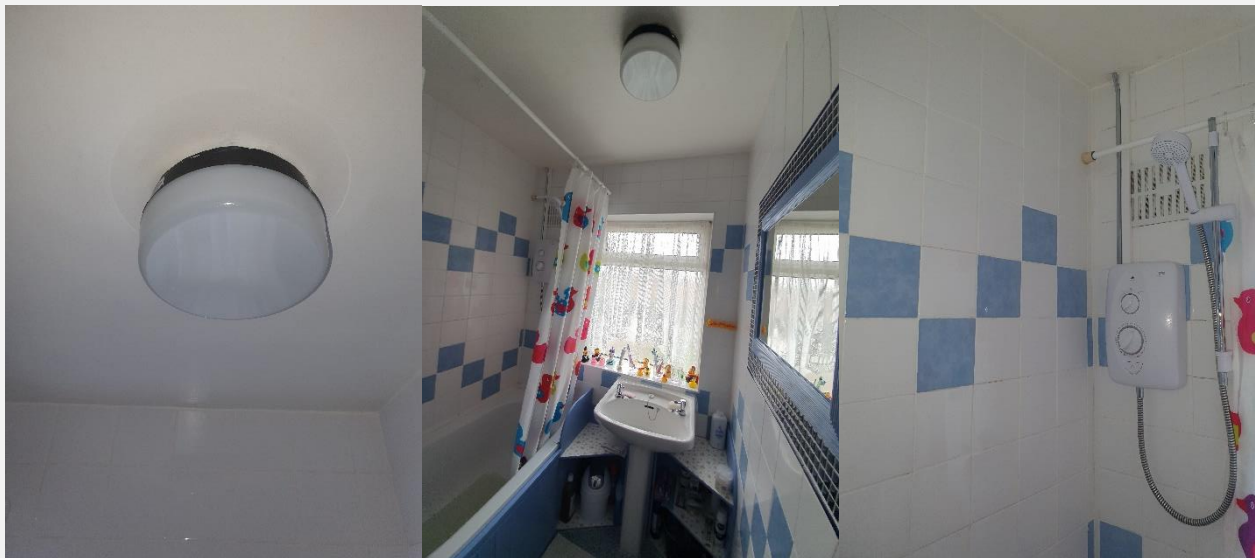
Photos



Room Name	Bathroom			
Description	The bathroom is at the back of the house adjacent to the WC			
Ventilation	Openable window and passive vent			
Door Undercut	Door Width (mm)	Undercut (mm)	Area (mm ²)	+/- 7600 (mm ²)
	680	15	10200	PASS
Radiators / Heat emitters	No			
Lighting	Halogen light			
Condensation / Mould?	No			
Condition	Good - The walls, floor and ceiling are all in a good state of repair			

Openings							
Identifier	Width (mm)	Height (mm)	Openable	Glazing	Frame	Trickle Vents	Condition
F03	934	1165	Yes	Double 12 mm	PVC	4000	Okay

Photos



Element Data Collection – External Elements

Item Name	Front (NW) Elevation
Description	The front elevation is brickwork
Condition	Good condition
Photos	



Item Name	Rear (SE) Elevation
Description	The Rear elevation is brickwork
Condition	Good condition
Photos	



Item Name	Side (NE) Elevation
Description	The side elevation is brickwork
Condition	Good condition
Photos	



Appendix A - Energy Saving Advice Checklist

- Turn room thermostats down. The Energy Saving Trust suggests that turning room temperature by 1°C can cut heating bills by up to 10 percent and typically saves around £60 per year.
- If TRVs are fitted use these to keep some rooms cooler for all or part of the day, typically bedrooms. But try to maintain some heating in all rooms to avoid condensation risks.
- Closing doors to partially heated rooms will also save unwanted heat migration from warmer rooms.
- Is domestic water too hot? Cylinder thermostats and combi settings should be set at 60°C/140°F. If possible, take showers rather than baths. If there are no showers, can one be fitted?
- Instantaneous electric showers use a lot of energy, use showers from stored hot water sources heated by other fuels if possible and limit shower times.
- Dishwashers use less hot water than manual dish washing but are electrically heated. A cheaper fuel heating more hot water may be more economical.
- Do not let hot taps run when washing, better to partially fill the basin.
- Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save around £55 over the lifetime of the bulb.
- Always turn off the lights when leaving a room.
- Fit daylight and movement sensors on external lights.
- Use low powered lamps if lights must be on for long periods.
- Consider lower-level local lighting for activities that need good light rather than bright overhead lights, e.g. reading, writing, computer use.
- Close curtains at dusk to stop heat escaping through the windows and apply DIY draught-proofing.
- If possible, fill up the washing machine, tumble dryer or dishwasher: full loads use less energy than two half loads.
- Only boil as much water as needed (and cover the cooker elements if using an electric kettle).
- Cover pans and fit on the correct size cooker ring.
- Don't leave appliances on standby & do not to leave battery powered devices on charge unnecessarily.


Ensure occupier is aware of any potential funding/ incentives?

1. **Energy Company Obligation (ECO) (or equivalent)**
2. **Renewable Heat Incentive (RHI)**
3. **Cash back schemes (where applicable)**
4. **Feed in Tariff (FIT)**


Notes:

Appendix B – Building Elements

Floor Types

Floor (Type 1)	Floor Type 2
1. Suspended timber	
	

Wall Types

External Walls (Type 1)	External Walls (Type 2)
1. 300 mm system build walls	
	

Roof Types

Roof (Type 1)

1. 100 mm mineral wool between joists



Appendix C – RDSAP and EPC

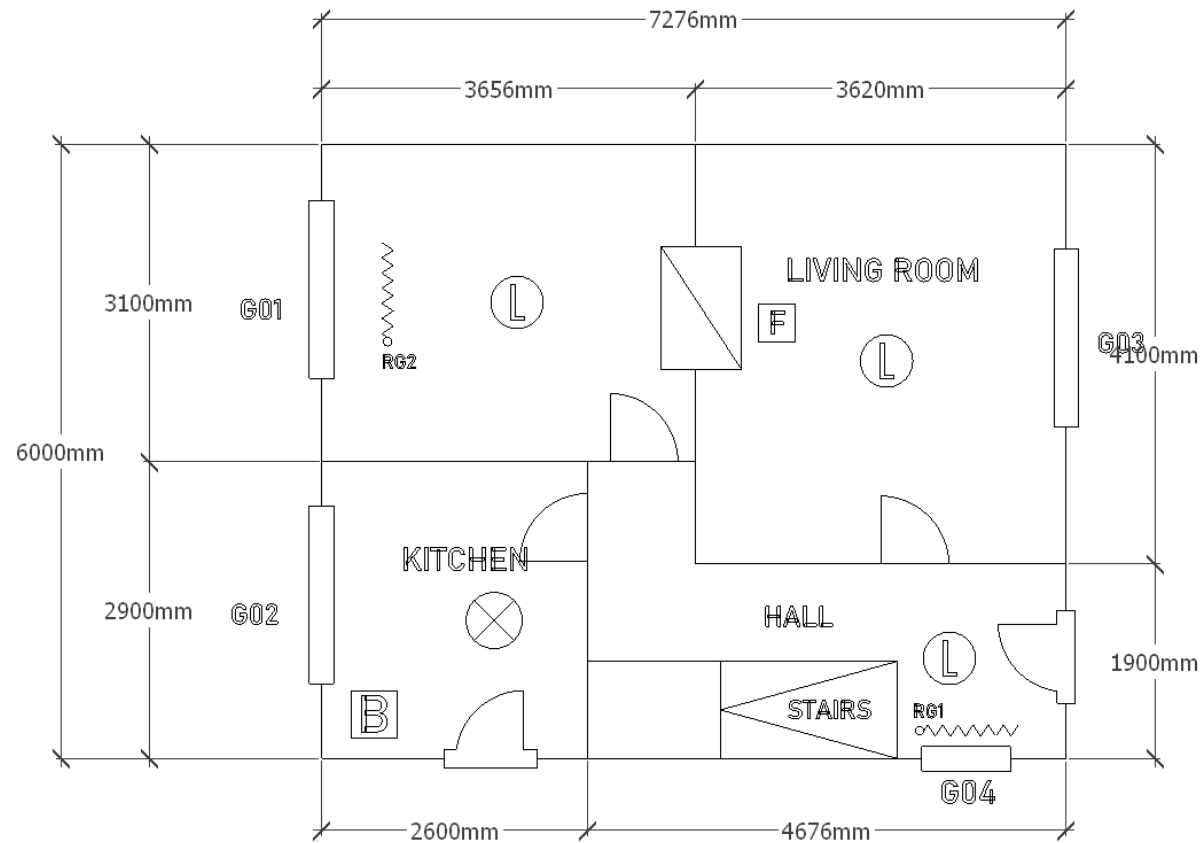
Appendix D – Openings Schedule

Window mark (identifier)	Floor	Room	Orientation	Glazing Type / Thickness	Frame Type	Width (mm) x Height (mm)	Openable	Condition	Trickle Vents (Equivalent area mm ²)
G01	G	Dining Room	SE	Double 12mm	PVC	1960 x 1190	Yes	Okay	4000
G02	G	Kitchen	SE	Double 12mm	PVC	1433 x 1190	Yes	Okay	4000
G03	G	Living Room	NW	Double 12mm	PVC	2470 x 1190	Yes	Okay	4000
G04	G	Hall	NE	Double 12mm	PVC	1172 x 1190	Yes	Okay	4000
F01	F	Bedroom 2	SE	Double 12mm	PVC	1900 x 1160	Yes	Okay	4000
F02	F	WC	SE	Double 12mm	PVC	450 x 1030	No	Okay	4000
F03	F	Bathroom	SE	Double 12mm	PVC	934 x 1165	Yes	Okay	4000
F04	F	Stairs	NE	Double 12mm	PVC	958 x 1190	Yes	Okay	4000
F05	F	Bedroom 3	NE	Double 12mm	PVC	470 x 1190	Yes	Okay	4000
F06	F	Bedroom 3	NW	Double 12mm	PVC	959 x 1190	Yes	Okay	4000
F07	F	Bedroom 1	SE	Double 12mm	PVC	2467 x 1180	Yes	Okay	4000
Ex1	G	Hallway	NW	Double 12mm	Wood/PVC	910 x 2060	Yes	Okay	0
Ex2	G	Kitchen	NE	Double 12mm	Wood/PVC	880 x 2060	Yes	Okay	0

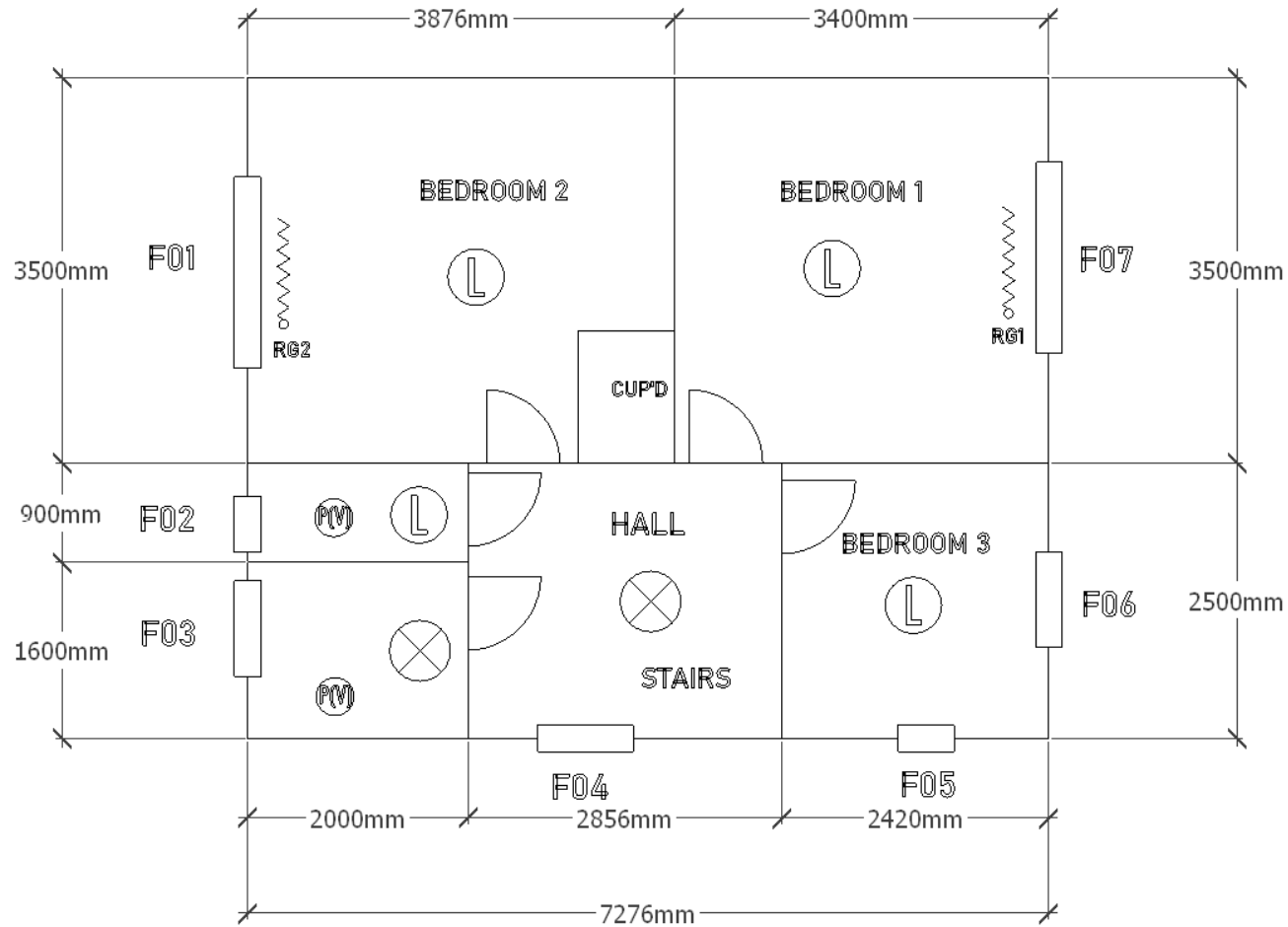
Appendix E – Radiator Schedule

Radiator mark (identifier)	Room	Width (mm)	Height (mm)	Single/Double	TRV
RG1	Hall	1350	540	Single	Yes
RG2	Dining Room	1960	540	Single	Yes
RF1	Bedroom 1	1500	540	Single	Yes
RF2	Bedroom 2	1800	540	Single	Yes

Appendix F – Floor plan



Ground Floor



First Floor

ARUN DISTRICT COUNCIL

REPORT TO HOUSING & WELLBEING COMMITTEE ON 21 JULY 2022

PART A: REPORT

SUBJECT:	Pre-Construction Services Request – Development of New Council Housing
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REPORT AUTHOR:	Moh Hussein , Interim Head of Housing Services Gillian Taylor , Interim Development Manager
DATE:	1 June 2022
EXTN:	37718
SERVICE AREA:	Residential Services

EXECUTIVE SUMMARY:

Following the adoption of the Housing Revenue Account Business Plan (HRA) in July 2017, a programme to develop or acquire up to 250 new affordable homes over a ten-year period was agreed.

This report seeks authority to enter into a Pre-Construction Service Agreement with Beard Construction, to enable Arun to evaluate the best use of the three sites, at Canada Road and Ellis Close, Arundel and Westloats Lane, Bognor Regis.

RECOMMENDATIONS:

Housing & Wellbeing Committee is recommended to approve:

1. The award of the Pre-Construction Services Agreement contract to Beard Construction for £122,470 (exclusive of VAT). Note: A fully costed report to be presented to a future committee detailing the various options to develop the sites.

1.0 BACKGROUND

1.1 Following the adoption of the HRA Business Plan in July 2017, a programme to develop or acquire up to 250 (subsequently increased to 350 in 2019) new affordable homes over a ten-year period was agreed.

1.2 Since 2017, 81 new affordable homes have been successfully developed/acquired and added to the Council's housing stock via the HRA

and a further 40 new homes due for completion over the next 10 months. Please see Appendix 1.

1.3 The Council now intends to evaluate its options to facilitate additional housing at Canada Road and Ellis Close, Arundel and Westloats Lane, Bognor Regis. As a consequence of the work already carried out by Beard Construction planning permission was granted for Ellis Close on 2 March 2022, Canada Road on 27 April with Westloats to follow, shortly.

1.4 The PCSA minimises the risk to Arun by limiting the costs to the actual works that Beard Construction complete should planning permission not be granted. These works are mostly investigations, surveys as required (as part of any planning pre-start condition) and the submission of planning applications for all 3 sites.

2.0 PROPOSAL(S):

2.1 That £122,470 (plus vat) is paid to Beard Construction for the pre-construction works they have completed. The work carried out by Beard Construction will enable a complete evaluation of the options available to Arun. See Appendix 5 - Schedule of costs incurred.

2.2 Following completion of the works by Beard Construction we will conduct an options appraisal to assess the different ways of gaining best value from the three sites. This appraisal will prefer options that result in extra social or temporary housing units but will also include disposal for private development.

2.3 The current market pressures and volatility have created uncertainty relating to build costs. Shortage of building materials and labour skills are problematic along with inflation. Development in general is delayed and subject to large variations in costing. These uncertainties are causing extreme pricing issues.

2.4 The advice of Arun’s property estates and facilities management team is to put on hold any negotiations for six months to allow the market to stabilise. Based on this advice we anticipate bringing a report to you on the options by the end of the financial year.

3.0 CONSULTATION:

	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons		✓
Members of the Housing and Customer Services Working Group		

4.0 ANY IMPLICATIONS TO THE FOLLOWING COUNCIL POLICIES:		
Financial	✓	
Legal	✓	
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		✓
Sustainability		✓
Asset Management/Property/Land	✓	
Technology		✓
Safeguarding		✓

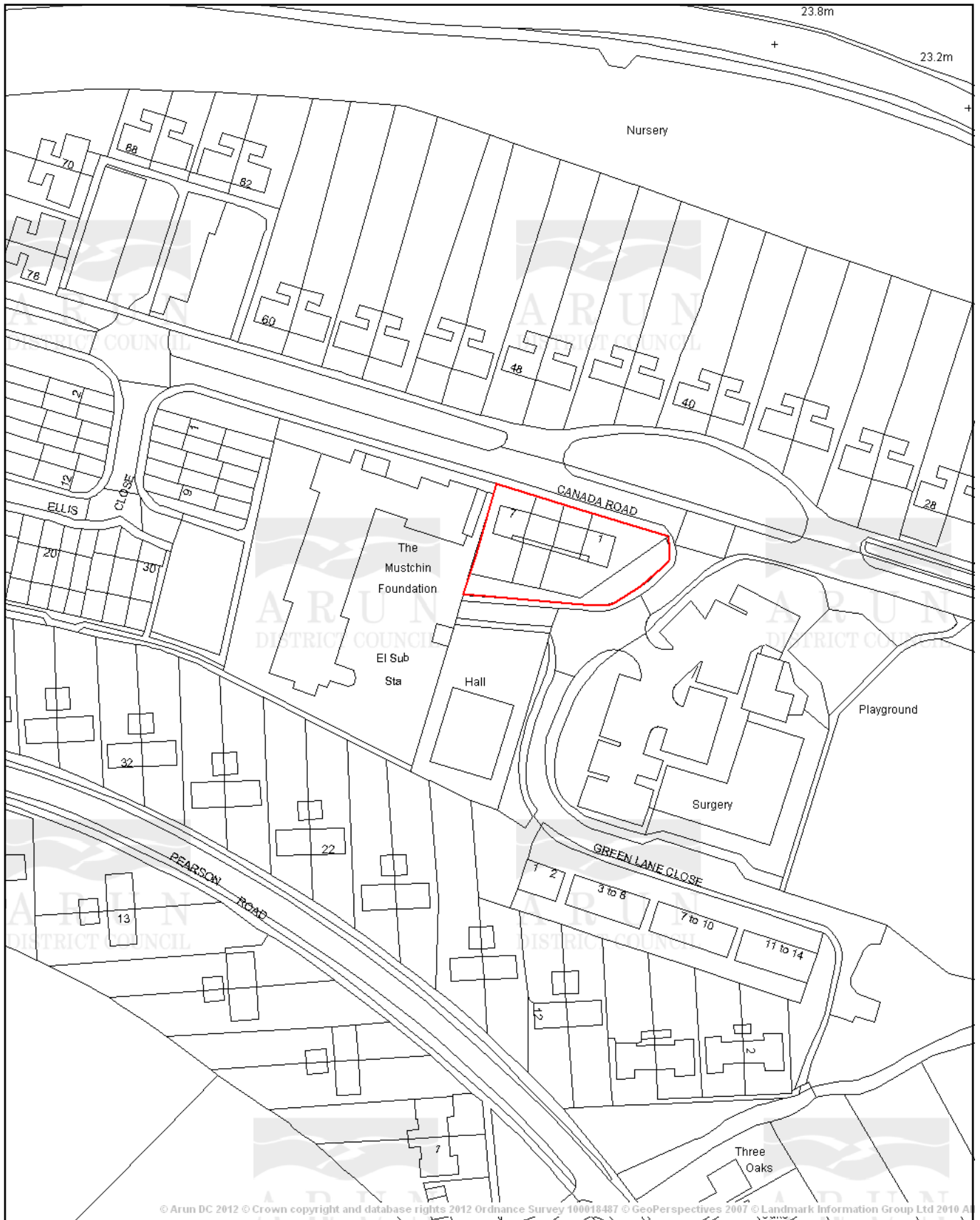
5.0 IMPLICATIONS:
<p>5.1 Legal: To enable ADC to progress the opportunities to provide housing on each of the sites, Beard Construction were asked to conduct pre-construction surveys/planning related works valued at £122,470 (ex-vat) this sum is due and has to be paid in accordance the terms of the agreed contract.</p> <p>5.2 Financial: The amount of £122,470 has been set aside within the HRA capital budget to fund the pre-construction works carried out by Beard Construction. These works, irrespective of the option chosen for redevelopment in the future, will reduce the unknowns relating to site conditions and the planning situation. This will reduce the risks for anyone developing the sites and the costs associated therein.</p> <p>5.3 Asset Management: Each of the sites is presently unused, requires maintenance and is unsightly. The proposals to be submitted for consideration will offer options for enhancing the sites in the longer term.</p>
6.0 REASON FOR THE DECISION:
6.1 To work towards meeting housing need in the district.
7.0 BACKGROUND PAPERS
7.1 Appendix 1 – List of properties delivered and immediate pipeline
7.2 Appendix 2 – Canada Road Map
7.3 Appendix 3 – Ellis Close Map
7.4 Appendix 4 – Westloats Lane Map
7.5 Appendix 5 – Schedule of costs incurred

Appendix 1


Site	No of Homes	Mix	Completion Dates	Green Technology
Chesham Place & Blossom Way, Barnham	9	6 x 2 Bedroom Houses 3 x 3 Bedroom Houses	Aug-17	Air Source Heat Pumps
Church View, Glenlogie, Bognor Regis	2	2 x 4 Bedroom Houses	Aug-17	
Wick	24	20 x 2 Bedroom Houses 4 x 1 Bedroom Apartments	Jun-18	
Starling House, Littlehampton	10	2 x 1 Bedroom Apartments 8 x 2 Bedroom Apartments	Apr-20	
Longford Road, Bognor Regis	2	1 x 1 Bedroom Apartment 1 x 2 Bedroom Apartment	Jun-20	
Windroos Nursery, Littlehampton	14	14 x 2 Bedroom Houses	Nov-20	
Quite Waters, Angmering	8	6 x 2 Bedroom Apartments 2 x 1 Bedroom Apartments	Mar-21	Electric Vehicle Charging Points
38 Arundel Road, Littlehampton	2	2 x 2 Bedroom Apartments	Aug-21	
Cinders Nursery, Yapton, Phase 1	10	4 x 1 Bedroom Apartments 4 x 2 Bedroom Apartments 2 x 2 Bedroom Houses	Feb-22	Air Source Heat Pumps & Electric Vehicle Charging Points
Cinders Nursery, Yapton, Phase 2	5	2 x 1 Bedroom Apartments 3 x 2 Bedroom Apartments	Expected Jul-22	Air Source Heat Pumps & Electric Vehicle Charging Points
Chichester Road,	8	2 x 1 Bedroom Apartments 6 x 2 Bedroom Apartments	Expected Jul-22	Electric Vehicle Charging Points
Summer Lane, Pagham	27	25 x 2 Bedroom Houses 2 x 3 Bedroom Houses	Expected Dec-22	
Total	121			

Appendix 2

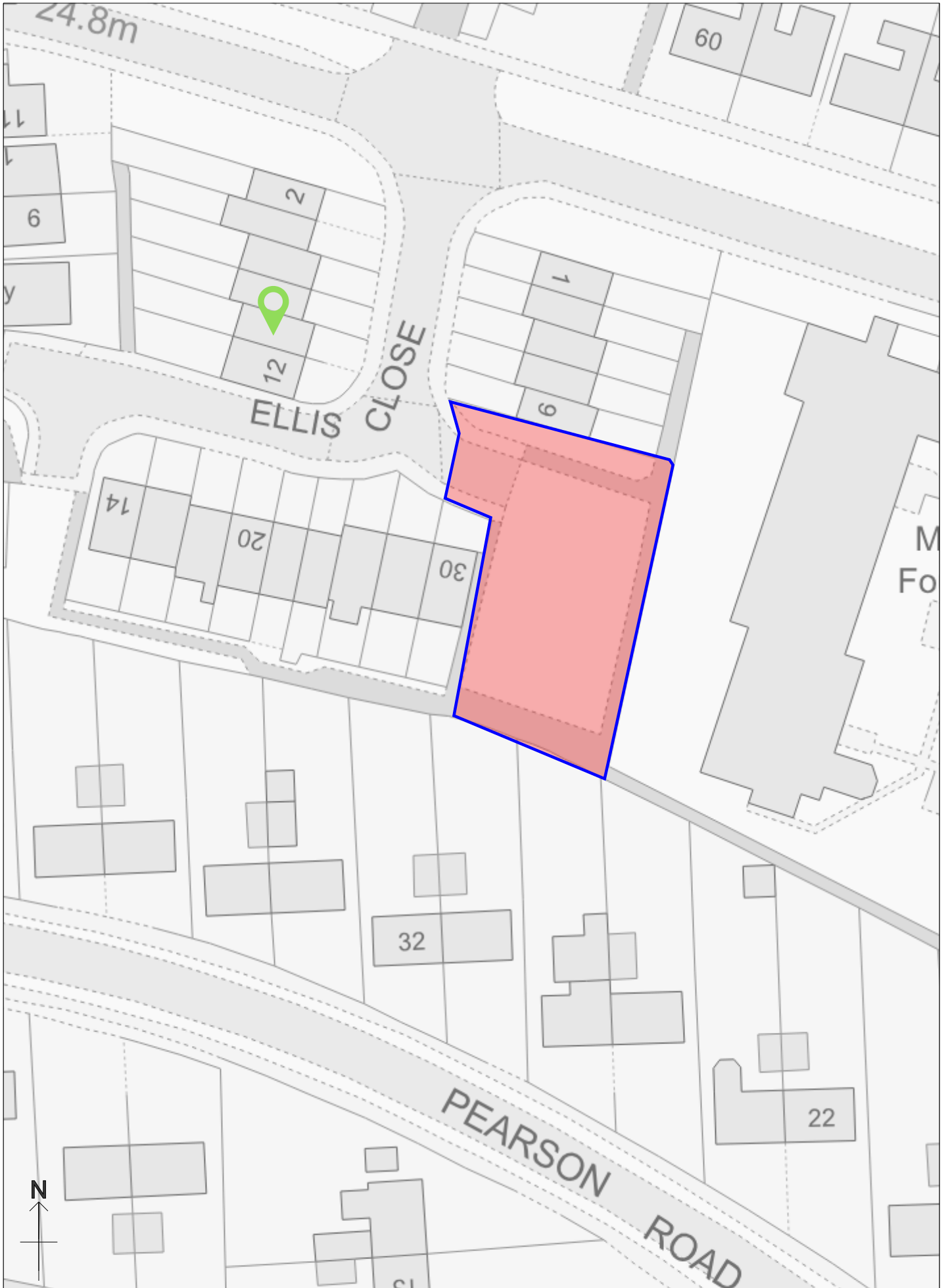
Land at Canada Road Arundel



Appendix 2

 <p>The logo for Arun District Council features a blue stylized wave above the letters 'A R U N' in a large, bold, serif font. Below 'A R U N' is the text 'DISTRICT COUNCIL' in a smaller, blue, sans-serif font.</p>	<p>Based on the Ordnance Survey mapping with the permission of the Controller of Her Majesty's Stationery Office © Crown Copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. Arun District Council 100018487.</p>	<p>Scale 1/1250 Date 3/7/2013 Centre = 500887 E 106943 N</p>
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Arun District Council Maps



Mapping produced by Arun District Council

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Production Date: 16 February 2022

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Scale: 1:567

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Appendix 5

Canada Road / Ellis Close Dwellings	£	% Complete	Total
Beard PCSA Fee	30,959.28	65%	20,123.53
Designers / Specialist Consultancy	Fee		
Architect RIBA Stages 3-4	15,472.10	80%	12,377.68
Civil Engineer RIBA 3-4	2,125.00	50%	1,062.50
Structural Engineer RIBA 3-4	6,500.00	75%	4,875.00
M&E Services RIBA Stage 3-4, Consultancy	13,400.00	50%	6,700.00
Planning Fees Pre-commencement	232.00	100%	232.00
Planning Fees Pre-DPC	232.00	100%	232.00
CEMP Preparation (Canada Road and Ellis Close)	2,775.00	100%	2,775.00
Planning Submission Management Fee	247.90	100%	247.90
Planning Application for Ellis Close			
Planning Fees – 3 Dwellings	1,386.00	100%	1,386.00
Planning Submission & Management Fee	950.00	100%	950.00
Parking Survey	1,995.00	100%	1,995.00
Arboricultural Survey to BS5837	1,500.00	100%	1,500.00
Planning Application for Canada Road			
Planning Fees – 5 Dwellings	2,310.00	100%	2,310.00
Planning Submission & Management Fee	1,500.00	100%	1,500.00
Parking Survey	1,995.00	100%	1,995.00
Arboricultural Survey to BS5837	1,500.00	100%	1,500.00
Ground Investigation			
Ground Investigation Survey – Canada Rd & Ellis Cl.	25,161.00	100%	25,161.00
Canada Road Enabling Works	1,000.00	100%	1,000.00
Professional Services			
Bill Preparation	3,000.00	80%	2,400.00
Statutory Services			
New and Existing Services Management Fee (Canada Road and Ellis Close) – Quotations only	2,560.00	50%	1,280.00
	116,800.28		91,602.61
Westloats Lane Flats			
Beard PCSA Fee	inc.		
Designers / Specialist Consultancy	Fee		
Architect RIBA Stages 3-4	12,446.35	80%	9,957.08

Appendix 5

Civil Engineer RIBA 3-4	3,625.00	20%	725.00
Structural Engineer RIBA 3-4	6,350.00	25%	1,587.50
M&E Services RIBA Stage 3-4, Consultancy	10,650.00	25%	2,662.50
Principal Designer	Excluded		
Professional Services			
Bill Preparation	2,500.00	80%	2,000.00
Topological / GPR / CAT Scan / SUMO	2,450.00	100%	2,450.00
	38,021.35		19,382.08
Insurance OH&P	7,996.97		4,150.00
Costs			115,134.69

Westloats Lane, Bognor – Planning Application	£
Beard Management Fee	1,000.00
Designers / Specialist Consultancy	Fee
Planning Fees – 4 Dwellinghouses	1,848.20
Planning Submission & Management Fee	1,500.00
Surface Water Drainage Statement	750.00
Arboricultural Survey to BS5837	2,000.00
	7,098.20
Insurance OH&P	237.08
Costs	7,335.28

Total Costs			122,470
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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF HOUSING AND WELLBEING COMMITTEE ON 21 JULY 2022

REPORT

SUBJECT: AWARD OF A COMMUNITY ADVICE AND SUPPORT CONTRACT

REPORT AUTHOR: Robin Wickham, Group Head of Wellbeing and Communities
DATE: June 2022
EXTN: 37835
AREA: Community Wellbeing, Services Directorate

EXECUTIVE SUMMARY: The Housing and Wellbeing Committee resolved on 22 July 2022 to procure a countywide Community Advice and Support Contract with West Sussex County Council and the West Sussex District and Borough Council's. The contract has been tendered and this paper seeks authority to enter the new Community Advice and Support contract.

RECOMMENDATIONS:

The Housing and Wellbeing Services Committee

1. Agree that the Group Head of Wellbeing and Communities and the Council's Section 151 Officer enter into a contract, together with West Sussex County Council and the other West Sussex District and Borough Councils, for the provision of a Community Advice and Support contract for up to seven years following the completion of a procurement exercise for this service.

1. BACKGROUND:

- 1.1 The Housing and Wellbeing Committee resolved on 22 July 2021 that Arun District Council with West Sussex County Council and the other West Sussex District and Borough Councils would collectively procure a Community Advice and Support contract by open tender for the provision of an independent and comprehensive advice and support service for up to seven years.
- 1.2 The Committee also resolved to 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.
- 1.3 The original tender schedule required the submission of tenders on 1 February 2022 for the contract to commence on 1 April 2022. In undertaking preliminary

<p>work prior to publishing the opportunity, feedback from voluntary and community sector organisations indicated the sector was stretched by high winter workloads and large number of staff and volunteers were absent or isolating with COVID.</p>		
<p>1.4 To maximise the opportunity for organisations to submit good quality bids and be well placed to mobilise a new county-wide contract partners agreed to put back the procurement process by three months. The schedule was subsequently revised and the contract commencement date reset to 1 September 2022.</p>		
<p>1.5 Several organisations expressed an interest in tendering for the contract with two submitting a bid. The evaluation team was led by West Sussex County Council with representatives from the District and Borough Councils.</p>		
<p>1.6 The contract has been tendered in accordance with public procurement rules. The Committee is recommended to authorise Group Head of Wellbeing and Communities and the Council's Section 151 Officer to approve the outcome of the tender process and to enter into a contract with the successful organisation.</p>		
<p>2. PROPOSAL(S):</p> <p>1. That on completion of the tender process to procure a service provider to deliver Community Advice and Support, Arun District Council with West Sussex County Council and the other West Sussex District and Borough Councils enter into a contract with the successful tenderer for up to seven years from 1 September 2022.</p>		
<p>3. OPTIONS:</p> <p>The Housing and Wellbeing Committee agreed to procure an information and advice service by open tender with West Sussex County Council and the other West Sussex District and Borough Councils. There would need to be significant objections not to follow this course of action.</p>		
<p>4. CONSULTATION:</p>		
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)		✓
<p>6. IMPLICATIONS:</p> <p>Financial and Legal:</p> <p>Contractual agreement which requires a financial commitment. The approved budget includes a sum of £120,550 per annum, 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.</p> <p>Asset Management:</p> <p>The incumbent organisation utilises buildings owned by Arun District Council.</p> <p>Human Rights:</p> <p>Access to impartial advice services</p>		
<p>7. REASON FOR THE DECISION:</p> <p>To provide an independent and comprehensive advice service for the community.</p>		
<p>8. BACKGROUND PAPERS:</p> <p>Report to and decision of the Housing and Wellbeing Service Committee on 22 July 2021</p>		

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Updated on 5 July 2022

HOUSING & WELLBEING COMMITTEE	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Safeguarding at Arun District Council Safer Arun Partnership Update	Weds 8 June	6pm	
Information & Advice Contract Procurement Report Freedom Leisure Presentation (Scrutiny) Decarbonisation Strategy Pre-Construction Works Relating to Land at Canada Road and Ellis Close, Arundel and Westloats Lane, Bognor Regis Housing Management System Programme Update Business Rates Insolvency Write Offs over £10,001	Thurs 21 July	6pm	15 Sept

HOUSING AND WELLBEING COMMITTEE JUNE 2022 – JANUARY 2023

Updated on 5 July 2022

Council Tax Insolvency Write Offs over £5,001			
Age UK Activities for Older people in Arun	6 October	6pm	10 Nov
Community Engagement Project Update			
Community Transport Plan			
Artwork Project Update			
Safer Arun Partnership Update			
VAAC Presentation	6 December	6pm	12 Jan
Community Wardens Update			
Safer Arun Partnership Update			
Arun Wellbeing Programme Update	25 January	6pm	9 March
Sussex Police Precept			
Arun Local Community			

Updated on 5 July 2022

Network Progress Report			
Council Tax Reduction Scheme			

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