



Public Document Pack

Arun District Council
Civic Centre
Maltravers Road
Littlehampton
West Sussex
BN17 5LF

Tel: (01903 737500)
Fax: (01903) 730442
DX: 57406 Littlehampton
Minicom: 01903 732765

e-mail: committees@arun.gov.uk

Committee Manager Carley Lavender (Extn 37547)

27 September 2022

HOUSING AND WELLBEING COMMITTEE

A meeting of the Housing and Wellbeing Committee will be held in the **Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 6 October 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, 28 September 2022** in line with current Committee Meeting Procedure Rules.

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 Special Housing and Wellbeing Services Committee held on 12 September 2022.

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. COMMUNITY TRANSPORT PLAN

(Pages 7 - 36)

Community Transport provides a solution for people who are unable or who struggle to access mainstream transport. It is designed to meet local needs and is used for a social purpose or community benefit. This report reviews the current provision in the Arun district and proposes the steps required to facilitate the development of community transport in Arun.

7. AGE UK ACTIVITIES FOR OLDER PEOPLE IN ARUN (Pages 37 - 50)

On 24 January 2022 the Housing and Wellbeing Committee approved a grant of £50,000 to Age UK West Sussex Brighton and Hove to support older people's activities. This report is to provide an update on the use of the grant and seeks continued funding in 2023/24.

8. COMMUNITY ENGAGEMENT PROJECT UPDATE (Pages 51 - 60)

The Arun Community Engagement Project officially launched in April 2022. This report sets out the project's progress to date in the two delivery locations of Bersted Green Hub in Bognor Regis and in Chilgrove House Littlehampton.

9. SAFER ARUN PARTNERSHIP UPDATE (Pages 61 - 88)

This Safer Arun Partnership scrutiny report is the second to come before the committee and is in line with the recently agreed principles of assessing performance of the partnership.

Appendix A provides access to a copy of the most recent partnership plan. This was updated following the most recent SAP meeting on 25 July 2022 and reflects the current status of all actions and work streams.

10. BUDGET PROCESS REPORT 2023/24 (Pages 89 - 94)

The report provides a summary of the budget process for 2023/24 as required by the Council's Constitution. The Committee is then asked to approve the Budget process for 2023/24 as outlined in the report, having been endorsed by the Policy & Finance Committee on 6 September 2022.

11. KEY PERFORMANCE INDICATORS 2022-2025 - QUARTER 1 PERFORMANCE REPORT (Pages 95 - 100)

This report sets out the performance of the Key Performance indicators at Quarter 1 for the period 1 April 2022 to 30 June 2022.

12. RESIDENT ENGAGEMENT STRATEGY (Pages 101 - 150)

As a registered social housing landlord, we are required to meet all relevant government legislation in the delivery of our housing services this includes the Tenant Involvement and Empowerment Standard.

Since our last strategy, the housing and political landscape has changed a great deal. Following the publication of The Social Housing Green Paper in 2018, which set out proposals to rebalance the relationship between residents and landlords, the Government has now published The White Paper a new Charter for Social Housing Residents and introduced the Social Housing Regulation Bill into parliament.

The strategy will support the council in meeting the requirements set out by the government and will ensure that our residents have every opportunity to engage with us in the ways that suit them, delivering meaningful and outcome-focused resident involvement where they can influence and shape our current and future services.

13. HOMELESSNESS STRATEGY

(Pages 151 -
154)

Our current Homelessness Strategy expired in 2021. All Local Authorities are legally required to have an up-to-date Homelessness Strategy in place. To ensure compliance with the Homelessness Act 2002 (as amended), this report will seek agreement to extend the current strategy until the new Homelessness & Rough Sleeping Strategy 2023 - 2028 has been adopted.

14. HOMELESSNESS GRANT FUNDING

(Pages 155 -
160)

This report details the expenditure in relation to Government grants, and funding received in respect of tackling and preventing homelessness and rough sleeping, and to mitigate the impact of COVID-19 on those who are homeless or at risk of homelessness.

15. FIRE SAFETY POLICY

(Pages 161 -
186)

Earlier in 2022 The Fire Safety Act 2021 was passed into law. The new act revises the Regulatory Reform (Fire Safety) Order 2005 and clarifies responsibility for managing and reducing fire risk in multi-occupied residential buildings.

The FSA 2021 includes significant changes to the previous Order including additional provision and responsibilities Landlords.

To reflect these changes, it is necessary for ADC to undertake the replacement of the existing Fire Safety Policy to encompass the new legislation and make the necessary changes to strategic and operational arrangements to ensure Compliance to the new Act to all buildings in the Housing Stock.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There have been no written reports submitted for this meeting.

16. **WORK PROGRAMME 2022/23**

(Pages 187 -
190)

For information only.

17. **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.

18. **COUNCIL TAX - DECEASED**

(Pages 191 -
196)

This report seeks Members' approval to write off outstanding council tax charges where the total debt is over £5,000 and requires committee authorisation.

19. **COUNCIL TAX INSOLVENCY WRITE OFFS**

(Pages 197 -
202)

This report seeks Members' approval to write off outstanding council tax charges which are subject to insolvency action and the total debt is over £5,000 and requires committee authorisation.

20. BUSINESS RATES INSOLVENCY

(Pages 203 -
208)

This report seeks Members' approval to write off outstanding council tax charges which are subject to insolvency action and the total debt is over £5,000 and requires committee authorisation.

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

163

HOUSING AND WELLBEING COMMITTEE

12 September 2022 at 6.00 pm

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

Apologies: Councillors Madeley.

253. WELCOME

The Chair welcomed members and officers to the meeting where she stated the last few days had been difficult for all following the death of Her Majesty, Queen Elizabeth II. She acknowledged that all had been touched by a large variety of emotions, but felt that continuing with this meeting and its agenda would be something that our hard-working Queen would have appreciated, but she acknowledged that some of those in attendance would have chosen differently and thanked all for attending. She then invited those in attendance to take part in a 1-minute silence to mark the passing of Her Majesty, Queen Elizabeth II.

254. DECLARATIONS OF INTEREST

Councillor Daniells declared a personal interest in Item 7 [COMMUNITY WARDENS] as a member of Bognor Regis Town Council.

Councillor Needs declared a personal interest in Item 7 [COMMUNITY WARDENS] as a member of Bognor Regis Town Council.

255. MINUTES

The minutes of the Housing & Wellbeing Committee meeting held on 21 July 2022 were approved and signed by the Chair.

256. PUBLIC QUESTION TIME

There were no public questions submitted for this meeting.

257. ARUN LEISURE CENTRE WET CHANGE REMODELLING

The Group Head of Wellbeing & Communities advised members that the council were now at a stage where the work had been tendered for and all bidders had submitted their bids, these would be evaluated on 22 September 2022. He explained that the report confirmed that Officers were looking for delegated authority to be given

Housing and Wellbeing Committee - 12.09.22

to Interim Head of Finance and the Director of Environment and Communities to enter into contract for the construction works and make associated budgetary decisions.

Members were then invited by the Chair to ask any questions, a summary of those asked is below;

It was queried if the contingency sum of 4% would still be sufficient given the increase in costs so far this year. It was confirmed that the costs had been re-evaluated in July 2022 and it was hoped that the current costs would be enough to cover the works.

Discussion was had regarding if consultation had taken place with the public on the implementation of unisex changing rooms and what was the rationale behind the decision. It was confirmed that initial plans were to remodel as was, however it was deemed beneficial to plan to incorporate for more users of the facility. It was explained that a similar process was followed for the Wave in Littlehampton, and this had demonstrated many benefits in having a unisex protocol from cleaners being of either sex to clean the areas, to flexing the capacity of the space at high user times throughout the day, e.g., the female changing rooms can become overrun during children's swimming lessons. It was confirmed that no public consultation had taken place on this topic. The Chair asked for assurance that those individuals who wanted privacy would be able to have it if they wanted it, this assurance was provided. Further discussion was had regarding what arrangements were put in place when school swimming lessons took place. It was confirmed that Friday mornings were set aside for these lessons, and the swimming pool was not available to the public at these times.

Discussion then moved back to the financial aspect where it was asked that should any financial issues become apparent would members be informed. It was confirmed that all costings would be accounted for in the tendered bids. However, should any issues become apparent whereby the project could not be completed within the budget then members would be advised as an update report would be presented at the next available meeting of the Committee.

In the final discussions on this item, it was requested that the number of single, double and larger family sized cubicles be confirmed. It was confirmed that there would be the following;

- 1 person cubicles x16
- 2 person cubicles x31
- Family cubicles x5
- Oversized cubicle x1

It was also confirmed in response to an additional question relating to users who would need larger sized cubicles to incorporate a wheelchair that the existing Changing Places facility would be upgraded, and confirmation would be sought that the family and oversized cubicles would accommodate a wheelchair.

The recommendations were then proposed by Councillor Gregory and seconded by Councillor Cooper (Andy).

The Committee

RESOLVED that

- 1) Delegated authority be given to the Interim Head of Finance and Section 151 Officer and the Director of Environment and Communities on receipt of a tender evaluation report from the Group Head of Wellbeing and Communities to appoint a construction company and enter a contract to deliver the remodelling and improvement work to the Arun Leisure Centre swimming pool changing area following the conclusion of the mini competition.
- 2) Delegated authority be given to the Director of Environment and Communities in consultation with the Interim Head of Finance and Section 151 Officer to drawdown from the capital sum agreed for the successful completion of the Arun Leisure Centre Swimming Pool Changing Room Improvement Project.

258. COMMUNITY WARDENS

(Councillors Daniells and Needs both redeclared their personal interests as Bognor Regis Town Councillors in this item.)

The Wellbeing and Communities Manager advised members that the report reflects the decision to implement Community Wardens scheme in Bognor Regis as made by the Committee earlier this year.

Members then took part in a full debate where the following points were raised.

Clarity on the area the Community Warden scheme would operate was sought, it was confirmed that the scheme would cover all of the Bognor Regis Parish areas including Barnham and Yapton. There was also discussion had regarding a similar proposal that was being considered separately by Bognor Regis Town Council. It was confirmed that Arun District Council and Bognor Regis Town Council were in communication regarding this proposal and the Wellbeing and Communities Manager was yet to the review and respond to the proposal that had been submitted. It was also confirmed that there were known 'hot spots' of anti-social behaviour within the Bognor Regis Town Centre and how the Community Warden role would be of assistance in helping to reduce the number of incidents that were currently being seen. It was confirmed by both officers and the Chair that the work undertaken by the Community Warden team operating in Littlehampton had been impressive and had built up good working relationships with the public and other external partners in order to have a positive impact in the area. The Chair expressed her commitment to the scheme. She also noted the importance of building relationships with Parish Councils so there is

Housing and Wellbeing Committee - 12.09.22

wider coverage for the scheme to prevent the displacement of problematic behaviour to areas which do not have wardens.

Further discussion was had regarding how the council would ensure areas in the West of Arun would be covered without overspending and potential opportunities for match funding from Town and Parish Councils to maximise the benefits of the scheme across wider district areas. Working with Bognor Regis Town Council and Parish Councils who were also considering similar warden schemes being implemented and the importance of ensuring that communication across all these partners is vital, It was confirmed that a proactive approach would be taken by Arun to ensure good two-way conversations continued to take place with all partners and stakeholders parties involved.

The final comment made at the end of the debate was that the community warden reports on the website page had not been updated for some time. It was confirmed that this would be rectified by the end of the week.

The recommendations were then proposed by Councillor Thurston and seconded by Councillor Cooper (Andy).

The Committee

RESOLVED

- 1) To authorise the Group Head of Wellbeing and Communities to implement an Arun West community warden scheme, within the agreed budget allocated for a Bognor Regis scheme from October 2022.
- 2) To authorise the Group Head of Wellbeing and Communities to agree the scope of a community warden scheme in Bognor Regis with effect from April 2023, in partnership with Bognor Regis Town Council, on the provision of match-funding and in-line with the outline budget for 2023/24.

259. WORK PROGRAMME

There was discussion regarding items detailed in the minutes from the last meeting of the Committee (Minute 65) that were requested to be added to the work programme were not included within the agenda pack for this meeting. It was confirmed that Officers were still in discussions regarding the timings of when these additional items would be reported into the Committee whilst managing the other work that was also due. There was a request for the Housing Revenue Account (HRA) report that was coming to the October meeting to include the most up to date figures. As well as an update on the Sheltered Housing Review. It was confirmed by the Chair that she would

Subject to approval at the next Housing and Wellbeing Committee meeting

167

Housing and Wellbeing Committee - 12.09.22

liaise with the Head of Housing for an update on the Sheltered Housing Review and report back to members.

The Committee then noted its work programme.

(The meeting concluded at 6.52 pm)

This page is intentionally left blank

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE – 6 OCT 2022
SUBJECT:	COMMUNITY TRANSPORT PLAN
LEAD OFFICER:	ROBIN WICKHAM, GROUP HEAD OF WELLBEING & COMMUNITIES
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: IMPROVING THE WELLBEING OF ARUN: Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive	
DIRECTORATE POLICY CONTEXT: Arun District Council will develop a Wellbeing Strategy. The Community Transport Plan will feed into the Wellbeing Strategy to ensure that our vulnerable communities have access to transport so that it is not a barrier for essential or social activities.	
FINANCIAL SUMMARY: The budgeted sum for Community Transport is £6,930. It is proposed that this sum is increased by £4,570 by virement from the Day Centre's Budget to develop the transport infrastructure in Arun.	

1. PURPOSE OF REPORT

- 1.1. This report is to provide the Housing and Wellbeing Committee with a draft plan for Community Transport in Arun.

2. RECOMMENDATIONS

It is recommended that the Housing and Wellbeing Committee:

- 1.2. Approve the Community Transport Plan for Arun.
- 1.3. Approve an increase to the budget for Community Transport from 6,930 to £11,500 to support an improvement in Community Transport across Arun district.

2. EXECUTIVE SUMMARY

- 2.1. Community Transport provides a solution for people who are unable or who struggle to access mainstream transport. It is designed to meet local needs and is used for a social purpose or community benefit. This report reviews the current provision in the Arun district and proposes the steps required to facilitate the development of community transport in Arun.

3. DETAIL

- 3.1. Arun district has several community transport organisations working in specific geographic locations. The largest is Arun Community Transport (ACT) which formed in 2018 following the failure of Sammy Transport after it merged with Arun Co-ordinate Community Transport.
- 3.2. Community Transport Sussex is an infrastructure support organisation that works across West Sussex. Community Transport Sussex is also a community transport provider. It is commissioned by West Sussex County Council to improve access to transport for those who struggle to access mainstream transport and particularly vulnerable or isolated people.
- 3.3. In December 2021 Community Transport Sussex provided background paper on community transport in Arun and ideas for the future development of the local offer (Appendix A. County Membership Scheme – Arun Update). Based on the information provided Community Transport Sussex was asked to draft a plan for Arun district (Appendix B). If approved, Community Transport Sussex will formulate an action plan to support local transport operators and build the local transport infrastructure.
- 3.4. The draft plan outlines the current provision and the key areas that can be developed to improve the transport network. This is a plan to build on the existing provision, consider environmental sustainability and develop a coordinated approach to community transport across the district.
- 3.5. The Committee is recommended to approve the draft Transport Plan and request an uplift in the Community Transport budget from £6,930 to £11,500. This will provide continued support to Arun Community Transport (£4,000) and for Arun District Council to contribute to the infrastructure work undertaken by Community Transport Sussex in the district (£7,500).

4. OPTIONS / ALTERNATIVES CONSIDERED

- 4.1. None. This is to establish a community transport plan for the district.

5. CONSULTATION

- 5.1. Community Transport Sussex has consulted a number local community transport providers, it has established a local transport forum and is commissioned by West Sussex County Council. Community Transport Sussex, working with Arun Community Transport contacted all of the town and parish councils in the district with a transport survey.

6. COMMENT OF THE INTERIM GROUP HEAD OF FINANCE/S151 OFFICER

- 7.1 The financial summary states the budget will be increased to £11,500 from £6,930 by virement from the Day Centres budget. This results in no increase in spend for the Council.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. Community transport is the provider of last resort for people who are unable or have difficulty accessing mainstream transport providers.

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

There are no direct legal implications arising from this report.

9. HUMAN RESOURCES IMPACT

- 9.1. None

10. HEALTH & SAFETY IMPACT

- 10.1. Community Transport Sussex assist local operators with regulatory and compliance checks.

11. PROPERTY & ESTATES IMPACT

- 11.1. None

12. EQUALITIES IMPACT ASSESSMENT (EIA)

- 12.1. Community transport is the provider of last resort for people who are unable or have difficulty accessing mainstream transport providers.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT

- 13.1. Community Transport Sussex is helping local transport organisations identify the potential of reducing carbon emissions.

14. CRIME AND DISORDER REDUCTION IMPACT

- 14.1. None

15. HUMAN RIGHTS IMPACT

- 15.1. None

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

- 16.1. None.

CONTACT OFFICER:

Name: Robin Wickham

Job Title: Group Head of Wellbeing and Communities

Contact Number: 01903 737835

BACKGROUND DOCUMENTS:

Appendix A County Membership Scheme – Arun Update December 2021

Appendix B Draft Community Transport Plan

Appendix C - Abingworth Meadows Community Transport Plan (updated 2021)

COUNTY MEMBERSHIP SCHEME - ARUN UPDATE

December 2021

[Actions for 2021-2022](#)

A review of the community transport offer in Arun, including ideas on development via the County Membership Scheme and additional WAV provision

Ian Lynch, Matt Roberts

ian@ctsussex.org.uk
matt@ctsussex.org.uk

Where we started: January 2021

By way of a comparative framework, we've chosen to look at Bus Support Operator Grant (BSOG) eligibility as a basis for service provision. While BSOG, as a fossil fuel-based subsidy, is due to be phased out, the eligibility criteria is still a useful set of principles.

In Arun, Community Transport Operators (CTOs) serve some BSOG-eligible groups well and largely ignore or are ignored by others (who feel community transport 'isn't for them').

The full BSOG eligibility criteria (our emphasis in the middle) covers:-

- People aged 60 or over
- Persons of all ages, who are physically or mentally impaired and persons assisting them
- People on income support
- People on job seekers allowance
- **People of all ages, suffering a degree of social exclusion by virtue of unemployment, poverty or other economic factors, homelessness, geographical remoteness, ill health, or religious or cultural reasons.**
- People of all ages, who believe that it would be unsafe for them to use any public passenger transport services.
- Carers or children under 16 years of age accompanying any of the above

CT provision in Arun does a good job of helping the elderly and supporting health provision. Some CTOs also do a good job mitigating rural location or helping people with disabilities and/or their carers but there is a lack of wheelchair-accessible vehicles (WAVs) in the district.

Where we're going: December 2022

Through the County Membership Scheme (CMS) we aim to encourage associate member CTOs in Arun to support:

- People aged 60 or over.
- People of all ages living with disabilities, whether physical, learning or both.
- People of all ages, suffering a degree of social exclusion by virtue of geographical remoteness, ill health, or religious or cultural reasons.

Through the County Membership Scheme (CMS) we will help full member CTOs in Arun to deliver services for the above groups and encourage them to support:

- People aged 60 or over.
- People of all ages living with disabilities, whether physical, learning or both.
- People of all ages, suffering a degree of social exclusion by virtue of unemployment, geographical remoteness, ill health, or religious or cultural reasons.
- People of all ages seeking to access programmes that support wellbeing and mental health.
- People of all ages, who believe that it would be unsafe for them to use any public passenger transport services.
- Carers, support workers or children under 16 years of age accompanying any of the above
- Low Emission (Mode 6 or better) fleet infrastructure strategies

We believe this is a better reflection of what achievable best practice in 2021-22 should look like, achievable under short distance (and non-commercial purposes) exemptions.

County Membership Scheme benefits to CTOs

Associate members

- Quarterly Forum invitation to discuss issues with peers
- Regulatory and compliance help
- Support with fleet management policies
- Help running transport surveys in your area
- Access to CMS Development team
- Support with Access to Training

Full members

- Quarterly Forum invitation to discuss issues with peers
- Regulatory and compliance help
- Support winning local authority contracts (SEN school runs, adult social care etc.)
- Support with vehicle-leasing via WSCC and others
- Support with fleet management and servicing
- Support with bid-writing and grant applications
- Support with HR issues
- Help running transport surveys in your area
- Access to CMS Development team
- Support with Access to Training.

Membership has no financial cost – the CMS is funded by local authorities like (but not limited to) Arun District Council who are invested in securing the availability of community transport operations in a more sustainable way (financially and environmentally).

CTO members of the CMS are, however, expected to be able to demonstrate commitment to deliver best practice, at the level appropriate to their membership.

Goal of the CMS for Community Transport Sussex

Our overall aim is help create an improved network of community transport minibus provision delivering best practice for its communities.

Ideally, this will be achieved by CT organisations in Arun and across West Sussex adopting a shared vision of best practice while maintaining independent delivery of that best practice, reflecting their status as independent organisations and their expert local knowledge of their area of operations.

Alongside community-based low / ultra-low / zero emission MPV/WAV car provision, this will help create an integrated, robust community transport network in West Sussex that is economically and environmentally sustainable by c. 2025-2030. That is the ultimate goal we are working towards and believe the CMS can help deliver.

Activities across West Sussex relevant to Arun

CTS has mapped out CT provision across West Sussex, conducted gap analysis and has previously shared those documents with WSCC officers. The latest version of the mapping is now available.

In parallel, CTS has also engaged with a national charity to propose a long-term timeline to place electric WAVs for community use at Parish hubs and village halls across West Sussex. This is on track towards reaching the pilot stage in 2022.

During the pandemic CTS has also engaged with NHS Sussex Commissioners to co-ordinate its Vaccine Travel Support Group response. Our team is now taking calls and booking journeys (using community transport providers and private hire transport providers) for those eligible to receive support in travelling to their Covid 19 vaccinations across East and West Sussex.

West Arun (Walberton to Pagham, south of A27)

In our first look in January 2021, we identified West Arun is an area of concern due to a lack of accessible vehicles providing community transport in the area.

Arun's most prominent CTO is Arun Community Transport (ACT), a thriving (although largely grant-dependent to date*) volunteer car scheme based out of Littlehampton in East Arun.

**The scheme has recently published a fare charging structure that may make it less grant dependent going forwards.*

At last check in, the scheme has 13 active volunteer drivers. While some do cover West Arun settlements such as Pagham, Aldwick, Bognor Regis and villages around Yapton, the scheme is weighted more towards East Arun and its only WAV is also based in Littlehampton.

Similarly, the CTS South Coast depot at Worthing nominally covers West Arun for medical appointments but most of its dial-a-ride bookings are in Worthing, Adur and East Arun.

Pagham and District Residents Association takes its members shopping and to various social activities in a wheelchair-accessible minibus. The PDRA is, however, yet to offer dial-a-ride or dedicated medical appointments. Following the Chichester and Arun CT forum event in November, we have engaged the PDRA about developing a dial-a-ride service in 2022 and hope to form a good working partnership with them. PDRA and ACT have also expressed an interest in working together around Bognor Regis, and we will try and help that partnership develop into service delivery.

West Arun is also home to the Community Minibus Association 5 Villages. The local co-ordinator runs shopping services, which have been postponed during the pandemic and was still advertised as postponed at time of writing. When active, the service supports over 60s in the villages of Walberton, Fontwell, but, unfortunately, does not use an accessible minibus so the service is limited to those with a good level of mobility.

CTS has engaged with WSCC about running a hybrid bus/taxi or Dynamic Demand Responsive Transport service from Barnham to Chichester, travelling through the West Arun villages between the two en route. This proposal has been submitted for funding from central government, and we await the outcome.

West Arun, thus, is an area where residents may have access to limited community transport services at best and where those living with disabilities affecting, especially wheelchair users, may struggle to access accessible transport. CTS intends to take steps to improve access to community transport reflective of its stated intention to deliver best practice.

The area would also benefit from more robust EV charging infrastructure to help support efforts to bring in ultra-low or zero emissions vehicles.

Central and North Arun (Arundel and all settlements North of A27)

If West Arun has limited community transport services, that is even more true in the rural area north of the A27.

Around Arundel, Warningcamp + Burpham the main provider of services is Angelcare Community Transport. Unfortunately, this is actually a commercial care provider with two WAVs – and a charging system that is closer to a taxi service than a community transport operator.

At last check-in, however, 10% of the journeys undertaken by the provider were for residents in the community while the other 90% were for its care customers so I have chosen to call this service commercial dial-a-ride. The travel manager there will offer WAV transport to people in its area of operations if they feel they cannot travel any other way – but at commercial rates.

While Arun Community Transport would like to serve the area, it has not yet recruited local drivers that would allow it to offer services at low cost, given its per mile charging system.

Findon and Clapham are covered by the CTS South Coast depot at Worthing + Arun Community Transport

Slindon has its own village community bus service, which is a scheduled shopping service three days a week that can cater for wheelchair passengers. It is also available to hire to local groups/.

EV infrastructure in Arundel would be an aid to introducing community e-car clubs in this area, which may be a possible solution to increasing WAV presence without the need to invest significantly in accessible minibuses.

East Arun (Atherington to Ferring, south of A27)

This is actually a fairly well established area in community transport terms, with dial-a-ride available from CTS South Coast (Worthing depot) and Arun Community Transport being based in Littlehampton, with its own WAV based in this area too.

Rather than develop new services, our aim here is to foster and encourage a collective desire to deliver best practice among the CTOs operating in the area.

EV infrastructure throughout this area is also considered desirable to us, to aid future fleet renewal and encourage the adoption of EVs through car clubs featuring electric cars. Wick, in particular, is considered interesting as a potential community e-car club site.

The presence of a WSCC depot at Clapham also offers future possibilities of enhancing the existing community transport infrastructure with increased minibus service provision and possible fleet upgrades.

Actions taken and next steps

CTS has looked at how best to extend its South Coast operations around Bognor Regis and the surrounding areas from Pagham to Middleton. Presently, we have proposed working in partnership with Arun Community Transport and are now exploring a potential partnership with the Pagham and District Residents Association.

With plans to work alongside WSCC at Drayton Depot delayed, we have adopted a temporary strategy to provide passenger services that support our partnerships with Age UK, MIND and the Royal Voluntary Service in Arun.

While it is still intended, eventually, to lease suitable low-emission or better vehicles from WSCC via an arrangement with London Hire, we are currently preparing to re-wrap two of our vehicles and move them to Bersted Park Community Centre. We have engaged with Arun Community Transport to work in partnership to book these vehicles via their office team.

This will enable us to at least provide a limited service while we continue to work on establishing a presence at Drayton depot. We also have the option of developing our partnership with Sussex Clubs for Young People to address the issue of a permanent base in the area in the mid to long term.

As part of our partnership with Arun Community Transport, we will also encourage them to extend their car scheme coverage westwards.

In August and November 2021, we worked with Voluntary Action Arun and Chichester (VAAC) to host Community Transport Forum events for CTOs and other interested parties to start building a relationships with (and between) CTO colleagues and interested parties in the area. At the November event, we outline our vision of best practice in community transport and the CMS membership criteria, which was well received by attendees and has led to some good talks about how services can be developed in West Arun and across district lines in South East Chichester.

In April 2022, we are planning to host a third forum in Arundel to discuss our transport survey findings and how new services may best be delivered.

In Central and North Arun we are in the process of running transport surveys with Arundel town council, Clapham Parish Council and are discussing doing so with Slindon Parish Council. A summary of the results will also be shared with Arun Community Transport to aid their planning and can be provided to Arun District Council on request.

In East Arun we are in the process of running transport surveys with Rustington and Angmering parish councils and in West Arun we are working with Barnham and Eastergate parish.

We also intend to engage other parishes early in 2022 as survey results come in and can be demonstrated have helped service development.

While we believe we can establish a data-driven plan, if it is not possible we will implement a slow expansion of our current service provision: this will focus on moving westwards along the coast from CTS Worthing depot towards Pagham, via a temporary base in Bognor Regis, and then Northwards to East Chichester (around the A259 and B2166), operating out of Drayton depot, and finally back eastwards (around the A27) back through West Arun to Arundel. At all stages we will be sympathetic

towards and supportive of CTO colleagues, although we do remain committed to delivering our vision of best practice.

We think that CTOs in East Arun would benefit from access to specific-subject area professionals who can support growth, for example, in funding, marketing, fleet management, HR and regulatory compliance. CTS has a number of those skills among its own team that we can consider making available on demand and has also identified a potential commercial partner to train affiliated CTOs in fundraising and bid-writing.

With the pandemic moving towards (hopefully) its last winter, we are moving out of the planning phase for 2021-22 and into the development and delivery phase of new CT services in the areas discussed here. The County Membership Scheme will be an important asset to the wider CTO community in Arun and to CTS specifically to secure delivery of our view of best practice across the county.

[Best outcome in West Arun 2021-22](#)

A combination of active car scheme and accessible minibus provision offers a broader range of passenger services reflecting our vision of best practice in community transport.

We believe the combination of CTS accessible vehicles and Arun Community Transport will help mitigate the lack of current provision in West Arun caused by the unsuccessful merger of Arun Co-ordinated Community transport and Sammy Community transport.

An appropriately-sized community transport network is created through a CTS depot in Drayton working in partnership with Arun Community Transport (and other existing CTOs). This is supported by WSCC, Chichester District Council and Arun District Council through the County Membership Scheme.

In the mid to long term, additional funds are found to support environmentally sustainable car transport initiatives through the provision of 'zero emission' electric-powered WAVs based at parish hubs / village halls. It is expected that it will take a coalition of local authority funding, philanthropic bodies and other grant-giving actors to build something transformative in this space although we can report there is interest from national charities in funding trials of such schemes as early as next year.

[Best outcome in North Arun 2021-22](#)

Following completion of its transport survey, Arundel Town Council engages with the CTS Community Forum hosted in Arundel next April and a coalition of CTOs commits to develop an appropriately-sized community transport network based in but not limited to Arundel in its coverage of communities in Arun based north of the A27.

In the mid to long term, additional funds are found to support environmentally sustainable car transport initiatives through the provision of 'zero emission' electric-powered WAVs based at parish hubs / village halls in the area, similar to West Arun.

Best outcome in East Arun 2021-22

Our travel surveys create a data-driven approach to supporting and enhancing the established community transport schemes already operating in East Arun.

Through the County Membership scheme and local voluntary aggregators, we create a network of CT professionals and subject expert volunteers that offer on demand advisory services around funding, marketing, fleet management, HR, regulatory compliance to help CTOs determined to deliver best practice in the area of East Arun

In the long term, The WSCC Clapham depot eventually also serves as a key resource to support service expansion for affiliated CMS members, or indeed CTS-supported charities, through providing an avenue for fleet renewal via vehicle-leasing. We would like to see this model be first proven successful by the engagement between CTS and Drayton Depot.

DOCUMENT ENDS.

Appendix B

A Community Transport Plan for Arun District Council 2022-26

Community Transport provides a solution for those that aren't able, or struggle to access existing public or private transport. Community transport complements existing mainstream transport.

1.0 Introduction

Community Transport provides transport for people who are unable or who struggle to access mainstream transport. It is designed to meet local needs and is used for a social purpose or community benefit, never for profit. It is widely accepted that social isolation and loneliness has a severe, detrimental effect on people's health and wellbeing.

As defined by the Community Transport Association:

Community transport is about providing flexible and accessible community-led solutions in response to unmet local transport needs, and often represents the only means of transport for many vulnerable and isolated people, often older people or people with disabilities.

Using everything from minibuses to mopeds, typical services include voluntary car schemes, community bus services, school transport, hospital transport, dial a ride, wheels to work and group hire services. Most are demand responsive, taking people from door to door, but a growing number are scheduled services along fixed routes where conventional bus services aren't available.

Community Transport has a positive impact on health, wellbeing and communities; it provides both social and economic benefits. Socially, its role in addressing loneliness and isolation and helping people to remain independent cannot be overstated. It supports people to get to health appointments, to get to the shops and access social activities to name but a few. Economically, it provides both paid and volunteer opportunities, gets people to retail outlets and high streets to spend money and saves public services money on some of their statutory services. The Jo Cox Foundation states in its highly respected report that;

Loneliness has the same detrimental effect on someone's wellbeing as smoking 15 cigarettes per day. Someone who is isolated and lonely has a cost to the exchequer of an additional £6000 per annum in additional health support, as compared with someone who is engaged with their community.

Community Transport allows people to stay connected with family, friends and their community and that's why it is vital to the wellbeing of individuals and communities.

Appendix B

A Community Transport Plan for Arun District Council 2022-26

Arun District Council recognises the social and economic benefits of community transport supporting our local communities. Arun District Council also recognises that community transport prevents and reduces loneliness and social isolation for our vulnerable residents who are unable or struggle to access mainstream transport and helps them to keep their independence.

2.0 Arun Vision- Priorities

[Arun District Council's Vision for 2022-26](#) outlines how the District Council will make Arun a better place to live, work and visit as well as delivering public services. This is framed around 4 key themes:

- improving the wellbeing of Arun
- delivering the right homes in the right places
- supporting our environment to support us
- fulfilling Arun's economic potential

The plan and development of provision of community transport across Arun will contribute to 3 of these themes:

Supporting people who are isolated and lonely by transporting those who aren't able or struggle to access mainstream transport to access services, get to health appointment and supermarkets and connecting them with others will contribute to ***improving the wellbeing of Arun.***

Encouraging people to use Community Transport rather than their own vehicles and contributing to plans to provide electric vehicles and charging points will ***support our environment to support us.***

Providing employment and volunteering opportunities, community transport provision will contribute to ***fulfilling Arun's economic potential.***

The vision for this plan is **to provide an integrated and joined up community transport service for the residents and visitors of Arun** which is made up of:

- [Demand responsive transport](#)
- [Community Car schemes](#)
- Dial-a-Ride (see definitions)
- Good neighbour car schemes (see definitions)
- Travel Buddies (see definitions)
- Electronic vehicle car clubs (see definitions)

This integrated network will be developed by local community transport operators working together and in partnership with other organisations including Arun District Council, West Sussex County Council, Town and Parish Councils, Clinical Commissioning Groups/Primary Care Networks/GPs, and other community and voluntary sector organisations.

Appendix B

A Community Transport Plan for Arun District Council 2022-26

A **better understanding of local people's community transport needs** will be needed to provide evidence for services to be developed to address gaps. This will be done by carrying out transport surveys with residents through Town and Parish Councils who know their communities well. Through this data/information collection exercise, the interconnectedness between neighbouring district and boroughs needs also to be recognised as people don't stop travelling at boundaries. Therefore, partnership working with neighbouring authorities will continue to be promoted.

For the sustainability of an integrated community transport provision, there will need to be **long term funding** committed, as chasing short term grant funding and relying on contributions will not create a long term, reliable provision. As well as this long term funding, community transport provision needs to be considered and included as part of plans for section 106/Community Infrastructure Levy (CIL) funding as this will ensure that our new populations will be provided with sustainable community transport options.

Working with Voluntary Action Arun & Chichester (VAAC) and other organisations that use volunteers, this plan will promote volunteering and volunteering opportunities that support an integrated community transport provision.

This plan will provide a plan for ensuring there are enough community transport physical assets such as vehicles, depots and places to park vehicles.

3.0 Demographics & Local Insight

The 2019 Joint Strategic Needs Assessment (JSNA) confirmed that 158,700 people lived in Arun. It highlighted that Arun has a far older age profile compared to England with 29% aged 65+. 6400 older people and 3600 children (0-15) were living in poverty. It states that life expectancy had improved over the previous 15 years and that this was 79.8 years for men and 83.5 years for women. At the time of the 2011 census over 5000 people aged 65+ were Carers and 12,000 lived alone.

To support Arun's more vulnerable residents, anecdotally it is felt that there is good coverage of community transport across Littlehampton through Arun Community Transport's volunteer car scheme. There is positive feedback about the level of service and reliability of this scheme.

With regards to minibus provision, there are a number of local community transport operators that provide transport for local residents but there is a perceived additional need for a dial a ride service to support Arun's vulnerable residents to get them to health appointments, for shopping trips and social activities.

There is a lack of data to back up this anecdotal evidence and therefore CTS has started to conduct local transport surveys through Town and Parish Councils to understand better the accessibility and transport issues in local communities. Only a few have been completed to date but initial feedback from these are similar:

Appendix B

A Community Transport Plan for Arun District Council 2022-26

- Most people own their own car
- Over half the people who responded are 65+
- Local bus services don't meet most people's needs – particular reasons include regularity of service and cost
- There are people in communities who are interested in becoming volunteer drivers
- People would use community transport for health appointments, shopping trips and social activities
- People are interested in community organised days out in a minibus

CTS has just taken on additional resource to progress these transport surveys to ensure that there is sound evidence to support service development.

4.0 Current provision of Community Transport Operators:

Arun Community Transport (ACT) was formed in 2018 following the failure of Sammy Transport after it merged with Arun Coordinated Community Transport. ACT provides a thriving volunteer car scheme running out of Dove Lodge Community Resource Centre in Littlehampton and is currently running this scheme across the Arun district and Selsey

As of September 2022, it has 1430 members, 19 drivers, three office volunteers and two escorts to support people on their journeys. With a salaried office manager coordinating the operations. Arun Community Transport uses a not-for-profit volunteer who owns his own minibus when minibus provision is required. Currently, they are running shopping trips.

ACT is actively working to develop a Wheelchair Accessible dial-a-ride service themselves. The expectation is that this would be an electric vehicle, and funding is currently being sought.

Community Transport Sussex's (CTS) is commissioned by WSCC to provide infrastructure support for community transport providers across West Sussex (see 6.0).

CTS's overall aim is help create an integrated network of community transport minibus provision delivering best practice for its communities. This will be achieved by community transport providers in Arun and across West Sussex adopting a shared vision of best practice while maintaining independent delivery and using their expert local knowledge of their area of operations. Its aim is to help create an integrated, robust community transport network across West Sussex that is economically and environmentally sustainable by c. 2025-2030.

Specifically for the Arun district, CTS provides a minibus dial-a-ride service from their Worthing depot into and across Arun.

CTS is also working in partnership with AgeUK BHWS, Royal Voluntary Service & MIND to deliver WSCC's Social Isolation contract to support people over 65 who are lonely and isolated. This includes, as well as other journeys, providing transport for clients to the Laburnham Centre.

Appendix B

A Community Transport Plan for Arun District Council 2022-26

CTS, pre pandemic, started to have discussions with the local Primary Care Networks (PCNs) about helping patients get to their local surgeries and health appointments – this is being picked up again now we are coming out of the pandemic. Regarding health appointments, CTS has supported the vaccine programme with transport options and is also working with the Clinical Commissioning Group (CCG) – now Integrated Care System (ICS) to provide transport for patients that don't qualify for the Non-Emergency Patient Transport Service (NEPTS).

There is a need to develop a base in Arun for vehicles to be stored and worked out of. CTS is in discussion with WSCC to develop a base at Drayton and work out of that and their Clapham depots. In the short term CTS is working with Arun DC and Freedom Leisure to base 2 vehicles at the Bersted Community Centre. Other outstation options across Arun are also being considered.

Both the providers above use the CATTs booking system and this will be useful for working across both organisations.

Ormiston Six Villages Academy provide minibuses to community groups in the Westergate and Six Villages area.

[Five Villages - Community Minibus Association \(West Sussex\) \(westsussexminibus.org.uk\)](http://westsussexminibus.org.uk) supports their local area of Aldingbourne, Eastergate, Walberton, Yapton and Barnham by providing trips to Bognor Regis, Chichester, Worthing and other locations of interest. NB the website currently states that the service is suspended.

Angelcare are a domiciliary care company that have a wheelchair accessible vehicle that supports their clients. They help local residents around Arundel with medical appointments and have worked with CTS to arrange Vaccine and Non-Emergency Patient Transport Service trips for local people. Angelcare charge more than a community transport provider but not as much as a taxi. They have intimated that they may be interested in setting up a charitable arm to their operation. Though not strictly community transport they are socially minded and have been a useful resource.

[Pagham Residents Association](#) have 2 minibuses and provide various regular trips to shopping and social activities as well as larger outings. They do have an ambition to launch a regular dial a ride service with the support of CTS.

Abbeyfield Ferring is a not-for-profit society providing help at home, supported living and residential care for older residents living in the Ferring area. As part of their service they have a minibus so can transport people. Generally their transport runs from West Worthing to Littlehampton.

Amberley and Slindon Village Bus operates scheduled routes to Bognor Regis, Worthing, Littlehampton, Rustington and Chichester. Their vehicle is also available for private hire when not operating on these scheduled routes.

Appendix B

A Community Transport Plan for Arun District Council 2022-26

Littlehampton Ambulance Car Service is a volunteer scheme for people attending hospital or clinical appointments at Worthing, Southlands, Chichester London and other hospitals in the South.

Willow Green Surgery – Patient Link is a voluntary transport service for patients of Willow Green Surgery in East Preston who need help getting to appointments at the surgery, local hospitals, clinics and health centres.

There are a number of other Community Transport Providers that provide transport support to their local people. These include Good Neighbour Schemes, Volunteer Schemes linked to GP surgeries and more. It is important to contact and communicate with all such schemes to ensure we create an integrated network and to understand what is being provided and where there are gaps.

5.0 Development Opportunities

Anecdotally, there has been an increase in the need to support our vulnerable, isolated residents as well as an increased interest in environmentally friendly transport options. These have seen the demand for community transport increase.

The initiatives below provide opportunities to support the development of an integrated community transport network across the Arun district:

Volunteers are key to the success of a thriving integrated community transport network. We will need to be innovative about how people are encouraged to volunteer across the network. Working smarter across the sector, such as sharing volunteers with other community and voluntary sector organisations and other sectors that use volunteers, is a development opportunity that will need to be considered.

To ensure that new communities are well served and able to access services and opportunities, community transport provision should be considered at the earliest development opportunity. Community Transport proposals need to be drawn up in advance of development proposals so that they are available when **Section 106/CIL** is being considered. An example from another area in West Sussex (Thakeham) is provided in Appendix 1.

Through the Non-Emergency Patient Transport Services' (NEPTS) agreement that CTS is commissioned to deliver, [a map](#) of community transport providers involved in this provision has been produced. This includes many (but not all) community transport providers and so is useful as it gives an indication of the gaps in provision. Where there are gaps, CTS will work with current providers to ascertain if they would like to extend their reach and if not work to provide a transport solution for that area. This, along with evidence collated in the Transport Surveys (see section 2.0) provides evidence for service development.

Appendix B

A Community Transport Plan for Arun District Council 2022-26

CTS is working with WSCC to develop a number of [Demand Responsive Transport](#) pilots. These will provide alternatives to car journeys, feed people to existing bus and train services and provide support to those that aren't on mainstream routes. It is hoped that one of these pilots will be in the Arun district.

CTS is working with Arun DC and Freedom Leisure to develop an outstation at Bersted Community Centre as a base for two vehicles which will reduce the need to use vehicles for CTS trips from their Worthing Depot.

6.0 Infrastructure Support

CTS is contracted by WSCC to provide infrastructure support to other Community Transport Providers across West Sussex. This support includes:

- Regulatory and compliance advice
- Development of fleet management policies
- Vehicle leasing
- Access to training opportunities
- Support with bidding for school runs and other funding opportunities
- HR advice
- Access to the CTS Development Team

CTS and Voluntary Action Arun & Chichester (VAAC) have developed an Arun and Chichester Community Transport Forum. This forum has proved extremely useful and creates the opportunity for local community transport providers to network and share ideas. This is crucial to developing an integrated transport provision across the district.

7.0 Funding

There are a range of funding options for Community Transport Providers across Arun. These include:

- WSCC Voluntary Transport Grant
- District and Borough Councils funding and community grants
- Opportunities to gain income from WSCC SEN home to school transport bids
- Fares
- Excursions
- Group Hire

All these offer short term funding options. For a safe, reliable and sustainable community transport network to be developed, longer term funding needs to be committed so that there can be longer term planning and development.

Appendix B

A Community Transport Plan for Arun District Council 2022-26

8.0 Conclusion

The overall vision of this plan is to develop a thriving, integrated community transport provision across the Arun district so that no one is disadvantaged by not having access to safe, affordable, accessible transport.

This vision will be achieved by community transport providers working together to achieve their ambitions, identifying any gaps in provision and issues and working together to address those.

9.0 Action Plan

An Action Plan to ensure the delivery of this Community Transport Plan will be developed once this Community Transport Plan has been approved.

The Action Plan will be overseen and monitored by the Group Head of Wellbeing and Communities on a regular basis to ensure Arun District Council's commitment to sustainable community transport.

Definitions

Dial-a-Ride is a service where a trained driver will pick up from your door in a wheelchair accessible minibus and help you get from A to B in as smoothly a way as possible. It's mostly used to get people to social activities, to local shops, medical appointments and to visit friends and family.

Good neighbour car schemes are set up and run by local volunteers who offer help and support to other people in their local area.

Travel Buddies is a scheme that involves matching volunteers with local people who need help with getting out and about. This helps people maintain a level of independence as well as providing respite for loved ones/carers. Volunteers can accompany the client on a bus or train to visit friends and family, go on a shopping trip or to medical appointments which would normally require a designated carer.

Electronic vehicle car clubs allow individuals and communities to access to a personal electric vehicle without being tied to ownership. They are usually membership based schemes operated by community groups or private organisations where vehicles are available for short term hire.

Abingworth Meadows Community Transport Plan (updated 2021)

1. Context for submission of this plan

Within the terms of Horsham District Council's consent for DC/19/1707 (revisions to Abingworth Meadows Phase 3), agreement was reached in relation to the financial re-packaging of certain elements of Air Quality Mitigation and Transport Strategy commitments that were linked to original development consents (see 2.2 below for details). The updated commitment is expressed in the DC/19/1707 S106 agreement as follows:

SCHEDULE 6

Submission of an Air Quality Mitigation Strategy

The Owner Covenants with the Council that prior to commencement of development to:

1. Submit an Air Quality Mitigation Strategy to the Council for consideration and approval (such approval not to be unreasonably withheld or delayed), ^{REB} PRIOR TO THE OCCUPATION OF THE FIRST RESIDENTIAL UNIT;
2. The strategy will set out how the £31,000 contribution will be used along with £60,000 (previously agreed between Thakeham Parish and the First Owner) outlining the agreement with the Parish and how the total amount of £91,000 will be spent. This would include details of how the £60,000 has been come to and details of the Parish's Community Transport Strategy.

The additional £31,000 contribution linked to DC/19/1707 (Phase 3) was agreed after all parties had endorsed the scope and funding requirement of a financial plan for a new Thakeham community transport scheme (set out in section 3.5 of this document), also factoring-in that this scheme would make it unnecessary for the developer to provide the electric car-sharing scheme that formed part of the initial proposals under DC/19/1707.

This plan, agreed jointly by Bellway Homes and Thakeham Parish Council ('the PC'), and proposed to HDC planners, seeks to discharge the requirement above.

2. Background

2.1 Thakeham Parish Council has identified poor public transport links and over-reliance of residents on private vehicles to access facilities as a major sustainability issue for this semi-rural parish. The WSCC-subsidised scheduled bus service through Thakeham has been cut over recent years to such a minimal level that it leaves residents unable even to make a day-return journey to local 'hub' towns and villages. Meanwhile central Thakeham is absorbing an additional 208 houses at the Abingworth Meadows development, and a feature of the original consent for this scheme (Condition 25) was the need for a *Low Emission Strategy*. These community transport proposals have been developed to deliver the aims of the original consent, while also incorporating a further uplift of resource linked to the gain of 50 houses that was consented as part of DC/19/1707 in April 2020.

The PC seeks to provide community transport options for its residents via a self-sustaining, community-led scheme which helps address local air quality issues, as well as meeting the needs of those with difficulties accessing public transport who are at risk of becoming socially isolated. This package will include measures to support Abingworth development residents to reduce their reliance on CO2-emitting cars, and will also address the needs of the wider central Thakeham community which has borne the impact of this development.

2.2 Abingworth Meadows original commitments. The legal commitments in the key Abingworth approvals (DC/10/1314 and DC/15/1242) included community benefit commitments relating a Low Emission Vehicle (minibus) and other deliverables within the Travel Plan. The detail is set out in Appendix 1, but the main elements were:

- Provision of 'a Low Emission minibus serving the Abingworth development, along with a list of specific transport routes that this minibus could serve;
- Substantial provision of electric vehicle charging points at dwellings and 6 public-use EV stations in the Village Hall/Shop car park area;
- A cross-reference to a Travel Plan commitment to a 'Travel Plan Coordinator' role.

The detail of these commitments was left unclear, in terms of defining 'low emission', the size of the minibus, how services might be managed, and unspecific funding provision for each element. The PC was always sceptical of the value-for-money and actual community benefit from the 'Travel Plan Coordinator' role. During 2017-18 the PC worked with Abingworth Homes to clarify and rationalise exactly what the commitments equated-to, financially. The agreed upshot of this dialogue was:

Cost heading	Amount	Note
Existing commitment to purchase/adapt low-emission minibus.	£38,000	(a)
Savings from reduced no of EV charging points in Village Hall car park	£10,000	(b)
Savings from not seeking to appoint a 'Travel Plan Coordinator'	£12,000	(c)
	£60,000	

Notes on costings

The figures above were agreed by Abingworth Homes on the following basis (at 2018 prices):

- a) Cost of a good quality 15-seat low-emission petrol minibus (*no electric models then available*);
- b) This figure recognised the saving to the developer from reducing the number of public electric vehicle charging points in the Village Hall/Shop car park area from 6 to 2 x double-charging EV stations;
- c) This figure was calculated on the basis of this role involving 20hrs/month at £13 per hour, plus employment cost overheads, travel and incidentals, for 3 years.

At this time, the PC proposed to invest these funds in a partnership with the West Sussex Community Minibus Association Storrington operation, to acquire a new minibus dedicated to Thakeham needs. That scheme was submitted to HDC planners, with this financial operating model:

	Yr 1	Yr 2	Total for 2 years
Purchase/adaptation of new 15-seat minibus	£38,000		£38,000
Vehicle operating costs (servicing, insurance, road tax, fuel)	£5000	£5000	£10,000
Organisational costs (incl. recruiting/managing drivers;)	£5000	£5000	£10,000
Fund for other deliverables (monitoring impact etc.)	£1000	£1000	£2,000
			£60,000

2.3 2019 Review

In November 2018 HDC planners signalled that although they did not oppose the general concept of re-purposing original commitments to create a community transport scheme, the specific proposal above was considered unsustainable given that the funding available would only last 2-3 years, and there was no guarantee of further tranches. In accepting this advice, the PC also reflected on the point that the proposal above offered only one capital-intensive minibus option, whereas residents' needs were likely to be various, requiring a mixed model that also included other options, e.g. car-sharing and taxi-vouchers. This implied a need to review the best approach, informed by more research of needs.

As part of this review, the potential option of directly subsidising an improved conventional scheduled bus services was re-considered. However, outline costings from Compass Buses confirmed that restoring a single extra weekday service to Thakeham would cost £30K+ p.a., and a single Saturday service would cost £15K p.a. This scale of ongoing cost was considered prohibitively expensive and unsustainable for a single parish, and this option is not considered further here.

2.4 Ecological sustainability

The PC was always conscious of the need to keep this plan linked closely to the original condition aim to *reduce vehicle emissions*. This is particularly important in Thakeham, which borders the Storrington Air Quality Management area, and fits within a general PC commitment to plan for ecological sustainability and to seek opportunities to reduce the need for resident car journeys. The PC will complement these community transport proposals by seeking to facilitate additional facilities in central Thakeham (e.g. retail) and by improving the local rights of way network to encourage walking/cycling.

This also gels with the new HDC Corporate Plan aim to “create a great place to live” which includes specific commitments to invest in walking and cycling infrastructure (1.1.5), to update planning guidance relating to car parking spaces in new developments (1.1.6), and to increase the number of electric vehicle charging points and promote the use of more environmentally friendly vehicles (1.1.7).

2.5 The upshot of this review was to retain the core element of partnering with a specialist existing Community Transport provider, in a scheme with these updated aims:

- *Provide a diverse offer of transport options to residents, in a flexible framework that can be adapted to reflect current research on residents’ needs (see 3.4 below), and future experience of demand;*
- *Give good value-for-money and the prospect of at least a 10-year sustainable operation; and*
- *Focus on low emissions by moving to use electric vehicles as quickly as is economically viable.*

3. Revised Proposals

3.1 Thakeham residents’ community transport needs

For reasons explained in section 2, the PC has undertaken recent research into our residents’ local transport concerns and needs, and the results are summarised in **Appendix 2**. Our general interpretation of this feedback is that it confirms that residents would benefit from access to a range of different types of service. A majority are seeking regular scheduled services to local hub villages/town, while a substantial minority seek door-to-door occasional support. Importantly, the data also gives some confidence that there will be adequate numbers of potential volunteer drivers.

3.2 Partnership with [Community Transport Sussex \(CTS\)](#)

Having reviewed options, the PC now proposes to partner with CTS - the largest charitable community transport provider in Sussex. CTS operate a diverse range of minibus and volunteer-driven car schemes and is an established favoured transport provider for WSCC Social Services and HDC Community Services. This track record gives CTS great experience of maximising efficient use of vehicles and creating financially sustainable arrangements, making CTS well-placed to broker cost effective solutions for Thakeham.

3.3 New Community Transport model developed in consultation with CTS

The timing of the proposed new partnership between CTS and Thakeham PC is potentially very positive as CTS are currently at an advanced stage of discussions with WSCC focused on new post-Covid public transport strategies for West Sussex that will feature community transport schemes taking a more prominent role in provision, especially in rural and semi-rural areas. Based on initial review of needs and opportunities in Thakeham, and subject to further research into desired travel routes for our residents, CTS envisage the new partnership scheme providing the pattern of accessible services set out below.

3.3.1 Minibus-based services

These services would operate at scheduled times in ways that would be tailored in detail to meet local resident demands, as they emerge via further customer research and in-service experience. An initial model of mix of services is set out below. Central Thakeham pick-up points would include The Street and Abingworth Crescent. The scheme would move to use an all-electric minibus as soon as economically viable, which would have its resting/re-charge point at Thakeham Village Hall.

Weekday DDRT¹ services: during the time-slots: 0645-1000 & 1455-1925, CTS proposes transporting school pupils² and/or operating an early morning shuttle from central Thakeham to Storrington and/or Pulborough rail station to link up with network services. These regular services should enable central Thakeham residents to make a return journey to the 'hub' village of Storrington on any weekday. Subject to demand, there may also be potential to run a volunteer-driven electric MPV to further education centres not otherwise served by school transport, e.g. Collyers College, Horsham.

¹ DDRT = Dynamic Demand-Responsive Transport. This involves a ‘virtual line’, i.e. a scheduled route where stops are only made as needed to meet scheme participant reservations – so the schedule may be followed partly or fully.

² The schools-related element will depend on decisions that WSCC are considering with regard to best mode of travel support for pupils from central Thakeham attending Thakeham Primary School at Rock Road, Storrington. If WSCC opt for this scheme to provide this service, it would be structured to allow for before-school and after-school activities, and would enable parents to accompany young children. Otherwise, the scheme will address other needs.

Weekday D2Des³ services: From 10am to early afternoon, CTS would look towards Horsham, running shopping and recreation/fitness services for central Thakeham residents to Tesco (Broadbridge Heath), Waitrose (Horsham) and Sainsbury's (Horsham). These routes could take in villages en route (as public transport currently does) or go via Dragon's Green and Southwater.

Weekend services: CTS would be keen to explore demand for weekend services to combinations of Horsham town centre, Southwater Country Park, Broadbridge Heath Leisure Centre, Pulborough Brooks, Chanctonbury Ring and the Knepp Castle estate for residents of Storrington, Thakeham and any settlements en route.

3.3.2 Volunteer car scheme

We would also expect the volunteer car scheme to be in demand for other journeys, door-to-door, into Storrington, Pulborough and Billingshurst. This service is particularly suitable for less mobile residents. CTS are already sourcing electric vehicles with ranges up to 300 miles.

Other CTS commitments in support of the package above. CTS will...

- Move to acquire an all-electric minibus for use in Thakeham as soon as this is price-viable.
- Provide a replacement vehicle when the community bus being serviced or broken down.
- Provide additional vehicles for services in the village, should there be the demand to do so.
- Assist in recruiting and training local volunteers who would like to drive the community bus.
- Help to establish and grow a local volunteer cars scheme.

3.3.3 Taxi voucher scheme

In addition to the services above, the PC and CTS will work together to promote the existing national taxi voucher scheme, to ensure that entitled residents can access it.

3.4 Ten-year financial plan for Thakeham Community Transport scheme

	Costs			Funding / Income	
	Minibus ¹	Volunteer Cars ¹	Total		
Year 1	£30,000 [Sourcing/badging vehicle + operational costs]	£3,000 [Setup & promote new Thakeham group + operational]	£33,000	a) Abingworth Homes commitment from original S106 agreement.	£60,000
2	£20,000	£2,000	£22,000	b) Additional S106 funding linked to Phase 3 consent.	£31,000
3	£10,200	£2,000	£12,200		
4	£10,200	£2,200	£12,400		
5	£10,300	£2,200	£12,500		
6	£10,300	£2,000	£12,300	c) CTS income from contracts and other hire income @ £6,500 p.a. for 10 years ²	£65,000
7	£10,400	£2,300	£12,700		
8	£10,400	£2,300	£12,700		
9	£10,500	£2,400	£12,900		
10	£10,500	£2,400	£12,900		
	~£133,000	~£23,000	~£156,000	Total	£156,000

¹ The exact balance of provision (and therefore cost) between the minibus and volunteer car elements will be determined by user needs research and experience of demand through the life of the scheme.

² This is a figure that CTS are confident of meeting and are prepared to commit to this proposal as an agreed contribution.

³ D2Des = Door to Destination Service, i.e. the minibus collects booked participants from their homes within a set time period and takes them all to the same drop-off point or one of two drop-off points. It then picks up all the passengers from the destination(s) at a set time and drops them off at their respective homes. There is a standard modest return fare.

3.5 Sustainability beyond 10 years

The PC and CTS recognise that ensuring the scheme's long term sustainability will require securing funding of at least £13,000 p.a. from 2031/32 onwards. Given the lead time, there is confidence that this figure can be found and that the scheme can be made self-sustaining through a combination of income-generation by Community Transport Sussex, modest charges to scheme participants and a potential small PC annual subsidy.

4. Electric vehicle charge points

This plan depends on a future all-electric Thakeham minibus being able to have exclusive/priority access to a fast EV point at the Village Hall. The DC/19/1707 S106 agreement provides separately for this. The PC and Bellway Homes will liaise on the detail of how this is delivered: current assumptions involve a 50kW rapid charging unit, min. 80amp 3-phase supply, capable of separate metering of CT minibus use.

Thakeham Parish Council / Bellway Homes
[Month] 2021

Appendix 1: Detail of original Abingworth Meadows S106 commitments

The S106 commitments relating to the key Abingworth approvals (DC/10/1314 and DC/15/1242) include community benefit commitments relating a Low Emission Vehicle and other deliverables within the Travel Plan, which relate to each other. The key elements in the planning documents are:

a) Relevant conditions in DC/10/1314 and DC/15/1242, and discharge specifications

Attached to the decision notice for DC/10/1314 was Condition 27, specifying that: *Prior to the commencement of development, a Low Emission Strategy (LES) for the development during both construction and operational phases shall be submitted to and approved by the Local Planning Authority and the approved details maintained thereafter.*

This was re-stated as Condition 25 of the decision notice for DC/16/1242, which then mutated into condition 22 of the decision notice for DC/16/0871: *The scheme shall be implemented fully in accordance with Low Emission Strategy (LES) for the development approved under DISC/15/0374.*

Abingworth Homes subsequently submitted proposals to secure discharge of this condition under DISC/15/0374. For the purposes of this proposal the key commitments were:

- Provision of 'a Low Emission minibus serving Abingworth developments upon occupation of the 75th dwelling', along with a list of specific transport routes that this minibus could serve;
- Provision of electric vehicle charging points at dwellings and in the Village Hall/Shop car park area;
- A cross-reference to a Travel Plan commitment to a 'Travel Plan Coordinator' role.

It is worth noting that this document does not define the term 'low emission', or the size of the minibus, or how services would be managed, or specific funding provision for any of these elements.

b) Other S106 agreement references and financial agreements

The S106 agreement for DC/10/1314 contains several other relevant references, including:

- Schedule 1, para 5.3, which specifies that implementation of the Travel Plan should commence 'on the occupation of the first relevant dwelling', and para 5.6, specifying the appointment of a Travel Plan Coordinator amongst other actions.
- Air Quality Management Contribution (AQMC): the original S106 agreement provides for this contribution, which is broadly relevant to the PC's community transport concerns as it is predicated 'on measures which are required to combat the additional impacts of traffic pollution arising as a result of the Abingworth Farm permission and Chesswood Farm permission'. However, HDC planning colleagues have confirmed that the AQMC contributions are already spoken-for, including for costs relating to the Storrington Air Quality Management Zone.

c) Simplifying and rationalising S106 arrangements relating to low emissions and Travel Plan

A key concern arising from the background documents is the sense of risk that the deliverables emerging from this process will be spread too thinly and unsustainably. The PC proposes that the deliverables should be simplified to focus on the aims above, in these ways:

- **Electric vehicle charging points.** For houses in the development, HDC planners have acknowledged that electric vehicle charging requires no more than the domestic 13amp supply. Similarly no-one is now persuaded of the advisability of the original consented proposal that 'charging points should be provided in 10% of communal parking spaces' (which implies 6 points in the Village Hall/Shop car park), nor provide 'cabling to allow 30---50% in future years'. The provision of public charging points brings with it a whole range of complexities and costs that cannot be justified at a location that is not a major village hub. The PC therefore proposes that the only electric charging required is a single point controlled by the PC, for the use of a future hybrid/all-electric community minibus. The savings to the developer should be re-purposed towards the costs of the community transport partnership scheme.
- **Travel routes for the community minibus.** The original proposals included some specific routes and target groups, but these emerged as either unrealistic or superseded by events (e.g. the move of Thakeham First School to Rock Road Storrington). The PC's view is that decisions on prioritising travel routes should be driven by research of residents' needs, and monitoring demand of CT provision.

- **Travel Plan Coordinator role.** The approved Travel Plan for the Abingworth Meadows development forms part of documentation under DC/15/1242. In summary the key element of the Plan was a commitment to appoint a part-time *Travel Plan Coordinator*, 'to manage and foresee the implementation of sustainable travel measures throughout the site', working with an '*RTP Steering Group*' comprising residents and other stakeholders. In theory, this role was due to be in place (cf. S106 Schedule 1, para 5.3) as soon as Abingworth Meadows houses began to be occupied.

The Parish Council has pointed out that not only was this not delivered, but its absence was not missed. This gels with the PC view that the concept of the *Coordinator* role would in practice be unlikely to achieve much, or be good value for money. Nor is it likely to be sustainable – it would be a very unwelcome 'legacy' commitment for the developer to seek pass over to the development residents to fund and manage as an employee on an ongoing basis.

Responsibility to deliver the various actions that the *Travel Plan* envisaged for this role can be redistributed between the developer's management company, the development residents' association, the PC and CTS, along the following lines:

- Coordinating a Travel Plan Steering Group: the practical benefit of this should be reviewed and if desirable, taken forward jointly by the parties above;
- Promoting national and regional travel initiatives – to be done by a combination of the PC and CTS;
- Liaison with public transport operators – this is something the PC already does;
- Periodic surveys and submission of data to WSCC – to be done either by PC, or CTS, or commissioned from specialists, as per specific need.

Appendix 2: Thakeham Community Transport Survey analysis

General

The Autumn 2019 Parish Council newsletter contained a Community Transport survey form (Appendix 2A), and both hard copy and online responses were gathered during November. 89 responses were received (out of a total of approx. 1000 households, i.e. 9% response rate) from a self-selecting group sufficiently concerned about this issue to complete and return the survey. This is a summary analysis of responses.

Features of the sample group

Age distribution: a majority (63%) are 60+, with 30% over 70. Those in age groups 20-50 = 18%; a group of 7 (8%) in teenage years 13-19, mostly attending school/college.

Gender balance: overall modest female majority (58%). The pattern by age group was...

<20 – approx. equal Male/Female
20-40 – large majority Female (9 out of 11)
41-60 – modest majority Female (9 out of 15)
60-69 – approx. equal Male/Female (15 out of 29)
70+ - approx. equal Male/Female (13 out of 27)

Which indicates that the only real difference in interest/concern about transport between the genders occurs in the 20-40 age group, where women are more concerned.

Disability/mobility: 10% (9) respondents classed themselves as either having mobility issues or having a disability, and 6 were in need of assistance. *This confirms the need for any community transport vehicles to be fully adapted in this regard.*

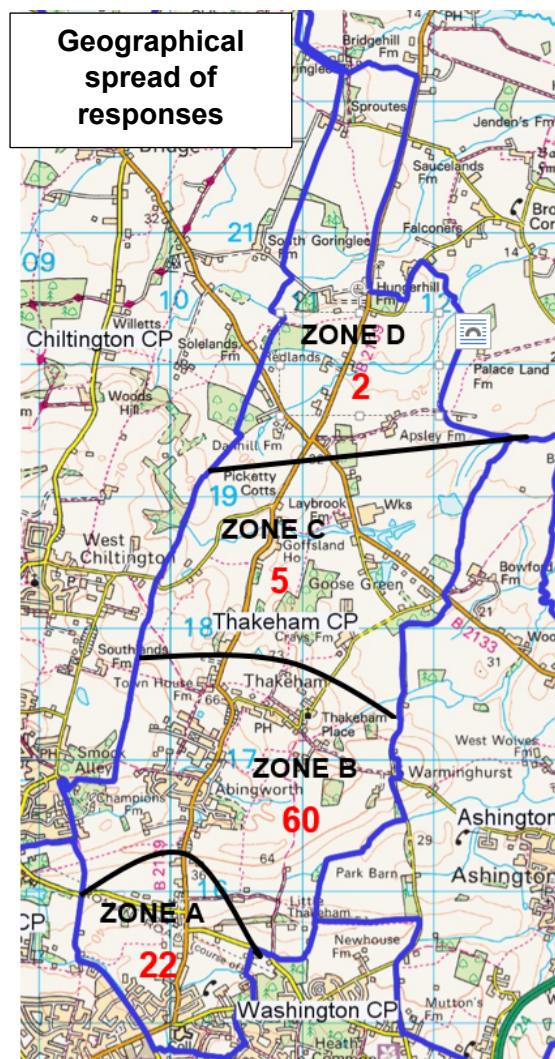
Geographical distribution. Postcode analysis shows that respondents are distributed in the area as per the map overleaf. Unsurprisingly, very much the largest group is in the zone of housing in central/north Thakeham; 60 responses from ~500 households = 12% participation; the response rate from residents of zone A, ie. eastern suburbs of Storrington (22 from ~400 households) = 6%, which indicates as expected that residents in this area benefit from access direct to the 'hub' village facilities of Storrington, as well as the option of more bus services to other local towns.

Existing modes of travel. A summary of the data returned is:

	Own car	Other car	Cycle	Comm Transport	Volunteer car scheme	Mcycle/scooter	Taxi	Train	Coach	Walk	Other
Daily	66	4	2	1	0	0	0	1	0	35	2
Weekly	10	22	4	1	0	1	1	6	1	20	5
Occ	4	20	15	2	4	3	30	47	12	18	5
Rarely	0	0	0	0	0	0	0	0	0	0	0
Never	5	32	56	83	82	83	31	14	61	8	40

From which we can see that for regular (daily/weekly) purposes, the private car and walking dominate, but perhaps the most interesting numbers are those for weekly and occasional use of another person's car.

Purpose of travel: most common travel needs are social visits (71) and medical appointments (65), followed by shopping (47), work (37) and school/college (11) – which is interestingly tells us that at least 4 respondents are mature attendees at local colleges.



Willingness to get involved in a community transport scheme as a volunteer.

Of the 89 respondents, 18 indicated that they would be willing to get involved as a volunteer, either now or in the future.

This seems a very encouraging number.

Requested Destinations – are in this order of demand:

Storrington	84 (mainly central Thakeham residents)
Horsham	66
Pulborough	57
Worthing	53
Chichester	33
Brighton	22
Steyning	21
Crawley	8
Billingshurst	5

Willingness to pay for services – respondents said they were willing to pay the following average prices for return journeys of these kinds:

Weekday hospital visit	Daily commute am + pm	Evening social activity	Weekly shopping trip	Weekday GP surgery visit
£10.77	£4.49	£6.06	£4.68	£5.17

Preference re scheduled service vs pre-booked service: 54 respondents (60%) would prefer a regular scheduled service, while 35% would actually prefer a pre-booked service. (5% didn't respond)

OMR

December 2019

Thakeham survey on transport requirements

Given the low level that our bus services have been reduced to, the Parish Council is undertaking this survey research with local charity Community Transport Sussex, to identify the transport needs of our residents and to inform decisions on investing in additional services.

Please send/deliver this form by 22 November 2019 to:
Thakeham Parish Transport Survey, Parish Office,
1 Abingworth Crescent, Thakeham RH20 3GW

THIS SURVEY SHOULD TAKE 5 MINUTES OR LESS

ONE SURVEY PER PERSON NOT PER HOUSEHOLD

About You *Required

1. Age *

2. Gender * (tick one)

- ☐ Female
☐ Male
☐ Prefer not to say
☐ Other:

3. Post Code *

4. Mobility Status * (tick one)

- ☐ I have a disability
☐ I have a mobility problem
☐ I am fully mobile

5. Do you need any support when travelling? * (tick one)

- ☐ Yes ☐ No

Please turn over ➡

9. What towns/villages are your main destinations? *

(tick all that apply)

- ☐ Storrington
☐ Pulborough
☐ Billingshurst
☐ Steyning
☐ Horsham
☐ Crawley
☐ Worthing
☐ Chichester
☐ Brighton
☐ Other (specify below)

As an individual how much would you be willing to pay for transport for the following journey (Answer for cases relevant to you. Assume a return route and indicate the value in £.)

10. On a weekday, between 10am and 2pm, to be collected from your home, taken to the local hospital (up to 20 miles) and then returned to your home before 5pm. £
11. A daily "commute" service in the morning between 7am and 9am to connect with local public transport and return in the evening between 5pm - 7pm. £
12. An evening or weekend service to enable you to attend social activities (cinema, youth clubs, etc) £
13. A weekly shopping service (Monday-Friday daytime) starting from 1 or 2 departure points within the village and travelling to a local town or supermarket and then returning. £
14. On a weekday, between 9:30am and 4pm, to be collected from your home and taken to the local GP surgery (up to 5 miles) and then returned to your home. £

Please turn over ➡

Your Transport Needs

6. How often do you use those modes of transport? *

(tick one per row)

	Daily	Weekly	Occasionally	Rarely	Never
Own car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use of another car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community transport scheme (minibus)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer car scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motorcycle / Scooter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (specify below)

7. Other mode of transport:

8. For which reasons do you need to travel the most often? *

(tick all that apply)

- ☐ Work
☐ School/College
☐ Shopping
☐ Social visits
☐ Medical appointments
☐ Other (specify below)

Please turn over ➡

15. Would you be more likely to use a regular service or a service booked for a time of your choosing? (tick one box)

- ☐ Scheduled service ☐ Booked service

Bus Services

16. Please tell us which, if any, existing bus services you currently use.

17. How well does the bus service meet your needs? (tick one box)

- Not at all ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Perfectly

18. What changes to the service would most improve it to better meet your transport needs?

Getting Involved

19. Assuming that full support, advice and any relevant training would be provided, would you be willing to become involved in a "good neighbour" scheme by: * (tick one per row)

- | | Yes | No |
|--|--------------------------|--------------------------|
| Becoming a volunteer driver using your own vehicle | <input type="checkbox"/> | <input type="checkbox"/> |
| Becoming a volunteer driver using a community transport vehicle | <input type="checkbox"/> | <input type="checkbox"/> |
| Becoming a volunteer helper for individuals with mobility issues | <input type="checkbox"/> | <input type="checkbox"/> |
| Being part of a "lift sharing" scheme | <input type="checkbox"/> | <input type="checkbox"/> |

20. If you are willing to be contacted about getting involved in one of these ways please provide a telephone number and/or email address.

Thank you for completing this survey.

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE – 6 OCT 2022
SUBJECT:	AGING WELL IN ARUN – AGE UK WEST SUSSEX BRIGHTON & HOVE UPDATE
LEAD OFFICER:	ROBIN WICKHAM, GROUP HEAD OF WELLBEING & COMMUNITIES
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: IMPROVING THE WELLBEING OF ARUN: Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive.	
DIRECTORATE POLICY CONTEXT: Arun District Council will develop a Wellbeing Strategy. Age UK WSBH West Sussex Brighton & Hove is considered a key partner to support older people to be active, fulfilled, and independent later in life.	
FINANCIAL SUMMARY: A grant of £50,000 was approved to support activities for older people in Arun. Future funding is subject to reviews by the Housing and Wellbeing Committee.	

1. PURPOSE OF REPORT

- 1.1. To review the work of Age UK West Sussex Brighton & Hove to enhance opportunities for older people to engage in physical and social activities in the Arun district.

2. RECOMMENDATIONS

It is recommended that the Housing and Wellbeing Committee:

- 1.2. Continue to grant fund Age UK West Sussex Brighton & Hove £50,000 from existing budgets in 2023/24 to support activities for older people in the Arun district.

2. EXECUTIVE SUMMARY

- 2.1. On 24 January 2022 the Housing and Wellbeing Committee approved a grant of £50,000 to Age UK West Sussex Brighton and Hove to support older people's activities. This report is to provide an update on the use of the grant and seeks continued funding in 2023/24.

3. DETAIL

- 3.1. Age UK WSBH West Sussex, Brighton & Hove (Age UK WSBH) plays an important role in improving the quality of life for older people in Arun, particularly those who may be socially isolated or have long term caring responsibilities. Historically, Age UK WSBH has operated the Laburnum Centre in Bognor Regis and provided a range of building-based activities in Littlehampton and other locations east of the river Arun. The Council has a formal working relationship with Age UK WSBH that dates to 2006.
- 3.2. In January 2022, this Committee approved a grant of £50,000 to support Age UK WSBH's work to enhance the local offer for older people. The proposal is detailed in Appendix 1. In consideration of this grant the Committee wished to receive an update in 2022/23.
- 3.3. A written update is provided by Age UK WSBH in Appendix 2.

4. OPTIONS / ALTERNATIVES CONSIDERED

- 4.1. None. This is an update report requested by the Committee.

5. CONSULTATION

- 5.1. None.

6. COMMENT OF THE INTERIM GROUP HEAD OF FINANCE/S151 OFFICER

- 7.1 A sum of £50,000 will be allocated from the 2023/24 budget if Committee approve ongoing support to the 'Aging Well in Arun' project.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. None.

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 8.1. A Service Level Agreement has been drafted for this grant. There are no direct legal implications arising from this report.

9. HUMAN RESOURCES IMPACT

- 9.1. None

10. HEALTH & SAFETY IMPACT

- 10.1. None

11. PROPERTY & ESTATES IMPACT

- 11.1. None

12. EQUALITIES IMPACT ASSESSMENT (EIA)

- 12.1. Arun district has a large elderly population. The work of Age UK WSBH is to support the wellbeing of all people from the age of fifty years to live healthy independent lives.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT

- 13.1. None

14. CRIME AND DISORDER REDUCTION IMPACT

- 14.1. None

15. HUMAN RIGHTS IMPACT

- 15.1. None

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

- 16.1. None.
-

CONTACT OFFICER:

Name: Robin Wickham

Job Title: Group Head of Wellbeing and Communities

Contact Number: 01903 737835

BACKGROUND DOCUMENTS:

Appendix 1 Age UK WSBH West Sussex, Brighton & Hove Funding Proposal

Appendix 2 Age UK WSBH West Sussex, Brighton & Hove Update Report

Background

Age UK West Sussex, Brighton & Hove is the leading older people's charity in the region and we are proud to have been working with you in Arun for over 20 years. Our main hub is the Laburnum Centre in Bognor Regis, but our approach is district-wide across Arun. Thank you for your generous funding in 2022/23 that has enabled us to sustain our work in this local area.

How we are using the funding

Since April 2022, we have helped 650 older people through 70 different clubs, classes, social and physical activities at the Laburnum Centre and in the community. 80% of these people live in the areas we identified as a priority in our original bid.

In addition, we have supported at least another 400 older people in Arun through our dementia clubs, information & advice service, hospital and help at home services.

The funding from this grant has contributed to the salaries of the Development Manager and the Locality Coordinator, whose roles are to develop and support the administration of these activities and services and to map the current provision, identifying where gaps may be.

At the beginning of the period, Littlehampton United Church was one of our outreach hubs and we delivered a range of social and physical activities. After careful consideration and financial review, we made the decision to change the way that we work in that area. We weren't covering the rent through the activities income and our local mapping and knowledge identified that there is a substantial amount of provision for older people in the immediate area. We supported people to attend these other activities and are setting up new ones where the activity doesn't exist and there is demand for it.

We continue to offer Walking Football in Arundel and also delivered classes in Middleton in this period. We are developing more activities in other areas of Arun.

We receive funding from West Sussex County Council (WSCC) to deliver a social isolation contract and part of this funds a Community Agent – a specialist loneliness social prescriber who works across Arun to link people to activities of interest/need to them. The Development Manager line-manages this post and together they have been looking at potential new areas to develop new services for older people. The cost of living is already cited as a reason people are not getting out and about.

Working together

Partnership is key to us. We have formal relationships with Community Transport Sussex, Royal Voluntary Service and West Sussex Mind as a part of our WSCC contract, with each bringing a specialism that supports older people.

We want people in Arun to age well. In this period, with Voluntary Action Arun and Chichester (VAAC), the Development Manager set up the Arun District Older Person's Network – a group for professionals to collaborate, share information, best practice and suggestions on making Arun the best place to age well. The meeting was really well attended and there are increased relationships, partnerships and opportunities as a result. VAAC and Age UK WSBH have since submitted two joint funding applications, one of which has been successful.

At the Laburnum Centre we are setting up an Arun District Older People's Forum. The aim of this forum is to hear, listen and support older people to have their voice heard in making change. This will be an independent group, with support from us.

Like many Charities, we have had challenges in raising money and recruiting staff in Arun in this period – the cost of living impacting us as an organisation, as well as our employees. Recruitment of good Instructors is really challenging and a fall out from COVID when many went on to do other things.

Over this period we have also been meeting regularly with the Arun Communities & Wellbeing Team and other key third sector partners of the Council. We have recently taken on a Falls Prevention project. Most latterly, we have all been discussing the Cost-

of-Living Emergency and what this means for older people. One example is that we can use the Laburnum Centre as a warm space – it's currently less busy in the afternoons and would welcome anyone, from any age, to make use of this provision. We will also be offering information and advice sessions in Arun to ensure older people are receiving all the financial support available to them. We are closely connecting with West Sussex Fire Service and signposting each other to our services, thus preventing not only death by fire, but also loneliness. We are extremely worried about the mental health of older people and are working closely with WS Mind to prioritise the alleviation of this.

This Winter is one that we are fearing for older people and we are doing all that we can to put measures, advice and support in place for older people living across Arun District, which will continue to be physical and social activities around Arun, as well as a warm place to sit, eat and be with others.

As Councillors, we also urge you to signpost older people to us.

Thank you again for your generous support.

This page is intentionally left blank

Funding proposal prepared for Arun District Council

Ageing well in Arun with Age UK West Sussex,
Brighton & Hove



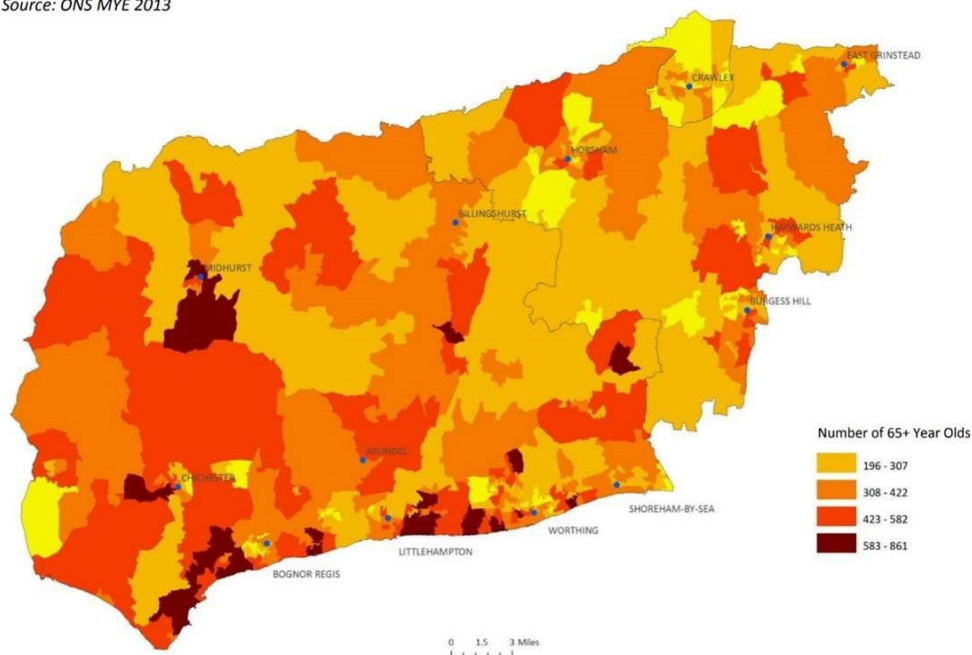
Introduction

Age UK West Sussex, Brighton & Hove (AUKWSBH) is the leading older people's charity in the region, and we are proud to have been working with you in Arun for over 20 years. We currently support 20,000 residents across the county and have big ambitions for our work locally. Our organisation's strategic plan sets out a framework of priorities and goals for AUKWSBH over the next five years – our anchors are that we want older people to be **informed, connected, healthy and independent**. We do this in a variety of ways, with the older person at the centre – shaping our services and activities to ensure they are fit for purpose. We want older people in Arun to love later life. Where that's not possible, we believe we can always make a difference. Times have been particularly tough over the last 18 months and we're under no illusions that we have an easy task ahead. However, we're more determined than ever to make life better for older people and would love to continue working closely with Arun District Council (ADC) to make it a great place to grow old.

This paper serves to update on our current work in Arun and to propose how we continue to work together from 1st April 2022.

A snapshot of older people in Arun

Population Aged 65+
Source: ONS MYS 2013



- Arun has the highest population of older people in West Sussex.
- There are over 47,000 people over 65, equating to 29% of the overall population for the district.
- There are 18 wards in Arun where the median age is 60 or over (East Preston has a median age of 68.6 years).

- 2,000 older people in Arun live in care homes.
- 15,461 (33%) live alone (50% of all older people are female, over 75 and live alone).
- 12,700 older people are predicted to be at risk of falls in Arun.

How we currently support older people in Arun

Through the following services and projects, AUKWSBH helped c.3,000 people in Arun from April 2020 to March 21:

- A large, bespoke building in Bognor Regis called the Laburnum Centre offering an extensive varied timetable, new gym, and café.
- Social and physical activities in the community (currently 'East' Arun)
- Daybreak Dementia services
- Help at home
- Information and advice
- Meal deliveries
- Befriending
- Support at home after hospital
- Take home and settle (after a hospital stay)
- Social prescribing
- COVID champions

Current funding arrangements

AUKWSBH is incredibly grateful to have had such generous support from Arun District Council for a number of years. To deliver the aforementioned services, our main funders in Arun are Arun District Council, West Sussex County Council and the local Primary Care Networks. Any shortfall is covered by local and central fundraising.

We manage the lease at the Laburnum Centre in Bognor Regis and currently receive £44,000 from ADC to support this building, this is on a sliding scale until 2027 when we will be self-sufficient in financing the building.

We also receive £80,000 from ADC to deliver 'East of Arun Clubs' and this Service Level Agreement (SLA) ends on 31st March 2022.

In April this year, AUKWSBH was successful in tendering for ten of the eleven West Sussex County Council (WSCC) Social Support contracts; in Arun this means information and advice (I&A), support at home after hospital, take home and settle, prevention and assessment Team (PAT) and a contract to tackle social isolation. All these contracts are district-wide and supporting people over 65. This is the first time that WSCC has given financial support specifically for social activities (to reduce loneliness) for Arun in this way. All the contracts are for 5 years (with possibility to extend for a further two years) and we are in a formal partnership arrangement with

West Sussex Mind, Royal Voluntary Service and Community Transport Sussex. This collaboration was reached given the known need in Arun and recognised expertise from these charities.

We are writing to make a formal request of £50,000 from 1st April 2022 from ADC. The reduced amount is in recognition of the money that WSCC are now investing in this area and the known financial pressures that local authorities such as ADC are facing - not least due to the last 18 months of COVID.

The difference we make to older people

What is also clear is the place we have in Arun. AUKWSBH is a trusted, well-respected charity that consistently delivers above and beyond for older people in Arun. We are connected, work well in partnership, and never lose sight of our drive to serve older people in Arun as best as we possibly can.

Since AUKWSBH last applied to ADC there has obviously been a change to the funding from WSCC and it's great to see this investment in older people in the Arun District. We also recognise the need to demonstrate how the two funding streams are really important to us and make a difference on our grass-root delivery.

We would therefore like to propose that we offer clarity for ADC and WSCC as to what each funding arrangement provides and are suggesting that any activities delivered under the ADC SLA are entitled '*Ageing well in Arun*'. We would like to discuss this name further with you if successful with the grant to ensure it also works for you. We propose using this strapline, with your logo and our logo across any activities or services we provide in Arun because of your funding. We would also love ageing well to be a thread for consideration across your other programmes such as Arun Wellbeing, housing teams (sheltered housing) and planning/regeneration departments. This will help to ensure older people and their needs are considered across the board.

Without the funding from ADC, there is risk to some services in Arun, and the momentum we have built over the last few years will lose traction. We want to continue to aim high in Arun and help ensure that it's a great place to grow old in, and there's so much more we can do. With the highest population of older people and the true health impact of COVID still yet to be realised, there is still a lot for us to lead on and deliver in local communities that need it most.

How we will use the funding

AUKWSBH will deliver a range of physical and social activities in Arun communities to support the happiness, health, and wellbeing of people over 50.

The funding will go towards the costs of the two key staff members who develop, plan, and help deliver the activities – the Development Manager and a Co-ordinator.

We will employ ‘sessional workers’ to do the actual delivery of the class – be that floristry, Pilates, line-dancing or art. We cost each activity out to ensure that the charge per person covers the hire of the room and the sessional worker. We have vast experience of doing this and have recently set up a hub in Littlehampton, an example of the timetable is attached.

The Development manager is highly skilled in mapping areas, looking at the need, want and gaps and setting up activities for older people that support this. Our most recent work has been developing an offer in Berstead, Wick and Arundel using this approach.

Our proposed approach to support older people

The planned approach is to offer professional, high-quality activities, projects and services in places where older people are in Arun.

We want to ensure we take a truly local approach with our programme. To enable this, we will create an asset map (for older people) before starting work in our proposed priority wards. This will give a clear understanding of the areas and will inform the needs, wants and gaps in the areas for older people, allowing us to begin setting up activities. It will also help us understand how older people are (or aren’t) currently supported in their local community and build on the COVID response from last year. We will either set up activities, facilitate them and/or support existing activities and this will depend on the need and want in the area. The underlying ethos is that we’re there to make a difference – not take over, step on toes nor duplicate. We will work with partners, building on our connections, understanding and reach, and with the same ethos. The activities or projects will be a mixture of what older people want but will also be informed by our experience and what we know is supportive of ageing well.

Evidence based work

AUKWSBH will deliver at least one, regular and sustainable activity for older people in the following wards under Ageing well in Arun.

These wards have been carefully considered, using Office for National Statistics (ONS), population data, the Age UK loneliness heat maps and Joint Strategic Needs Assessment (JSNA) intelligence and prioritised as such. They are:

1. Recognised areas of deprivation (D)
2. Areas where the highest number of 50+ year olds live (O)
3. Areas with the highest prevalence of loneliness (L)

Total	Cohort
Aldwick West	D, O
Angmering & Findon	O

Arundel & Walberton	O
Beach	O, L
Bersted	D, L
Brookfield	D, L
Courtwick with Toddington	D, L
East Preston	O
Felpham East	O
Ferring	O
Hotham	D, L
Marine	D, L
Middleton-on-Sea	O
Orchard	D, L
Pevensey	O, L
River	D, L
Rustington East	D, O, L

AUKWSBH knows and understands inequality and through this funding will prioritise the following cohorts of older people:

- Limited incomes
- Diverse communities
- LGBTQ+
- Men
- Sensory impairments
- Veterans
- The bereaved

Budget breakdown

The grant will go towards the costs associated with Ageing Well in Arun:

INCOME					RATE			TOTALS
GRANT INCOME	Ageing well in Arun activities and projects in Arun				£50,000			£ 50,000
TOTAL INCOME								£ 50,000
EXPENDITURE								
DIRECT STAFFING:	ROLE	SALARY	FTE	Allocation	SALARY	PENSION	NI	TOTAL
STAFF COST	Development Manager	30,000	1.00	0.50	15,000	600	2,070	£ 17,670
STAFF COST	Co-ordinator	21,500	1.00	0.75	16,125	645	2,225	£ 18,995
TOTAL STAFF COSTS					31,125	1,245	4,295	£ 36,665
INDIRECT COSTS					RATE			
OVERHEADS	Central costs (HR, IT, Management), training, travel,				20%			£ 10,000
OTHER ACTIVITIES COSTS	Contingency to cover room hire, instructors as class numbers build							£ 3,335
TOTAL INDIRECT COSTS								£ 13,335
OVERALL TOTAL INDIRECT COSTS								£ 50,000

Meeting your corporate objectives

Your future - Strengthening our economy through regeneration and better infrastructure. AUKWSBH meets this in a number of ways; when working with people who are 'younger' older at 50 we are preventing ill health in the future, increasing resilience and the ability to remain independent for longer, thus reducing the financial pressure on health services. They are also more likely to remain in Arun and spend money locally, thus supporting the local economy.

Your council services – Serving communities well by delivering the best services we can afford. We are really experienced in working in Arun and understand the levels of deprivation, what people can and can't afford and how to broach this. We have tried to run our activities at an affordable price so that this is not a barrier to taking part.

If you and your family need help - Supporting those people in our district who need our help. We are all too aware of the pressures of the 'sandwich generation' – those that are still working and caring for ageing parents, as well as supporting children and grandchildren. We support families, local or not, with ensuring their older relative is happy and healthy in later life through our programme of activities and wider services (such as information and advice).

How we currently work with the Council

Our relationship with ADC is one we value greatly. We work closely with the Community Wellbeing directorate and most recently have collaborated together on the COVID champion project – ensuring lesser heard from communities receive regular and timely information about the COVID vaccination programme and other key messaging. We were praised for 'getting stuck in and delivering,' when others were still in the planning stages. We have also recently been working together on Fuel Poverty. We feel our relationship with the Council is strong, equally, we are valued as a key organisation in both the third sector and across Arun communities.

Working with wider partners

AUKWSBH know that we can't reach all the older people in Arun alone and partnership is really important to us – that we work together and also recognise the strengths of other organisations in supporting older people locally.

We recently set up the first Older People's network in Arun. This is for professionals working with older people in the area. We did this in collaboration with Voluntary Action Arun and Chichester (VAAC) and work very closely with them as the local infrastructure support organisation. Other partners that we work closely with, to name but a few, are Mind, RVS, Citizens Advice, Freedom Leisure. DWP, Emerging Futures, Aldingbourne Trust, CU FITTER, RAFA, veteran groups, AHS Wellbeing (falls prevention) WSCC Occupational Health and Physio Teams. We work with partners specifically addressing transport locally such as Arun Community Transport,

as well as Community Transport Sussex, and recognising the expertise of some of the smaller and very experienced voluntary groups in Arun. A networking group has also begun to look at this need across Arun, supported by VAAC and us – recognising that transport can be a barrier for older people feeling connected and enabling them to take part in activities that they love.

A wider-system approach

With the momentum we have in Arun, we want to be the expert voice to go to when addressing issues, challenges or opportunities for older people and be the trusted partner to help ensure Arun is an amazing place to grow old. This wider work means making sure communities of Arun are age friendly – from practical steps such as benches, toilets, drop kerbs and good transport links, to ensuring recruitment is not age discriminatory as well as providing good retirement advice, or bereavement support so that older people continue to be valued and active parts of the local community.

To close

Quite simply, we want older people in Arun to love later life and where that's not possible, we believe we can always make a difference. We're needed more than ever in Arun and are fully aware of the work we now need to do.

AUKWSBH would love to continue working with you to meet the needs of your older residents – thus ensuring that Arun is a great place to age well.

Thank you for all the support you have given AUKWSBH over the years and thank you for reading and considering our funding application.

Jo Clarke, Director of Partnerships & Localities
15th October 2021

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE ON 6 OCT 2022
SUBJECT:	ARUN COMMUNITY ENGAGEMENT REPORT
LEAD OFFICER:	ROBIN WICKHAM, GROUP HEAD OF WELLBEING AND COMMUNITIES
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: IMPROVING THE WELLBEING OF ARUN: Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive Work with key partners to ensure we deliver council wellbeing services complementary to their own, rather than duplicate effort Support the voluntary and community sector to provide services that help the most vulnerable in our community Provide infrastructure that supports wellbeing	
DIRECTORATE POLICY CONTEXT: Arun District Council will develop a Wellbeing Strategy to promote and support a multi-agency response to tackle the causes of health inequality in Arun's areas of greatest deprivation. Also work with partners to provide advice, support and activities that promote community wellbeing where it will have the greatest impact.	
FINANCIAL SUMMARY: The Arun Community Engagement Project comprises of the following external funding for a two-year fixed period (January 2022 to December 2023). <ul style="list-style-type: none"> • Contained Outbreak Management Funding • Safer Arun Partnership • Community Champions 	

1. PURPOSE OF REPORT

- 1.1. This report seeks endorsement of the approach and aims of the Arun Community Engagement Project and provides summary information on the progress of the project to date.

2. RECOMMENDATIONS

- 1.2. The Housing and Wellbeing Committee are recommended to endorse the approach and aims of the Arun Community Engagement Project as stated in paragraph 4.2.

2. EXECUTIVE SUMMARY

- 2.1. The Arun Community Engagement Project officially launched in April 2022. This report sets out the project's progress to date in the two delivery locations of Bersted Green Hub in Bognor Regis and in Chilgrove House Littlehampton.

3. DETAIL

- 4.1 The Arun Community Engagement Project comprises of a Senior Community Engagement Officer supported by two Community Engagement Officers who are based in community buildings owned by Arun District Council: Chilgrove House in Littlehampton and Bersted Green Hub in Bognor Regis. The project is incorporated into the work of the Wellbeing and Communities Team at Arun District Council, overseen by the Communities & Wellbeing Manager.
- 4.2 This project provides dedicated and accessible resources to actively engage with local communities in these areas of high need (they experience greater health inequalities compared to the wider Arun population) and, in essence, it is a community development locality approach. The broad aims of the project are:
- Build trusted relationships with these communities in order to understand their issues and concerns
 - Mobilise partnership responses to address identified community issues working on the principles of a 'hand up not a hand out'
 - Encourage and support safer, healthier and resilient communities through initiating and creating opportunities for social change in the identified areas
 - Help and support these local communities to recover and reinvigorate from the effects of the coronavirus pandemic and associated health inequalities (including wider social determinants of poor health i.e., social, cultural and economic)
 - Provide a mechanism to encourage these communities and individuals within them to tackle health inequalities by taking up opportunities that support healthier lifestyles
 - Generate new ideas and new ways of working with partners and the local community
- 4.3 The project team started in February 2022 and quickly set out to refresh and repurpose the two community buildings which had been dormant for some time due to the pandemic, so they were fit for purpose as community centres i.e., friendly and welcoming.

- 4.4 At Bersted Green Hub, over the course of two days, the internal building was repainted by volunteers from Osborne (the councils housing repairs and maintenance contractor) and veterans from Bognor Regis. Travis Perkins supplied the paint and painting equipment at no charge. Two sofas were donated by a local cancer charity.
- 4.5 At Chilgrove House, Tivoli (the councils parks contractor) worked onsite for four days clearing the rubbish, removing the old fencing and putting in new fencing for the outside area (contribution in kind) so the area was safe and usable. The councils parks department donated two bench seats with tables which Tivoli assembled. Osborne's provided three planters for the outside area, hanging baskets and plants. The United Church donated cups, saucers and plates.
- 4.6 At both centres, Nvrio (the councils cleaning contractor) cleaned the windows and undertook a deep clean prior to each launch open day, at nil charge.
- 4.7 A local cleaning company, Sussex External Cleaning services offered their services for free: at Bersted Green Hub they cleared and treated the moss from the paving slabs outside the entrance to the centre and at Chilgrove House, they cleared all the weeds and tidied up the areas outside the centre.
- 4.8 These partners were pivotal to helping with the successful launch events in April and the estimated in-kind value from these generous offers of help and support at both centres is equivalent to approximately £5,000.
- 4.9 A Bognor Regis company designed and installed new graphics for the front windows of both centres and signage for the external entrance to the Bersted Green Hub building to signify the hub was open. An employee of the company lives near to the Bersted Green Hub and wanted to make a local contribution to the relaunch of these centres.
- 4.10 Wifi has been installed at both centres. There are two computer terminals in both centres for anybody in the community to use, supporting and enabling digital access and inclusion in these areas.
- 4.11 The projects officially launched with a community open day event on Saturday 2 April 2022 at Bersted Green Hub and Saturday 9 April 2022 at Chilgrove House. These were well attended by members of the local community, partners and local councillors.
- 4.12 Partners who supported the launch events included: Cancer United, U3A, Arun & Chichester Citizens Advice, AgeUK, Aspire, Voluntary Action Arun & Chichester, Arun Wellbeing, Mind, Osbournes and Freedom Leisure.
- 4.13 A variety of activities were available at both centres including taster dance classes, painting and colouring competitions with prizes and a very popular raffle (sourced

at nil cost). Flowers and plants were donated by Marks & Spencer (through the foodshare initiative). Chilgrove House also had a local band. Both launch events were well received by the local community and partners alike, with numerous positive comments from local residents saying it was a happy and uplifting experience.

- 4.14 Following the successful launch days, the project team have proactively worked with the local community and partners to develop and deliver a variety of activities and opportunities for local residents to use the community centres.
- 4.15 The regular presence of the Community Engagement Officers, who are based at each centre, has been pivotal to building trusted relationships with local residents. Through talking to as many people as possible both at informal drop ins and whilst outside in the wider local community on regular walk-about, the officers have been asking people for their suggestions on what should happen at each of the centres. Initial ideas ranged from quizzes, bingo, singalongs, film afternoons and a homework club. There was a strong sense that people wanted to reconnect and meet with each other after the covid pandemic.
- 4.16 Early insight shows that residents who access the centres and consequently share their positive experiences with other community members i.e. word of mouth, has been an effective way to raise awareness and increase engagement with the centres. Complimenting this informal communication are dedicated Facebook pages for each centre, managed by the Community Engagement Officers: Chilgrove House – has approximately 250 followers and Bersted approximately 51 followers. This higher numbers for Chilgrove House could be indicative of younger age demographics living near to and involved with activities at Chilgrove House.
- 4.17 Currently, there are approximately 100 – 125 local residents per week who are using Bersted Green Hub and Chilgrove House to participate in activities and / or socialise with other local people from their area. Whilst there are shared aims between both centres e.g., improving health and wellbeing, the type of activities and opportunities to socialise are sometimes different in each hub, reflecting the demographic variation and associated needs in each local area. Each hub also welcomes residents to drop in for open tea and chat sessions: these have been instrumental to building relationships with wider members of the local community.
- 4.18 At Chilgrove House, regular activities include:
- Weekly Community fridge
 - Chair Dance (average 20 participants)
 - Street Dance (for children)
 - School Uniform: secondhand donations are sourced via Morrisons (nominal charge or free). All proceeds go back to local schools.
 - Children's arts/crafts/computer skills between 25 to 35 children
 - Caterpillar baby group with parents

- Bingo

4.19 At Bersted Green Hub, regular activities include:

- Colouring/Knitting crafts
- Chair Dance
- Happy Feet (exercise)
- New Age Curling
- Bingo
- Tai Chi
- Family support including free food pop up
- Caterpillar baby group with parents
- Fish and chips or Pie and Mash lunch

4.20 Working with local partners is important to meeting the needs of each local community. The Arun Wellbeing team are co-located at both Bersted Green Hub and Chilgrove House, offering informal drop ins and delivering weight management courses. The Wellbeing team also give advice on healthy eating and cooking when the community fridge is at Chilgrove House, giving residents advice and confidence on how to make the most of the food available.

4.21 The community engagement team work closely with the councils housing team. Together with the Housing Resident Engagement Officer, they have helped with local estate clean ups and planting projects. The councils housing officer has bi-weekly coffee mornings at Bersted Green Hub for residents at Bersted Green Court.

4.22 Arun & Chichester Citizens Advice have sole use of Chilgrove House every Monday (at nil cost) to deliver advice and support for local residents. Uptake is good and it is anticipated access to this support will increase going into the winter e.g., rising energy costs.

4.23 Active Sussex have funded 26 weeks of free exercises classes at both centres which have had good take up from local residents. The Senior Community Engagement Officer ensured that 30 participants completed the course evaluation surveys. Active Sussex have visited Chilgrove House and after speaking with two community members involved in the classes, have invited them to join their conference at Brighton in September 2022 to share their own personal stories of their exercise journeys. This is a significant achievement in its own right as historically, participation in exercise classes is low within areas that experience higher health inequalities. The two residents are excited to join the conference and share their experiences for the benefit of others.

4.24 Following a conversation with the Head Teacher and Bersted Green Primary School who advised that many children were going hungry, the Senior

Community Engagement Officer has been facilitating food distribution to the school, supported by the Arun & Chichester Food Partnership Group.

- 4.25 The Senior Community Engagement Officer has increased local resident involvement in the Bersted Green Surgery Patient Participation Group through the inclusion of four new community members. These residents will participate in bi-monthly meetings, contributing their patient voice and experience within the local primary care services.
- 4.26 The community engagement team have built relationships with local mental health services: at Bersted Green Hub, the local mental health centre (Bedale) will be co-located at the centre providing outreach appointments and at Chilgrove House, MIND will also be co-located as part of their community outreach programme. Having these services accessible within these local communities is vital to increasing community uptake and participation.
- 4.27 Both hubs are used for outside bookings and private hirers, increasing the variety of activities available at the hub and maximising their use for the local community.
- 4.28 A key successful project outcome to date has been bringing on board resident volunteers who are now actively involved in supporting each of the community centres. This has proven to have had significant personal positive effect for those volunteers and is central to embedding these centres as part of the community and the key principle of 'doing with, not doing to'. The case studies in **Appendix A** illustrate the positive impacts for the volunteers involved at each centre. These are a powerful testimony to the potential long term positive impacts of these projects as they continue to grow their reach and involvement in the wider community.
- 4.29 Going forward, each hub will have an action plan setting out the key outcomes and measurements to monitor and track progress against the desired aims and principles as set out in 4.2. Key to this will be incorporating the community consultation outputs from each area, facilitated by an external organisation working in partnership with the Community Engagement Team and project stakeholders / partners (community and voluntary sector, health, and West Sussex County Council). The community consultation results are due in autumn 2022.
- 4.30 Governance for this project spans two local partnerships: Safer Arun Partnership (funder) and Arun Local Community Network both chaired by Cllr Alison Cooper. Future updates will be provided to Arun District Council's Housing & Wellbeing Committee.
- 4.31 Councillors have a vital role in working and supporting local residents and communities in these areas and the team are keen to work with and alongside

members to successfully deliver the project outcomes and make a positive impact.

4. CONSULTATION

4.1. Consultation has not been undertaken in relation to this report.

5. OPTIONS / ALTERNATIVES CONSIDERED

5.1. Consideration of options / alternatives is not required in relation to this report.

6. COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

6.1. There are no direct financial impacts on the above areas arising from this report at this time. However, the external funding for this project ends in December 2023. If external funding is neither continued nor replaced, the Council will have to fund the project from its own resources should it wish to continue the project. This will involve budget growth which would have to be considered in the agreed manner.

7. RISK ASSESSMENT CONSIDERATIONS

7.1. There are no direct impacts on the above areas arising from this report.

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

8.1. When exercising its functions, the Council must have due regard to the need to eliminate unlawful conduct under the Equality Act 2010, the need to advance equality of opportunity and the need to foster good relations between persons who share a protected characteristic and those who do not (the public sector equality duty). Whilst the Council is not obliged to have a Community Engagement Project, such a project demonstrates a commitment to that duty.

9. HUMAN RESOURCES IMPACT

9.1. There are no direct impacts on the above areas arising from this report.

10. HEALTH & SAFETY IMPACT

10.1. There are no direct impacts on the above areas arising from this report.

11. PROPERTY & ESTATES IMPACT

11.1. There are no direct impacts on the above areas arising from this report.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. There are no direct impacts on the above areas arising from this report.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. There are no direct impacts on the above areas arising from this report.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. There are no direct impacts on the above areas arising from this report.

15. HUMAN RIGHTS IMPACT

15.1. There are no direct impacts on the above areas arising from this report.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. There are no direct impacts on the above areas arising from this report.

CONTACT OFFICER:

Name: Georgina Bouette

Job Title: Wellbeing & Communities Manager

Contact Number: 01903 737605

BACKGROUND DOCUMENTS:

Appendix A

Volunteer Case Studies

Appendix A – Volunteer Case Studies

Chilgrove House

Resident A is in their early sixties and has multiple chronic health conditions. Through knowing the Community Engagement Officer in their previous council role as housing officer, resident A came into the hub in its very early stages to see the refurbishment. Whilst there, they noticed that a donated tea set had been in storage and was very dirty. They rolled up their sleeves and spent a couple of hours washing and drying and organising the kitchen cupboard. They thanked the officers for letting them help and said it was “lovely to feel useful”. They returned the next day and took the donated school uniforms, ironing them and bringing them back looking crisp and new as they wanted to ensure nobody received anything that did not look its best. They have volunteered every day since and have been instrumental in setting up the centre, planning the opening event and everyday organisation of the centre including the bingo, registration and raffle prize collections.

Supported by the Community Engagement Officer, resident A achieved their level two food hygiene qualification, the first qualification they have ever had of which boosted their self confidence and self-esteem.

Resident A participates in the exercise classes at the centre, has joined the local gym for swimming sessions and has lost 31lbs. They have reduced their smoking from 20 a day to 6 a day. They now try to eat a healthy diet and encourages other people to do the same. Before the centre opened resident A did not get dressed, remained in their nightwear all day everyday (unless attending an appointment that required dressing). They did not do any form of exercise, ate junk food everyday and had little self-worth.

The transformation for resident A has been inspiring for the Community Engagement Team: now open, confident, motivational and always helpful, Resident A is behind everything the project aims to achieve and does their absolute best to make sure it is successful. Resident A disclosed that they had always been told that they were useless including their teacher telling them they were stupid and has never been given credit for anything. The project team regularly tell Resident A how valuable their help and support is to the centre and the community: slowly beginning to believe in themselves.

Resident A is pivotal to the successful running of the community centre; they are an ambassador for the project and they have been invited to speak at the Active Sussex conference in September.

Bersted Green Hub

Resident B is in their early sixties and has lived at Bersted Green Court for 5 years. They retired early due to a breakdown and has largely kept their own company. Resident B did not come to the opening of the Hub in April but regularly sat in the park opposite by themselves. One morning the Community Engagement Officer asked them if they would like a cup of tea to which they said yes and then started to come into the centre a couple of times a week. One particularly busy day they jumped in with the Community Engagement Officer making the teas and coffees and helped move tables and chairs for the New Age Curling and put it all back together at the end of the day.

Resident B started to help on regular occasions so the officers asked him if he would like to make it official and sign up as a volunteer. They were pleased to be asked and now comes in every day. They keep an eye on the building at weekends and is happy to look after residents using the centre with drinks and biscuits if the Community Engagement Officer is in a meeting or otherwise engaged. The regular visitors to the Hub acknowledge Resident B's position and are happy to have them about: visitors ask after Resident B when they are not in and say they look forward to them blue tooting their phone to the boom box to play country and western music as they liven the place up. Resident B has been reliable and solid volunteer involved in the hub and their support and commitment is both appreciated and valued by the officers and residents alike.

Resident B feels that their volunteering at the hub gives them a sense of purpose and responsibility without the stress of pressure of paid work. They volunteer because they like it and realises that they are relied on by some of the frailer residents which has given them their self-confidence back after their breakdown. Resident B has proved themselves to be a great organiser and recognises this strength which they are happy to share for the benefit of others.

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE ON 6 OCT 2022
SUBJECT:	SAFER ARUN PARTNERSHIP SCRUTINY REPORT
LEAD OFFICER:	ROBIN WICKHAM, GROUP HEAD OF WELLBEING AND COMMUNITIES
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: IMPROVING THE WELLBEING OF ARUN: Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive	
DIRECTORATE POLICY CONTEXT: The Council has a duty under the Crime and Disorder Act 1998 (Section 5) to review and scrutinise the decisions made, or other action taken, in connection with the discharge of crime and disorder functions by the Safer Arun Partnership.	
FINANCIAL SUMMARY: Not applicable to this external body scrutiny report.	

1. PURPOSE OF REPORT

- 1.1. This report provides summary information which is intended to assist the committee in undertaking its statutory function of scrutinising the performance of the Safer Arun Partnership (SAP).

2. RECOMMENDATIONS

- 2.1. There are no recommendations put forward with this report. It is an “information only” paper which provides detail from which the committee can scrutinise the performance of the Safer Arun Partnership. It should be noted that SAP is an outside body.
- 2.2. However, when undertaking scrutiny of the Safer Arun Partnership, the committee does have authority to make its own recommendations back to the partnership in relation to any performance and reporting elements it deems appropriate.

3. EXECUTIVE SUMMARY

- 3.1. This Safer Arun Partnership scrutiny report is the second to come before the committee and is in line with the recently agreed principles of assessing performance of the partnership.

- 3.2. **Appendix A** provides access to a copy of the most recent partnership plan. This was updated following the most recent SAP meeting on 25 July 2022 and reflects the current status of all actions and work streams.

4. DETAIL

- 4.1. The most recent SAP meeting on 25 July 2022, saw partners focus discussions on reviewing and setting the strategic priorities for the year ahead. Analysis of various data sources, including the annual Strategic Intelligence Assessment (SIA) and other partnership data, informs the direction of the partnership and the formulation of its action plan.
- 4.2. The SIA is produced on behalf of the community safety partnership by West Sussex County Council and provides data from a range of sources. Regrettably, the full report was not available for discussion at the time of the meeting. Whilst the main data pack was reviewed, the lack of analytical information restricted the progress of this item.
- 4.3. To resolve this, all partners agreed to participate in a workshop event to illicit detailed conversations about the issues that are most pressing within Arun and where the partnership can work to address such concerns. This event is being hosted by the Council's Community Safety team and will take place in early October 2022. Participation in this event will include a cross-section of stakeholders, including community and voluntary sector groups. The shaping of responses within the context of the community safety partnership will not be limited to statutory partners only.
- 4.4. In addition to the data mentioned above, partners will also consider the results of SAP's community safety survey, which ran from 10 June 2022 to 17 July 2022. The initial survey results are provided at **Appendix B**.
- 4.5. Key SAP actions since previous scrutiny meeting (8 June 2022):-
- The partnership's endorsed drugs use assessment report for Bognor Regis has been adopted by the Safer West Sussex Partnership. This is a positive step as the commissioning of drug and alcohol services sits at an upper tier level. Therefore, it is believed that the report's recommendations can be better evaluated and considered as part of the service commissioning process. Local partners will continue to work to influence 'on the ground' action to reduce the demand for drugs and will be led by SAP.
 - Funding has been secured via WSCC's violence reduction partnership to provide youth outreach sessions in Littlehampton and Bognor Regis. Conversations are ongoing with established providers to ensure that provision meets the funding arrangements and the needs of young people.
 - The local Joint Action Group (JAG) has been reinstated. This forum brings together local groups to identify widespread community based concerns and to take local action in reducing crime and anti-social behaviour. This group is co-chaired by the Arun Neighbourhood Policing team and the council's Community Safety team and is directly responsible to the SAP.

For information, the JAG's agreed terms of reference are attached as **Appendix C**.

- Anti-social driving has been raised as an area of concern within the district over the past few months. This is borne out by the responses to the community safety survey referenced at 4.4.
- Question 7 indicates that anti-social driving is the most regularly observed activity of the options respondents were given.
- Question 11 shows speeding as the second highest ranked concern from respondents.
SAP has recognised the need for this matter to be looked at in greater detail and, through West Sussex Fire and Rescue's lead, a review is being held as to whether the previous Arun and Chichester Road Safety Group should be reformed.
- All action points previously set out under the serious or organised crime priority of the partnership plan were discharged pending a review of the same category by Sussex Police. Following that review, the county-wide Partnership Tactical Tasking and Co-ordination Group now holds overall strategic responsibility for serious and organised crime. Therefore, SAP has discharged this priority from its partnership plan but is aware that elements of this will feed into other areas of its work and remains committed to feeding local SOC issues into the PTTTCG for their action.

5. CONSULTATION

- 5.1. Consultation has not been undertaken in relation to this information report.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1. Consideration of options / alternatives is not required as this is an information report relating to an outside body.

7. COMMENTS BY THE INTERIM GROUP HEAD OF FINANCE/SECTION 151 OFFICER

- 7.1. There are no direct impacts on the above areas arising from this report.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1. There are no direct impacts on the above areas arising from this report.

9. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 9.1. There are no direct impacts on the above areas arising from this report.

10. HUMAN RESOURCES IMPACT

- 10.1. There are no direct impacts on the above areas arising from this report.

11. HEALTH & SAFETY IMPACT

11.1. There are no direct impacts on the above areas arising from this report.

12. PROPERTY & ESTATES IMPACT

12.1. There are no direct impacts on the above areas arising from this report.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1. There are no direct impacts on the above areas arising from this report.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT / SOCIAL VALUE

14.1. There are no direct impacts on the above areas arising from this report.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1. This report resolves the Crime and Disorder Committee's statutory duty in providing scrutiny of the local community safety partnership.

15.2. It is noted that the council's Housing and Wellbeing committee is designated to serve as the statutory Crime and Disorder Committee in Arun.

16. HUMAN RIGHTS IMPACT

16.1. There are no direct impacts on the above areas arising from this report.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1. There are no direct impacts on the above areas arising from this report.

CONTACT OFFICER:

Name: Dax O'Connor

Job Title: Community Safety Officer

Contact Number: 01903 737834

BACKGROUND DOCUMENTS:

Appendix A	Safer Arun Partnership plan SAP partnership plan (arun.gov.uk)
Appendix B	Community safety survey results
Appendix C	Joint Action Group terms of reference



2021-2022 SAFER ARUN PARTNERSHIP PLAN



Sussex
Police & Crime
Commissioner



Probation
Service



NHS
West Sussex

Introduction

The statutory Community Partnership (CSP) for the Arun district, known locally as the SAFER ARUN PARTNERSHIP (SAP), has considered its annual Strategic Intelligence Assessment for 2020-21. This assessment has been used to form the evidence basis for the revised strategic plan.

The Strategic Vision

“To work in partnership to proactively and reactively reduce the risk of harm and vulnerability associated with crime, disorder and anti-social behaviour for identified individuals, communities and neighbourhoods.”

The vision relies on committed partners who are willing to work together on shared issues of concern and, ultimately, for the benefit of all local communities in Arun. The following partners have a critical role in delivering the strategic priorities:-

- **Arun District Council:** Community Safety, Housing (homeless, social and private), Licensing, Parks, and Cleansing.
- **Sussex Police:** Prevention, Response, MISPER, Divisional Intelligence Unit, Community Investigations Team.
- **Fire & Rescue:** Helping to spot the signs of serious and organised crime and building stronger and resilient communities.
- **West Sussex County Council:** Child & Adult social care, Youth Offending Service, Education services, Public health.
- **Probation:** tackling and reducing re-offending, decreasing risk for local communities and rehabilitation of offenders.
- **Drug and Alcohol services:** Addressing substance misuse through dedicated support and treatment.
- **Local Voluntary sector:** Looking at how to address community issues including homelessness and mental health, and the inclusion of community groups to provide intelligence and communication.
- **Health Care services:** Primary healthcare provision for vulnerable adults, mental health services and reducing health inequality.
- **Crimestoppers:** Improving public confidence by issuing safety messages and information campaigns.

A holistic and strong partnership approach has the greatest potential to significantly reduce crime and disorder within Arun and offers the greatest opportunity to build stronger communities with confidence in their local services.

SAP Strategic Priorities 2021-2022

Serious Violence

- Raising awareness of cuckooing and the vulnerability of those individuals targeted by developing partnership initiatives and campaigns.
- Enhancement of intelligence sharing practices between agencies to highlight concerns at the earliest opportunity and to allow early intervention.
- Assessing the impact of drug use within local communities and developing shared solutions to reduce vulnerability and associated negative health related impacts.
- Addressing drug related harm and associated serious violence, incorporating the public health approach.
- Evaluate the demand for drugs and the impact this has on criminal behaviour in Arun.
- Develop strategies to address issue of Domestic Abuse locally, and to support wider WSCC led initiatives.
- Violence against women and girls, to include activities and behaviour linked to night time economy.
- To consider intervention strategies of drug users in addition to dealers.
- To identify links between educational factors such as community interventions and public perception of serious violence in local communities

Serious or Organised Crime

- See page 7 for information relating to the discharge of previous action points under this strategic priority.

Tackling Anti-social Behaviour

- To achieve 95% or higher early intervention work by Council's ASB team.
- Continue to improve joint agency working protocols to aid early identification of perpetrators of ASB and managing associated risks.
- HASBRAC reporting to SAP to include involvement of all relevant partners and their contributions to identify how landlords and RSLs tackle ASB.
- To identify a joint local response to anti-social driving and related road deaths.

Community Engagement and Confidence

- Address public perception of crime and disorder in Arun whilst developing strategies to reduce the fear of crime.
- Develop effective and engaging public communication campaigns and utilise social media to highlight partnership initiatives and actions.
- To further develop and utilise the Joint Action Group (JAG) forum to raise awareness of the collaborative efforts of statutory and non-statutory groups to reduce community based nuisance and disorder.
- Ongoing engagement between partners and community groups to support local communities.
- Ensure that reporting pathways for non-statutory partners remain open and accessible to ensure effective responses.
- Empowering communities to take ownership of local issues and to feel safe in reporting and accessing support.

All partners commit to undertaking their respective actions and are accountable to the Safer Arun Partnership, reporting on progress and outcomes on a quarterly basis.

Serious Violence

Action	Lead Agency (Officer)	Working Group Link	Monitoring & Evaluation	RAG Profile and Actions
Identify a local profile concerning activities that result in drug related harm and agree multi-agency support and action plans (to include both drug and alcohol misuse).	Sussex Police	♦ Arun & Chichester Cuckooing Safeguarding Group	• Review of local profile to include report on no. of properties identified, no. of visits conducted, no. of positive warrants, no. of arrests made, no. of closure orders, no. of referrals made to partner agencies.	Ongoing
	<p>UPDATE 05.04.2022: No working group meeting held since January 2022.</p> <p>UPDATE 26.04.2022: Police currently reviewing the structure of this working group, but it is seen as a vital component in addressing serious violence. Further updates to be provided by NPT Inspector.</p> <p>UPDATE 08.06.2022: Cuckooing meetings have recommenced, led by Arun NPT.</p>			
Evaluation of service level data and evidence to inform most effective local responses to meet need.	WSCC (drug and alcohol services)	♦ Safer Arun Partnership	• Quarterly reports to be discussed at SAP meetings.	Ongoing WSCC commissioner to provide service level data
Connect 2 Project: community ambassadors initiative to champion local response to young people at risk of violence.	Arun District Council (Community Safety)	♦ Safer Arun Partnership	• Quarterly updates to be provided to SAP and outcomes evidenced in annual SIA evaluation.	In progress
	UPDATE 05.04.2022: Commissioned service provider invited to April SAP meeting to provide update.			
Support the work of the West Sussex Violence Reduction	WSCC (Community Safety & Wellbeing)	♦ Safer Arun Partnership	• WSVRU area profile reports and analyst reporting.	In progress

Unit – consider local responses to implementing a public health approach to serious violence.				
<p>UPDATE 11.01.2022: Actions remain to be updated to reflect new statutory duties.</p> <p>UPDATE 28.04.2022: Funding application submitted for 2022/23 to include continued youth outreach offer in Arun and expansion of schools exclusion project into Littlehampton. Additionally, funding secured to pilot place based delivery in support of public health approach development in Arun.</p>				
Drug demand project – initiative to try and identify the demand for drugs in Bognor Regis and the determinants of choice and use. Report can be used to determine appropriate strategies to reduce harm and risk.	WSCC & Public Health	<ul style="list-style-type: none"> ♦ West Sussex CSP ♦ Safer Arun Partnership 	<ul style="list-style-type: none"> • Project updates to be provided to monitor progress. • Final report document to be shared with SAP partners to determine actions and where they can aid drug reduction work. 	Ongoing
<p>UPDATE 11.01.2022: Draft report has been compiled following assessment of all data and survey responses; to be discussed at SAP meeting 25/01/2022.</p> <p>UPDATE 25.01.2022: Final report agreed by SAP and agreement for publication Understanding & Reducing Drug Demand: Bognor Regis Analysis 2021</p> <p>UPDATE 15.03.2022: Working group set up to discuss how report findings will shape service delivery in Arun. Plan action to be updated to reflect that initial drug demand report completed, and that working group taking forward recommendations.</p> <p>UPDATE 04.08.2022: Final report and findings have been adopted by the Safer West Sussex Partnership for strategic oversight and consideration for commissioning of services. Working group to retain focus and more targeted local actions within scope of responsibility.</p>				
Develop strategies to reduce levels of Domestic Abuse locally and to identify support and safeguarding practices for victims.	WSCC (Communities)	<ul style="list-style-type: none"> ♦ Domestic and Sexual Violence and Abuse Steering Group 		In progress
<p>UPDATE 28.04.2022:</p> <ul style="list-style-type: none"> - Action developed to ensure service provision is West Sussex supports need and demand. - Ongoing activity to ensure that voice of service user / survivor is used to develop our response. - Implementation of domestic abuse duty to ensure suitable safe accommodation and support is available recognising protected characteristics and multiple complex needs. 				

	<ul style="list-style-type: none"> - Supported by place based development above. - MoJ funded post for Eastern European Independent Domestic Violence Advisor based in Arun. - Implementing lessons learnt from Domestic Homicide Reviews. 			
Violence against women and girls, including activities related to the night-time economy.	Arun District Council (Community Safety)	♦ Arun and Chichester Women's Safety Group	<ul style="list-style-type: none"> • Project update on status of action plan. • Quarterly reports to SAP 	Ongoing
	<p>UPDATE 11.01.2022: Mobile support unit pilot project initiated November 2021; trained patrol staff providing support to vulnerable individuals in the NTE of Bognor Regis. Twice weekly patrols, two officers per shift, 10pm – 2am.</p> <p>UPDATE 28.04.2022: Working Group continuing to meet and implement actions. Proposal put forward to continue use of mobile support unit patrols in Bognor Regis; funding bid to be submitted for consideration.</p>			
Detached Youth Outreach Work: provision of outreach sessions across Littlehampton and Bognor Regis, mentoring work for YR5 and 6 school children.	Arun District Council (Community Safety)		<ul style="list-style-type: none"> • Quarterly reports to SAP 	Ongoing
	<p>UPDATE 24.03.2022: Review of detached outreach provision resulted in commissioning further sessions: Arun Youth Project – Littlehampton / Sussex Clubs for Young People – Bognor Regis</p> <p>In-school mentoring provision adapted to focus on pupils at risk of exclusion from secondary school.</p> <p>Innovative approach adopted to work with a local gym to offer memberships for young people in Littlehampton at risk of SV or challenging behaviour in the community.</p> <p>UPDATE 05.04.2022: Detached outreach commissioned until August 2022 using service providers as previous update. Utilising VRP underspend from 2021/22.</p> <p>SID Youth to provide in-school mentoring at The Littlehampton Academy. 8-10 pupils to be offered 1-2-1 support.</p> <p>UPDATE 04.08.2022: Scoping for continuation of outreach provision in progress with service providers. Funding secured via WSCC.</p>			

Serious or Organised Crime

Action	Lead Agency (Officer)	Working Group Link	Monitoring / Evaluation	RAG Profile and Actions

Action points have been discharged by the Safer Arun Partnership. Serious and Organised Crime has been integrated into the county-wide Partnership Tactical Tasking and Co-ordination Group (PTTCG) who hold the strategic responsibility across West Sussex.

Tackling serious and organised crime will take a two-way approach, with the PTTCG identifying and prioritising areas of work which will be fed into relevant local community safety partnerships. In turn, the Safer Arun Partnership will recognise any SOC threats and risks within the district and raise these to the PPTCG for their discussion and determination of relevant actions.

SAP will be reviewing all of its strategic priorities in September 2022 where a decision will be made as to whether serious or organised crime should remain as a title heading within this partnership plan.

Tackling Anti-social Behaviour

Action	Lead Agency (Officer)	Working Group Link	Monitoring / Evaluation	RAG Profile and Actions
Proactive enforcement of PSPO to reduce street drinking and associated ASB.	Arun District Council (Community Safety & ASB Team) Sussex Police		<ul style="list-style-type: none"> Evidenced in annual SAP SIA to include no. of interventions, no. of times alcohol was removed, no. of times people asked to leave an area, no. of FPNs issued. 	Ongoing
			<ul style="list-style-type: none"> Use of ECINS profiles to record interactions and enforcement actions – East and West. 	Ongoing ECINS profiles set up for recording interactions; utilised by Police and ADC officers.
Utilise the Arun Hate & Anti-social Behaviour Risk Assessment Conference (HASBRAC) to identify key trends and formulate partnership action plans.	Arun District Council (ASB Team) Sussex Police	♦ HASBRAC	<ul style="list-style-type: none"> Quarterly reporting to include no. of cases, types of interventions and enforcement action, tenure types and landlord. 	Ongoing
				<p>UPDATE 11.01.2022: Quarterly information report submitted for January SAP meeting.</p> <p>UPDATE 05.04.2022: Quarterly information report submitted for April SAP meeting.</p>
Target of 5% or less reoffending rate for perpetrators of ASB.	Arun District Council (ASB Team)	♦ HASBRAC	<ul style="list-style-type: none"> To be evidenced in annual SAP SIA. 	Ongoing Note: this is an annual target evidenced through the SIA.
Address local anti-social driving concerns and associated harm.	West Sussex Fire & Rescue			In progress
				<p>UPDATE 11.01.2022: WSFR and Arun & Chichester Police hub to collaborate on a plan to tackle anti-social driving.</p> <p>UPDATE 05.04.2022: WSFR information report submitted for April SAP meeting.</p>

UPDATE 04.08.2022: To consider reinstatement of Arun and Chichester Road Safety Group.

Community Engagement and Confidence

Action	Lead Agency (Officer)	Working Group Link	Monitoring / Evaluation	RAG Profile and Actions
Review purpose of the Joint Action Group (JAG) and how to utilise relevant community groups and partners to be an effective forum for addressing local place based concerns.	Sussex Police Arun District Council (Community Safety)	♦ Arun JAG	• Proposals update to be provided to SAP on completion of review.	Ongoing
<p>UPDATE 11.01.2022: Initial scoping of new format undertaken. Plan to hold seminars with Parish Councils this month to explain format and obtain their buy-in to ensure local concerns are brought forward.</p> <p>UPDATE 15.03.2022: Delayed seminars with stakeholders due to need for face to face meetings to outline plans. Suitable venue to be found.</p> <p>UPDATE 26.04.2022: Briefings regarding reformed JAG have been scheduled for 16.06.2022 with invites being sent to all parishes.</p> <p>UPDATE 17.06.2022: Group briefings held with those parish councils in attendance; all sent slides and information on revised JAG structure. Meeting dates to be arranged and invites issued.</p> <p>UPDATE 04.08.2022: First JAG meeting held 03.08.2022.</p>				
Arun Community Engagement Project – Bersted and Courtwick with Toddington wards; Develop and utilise community hub space at Chilgrove House to engage and enhance inclusion with local community.	Arun District Council	♦ Safer Arun Partnership	• Quarterly reports to SAP on use of the space and community engagement activities.	Ongoing
<p>UPDATE 11.02.2022: Recruitment successful for three roles; start date end of January 2022.</p> <p>UPDATE 15.03.2022: Community Engagement Officers in post. Community hub spaces at Chilgrove House and Bersted Green Learning Centre to formally open at the start of April 2022.</p>				
Littlehampton Community Warden Project – continue to enhance service within the community.	Arun District Council (Community Safety)	♦ Community wardens project group	• Quarterly reports to SAP	Ongoing
<p>UPDATE 11.02.2022: Summary progress report (Oct. – Dec. 2021) provided for January SAP meeting. Report also being presented to ADC's Residential & Wellbeing Services committee on 24.01.2022.</p>				

<p>UPDATE 24.03.2022: ADC and LTC have agreed to provide additional funding beyond October 2022. ADC scoping possibility of extending the project to Bognor Regis.</p> <p>UPDATE 05.04.2022: 2 x Community Warden roles for Littlehampton currently being advertised.</p> <p>UPDATE 04.08.2022: Recruitment of 2 vacant posts completed; awaiting non-police personnel vetting before confirming start dates.</p>				
Safer Arun Partnership online - keep ADC website updated with SAP information and initiatives.	Arun District Council (Community Safety)	♦ Partnership Communications Network	• To be a permanent on-going process.	Ongoing
			• Publish minutes of quarterly SAP meetings via Arun DC webpage.	In progress; addressing technical adaptability issue
To consider undertaking community survey work to determine key areas of concern for local residents.	Arun District Council (Community Safety)	♦ Safer Arun Partnership	• Q4 meeting for further discussion.	In progress
			<p>UPDATE 11.01.2022: Communications plan agenda item for January SAP meeting.</p> <p>UPDATE 25.01.2022: Agreed by all present that raising profile of SAP and public engagement is necessary.</p> <p>UPDATE 05.04.2022: Proposal to publish public survey regarding SAP itself and to ask what issues are most important to residents to be discussed at April SAP meeting.</p> <p>UPDATE 10.06.2022: Survey published online; open until 17 July 2022.</p> <p>UPDATE 04.08.2022: Initial survey results shared with SAP at meeting 26.07.2022; to be included with SAP scrutiny report to the Council's Housing & Wellbeing Committee on 06.10.2022.</p>	

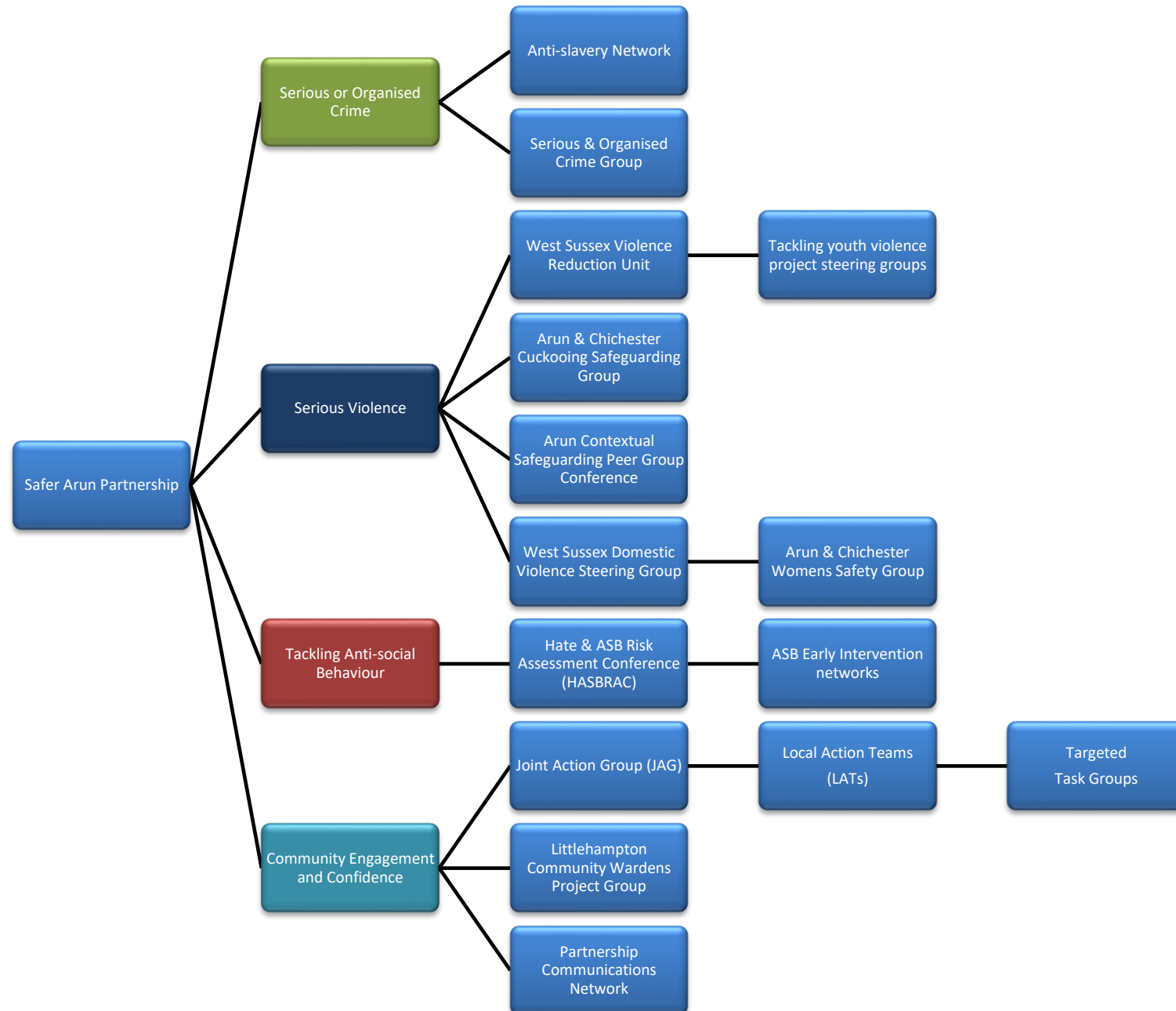
Current Active Multi-Agency Working Groups

Working Group	SAP Priority	Strategic Owner
Serious & Organised Crime Group	Serious or Organised Crime	Sussex Police
Arun & Chichester Cuckooing Safeguarding Group	Serious Violence	Sussex Police
Arun Rough Sleepers Multi-Agency Meeting	Tackling Anti-social Behaviour	Arun District Council
	Serious Violence	
	Serious or Organised Crime	
Arun Joint Action Group	Community Engagement and Confidence	Arun District Council Sussex Police
West Sussex Violence Reduction Unit	Serious Violence	West Sussex County Council
Local Action Teams	Community Engagement and Confidence	Arun District Council Sussex Police
HASBRAC	Tackling Anti-social Behaviour	Sussex Police Arun District Council
Peer Group Conference	Serious Violence	Arun District Council
Community Wardens project group	Community Engagement and Confidence	Arun District Council

Potential New Multi-Agency Working Groups

Working Group	SAP Priority	Strategic Owner
Partnership Communications Network	Community Engagement and Confidence	Arun District Council
Tackling youth violence projects steering groups	Serious Violence	Arun District Council
Safe and Well Visit programme	Community Engagement and Confidence	West Sussex Fire & Rescue
Arun & Chichester Road Safety Group	Tackling Anti-social Behaviour	West Sussex Fire & Rescue

Proposed SAP Pathways All pathways must consist of two-way communication ensuring information and reporting goes both up and down the line and should allow cross priority communication as crime and problematic behaviour does not confine itself to a single category.



GLOSSARY OF TERMS

ADC	Arun District Council
ASB	Anti-social behaviour
HASBRAC	Hate & Anti-social Behaviour Risk Assessment Conference
CGL	Change Grow Live [drug and alcohol rehabilitation service]
CSP	Community Safety Partnership
ECINS	Empowering Communities [multi-agency information sharing software]
ISA	Information Sharing Agreement
JAG	Joint Action Group
KSSCRC	Kent, Surrey & Sussex Community Rehabilitation Company
LAT	Local Action Team
NPS	National Probation Service
PSPO	Public Spaces Protection Order
RSL	Registered Social Landlord
SAP	Safer Arun Partnership
SIA	Strategic Intelligence Assessment
SOC	Serious and Organised Crime
VRP	Violence Reduction Partnership
WSCC	West Sussex County Council
WSVRU	West Sussex Violence Reduction Unit

This page is intentionally left blank



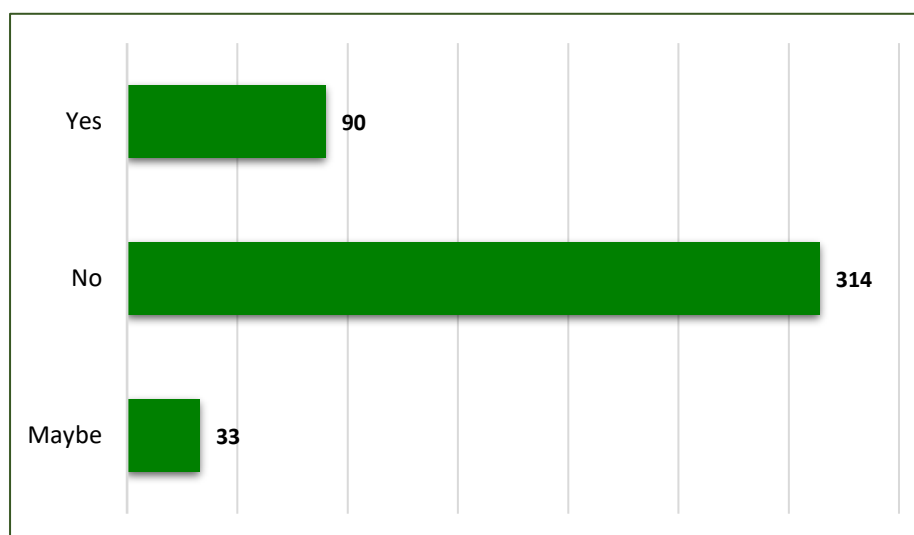
2022 Community Safety survey Results

The Safer Arun Partnership's community safety survey sought to gain the views of Arun residents on crime and anti-social behaviour in their local area. The survey was open from 10 June 2022 until 17 July 2022. This report provides the broad results of the survey. 437 responses were received.

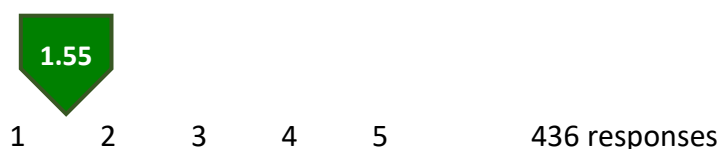
For the purpose of the survey "your local area" was defined as the area within about a 30 minute walking distance from the respondents home.

Section 1: The Safer Arun Partnership

Q1. Prior to this survey, had you heard of the Safer Arun Partnership?

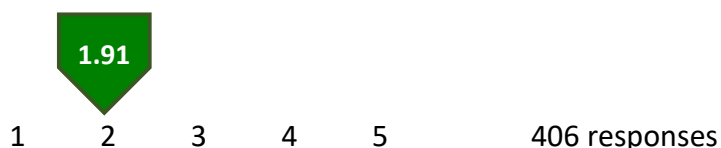


Q2. How much do you know about what the Safer Arun Partnership does to reduce crime and disorder?



436 responses

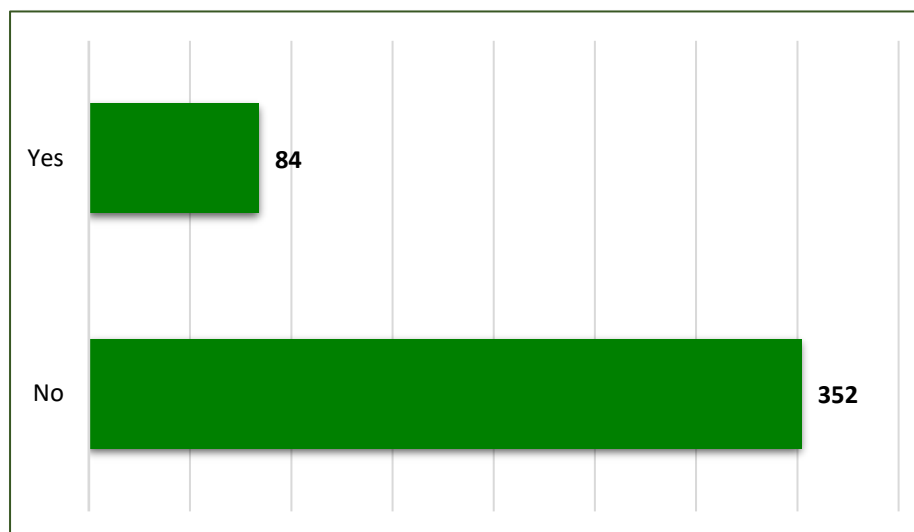
Q3. How effective do you think the Safer Arun Partnership is at addressing and reducing crime and disorder?



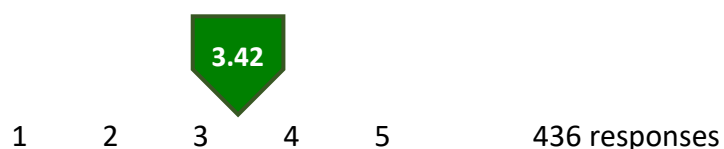
406 responses

Section 2: Crime and nuisance behaviour

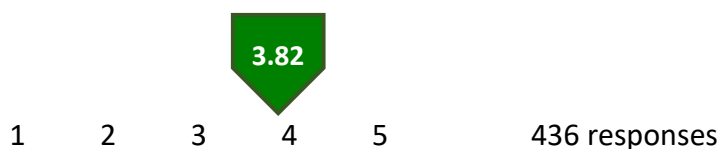
Q4. Have you been a victim of crime during the past 12 months?



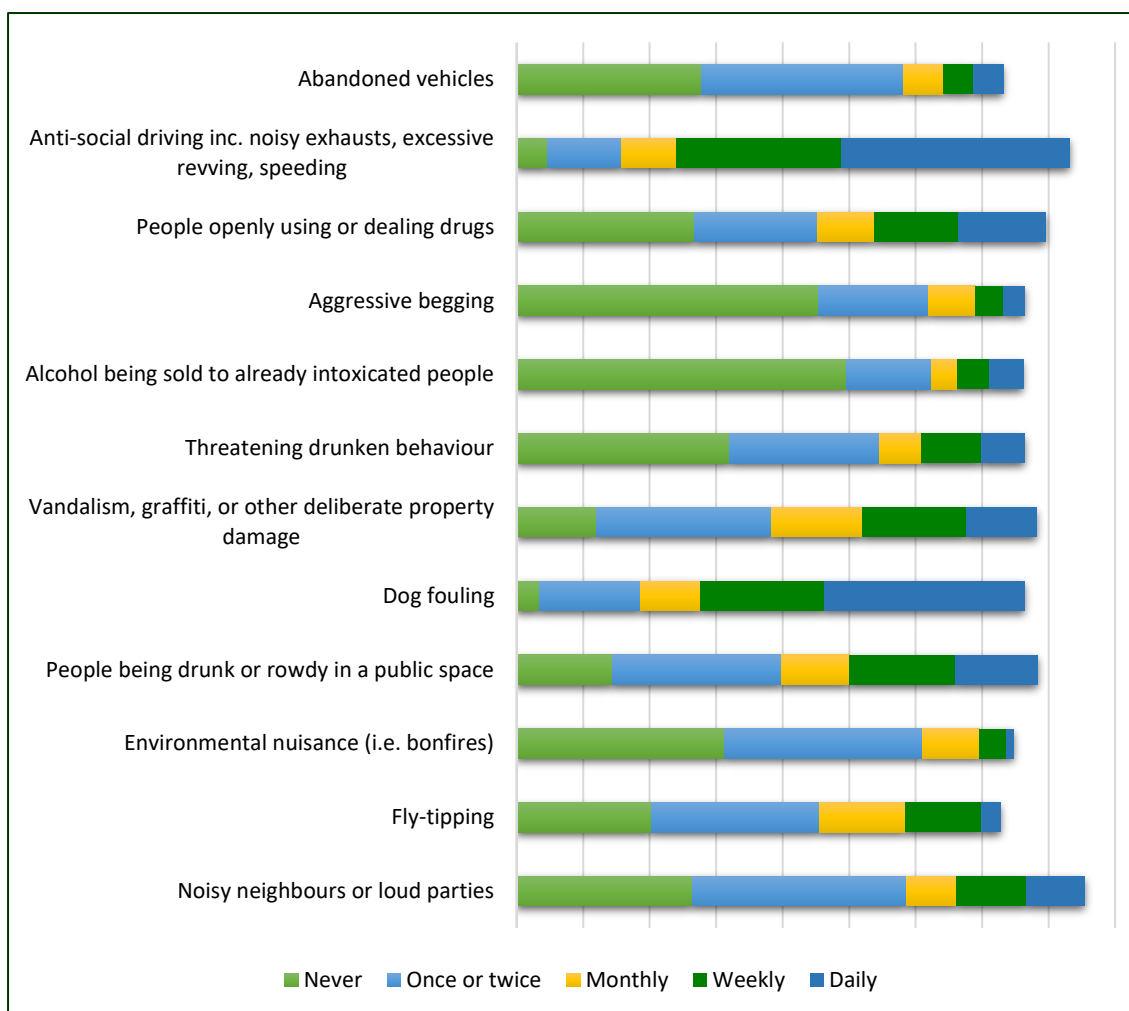
Q5. How much of a problem do you think crime is in your local area?



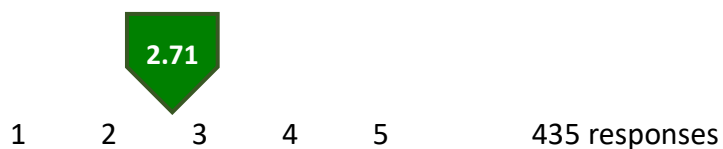
Q6. How much of a problem do you think anti-social behaviour is in your local area?



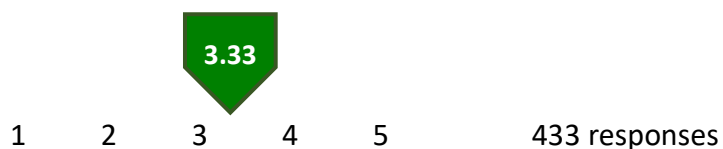
Q7. In the past 12 months, how often have you experienced or witnessed the following anti-social behaviour in your local area?



Q8. How much of a problem do you think violence in a public space is in your area?



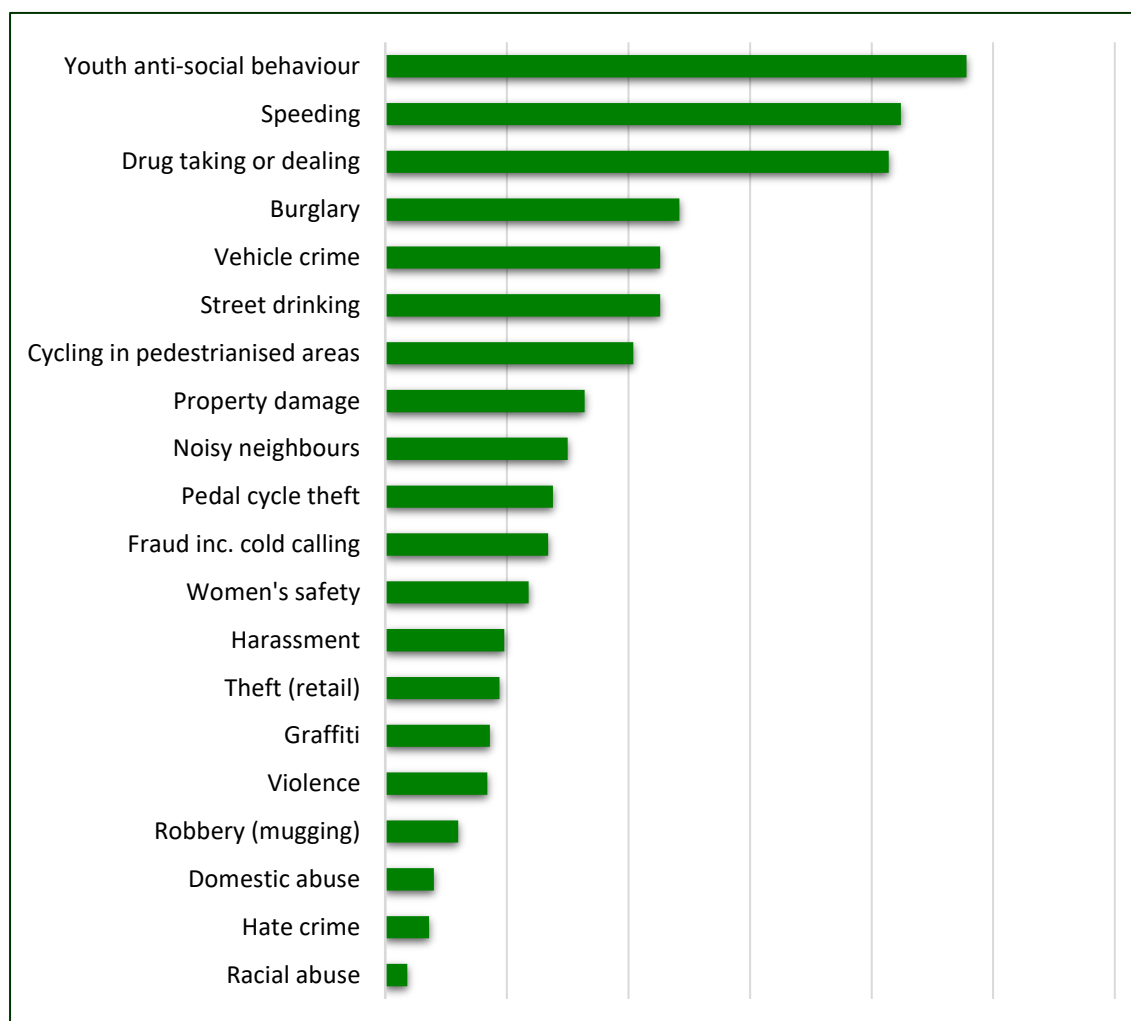
Q9. How much of a problem do you think drug dealing is in your local area?



Q10. How much of a problem do you think drug taking is in your local area?



Q11. Specifically thinking about your local area, please tell us the main issues that concern you:



Q12. If you have any other comments you would like to make about crime and disorder in the Arun district, please do so using the box below:

203 comments were posted in this section of the survey and were varied and wide-ranging in views.

The following provides a basic breakdown of some of the most common words or phrases:-

31% of respondents referenced the word '**Police**'

20% of respondents referenced the word '**drugs**'

18% of respondents referenced the word '**roads**'

11% of respondents referenced '**anti-social behaviour**'

8% of respondents referenced the words '**town centre**'



TERMS OF REFERENCE

PURPOSE

The overall aim of the Joint Action Group (JAG) is to create **STRONG, RESILIENT COMMUNITIES and IMPROVE PUBLIC CONFIDENCE** by bringing together agencies and local organisations to work together in identifying community based problems and reducing crime and nuisance behaviour.

OBJECTIVES

The Joint Action Group encourages a co-ordinated multi-agency approach to:-

- Identify emerging crime and behavioural trends and hotspot locations within our communities.
- Proactively develop joint activities to reduce crime and anti-social behaviour and the associated negative impact on communities.
- Agree specific action plans in response to identified place based concerns, holding agencies accountable.
- Provide feedback to affected communities on agreed plans and actions.
- Agree publicity campaigns and community engagement initiatives with a focus on seasonal trends.
- Regularly evaluate initiatives to ensure they are effective.
- Actively implement joint problem solving profiles based on available membership resources.

ACCOUNTABILITY

JAG is accountable to the Safer Arun Partnership (SAP). It is required to provide quarterly updates detailing agreed actions and outcomes. In this way, performance of JAG's effectiveness in addressing community concerns can be evaluated.

On occasion, the Safer Arun Partnership may direct the JAG to undertake specific pieces of work. These would be in support of SAP's own strategic priorities.

In the event that JAG deems it appropriate to establish a dedicated project or task/finish group to tackle a specific issue, a lead officer will be agreed upon. They will be responsible for providing feedback to JAG on actions and outcomes.

MEMBERSHIP & ARRANGEMENTS

JAG membership will comprise of officers from a range of statutory and non-statutory agencies, voluntary and community organisations, to represent the needs and concerns of residents within the Arun district. The group is co-chaired by Sussex Police (Neighbourhood Policing Team) and Arun District Council (Community Safety).

JAG meetings will be held six-weekly.

Members will be asked to submit a summary of changes agreed at each meeting and should be able to

demonstrate the wide impact that the issue is having on the community, as well as helping to identify any potential risks around the escalation of the problematic behaviour involved. The relevant form can be found here: [Safer Arun Partnership and Joint Action Group | Arun District Council](#). Organisations submitting issues for discussion will be expected to participate in the meeting, to be part of the problem solving actions, and to provide feedback to their communities.

This approach will ensure that meetings are purposeful and that actions taken by JAG are measurable.

It is important to note that this forum will not discuss individuals or one-off instances. Its focus is on addressing more extensive nuisance behaviour and crime that is ongoing and negatively impacting widespread areas or communities.

It may be necessary to form sub-groups and project initiatives in response to specific geographical or subject issues. A lead officer will be appointed to be responsible for the delivery of the project or initiative and will be asked to provide updates at each JAG meeting. Such sub-groups will be subject to their own terms of reference:-

JAG sub-group terms of reference	
Purpose	<ul style="list-style-type: none"> ▪ To deliver actions against specific community disorder issues related to the overall aim of the Joint Action Group. ▪ All initiatives must be time bound with the length being agreed by JAG.
Accountability	<ul style="list-style-type: none"> ▪ Responsible to JAG. ▪ To provide regular updates to JAG via the appointed lead officer so that progress and effectiveness can be monitored.
Structure	<ul style="list-style-type: none"> ▪ The lead officer will be a JAG member. ▪ The lead officer will be responsible for arranging the right participation to achieve the agreed outcomes and objectives. Participants can be as diverse as required, to include statutory and non-statutory agencies, voluntary, 3rd sector organisations and, critically, representatives of the affected local communities.

CONFIDENTIALITY & INFORMATION SHARING

All information shared in JAG meetings should be de-personalised but must still remain confidential and must be stored in accordance with the General Data Protection Regulation. Information sharing is done in accordance with Section 115 of the Crime and Disorder Act 1988 which states:-

Section 115 Disclosure of information

- (1) Any person who, apart from this subsection, would not have power to disclose information-*
(a) to a relevant authority; or
(b) to a person acting on behalf of such an authority,
Shall have power to do so in any case where the disclosure is necessary or expedient for the purposes of any provision of this Act.

All meeting attendees will be required to sign up to a data sharing / confidentiality agreement which will be included with the attendance sheet at all meetings.

MEMBERSHIP

Organisation	Relevant team
Sussex Police	Arun & Chichester Neighbourhood Policing team
Arun District Council	Community Safety team Anti-social Behaviour team Cleansing Parks & Greenspaces Housing
Town Councils	
Parish Councils	
West Sussex Fire & Rescue	Local station/watch managers
West Sussex County Council	Community safety and wellbeing team
Neighbourhood Watch	
Crimestoppers	
Business and trade partnerships	
Registered social landlords	
University of Chichester students union	

All of the above groups/agencies have a part to play in identifying and tackling place based nuisance. As such, all are invited to report widespread community concerns to the Joint Action Group where a partnership approach to reducing these issues will be discussed and actions agreed. This will raise awareness of issues at an early stage and allow effective intervention work to take place.

Additional parties may be invited to meetings where a specific problem is identified and where their involvement in discussions will benefit outcomes.

This page is intentionally left blank

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE – 6 OCTOBER 2022
SUBJECT:	BUDGET 2023/2024 PROCESS
LEAD OFFICER:	CAROLIN MARTLEW, INTERIM GROUP HEAD OF FINANCE AND SECTION 151 OFFICER
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: The Council's budget promotes all of the Council's Corporate Priorities.	
DIRECTORATE POLICY CONTEXT: The Council's budget has an effect on all Directorates of the Council.	
FINANCIAL SUMMARY: The financial effects are contained in the body of the report.	

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to inform Members of the budget process for 2023/24 as required by the Council's Constitution.

2. RECOMMENDATIONS

- 1.2. The Committee is recommended to note the Budget process for 2023/24 as outlined in the report.

2. EXECUTIVE SUMMARY

- 2.1. The report provides a summary of the budget process for 2023/24 as required by the Council's Constitution. The Committee is then asked to approve the Budget process for 2023/24 as outlined in the report, having been endorsed by the Policy & Finance Committee on 6 September 2022.

3. DETAIL

- 3.1. The budget for 2022/23 was the first to be completed under the Committee system form of governance. The relevant budgets were considered by each Service Committee before the full Budget was considered by Policy and Finance Committee on 10 February 2022 before approval by Special Council on 23 February 2022.
- 3.2. The process went reasonably well for 2022/23 and a budget was set on 23 February 2022 for the 2022/23 financial year.

- 3.3. Members are aware that the Council continues to face net expenditure pressures due to the unprecedented financial uncertainty over Government funding, the economy which has been compounded by the COVID-19 crisis and the current other inflationary pressures.
- 3.4. Members will be updated with the most up to date information when the Financial Prospects Report is considered by Policy and Finance Committee on 20 October 2022. It should be stressed that the Financial Prospects Report only covers the General Fund and that the Housing Revenue Account has its own business plan and financial model. The HRA Business Plan is due to be considered by the Residential and Wellbeing Services Committee on 6 December 2022. The Financial Prospects Report will confirm the budget parameters for 2023/24.
- 3.5. It is accepted that within the resource constraints there is the requirement for some resource switching to enable the Council's priorities to be progressed and to meet new statutory requirements. Similar to 2022/23, Committees will be consulted on the budget, taking account of the medium term requirement to make savings and that any growth should be minimised and met from resource switching where possible.
- 3.6. The budget guidelines issued will run parallel with any initiatives that are being worked on; in particular the Zero Based Budgeting project which will inform and assist with budget preparation.
The budget resource switching parameters for 2023/24 are:
- Growth will only be allowed in essential/priority areas;
 - Proposals should aim to be cost neutral;
 - Proposals should clearly identify any expenditure savings and Income generating ideas where appropriate.
- It should be noted that reports that require resource switching can be considered by Committees at any time during the year. However, significant permanent resource switching requires approval by Full Council as part of the formal budget setting process.
- 3.7. The key dates for this Committee for the Budget 2023/24 process are summarised below:

Budget Reports	Date
Budget Consultation Report	6 October 2022
Financial Prospects Report General Fund (Policy and Finance Committee) – confirms budget parameters	20 October 2022
Committee Report – Service Specific	25 January 2023
Policy and Finance Committee	9 February 2023
Special Council	1 March 2023

- 4.8 It should be noted that any budget proposals should be fully costed and feasible to be delivered for inclusion in the budget for 2023/24.

- 4.9 A summary of the budgets managed by this Committee and the out turn for 2021/22 is shown in Appendix B for information. This Committee's controllable budget for 2022/23 is £3.310m. The figures shown for controllable expenditure and income exclude items that are for accounting purposes only.

4. CONSULTATION

- 4.1. No consultation has been undertaken with external bodies.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. No other options are available.

6. COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER

- 6.1. The budget will form the main reference point for financial decisions made in 2023/24 and the process has to comply with the Constitution.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. The main risks arising from the process are:
- The statutory deadline for setting the budget including setting the Council tax is not met;
 - The budget is not considered within statutory guidance and the Constitution.

Processes in place and financial controls mitigate against these risks.

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 8.1. The Council has a legal duty to ensure its expenditure can be met by its income, inclusive of reserves. The process outlined above must comply with relevant legislation.

9. HUMAN RESOURCES IMPACT

- 9.1. This is a report about process. It expected that as the reports goes to each committee each committee will draw attention to any Human Resources impact of the committee's functions.

10. HEALTH & SAFETY IMPACT

- 10.1. This is a report about process. It expected that as the reports goes to each committee each committee will draw attention to any Health and Safety impact of the committee's functions.

11. PROPERTY & ESTATES IMPACT

11.1. This is a report about process. It is expected that as the reports go to each committee each committee will draw attention to any Property & Estates impact of the committee's functions

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. This is a report about process. It is expected that as the reports go to each committee each committee will have regard to the Public Sector Equality duty in making their recommendations.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. This is a report about process. It is expected that as the reports go to each committee each committee will draw attention to any Climate Change environmental impact and social value impact of the committee's functions.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. This is a report about process. It is expected that as the reports go to each committee each committee will draw attention to any Crime and Disorder reduction impact of the committee's functions.

15. HUMAN RIGHTS IMPACT

15.1. This is a report about process. It is expected that as the reports go to each committee each committee will draw attention to any Human Rights impact of the committee's functions.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. This is a report about process. It is expected that as the reports go to each committee each committee will draw attention to any FOI/Data Protection impact of the committee's functions.

CONTACT OFFICER:

Name: Carolin Martlew

Job Title: Interim Group Head of Finance and Section 151 Officer

Contact Number: 01903 737558

BACKGROUND DOCUMENTS:

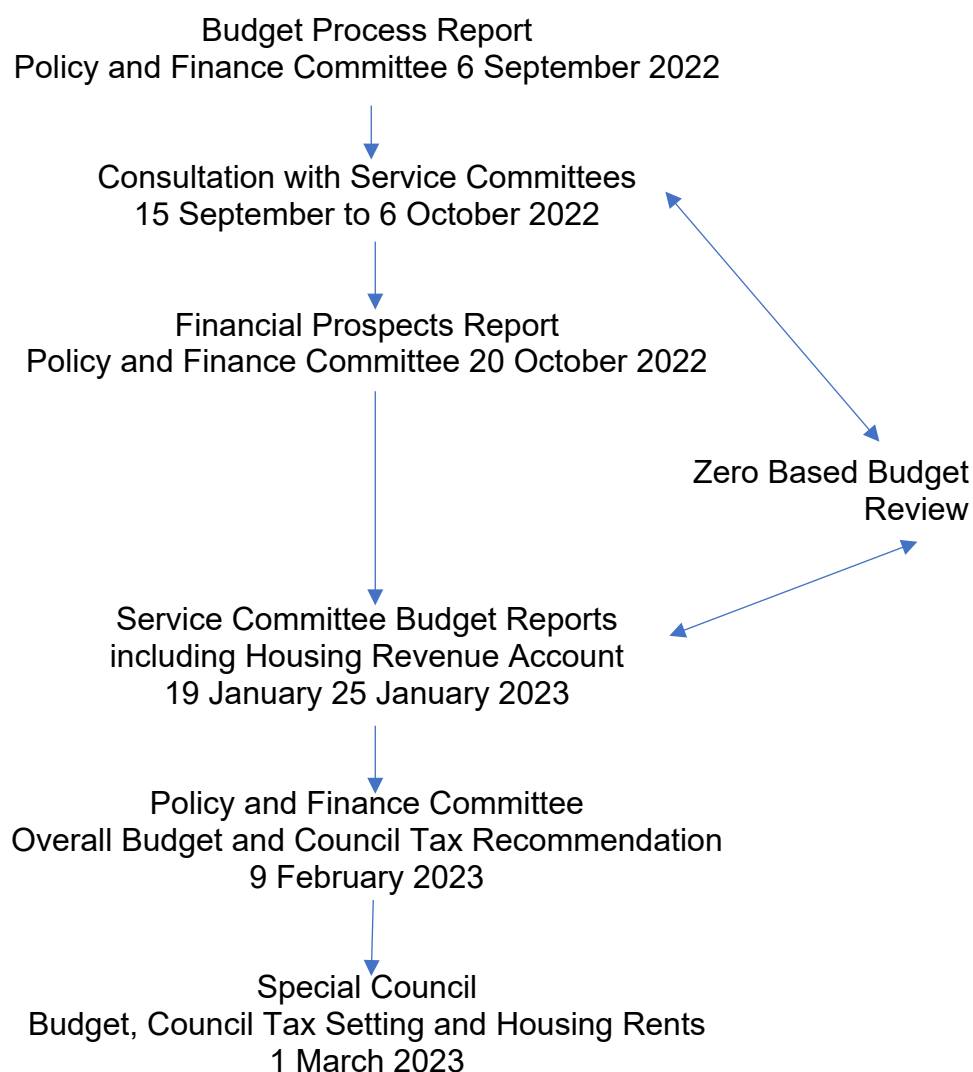
Council Constitution

Approved Budget 2022/23

Budget Process 2023/24 Report to Policy and Finance Committee 6 September 2022

Statement of Accounts 2021/22

Budget Process 2023/24 Flowchart



Actual 2021-22 £'000	Description	Budget 2022-23 £'000
Housing & Wellbeing Committee		
Direct Services		
(102)	Arun Lifeline	(85)
402	Community Safety/Development	468
95	Activities for the Elderly	154
1,502	Homelessness & Housing Advice	1,094
277	Housing Strategy & RSLs	36
(403)	Leisure & Culture	(905)
2,367	Revenues & Benefits	2,311
314	Voluntary Sector	237
4,452	Total for Housing & Wellbeing Committee:	3,310

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE – 6 OCTOBER 2022
SUBJECT:	KEY PERFORMANCE INDICATORS 2022-2026 – QUARTER 1 PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2022 TO 30 JUNE 2022.
LEAD OFFICER:	JACKIE FOLLIS, GROUP HEAD OF ORGANISATIONAL EXCELLENCE
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	N/A
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: The Key Performance Indicators support the Council's Vision and allows the Council to identify how well we are delivering across a full range of services.	
DIRECTORATE POLICY CONTEXT: This report is produced by the Group Head of Organisational Excellence to give an update on the Q1 Performance outcome of the Key Performance Indicators.	
FINANCIAL SUMMARY: Not required.	

1. PURPOSE OF REPORT

- 1.1. In order for the Committees to be updated with the Q1 Performance Outcome for the Key Performance Indicators for the period 1 April 2022 to 30 June 2022.

2. RECOMMENDATIONS

- 1.2. As this report is an information paper, there are no recommendations for the Committee to consider. This report is to be taken as read only with Members having the opportunity to ask questions at the meeting on service performance. Members can also submit questions or comments on the indicators relevant to their Committee and these will be considered by the Policy and Finance Committee on 20 October 2022.

2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance Indicators at Quarter 1 for the period 1 April 2022 to 30 June 2022.

3. DETAIL

- 3.1. The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision we need a comprehensive and meaningful set of performance measures which allow us to identify how well we are delivering across a full range of services. Two kinds of indicators were agreed at the Policy and Finance Committee on 17 March 2022. The first of these are annual indicators and will

primarily update the progress against strategic milestones. In addition to this 'key performance indicators' (KPIs) will be reported to committees every quarter. These KPIs are known as our Corporate Plan.

- 3.2. A short report and appendix will go to each of the other Committees in the cycle of meetings after each quarter has ended. This appendix will only contain the indicators which are relevant to each Committee.
- 3.3. A full report showing quarterly performance against all indicators (which are measured at that quarter) will go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings. Members of the other Committees will be able to give comments or ask questions about the KPI indicators that are relevant to their Committee and these will be submitted to the Policy and Finance Committee for consideration.
- 3.4. This is the first quarterly report covering performance from 1 April 2022 to 30 June 2022 and will cover only those indicators that are due to be measured at this point.
- 3.5. Please note that the CMT Member shown on the appendix was as of the end of Q1. CMT Members have changed for some service areas following the Group Head restructure which took effect from 4 July 2022.
- 3.6. Thresholds are used to establish which category of performance each indicator is within.

	Achieved target	100% or above target figure
	Didn't achieve target but within 15% range	85%-99.9% below target figure
	Didn't achieve target by more than 15%	85% or less target figure

- 3.7. There are 42 Key Performance indicators. 8 of these indicators relate to this Committee and all 8 are measured at Q1.
- 3.8. This report gives the status of the indicators at Q1, which may be different to the status for June. To view the status of indicators for June please see Appendix A. This appendix gives full commentary for each indicator and notes any action to be taken to address any under performance.

Status	Number of Key Performance indicators in this category
Achieved target	2
Didn't achieve but within 15% range	4
Didn't achieve target by more than 15%	1
No data available at Q1	1
TOTAL	8

4. CONSULTATION

- 4.1. No consultation has taken place.

5. OPTIONS / ALTERNATIVES CONSIDERED

5.1. To review the report

5.2. To request further information and/or remedial actions be undertaken

6. COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

6.1. None required.

7. RISK ASSESSMENT CONSIDERATIONS

7.1. None required

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

8.1. None required

9. HUMAN RESOURCES IMPACT

9.1. Not applicable.

10. HEALTH & SAFETY IMPACT

10.1. Not applicable.

11. PROPERTY & ESTATES IMPACT

11.1. Not applicable.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. Not applicable.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. Not applicable.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. Not applicable.

15. HUMAN RIGHTS IMPACT

15.1. Not applicable.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. Not applicable.

CONTACT OFFICER:

Name: Jackie Follis

Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

BACKGROUND DOCUMENTS: *None*

No.	Indicator	Council Vision Theme	Service Committee	Service Area	CMT Member for June data	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn (June only)	June 22 Outturn - Q1 (April-June)	June 22/Q1 Commentary	June 22 Status	Q1 Status
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	91,349	299,413	Cumulative figure to date 299,413	Achieving	Achieving
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Improving wellbeing of Arun	Housing & Wellbeing	Revenues and Benefits	Philippa Dart	Monthly	Lower is better	8 days	6.1	3.6	Ratio of new claims to changes increased leading to longer processing times. Also a higher amount of leave taken for Jubilee.	Achieving	Achieving
CP16	Average days to re-let all properties (key to key) excluding major voids	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Monthly	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	92 Days	75 Days	Ongoing contractor delays has led to only 9 properties being let. 1 major void was also let.	Not achieving	Not achieving but within 15% range
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	55%	No data - quarterly indicator	51%	Prevention outcomes are progressing. Work will start in September to develop a Prevention Strategy which will assist in meeting this indicator's target.	No status - quarterly indicator	Not achieving but within 15% range
CP18	Of homeless cases owed a relief duty, % positively relieved	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	35%	No data - quarterly indicator	31%	Relief of homelessness is more challenging than prevention however performance is only slightly off target and not dissimilar to the national average.	No status - quarterly indicator	Not achieving but within 15% range
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	75%	No data - quarterly indicator		Unable to provide data - will be available with new housing management system.	No data available	No data available
CP20	Rent collected as a proportion of rent owed (dwellings)	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	97%	No data - quarterly indicator	96.29%	Consistent management of rent accounts continues to be applied. All tenants in arrears are monitored and encouraged to make affordable arrangements to keep up with current rent and to also manage their arrears. Income recovery procedures are followed.	No status - quarterly indicator	Not achieving but within 15% range
CP21	Percentage of non-emergency repairs completed within 20 working days	Delivering right homes in right places	Housing & Wellbeing	Housing	Philippa Dart	Quarterly	Higher is better	90%	No data - quarterly indicator	24.00%	While performance continues to be poor, we are in the process of completing an action plan that would see the performance trend upward in the coming months	No status - quarterly indicator	Not achieving

This page is intentionally left blank

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE ON 6 OCTOBER 2022
SUBJECT:	RESIDENT ENGAGEMENT STRATEGY 2022-2026
LEAD OFFICER:	MOH HUSSEIN – INTERIM HEAD OF HOUSING SASHA HAWKINS – RESIDENT ENGAGEMENT OFFICER
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
<p>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</p> <p>The strategy will support the following areas in the corporate vision</p> <p>Improving the wellbeing of Arun</p> <ul style="list-style-type: none"> Working with partners to provide advice, support and activities that promote community wellbeing where it will have the greatest impact. <p>Delivering the right homes in the right places</p> <ul style="list-style-type: none"> Support those in our community that most need help, providing a safety net where necessary and working with people and organisations to meet different needs. <p>The strategy will do this as it will provide residents with an opportunity to directly impact and influence the services, they receive from Housing. A key aim of the strategy is to work with residents and partners to create thriving and sustainable communities.</p>	
<p>DIRECTORATE POLICY CONTEXT:</p> <p>This strategy has been developed in response to the changes announced in the Social Housing White Paper to ensure compliance with all current legislative and regulatory requirements.</p>	
<p>FINANCIAL SUMMARY:</p> <ul style="list-style-type: none"> The Social Housing White Paper makes clear that housing providers need to have effective resident engagement practices in place, and they will be required to evidence this to the Regulator of Social Housing. We need to ensure that we have the right resources in place, otherwise there is a risk of not meeting the aims and objectives set out within the document. Which could lead to us not being compliant with current and future legislative and regulatory requirements. As we implement the strategy the resources required will increase as we will be involving more residents through surveys, workshops, scrutiny, and other 	

methods than we have done previously. We will also be organising more community initiatives and creating more residents' groups.

- The engagement work associated with the decarbonisation strategy will also fall within this team via a Tenant Liaison Officer, who will liaise with tenants to explain the works we will be carrying out, what to expect from the works, and be the main point of contact for tenants.
- Several projects will be delivered as part of implementation these include creation of a new engagement framework, creation of a scrutiny process, communication plans for engaging on building safety, creation of new resident groups and community initiatives. These projects will be taking place over year 1 and 2 of the strategy and will require dedicated officers to run the project to ensure it is successful. Further projects are also scheduled for years 3 and 4.
- This work will be alongside the day-to-day activities of the Resident Engagement Officer.
- We contacted another local authority who is of a similar size (3300) to see how they resource resident engagement. They have the following roles
- One full time manager
- Three tenant engagement and communication officers working three days a week. This equates to nine working days per week or 1.8 officer pro rata.
- We currently have one FTE Resident Engagement Officer. This report recommends the recruitment of another FTE Resident Engagement Officer as part of a budget review and will be a budget growth request for implementation from 1 April 2023. The post will support the implementation of the strategy and ongoing engagement work.

Cost: Grade 9 Starting scale point 29	£33,486
---------------------------------------	---------

On costs	£11,092
----------	---------

Total	£44,578
-------	---------

- Since the Resident Engagement Officer has been in post, we have delivered several community events, the majority of these have been funded through partnership working which has kept the cost low for the council, however as we expand the work we do, to deliver against the aims of the strategy we anticipate these costs may rise.
- Having a dedicated resident engagement budget will mean that funds are set aside for this work. An estimation of these increased costs has been given below which will be incorporated into the budget setting for 2023/24

Annual TPAS membership £1479;
Incentives to reward participation £750
Community events £750
Estate improvement fund £50,000 which will be for small capital projects which are eligible for funding from capital resources. To qualify, such projects must be categorised as capital expenditure under the relevant regulations.

Total revenue costs £47,557
Total capital costs £50,000

All these costs will be the subject of budget growth bids in the 2023/24 budget preparation exercise.

1 PURPOSE OF REPORT

- 1.1 To seek formal approval of a new Resident Engagement Strategy covering the period 2022 to 2026.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Housing and Wellbeing Committee
 - 2.1.1 Approve the Resident Engagement Strategy 2022-2026.
 - 2.1.2 Give delegated authority to the Head of Housing to make minor changes to the strategy and any amendments necessary to reflect legislative and regulatory changes.
 - 2.1.3 Approve the submission of budget growth bids of £47,557 revenue costs and £50,000 capital costs for the Council's 2023/24 budget preparation exercise.

3 EXECUTIVE SUMMARY

- 3.1 As a registered social housing landlord, we are required to meet all relevant government legislation in the delivery of our housing services this includes the Tenant Involvement and Empowerment Standard.
- 3.2 Since our last strategy, the housing and political landscape has changed a great deal. Following the publication of The Social Housing Green Paper in 2018, which set out proposals to rebalance the relationship between residents and landlords, the Government has now published The White Paper a new

Charter for Social Housing Residents and introduced the Social Housing Regulation Bill into parliament.

- 3.3 The strategy will support the council in meeting the requirements set out by the government and will ensure that our residents have every opportunity to engage with us in the ways that suit them, delivering meaningful and outcome-focused resident involvement where they can influence and shape our current and future services.

4 DETAIL

- 4.1 Since our last strategy there have been significant changes within the housing sector. The Social Housing White Paper was published in November 2020 and set out a seven-point charter that every tenant should be able to expect from their landlord.

- a) To be safe in your home
- b) To know your landlord is performing
- c) To have your complaints dealt with promptly and fairly
- d) To be treated with respect
- e) To have your voice heard by your landlord
- f) To have a good quality home and neighbourhood to live in
- g) To be supported to take your first step to ownership

- 4.2 The Regulator of Social Housing will require landlords to show how they have sought out and considered ways to improve tenant engagement.

- 4.3 The publication of the White Paper and the future changes in regulation have meant it is a real opportunity for us to refresh our approach to how we involve our residents and ensure that we are meeting all current and future regulatory requirements. It also sets out a clear vision for resident engagement at the council and what our residents can expect from us.

- 4.4 The strategy has been developed by a combination of input from residents, consideration of current and future changes in legislation and best practice within the sector.

- 4.5 We also worked with TPAS (tenant engagement experts) and were able to benefit from their expertise and guidance to shape the new strategy.

- 4.6 The Resident Engagement Strategy that is set out in Appendix 1 has five aims.

- a) Make engagement easier
- b) Be accountable
- c) Engage digitally

- d) Improve communication
 - e) Work with our communities
- 4.7 Under each heading we set out the work we will do to meet this aim and where we want to be by 2026.
- 4.8 The new strategy will ensure we meet any current and future regulatory requirements and will also ensure our residents can influence and shape the services they receive in the ways that suit them.

5 CONSULTATION

- 5.1 The Resident Engagement Strategy was developed with input from our residents, staff and TPAS.
- 5.2 A satisfaction survey was carried out in Spring 2021, this survey was sent to all our tenants and leaseholders and 1,628 responses were received which equated to a 44% response rate which was higher than anticipated. Analysis of the findings and trends gave us some key areas of focus for the strategy.
- 5.3 These included improving opportunities to make views known (57% satisfied) and residents having a say in how services are managed (46% satisfied).
- 5.4 Following development of the aims and objectives of the strategy, consultation was carried out with our tenants and leaseholders to get their views on the proposed aims and objectives. Consultation was carried out from 4 March 2022 to 4 April 2022.
- 5.5 The consultation was shared online via our website and social media and printed versions were given to residents at coffee mornings held in our sheltered schemes. Residents were invited to take part in an online survey to give their views, with paper forms sent out by request.
- 5.6 Analysis of the consultation confirmed that the aims and objectives of the strategy were supported. The most neutral aim was engaging digitally where there was concern that all engagement would go digital. This is not the intention of the strategy but to rather maximise the use of technology to engage with more people, but we will offer a variety of ways for residents to engage with us in the ways that suit them. As part of the implementation of the strategy we will be working with our residents to develop a new framework which involves our residents in a way that is accessible and attractive to all.
- 5.7 The outcome of the consultation was also presented to our residents group Your Voice on 16 June 2022.

5.8 Managers within housing and wellbeing and community were also invited to comment on the draft strategy.

5.9 TPAS were also asked to comment on the draft strategy and provide advice and guidance to ensure it meets best practice and regulatory requirements. Their National Tenant Engagement Standards are attached as Appendix 2.

6 OPTIONS / ALTERNATIVES CONSIDERED

6.1 Not to approve the strategy. This is not considered a feasible option as the council needs to have a Resident Engagement Strategy that reflects the current and anticipated regulatory requirements, along with best practice in the sector.

7 COMMENTS BY THE INTERIM GROUP HEAD OF FINANCE/SECTION 151 OFFICER

7.1 The report makes recommendations of items to be included in the 2023/24 Housing Revenue Account budget. The HRA is under financial strain at the present time, so it is recommended these items be classified as budget growth items, to be approved only if financially sustainable for the HRA.

7.2 The report also recommends the establishment of an Estate improvement fund of £50,000 which will be for small capital projects which are eligible for funding from capital resources. To qualify, such projects must be categorised as capital expenditure under the relevant regulations.

8 RISK ASSESSMENT CONSIDERATIONS

8.1 There are no implications identified

9 COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1 The report states that “We want to ensure the voice of our residents is heard throughout the organisation and that residents can influence and hold us accountable for our performance”. This has two main legal implications:

9.1.1 The first is that the Council will have duty to consult residents on formative ideas long enough before decisions are taken, give sufficient time for residents to respond and to conscientiously take into account the views of the residents. Failure to do this could lead to Judicial Reviews and complaints to the ombudsman.

9.1.2 The second implication is that the Council will be judged on the extent to which the obligations set out in this Strategy are being followed. The strategy raises a legitimate expectation that the five key aims will be followed.

9.2 The Council should therefore be careful not to commit to aims which will not be properly funded.

10 HUMAN RESOURCES IMPACT

10.1 This report recommends the appointment of an additional FTE for a Resident Engagement Officer.

11 HEALTH & SAFETY IMPACT

11.1 It is anticipated that the proposals will have a positive impact on health and safety. Improved engagement should result in any health and safety concerns being more easily brought to the attention of the council and the strategy should improve communications with tenants on what the council is doing to ensure they are kept safe. For example, the implementation specifically includes communication plans for engagement on building safety

12 PROPERTY & ESTATES IMPACT

12.1 Residents will have greater involvement in improving their neighbourhoods and estates through the development of initiatives to involve them in decisions on estate improvements.

13 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 An equalities impact assessment has been completed and is attached at Appendix 3.

14 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 The engagement work associated with the decarbonisation strategy will also fall within this Strategy via a Tenant Liaison Officer, who will liaise with tenants to explain the works we will be carrying out, what to expect from the works, and be the main point of contact for tenants.

14.2 The Council is reviewing its Procurement Strategy and part of this review will be to see what social value contractors can provide to tenants and leaseholders and this will form part of the engagement process

15 CRIME AND DISORDER REDUCTION IMPACT

- 15.1 One of the aims of the strategy is to work with our residents and partners to create thriving and sustainable communities and help facilitate their capacity to address local issues. This in turn could lead to an increase in satisfaction with the neighbourhoods in which our residents live and may contribute to the Safer Arun Partnership priorities such as community engagement and confidence.

16 HUMAN RIGHTS IMPACT

- 16.1 There are no implications identified.

17 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

- 17.1 The Strategy intends to review how the Council uses resident data to improve communication. Also improved communication may involve information which may identify an individual. A data protection impact assessment will be carried out prior to any engagement exercise. Further the information produced during engagement exercise will be subject to disclosure under the Freedom of Information Act.

CONTACT OFFICER:

Name: Sasha Hawkins
Job Title: Resident Engagement Officer
Contact Number: 01903 737656

BACKGROUND DOCUMENTS:

Appendix 1 – Resident Engagement Strategy 2022-2026

Appendix 2 – TPAS national standards

Appendix 3 – Equality impact assessment

Link to the Social Housing White Paper

[The charter for social housing residents: social housing white paper - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/612212/tpas-national-standards.pdf)

Resident Engagement Strategy

2022 - 2026



Foreward

Arun District Council is committed to delivering a high-quality service and to do that that we need to work in partnership with our residents and communities who are best placed to tell what is working well and how we can improve the services they receive.

We want to ensure the voice of our residents is heard throughout the organisation and that residents can influence and hold us accountable for our performance.

This strategy sets out five key aims on how we will deliver resident engagement and will ensure that there is a wide range of opportunities for residents to become involved.

Resident engagement will be an integral part of our culture and will mean residents are at the heart of everything we do, ensuring that we drive forward improvements with our residents.

I would like to thank everyone who helped contribute to this strategy and I look forward to starting work to bring about real change in the way we work with our residents.

Moh Hussein
Interim Head of Housing

I have been involved with the Council for the last 10 years and I am now Chair of the residents group Your Voice a platform to have your say on how the council are performing and communicating, with their tenants and Leaseholders.

Resident engagement is necessary within all councils, as it is somewhere we can have our views heard, question staff, and hold the council to account for their performance.

I feel it is important, to have that relationship with your landlord, to have your voice heard, to point out what you think is right, or wrong, and what is working, or not working, this allows us to have better communication with the council.

This strategy is also a chance to get involved with other residents, and to see first-hand, what work goes on in the community and what you can also get involved in.

I personally feel that it is important to know what is happening in the areas we live, and to be part of growing communities. The platform which is being created is a have improved communication and a better understanding of how services are run and the improvements that are being made.

If you have any spare time, pop in to one of our virtual meetings, and have your voice heard, read the magazine Arun at Home, there just maybe something, that affects you, and the area that you live in, that you want to get involved in.

Michele
Chair of Your Voice

Introduction

Welcome to our latest Resident Engagement Strategy which presents a real opportunity to ensure that residents can directly impact and influence services and strategy at Arun District Council. This strategy will cover the period 2022-2026.

For the purpose of this strategy the term 'resident' refers to anyone living in Arun District Council owned properties or accessing the council's housing service.

This includes tenants, leaseholders and shared owners.

Since our last strategy the housing and political landscape has changed a great deal. Following the publication of The Social Housing Green Paper in 2018, which set out proposals to rebalance the relationship between residents and landlords, the Government has now published The White Paper a new Charter for Social Housing Residents and introduced the Social Housing Regulation Bill into parliament.

The White Paper sets out a new seven-point charter which every social housing resident should be able to expect from their landlord and it sets out proposals of what the government will do to ensure that landlords live up to the new charter. The proposals in the White Paper mark the start of a major reform of social housing in England and how it is regulated. The paper sets out the aim of the Regulator to strengthen the formal standards landlords must adhere to. It proposes greater transparency between a landlord and its residents, to ensure they can hold their landlord to account when they are not performing well.

"If tenants are to be able to hold their landlords to account, they need information on how their landlord is performing, what decisions it is making and who is responsible." – quote from Social Housing White Paper

The government expects landlords to be transparent about their performance and decision making, put things right when they go wrong, and listen to their residents through effective engagement.

This strategy sets out our commitment to resident engagement and will ensure that it meets the engagement standards set out by the government. We will ensure our residents are able to express their views in a way that suits them and that those views are heard throughout the council and directly impact on services and strategy.

Further, COVID-19 has thrust digital engagement into the spotlight and has led to new ways of working across the sector. Many have had to adapt the way they engage with their residents and develop new and innovative ways of ensuring residents are still involved. We will continue to develop our use of technology to engage and ensure residents have the right information and opportunities to share their views in whichever way suits them and that there are resources in place to enable this.

CONTENTS

Strategic priorities	4
Our vision for resident engagement	5
Making engagement easier	6
Be accountable	7
Engage digitally	8
Improving communication	8
Working with our communities	9
Resources and monitoring	10
Involvement for all	11
Conclusion	11

Strategic priorities

In 'Our vision: A better future 2022-2026' we set out four key aims for the council.

- Improve the wellbeing of Arun residents
- Delivering the right homes in the right places
- Supporting our environment to support us
- Fulfilling Arun's economic potential

The Resident Engagement Strategy will support Arun District Council to achieve its vision.

The strategy is also very closely aligned and linked to the following organisational strategies and documents

- Council Vision
- Customer Services Strategy
- Digital Strategy

The strategy will also align to the following regulatory documents

- Housing Ombudsman complaint handling code

The following pages set out our vision for resident engagement and what we expect to achieve over the next four years.

Our priorities...



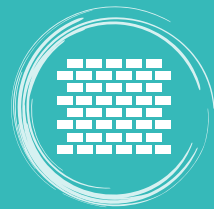
Improving the wellbeing of Arun



Delivering the right homes in the right places



Supporting our environment to support us



Fulfilling Arun's economic potential

Our vision for resident engagement

Our vision is that by 2026 our residents will have every opportunity to engage with us in the ways that suit them, delivering meaningful and outcome-focused resident involvement where they can influence and shape our current and future services.

Residents are at the heart of everything we do, and we want to make sure that we involve, communicate with, and listen to them effectively. We want to know and understand our residents and what they think about our services and their neighbourhood.

It is important that we ensure our residents voice is heard by involving them and capturing the valuable feedback they have so we can use these insights to improve and develop future services.

We will ensure we provide the right opportunities, in the right way and at the right time, and we will regularly review the way we involve residents to ensure it is effective and representative.

“Engagement can take many forms, but the crucial factor is that it is tailored appropriately. There will be tenants who want to proactively engage with the policies of their landlord, and others who simply want to know that their landlord is thinking of them in the way it implements change and is keeping them informed.” – quote from white paper

We will work to ensure that resident engagement is embedded across the whole council and ensure our involvement work is aligned with our governance and business improvement activities

To help us achieve this vision we have set five key aims, to:



Engagement can take many forms, but the crucial factor is that it is tailored appropriately.

Make engagement easier

We recognise the value of residents engaging with us in different ways and that one size does not fit all when it comes to communicating. With our residents, we want to develop a wide range of opportunities to ensure their views are heard and that they can influence and help shape our services.

We will do this by:

- 1** Co-designing a new resident engagement framework which involves our residents in a way that is accessible and attractive to the full, diverse resident group and allows them to give their views in the ways that suits them.
- 2** Providing training and support that has been developed with, and tailored to our residents to help further develop their skills and capacity to be involved.
- 3** Working with our residents to develop the ways we capture and record customer insights to ensure they are effective and representative, and lead to continuous learning and development. Customer Insights help us to know and understand our residents and we currently get this through a variety of sources.

By 2026:

Our engagement framework will be closely linked to the governance of our organisation, allowing our residents to hold us to account. It will ensure meaningful and outcome-based involvement that delivers improvements across our service.

Residents will be able to engage with and influence the key groups and individuals who govern and manage Arun District Council, including our management team and the Housing and Wellbeing Committee.

We will have examples of new or existing services that have been developed with our residents.

An increase in satisfaction levels for listening to residents views and acting upon them.



Be accountable

It is important that our residents know how we are performing and what decisions we are making, so that they can challenge us and hold us accountable when things are not working as they should.

We are committed to working with residents to give them greater opportunity to influence, and to ensure they have the information they need to hold us to account for our performance.

We will do this by:

- 1** Having a resident-led process that has oversight of our compliance with the consumer standards and that can influence strategy, policy, standards, approaches, and performance measures.
- 2** Working with our residents to understand what performance measures are important to them and being open and transparent in information about our services.
- 3** Publishing information on the complaints we have received, the lessons learned, any trends and how these complaints have been used to improve our services. This will be done through a variety of channels to ensure all residents receive this information.
- 4** Annually reviewing, with residents, our performance against the Housing Ombudsman Complaint Handling Code.
- 5** Using our data and insights to tailor how we develop and deliver our services, so that they offer value for money and deliver a great customer experience.

By 2026:

Co-regulation will be embedded across our service, ensuring our residents can hold us to account and have clear routes into the governance of our organisation.

We will be able to give examples of residents providing recommendations that have directly led to helping us achieve our objectives of improving services.

We will have a set of performance measures that have been agreed with our residents, that are published on our website.



Engage digitally

We want to maximise our use of digital technologies to improve our customer experience. Making it as easy as possible for residents to connect with us and share their views to shape and improve the services they receive.

We will do this by:

- 1** Utilising and developing our digital platforms including our website, resident portal and social media to provide effective two-way communication with our residents.
- 2** Working with residents to help them access technology and offer support to improve their digital skills.

By 2026:

There will be an increase in the number of customers engaging with us using digital platforms.



Improve communication

Communication is critical, and it is important that we know who our residents are, how they want to be involved, informed, and contacted. As part of this strategy, we want to review and develop how we keep our residents informed and ensure we make it easy for them to tell us when things are not going well.

We will do this by:

- 1** Using data and insights to understand the ways residents want us to communicate with them.
- 2** Implementing a 'you said, we did' approach to feedback and sharing this regularly on our website and in our newsletter.
- 3** Informing residents how they can raise a complaint, what they can expect and what support is available to them throughout the process.
- 4** Involving residents in the creation and development of our publications to ensure they are clear, easy to understand and meet the needs of our residents/or customers.
- 5** Regularly sharing the difference that resident engagement makes through our website, newsletter, social media, and Annual Report.

By 2026:

We will have an effective and flexible range of tools for communicating with and informing our residents.

There will be an increase in satisfaction levels with keeping residents informed about things that matter to them.

We will have a clear method for measuring and demonstrating the impact of our engagement activities, enabling us to share the value of involvement and provide examples of what improvements have been made.

We will have a clearly stated plan, co-designed with residents for engaging them in building safety and compliance.



Work with our communities

We believe we have a key role to play in working with our residents, stakeholders, and other partners to create thriving and sustainable communities. Each community has a unique set of skills and strengths, and we want to work with them to make a positive contribution to the areas they live and help facilitate their capacity to address local issues.

We will do this by:

- 1** Promoting and facilitating engagement in the communities we serve, making sure that there are a range of ways for people with an interest in their local community to link with us and have their views heard.
- 2** Getting to know our communities better by regularly seeking their feedback about their neighbourhoods and local areas and using that information to help shape future priorities.
- 3** Establishing strong and sustainable links with our partners and local voluntary groups to deliver projects to the benefit of our residents and the wider community.

By 2026:

There will be an increase in satisfaction with their neighbourhood as a place to live.

We will have examples of improvements made to our neighbourhoods and local areas as a result of the feedback and input received from our communities.

We will have a range of community initiatives in place, developed with our residents and partners, that enhance our communities and are clearly linked to our business and resident priorities.



Each community has a unique set of skills and strengths, and we want to work with them to make a positive contribution to the areas they live...by 2026 there will be an increase in satisfaction with their neighbourhood as a place to live.



Resources and monitoring

Over the life of this strategy we will:

- Monitor and continue to develop our strategic action plan and provide the support and resources required to deliver our aims. An annual update against the plan will be provided to the Housing and Wellbeing Committee and publicised in our annual report
- Assess the impact of our engagement activities and review the methods for engagement on an annual basis, ensuring we are offering effective ways for residents to engage with us. This includes developing new opportunities to replace those which do not work
- Increase the number of residents we connect with and the diversity of the voices we hear through informal engagement and insight
- Ensure our residents are informed of, and can take part in, national conversations

To make sure that support and resources are available for effective engagement, we will:

- Ensure our residents have the right tools and information to effectively be involved
- Develop our training offer for residents
- Provide guidance and support to staff so they can involve residents in their work
- Work with residents to develop an induction programme for all new staff to raise the profile of resident involvement so that everyone is aware of the benefits that it brings
- Develop a clear expenses, incentives and rewards policy for engagement



Involvement for all

We will ensure that we continue to be inclusive and representative of all and will provide the support needed to enable this.

Our approach to resident engagement is committed to equal opportunities for all and to respect the needs of our diverse communities. This is in line with the councils Equality and Diversity Policy and the expectations set out by the Regulator of Social Housing and within the White Paper.

We will monitor who is involved and work towards engagement which ensures we hear from the full, diverse range of our residents, and that these views are directly and positively impacting on the services we provide.

Conclusion

This is fantastic opportunity for us to transform how we engage and work with our residents to create and deliver the best services we can.

How we will deliver this strategy is set out in our action plan and during the life of the strategy we expect to reconsider resident engagement to implement new regulatory requirements and best practice within the sector.

We're proud of the way residents and staff have shaped this strategy. It creates an exciting way forward for resident engagement at Arun District Council.



3rd Edition (2021)



TENANT ENGAGEMENT EXPERTS

tpas

National Tenant Engagement Standards

Setting the standard for
effective engagement



Contents

Foreword	3
Why Now	4
New Standards	5
Culture	6
Sector definition	7
National Standards for Engagement Framework	8



Foreword

I am in the privileged position of leading the only organisation in the social housing sector that represents both social landlord organisations and their staff alongside the tenants and leaseholders who rent their homes from them.

As a membership organisation, we gain a wealth of experience and insight from our members. However, this power also brings with it the responsibility to communicate useful guidance that can benefit both our members and the wider sector.

The recent publication of The Charter for Social Housing Residents - Social Housing White Paper highlighted the need for better transparency, openness and accountability between tenant and landlord.

Our newly updated National Engagement Standards go beyond just the regulatory requirements and set out clear principles and actions that social landlords need to take to continuously improve the way residents are involved in shaping and improving services.

These standards are not a statutory tool or a regulatory document but instead seek to clarify the standards, expectations and commitments that we firmly believe are required for residents to become active partners in making decisions about their home, safety and their community,

rather than being silenced or ignored.

I want to thank everyone across and beyond our membership network who were involved in creating these rigorous new standards. Together, as expert tenants and staff, we have worked hard to make them progressive, yet built on longstanding principles. Built on what we know works and what tenants and communities expect.

Rightly so these standards are ambitious and stretching. No one in the sector should be content to just meet a bare minimum. As a sector we should demand more of ourselves. But they are also written to be achievable and fully able to be flexible to tailor to your own organisation, your own business plans and your own community.

As tenants, landlords and contractors, let's grasp these standards together and use them to create a long lasting impact and legacy.

**Jenny Osbourne MBE,
Tpas Chief Executive.**

Why now

Over 30 years of experience has given Tpas England time to reflect honestly about the activities used to engage with residents and local communities.

We acknowledge that in some parts of the sector good work exists, and positive impacts are made. We also recognise that there is still more that could be done.

Now is the time to strengthen some of the basics, develop a more creative environment and share in the success that we know collaboration can deliver.

At Tpas, regardless of changes in funding or political focus, we will remain committed to encouraging residents, landlords and other partners of interest to work together. This pledge carried us through the years of lack of

investment in engagement and reduced focus on the resident voice.

We are now in a new phase of greater political, regulatory and public agreement that resident and community engagement is the right thing to do.

We have always believed in consistent and continuous meaningful engagement.

We will continue to promote, support and champion tenant engagement in social housing across England to bring lasting change to communities.



New Standards

These new Tpas National Engagement Standards reflect the renewed focus on, and the recognition of, the importance of the residents' voice.

We believe that words mean little, but that action is far more revealing of an organisation's attitude to engagement.

Our standards reflect the operating environment of social housing and have woven through them the increased expectations of the Regulator of Social Housing, Housing Ombudsman, the National Housing Federation's Code of Governance as well as the proposed Building Safety regime.

These standards reflect the aspirations and desires of our members for the future of engagement because they helped create them.

The standards dovetail into our new Tpas Engagement Accreditation which provides a robust and comprehensive test of an organisation's approach to effective engagement.



Culture

Although there are standards to meet, it's the behaviours and attitudes which run through an organisation that set the foundation for positive outcomes to take place.

Without the right culture, meeting standards on a consistent and continuous basis will be challenging. For Tpas, those attitudes and behaviours are essential.

We firmly believe that:

- A positive culture starts with the recognition of a mutually agreed role that shows the part residents can play in the governance of the organisation.

- True transparency and unhindered information sharing increases trust and builds relationships between residents and Landlords.
- Continuous listening & learning allows organisations to respond positively to their environment and the changing needs of its residents.
- Meeting the diverse needs of residents, removing barriers to engagement and providing information in plain language is non-negotiable.
- Providing a range of opportunities to engage, with appropriate support systems can produce more meaningful outcomes.

- The acknowledgment and support for community- led solutions are a vital part of building local confidence and wider engagement opportunities.

The recent change in focus from the Regulator of Social Housing (RSH) has once again placed effective resident engagement in their regulatory sight.

Aside to the updated expectations in the Consumer Standards, the RSH has stated previously how poor engagement could indicate to them that an organisation has poor Governance, which is a clear indication on how important engagement is now seen.



Sector definition

For ease of reading, the term residents is used from this point forward as a collective term to refer to tenants, leaseholders and, where appropriate, other relevant community stakeholders.

This document is intended to be read and understood by those new to engagement as well as those with more experience. Throughout we will make references to words and phrases that may not be in everyone's everyday language. It would be wrong to not use those words as there are not always suitable replacements, so we have provided a few explanations:

Organisation

Throughout the document we will use this term to generally refer to social housing landlords, although these standards will apply to other organisations such as contractors.

Governance

This is the decision-making body of your Landlord. In Housing Associations, Arms-Length Management Organisations (ALMO's) & Mutual Organisations it will be the Board. In a Local Authority it would be the Cabinet and/or Councillor with responsibility for Housing.

Scrutiny

This is a process for carrying out resident-led reviews of all areas of an organisation's business. It is stated in housing regulation and forms a large part of an organisational approach to welcoming in-depth examination.

Co-creation

This is the process of all stakeholders working in partnership to define a problem, find a solution and then implement that solution. For example: where a service or project is developed by residents and professionals working together as equal partners from the start, through to delivery and evaluation.

Risk

All organisations face risks. This could be to their rental income, ability to borrow money to build new homes as well as things such as fire safety, staffing and meeting the regulatory expectations. Each organisation will have their own particular set of risks.

Appropriate

This means it reflects the organisation in a way that is inclusive of the intended audience and their needs.

Agreed

We want to state that this term means agreed with involved residents or a Residents' Forum, Federation, or any other such method that works with your organisation to develop your engagement arrangements.



Our Framework

We have created a framework for these standards around seven key activities. Some are where engagement is vital to demonstrate a positive approach to co-regulation, and others are activities that just make really good sense.

1. Governance and Transparency

- 1.1** There is a clearly defined and agreed role for residents in the governance arrangements of the organisation
- 1.2** There are clear, widely publicised routes for residents to hold the organisation to account on standards for service delivery, strategy, performance and decision making
- 1.3** There is an environment of mutual respect between the organisation and its residents with steps taken to identify and tackle negative stereotyping including understanding the impact of language and behaviours
- 1.4** The organisation regularly considers, and shares publically how it uses the learning from resident engagement as well as its data and insight to improve the services it provides
- 1.5** The organisation provides regular assurance to its residents how it keeps them safe in their homes and how it meets the regulatory and legal requirements
- 1.6** The organisation engages with residents to produce an appropriate and meaningful Annual Report which should include resident satisfaction measures; performance against its stated commitments; how income is being spent, complaints trends, impact from resident engagement and comparisons of the organisational wage structure and management costs
- 1.7** There is consistent and honest sharing of information with all stakeholders the risks the organisation faces, the person responsible for managing those risks, how it is meeting key organisational targets and how it plans to deal with areas of concern
- 1.8** The organisation consults at least once every three years on the best way to involve residents in the governance and scrutiny of the housing management service
- 1.9** The organisation publishes clear information on the roles and responsibilities of senior staff, including the named persons responsible for ensuring it meets both the economic and the consumer standards set by the Regulator of Social Housing.



2. Scrutiny

- 2.1** Scrutiny activity works to the five Tpas Scrutiny key principles; Independent, Inclusive, Positive, Constructive & Purpose
- 2.2** An appropriate and agreed scrutiny model and process is in place, with clear routes into the governance, business and service delivery operations of the organisation
- 2.3** The organisation, including its staff and governance functions, values scrutiny as a critical friend from an independent resident-led process
- 2.4** Scrutiny produces evidence based recommendations, is designed to improve services, increase efficiency and provide robust assessment
- 2.5** Scrutiny activity is provided with the financial and administrative support it needs to carry out its business
- 2.6** Scrutiny is provided with all relevant performance, regulatory, legal & benchmarking information it needs to carry out its business
- 2.7** Scrutiny has strong links with the other organisational engagement structures and the wider resident base in order to support its overall aims.

3. Business & Strategy

- 3.1** Residents are meaningfully engaged in the co-creation, monitoring and review of the organisation's engagement strategy to make sure it delivers clear impact and value
- 3.2** Residents are meaningfully engaged in the development, monitoring and review of the organisation's policy; service; budget and strategic development as well as any local offers for service delivery
- 3.3** Residents and staff are clear of the purpose and intended outcomes of all engagement activities with clear explanations of the time needed and their level of influence
- 3.4** The organisation has a clear and publically stated plan for engaging residents in its health & safety responsibilities and makes clear those responsible for compliance
- 3.5** There is an agreed timeframe to ensure that all engagement activities provide enough time to hear and consider resident views
- 3.6** There is a clear and consistent method for reporting back to residents how their views have been considered in all engagement activities
- 3.7** Residents are consulted in a timely and effective manner on any change in landlord or significant change in the management arrangements.



4. Complaints

- 4.1** There is a clear, accessible and continuously publicised complaints policy designed with residents, that shows the definition of a complaint, how to complain, key timescales, routes for redress, how to access help and support and who has responsibility for the complaints process
- 4.2** The organisation ensures information on the Housing Ombudsman is readily available for all residents and provides assurance of its compliance with the complaints handling code
- 4.3** Complaints are encouraged as opportunities to listen, learn and influence change with a culture that assures that speaking out will not bring negative consequences
- 4.4** Residents are engaged in the continuous learning and development from complaints, with all improvements widely publicised to residents and staff
- 4.5** Complaints, including those determined by the Housing Ombudsman, are documented, widely communicated and consistently publicised to all stakeholders
- 4.6** Residents are engaged in routinely reviewing the complaints handling policy & process to include self-assessment against the Housing Ombudsman's Complaint Handling Code
- 4.7** The organisation encourages resident involvement in complaint handling through the formation of resident panels.



5. Information & Communication

- 5.1** Relevant information is provided to all recognised panels and involved residents in an agreed timeframe to allow them to monitor performance and hold their landlord to account on how key organisational objectives are being met
- 5.2** All information provided to residents is clear and understandable with key points summarised, using an inclusive range of methods and in a format to suit the intended recipient
- 5.3** In any ad-hoc or specifically focussed engagement activity, information is provided in an agreed timeframe before any activity takes place
- 5.4** The organisational website holds easy to find and useful information on areas such as governance, regulatory judgements & inspections, compliance, how to get involved, management, repairs, complaints, performance and the impact made from its resident engagement activities
- 5.5** The organisation provides an accessible and unhindered route for residents to request information relating to the activities of their landlord. This should be widely publicised to reflect its resident profile
- 5.6** The organisation regularly distributes to its residents up to date information including performance against set targets and emerging organisational challenges as well as topics of community and national interest. The frequency, content and methods of distribution will be agreed by the organisation and its residents.



6. Resources for Engagement

- 6.1** The organisation provides sufficient resources to deliver effective engagement and residents have the opportunity to influence the decision about the resources made available
- 6.2** There is an appropriate system in place for recognition and reimbursement of the time given by residents for engagement activities
- 6.3** Involved residents are offered timely advice, relevant training and where appropriate, effective mentoring
- 6.4** The organisation and its involved residents independently network to gather best practice in resident engagement and increase their awareness of the wider housing sector challenges
- 6.5** All staff can describe the benefits resident engagement can bring to the organisation, its residents and the wider community and understand how their role can enhance the organisation's ability to hear the residents' voice.

7. Community & Wider Engagement

- 7.1** There is an appropriate menu of engagement opportunities that; reflects the resident profile; responds to the different needs in relation to equality strands and any additional support, which can be evidenced in the delivery of their services, engagement activities and communications to promote widespread engagement
- 7.2** The organisation provides opportunities for its residents to engage in emerging social housing sector policy consultations and responses
- 7.3** Where regeneration or planned improvements takes place, residents will be fully informed and from the start are part of the project planning, delivery and monitoring
- 7.4** There is a clear approach to promoting and supporting community action in the communities the organisation has residents which includes any Right to Manage opportunities
- 7.5** Community Investment activities support partnership working and provide opportunities to increase understanding of resident and community priorities.

National Tenant Engagement Standards



To find out more about Tpas visit:
www.tpas.org.uk

EQUALITY IMPACT ASSESSMENT

Name of activity:	Resident Engagement Strategy 2022-26			Date Completed:	8 August 2022			
Directorate / Division responsible for activity:	Environment and Communities - Housing			Lead Officer:	Sasha Hawkins and Moh Hussein			
Existing Activity		N	New / Proposed Activity		Y	Changing / Updated Activity		N

What are the aims / main purposes of the activity?

To set out the council's aims and objectives in relation to resident engagement for the next four years, the strategy will also support the council to meet the requirements set out by the government in the Social Housing White Paper and the upcoming legislation in the Social Housing Regulation Bill.

The strategy will not impact negatively on any groups of people who have one or more protected characteristic. The range of participation opportunities to be developed will be available to all residents irrespective of any protected characteristic.

What are the main actions and processes involved?

- Explains the council's vision for resident engagement
- Sets out five aims and how we will achieve them, and where we want to be by 2026
- Sets out how we will resource and support effective engagement

Who is intended to benefit & who are the main stakeholders?

- Arun District Council tenants and leaseholders
- Arun District Council staff

Have you already consulted on / researched the activity?

Yes

A satisfaction survey was carried out in Spring 2021, this survey was sent to all our tenants and leaseholders and 1,628 responses were received which equated to a 44% response rate which was higher than anticipated. Analysis of the findings and trends gave us some key areas of focus for the strategy.

A further survey was carried out to consult on the proposed aims and objectives on the strategy, analysis of the consultation confirmed that the aims and objectives of the strategy were supported.

The outcomes of the consultation were shared with our residents group Your Voice.

TPAS who are tenant engagement experts were also asked to comment on the draft strategy and provide advice and guidance to ensure it meets best practice and regulatory requirements.

Impact on people with a protected characteristic (What is the potential impact of the activity? Are the impacts high, medium, or low?)		
Protected characteristics / groups	Is there an impact (Yes / No)	If yes, what is it and identify whether it is positive or negative
Age (older / younger people, children)	Yes	<p>Positive Arun District Council has a higher representation of tenants over the age of 55 (55%).</p> <p>In Arun District as a whole the latest date released from ONS from the Census 2021 shows that there has been an increase 19.3% in people aged 65 years and over, an increase of 6.4% in people aged 15 to 64 and an increase of 9.3% in children aged under 15 years.</p> <p>Following our satisfaction survey carried out in 2021 it showed that the most satisfied overall are our tenants aged 60 and over (81%)</p> <p>The least satisfied are our tenants under 35 (61%)</p> <p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible</p>

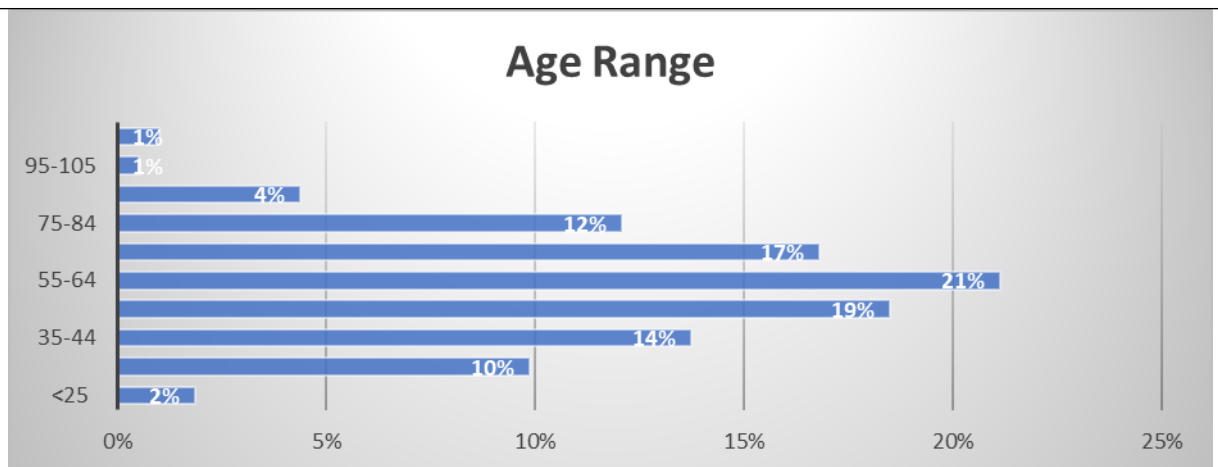
and attractive to all age groups. We already have initiatives that target elderly residents, young people, and families such as coffee mornings, exercises classes and estate days.

One of our aims is to maximise the use of technology to engage with our residents. By developing our use of technology all age groups will be able to access information easier and more opportunities for involvement. Younger age groups may also engage with us where they would not have done if the activity were face to face.

The data from our satisfaction survey highlighted that 52% of tenants in sheltered accommodation never use the internet compared to 34% in general needs accommodation. One of the factors raised for not using the internet was lack of confidence/skills (26%)

Our strategy aims to offer support to increase digital skills and develop further options for residents to engage with us through technology where that is their preferred option. However, we recognise that some residents will not have access to the internet or will not want to use it so written and face to face engagement will be available and promoted, to ensure there is options for all.

The resident engagement strategy outlines our aim to create a new engagement framework which will give a wide range of opportunities for residents to get involved, most of which will be open to residents of all ages. Some age groups have access to specific opportunities such as Coffee mornings in our sheltered schemes.



<25	77	2%
25-34	407	10%
35-44	566	14%
45-54	762	19%
55-64	870	21%
65-74	692	17%
75-84	498	12%
85-94	181	4%
95-105	21	1%
Blank	42	1%
Grand Total	4116	100%

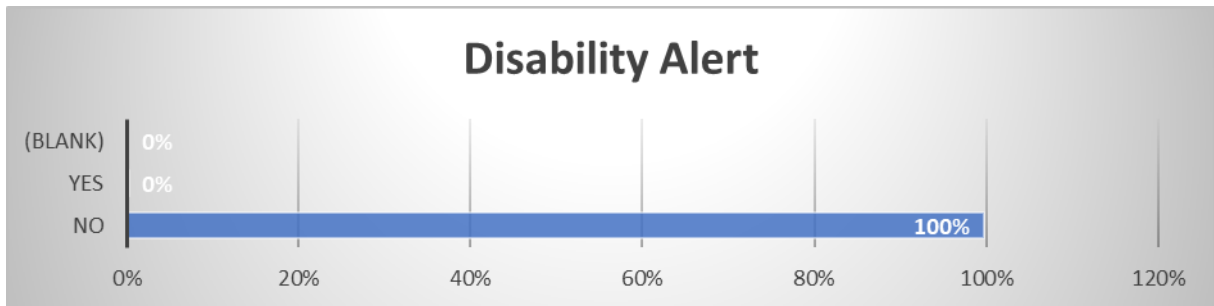
Source housing records

Disability (people with physical / sensory impairment or mental disability)

Yes

Positive

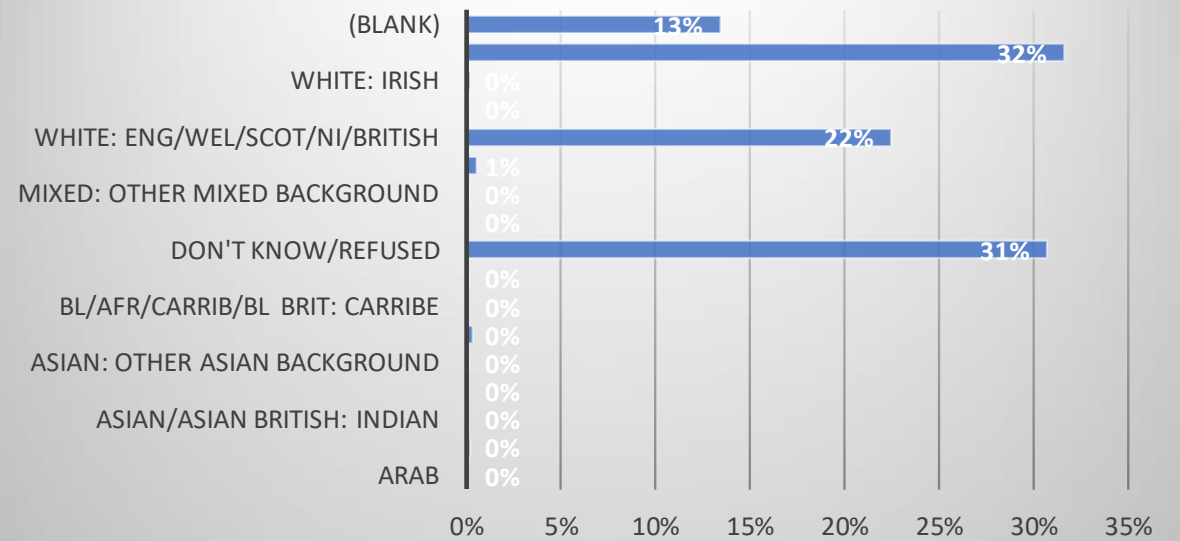
This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all, ensuring that residents with any disability are able to get involved in the engagement they prefer.

		<p>We will ensure reasonable adjustments are made to allow a person with any disability to take part this can include but is not limited to covering the cost for transport to meetings, provision of information in large print, assistance with access to digital equipment. Any in person meetings will take place in fully accessible venues.</p> <p>The data we currently collect on disability needs improving and our new housing IT system that that will be implemented will ensure that we can record any protected characteristic for tenants and their household members.</p> <p>No proposal in the strategy disproportionately impacts on anyone with a disability.</p> <div data-bbox="893 564 2103 871">  <p>Disability Alert</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>(BLANK)</td> <td>0</td> <td>0%</td> </tr> <tr> <td>YES</td> <td>9</td> <td>0%</td> </tr> <tr> <td>NO</td> <td>4107</td> <td>100%</td> </tr> </tbody> </table> </div> <p><u>Source housing records</u></p> <table border="1"> <thead> <tr> <th colspan="3">Count of Disability Alert Icon</th> </tr> </thead> <tbody> <tr> <td>No</td> <td>4107</td> <td>100%</td> </tr> <tr> <td>Yes</td> <td>9</td> <td>0%</td> </tr> <tr> <td>(blank)</td> <td></td> <td>0%</td> </tr> <tr> <td>Grand Total</td> <td>4116</td> <td>0%</td> </tr> </tbody> </table>	Response	Count	Percentage	(BLANK)	0	0%	YES	9	0%	NO	4107	100%	Count of Disability Alert Icon			No	4107	100%	Yes	9	0%	(blank)		0%	Grand Total	4116	0%
Response	Count	Percentage																											
(BLANK)	0	0%																											
YES	9	0%																											
NO	4107	100%																											
Count of Disability Alert Icon																													
No	4107	100%																											
Yes	9	0%																											
(blank)		0%																											
Grand Total	4116	0%																											
Gender reassignment (the process of transitioning from one gender to another.)	No	<p>There is no reliable data collected for this protected characteristic</p> <p>No impact has been identified.</p>																											

		This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.
Marriage & civil partnership (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognized for same-sex couples)	No	<p>There is no reliable data collected for this protected characteristic</p> <p>The range of participation opportunities are available to residents irrespective of marriage and civil partnership status.</p> <p>No impact has been identified.</p> <p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.</p>
Pregnancy & maternity (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	No	<p>There is no reliable data collected for this protected characteristic from housing data.</p> <p>No negative impact has been identified</p> <p>The range of participation opportunities are available to residents irrespective of pregnancy and maternity.</p> <p>The strategy will mean there will be a wide range of opportunities to become involved. An expenses, incentives and rewards policy will be developed as part of the strategy, to make it clear to residents who take part how we can support them. We will look to ensure flexibility in meeting times for those that have childcaring responsibilities and investigate other options to cover the cost of childcare for those who are giving their time to be involved.</p>

<p>Race (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)</p>	<p>Yes</p>	<p>The strategy will mean there will be a wide range of opportunities to become involved.</p> <p>There is a potential that residents whose first language is not English may not be able to take part. We can use interpretation and translating services to enable participation.</p> <p>We will monitor the profile of residents engaging with us and work towards engagement which ensures we hear from the full, diverse range of our residents. A large proportion of our tenants (31%) have either refused to provide this data or we have not collected it. There is further work for us to do to ensure we are recording the ethnicity of our tenants where they are happy to provide this information.</p> <p>No proposal in this strategy will disproportionately affect anyone.</p>
--	------------	--

Ethnic Origin



Count of Ethnic Origin

Arab	2	0%
Asian/Asian British: Bangladesh	8	0%
Asian/Asian British: Indian	3	0%
Asian/Asian British: Pakistani	1	0%
Asian: Other Asian Background	4	0%
Bl/Afr/Carrib/Bl Brit: African	13	0%
Bl/Afr/Carrib/Bl Brit: Carribe	1	0%
Black: Other Black Background	6	0%
Don't know/Refused	1263	31%
Mixed/Multi: White & Bl Africa	1	0%
Mixed: Other Mixed Background	4	0%

Other Ethnicity	24	1%
White: Eng/Wel/Scot/Nl/British	924	22%
White: Gypsy/Irish Traveller	3	0%
White: Irish	7	0%
White: Other White Background	1300	32%
(blank)	552	13%
Grand Total	4116	100%

Source housing records

Census data from 2011 for Arun

White; English/Welsh/Scottish/Northern Irish/British	91.6%
White; Irish	0.6%
White; Gypsy or Irish Traveller	0.1%
White; Other White	4.7%
Mixed/Multiple Ethnic Groups; White and Black Caribbean	0.3%
Mixed/Multiple Ethnic Groups; White and Black African	0.1%
Mixed/Multiple Ethnic Groups; White and Asian	0.4%
Mixed/Multiple Ethnic Groups; Other Mixed	0.2%
Asian/Asian British; Indian	0.3%
Asian/Asian British; Pakistani	0.1%
Asian/Asian British; Bangladeshi	0.2%
Asian/Asian British; Chinese	0.3%
Asian/Asian British; Other Asian	0.5%
Black/African/Caribbean/Black British; African	0.2%
Black/African/Caribbean/Black British; Caribbean	0.1%
Black/African/Caribbean/Black British; Other Black	0.0%
Other Ethnic Group; Arab	0.0%
Other Ethnic Group; Any Other Ethnic Group	0.1%

Religion & belief (religious faith or other group with a recognised belief system)

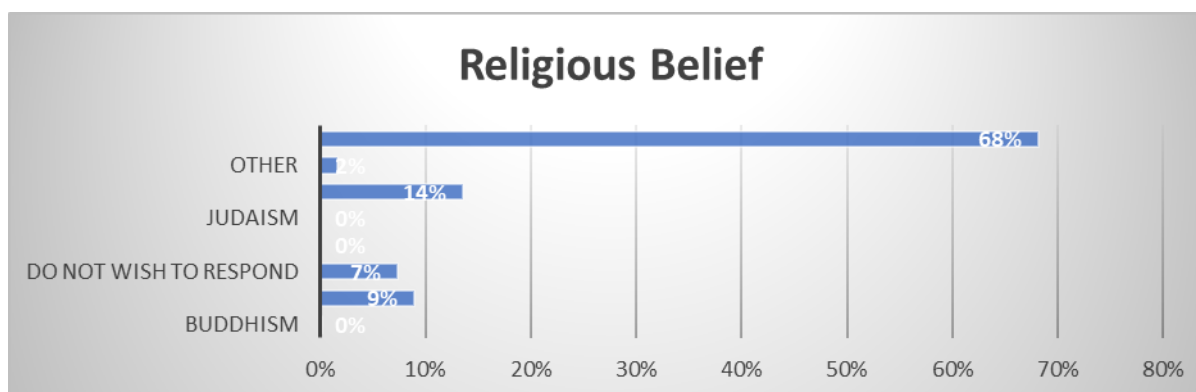
No

We do not hold reliable data for tenants' religious beliefs as for 68% we do not hold any data.

No negative impact has been identified.

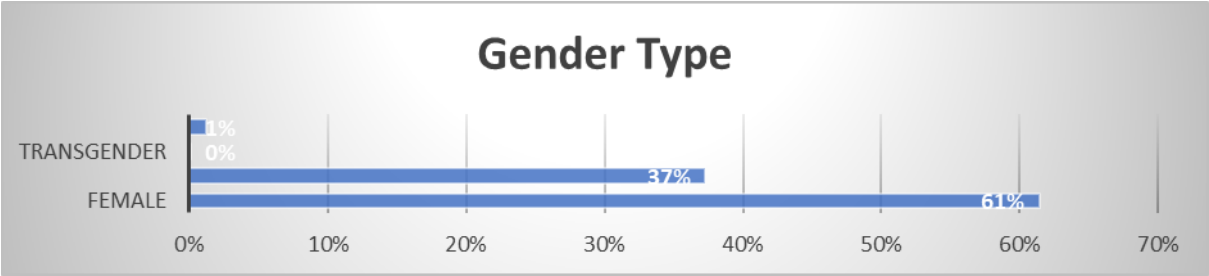
This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.

We will monitor the profile of residents engaging with us and work towards engagement which ensures we hear from the full, diverse range of our residents.



Buddhism	7	0%
Christianity	368	9%
Do not wish to respond	303	7%
Islam	5	0%
Judaism	2	0%
No Religion	558	14%
Other	69	2%
(blank)	2804	68%
Grand Total	4116	100%

Source housing records

Sex (male / female)	No	<p>The data in our satisfaction survey carried out in 2021 showed that there was no difference in terms of satisfaction with both genders being 78% satisfied overall. Slightly more male tenants were dissatisfied 14% compared with 13% female.</p> <p>No negative impact has been identified and no proposal in this strategy will disproportionately impact on any gender. This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all genders.</p> <p>Source housing data</p>  <table border="1"> <caption>Count of Gender</caption> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>2529</td> <td>61%</td> </tr> <tr> <td>Male</td> <td>1535</td> <td>37%</td> </tr> <tr> <td>Transgender</td> <td>1</td> <td>0%</td> </tr> <tr> <td>(blank)</td> <td>51</td> <td>1%</td> </tr> <tr> <td>Grand Total</td> <td>4116</td> <td>100%</td> </tr> </tbody> </table> <p><u>Source housing records</u></p>	Gender	Count	Percentage	Female	2529	61%	Male	1535	37%	Transgender	1	0%	(blank)	51	1%	Grand Total	4116	100%
Gender	Count	Percentage																		
Female	2529	61%																		
Male	1535	37%																		
Transgender	1	0%																		
(blank)	51	1%																		
Grand Total	4116	100%																		
Sexual orientation (lesbian, gay, bisexual, heterosexual)	No	<p>We do not collect data on sexual orientation of tenants.</p> <p>No impact has been identified.</p>																		

		This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.
Whilst Socio economic disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Yes	<p>Positive</p> <p>This strategy will mean that we develop a wide range of opportunities to ensure resident views are heard and develop an engagement framework that is accessible and attractive to all.</p> <p>We know that some of our residents live in properties that are in higher deprivation areas, we expect that the strategy will have a positive impact as it will ensure that residents voices will be heard and that there are a variety of ways for people to get involved.</p> <p>One of the aims of the strategy is to create thriving and sustainable communities and work with them to make a positive contribution to the area they live and help facilitate their capacity to address local issues. The strategy and its activities will also help by reducing social isolation and increasing digital inclusion.</p> <p>LSOA data from the West Sussex Joint Strategic needs assessment briefing indices of deprivation 2019 shows that three of our wards (Courtwick with Toddington, Marine and Bersted) are in the top 10% most deprived nationally which are areas where we have council properties.</p>

What evidence has been used to assess the likely impacts?

Best practice within the housing sector on engaging with residents
Effective and in-effective means of engaging and consulting
Information from feedback from residents

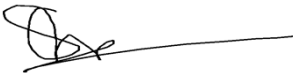
Decision following initial assessment			
Continue with existing or introduce new / planned activity	Y	Amend activity based on identified actions	N

Action Plan			
Impact identified	Action required	Lead Officer	Deadline
Data gaps for sexual orientation, religion, disability, gender identity and ethnicity	The new Housing IT system being implemented will allow us to accurately record this data in a more consistent way. The aim being to use the data and insights available to us to ensure we are delivering engagement activities that are accessible and attractive to all, giving everyone the opportunity to get involved in the ways that suit them. As part of the strategy, we have committed to reviewing the impact of our engagement activities and the methods we use on an annual basis to ensure we are offering effective ways for residents to engage with us.	Business Improvement Team	

Monitoring & Review	
Date of last review or Impact Assessment:	N/A
Date of next 12-month review:	8 August 2023
Date of next 3-year Impact Assessment (from the date of this EIA):	8 August 2025

Date EIA completed:	8 August 2022
---------------------	---------------

Signed by Person Completing:

A handwritten signature in black ink, consisting of a stylized 'S' followed by a horizontal line.

Arun District Council

REPORT TO:	HOUSING & WELLBEING COMMITTEE – 6 OCT 2022
SUBJECT:	HOMELESSNESS STRATEGY 2019-2021
LEAD OFFICER:	CLAIRE DYKE, HOUSING OPTIONS MANAGER MOH HUSSEIN, INTERIM HEAD OF HOUSING
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: This funding supports the Council’s objective number one of Improving the wellbeing of Arun by supporting those who are homeless, street homeless or at risk of homelessness in emergency or temporary accommodation to improve health outcomes	
DIRECTORATE POLICY CONTEXT: All Local Authorities are required by law to have an up-to-date Homelessness and Rough Sleeping Strategy.	
FINANCIAL SUMMARY: None	

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to update Members on the current position of our Housing and Homelessness Strategy.

2.0 RECOMMENDATIONS

- 2.1 To approve the extension of our current Housing and Homelessness Strategy 2019-2021 until the new Homelessness and Rough Sleeping Strategy has been adopted in 2023.

3.0 EXECUTIVE SUMMARY

- 3.1 Our current Homelessness Strategy expired in 2021. All Local Authorities are legally required to have an up-to-date Homelessness Strategy in place. To ensure compliance with the Homelessness Act 2002 (as amended), this report will seek agreement to extend the current strategy until the new Homelessness & Rough Sleeping Strategy 2023 - 2028 has been adopted.

4.0 DETAIL

- 4.1 The Homelessness Act 2002 (as amended) placed a duty on all local authorities to formulate a Homelessness and Rough Sleeping Strategy.
- 4.2 Section 1(1) of the Act gives housing authorities the power to carry out a homelessness review for their district and formulate a homelessness strategy based on the result of the review.
- 4.3 Our current Housing & Homeless Strategy sets four main objectives for the period 2019 - 2021:
- a) Increase housing supply across all tenures
 - b) Prevent & relieve homelessness
 - c) Improve housing conditions across all tenures
 - d) Create sustainable communities to meet the needs of all residents
- 4.4 The Strategy was informed by a Homelessness Review undertaken in 2018 as well as running in parallel to the Housing Revenue Account Business Plan 2017 and the Arun Local Plan 2018.
- 4.5 However, this Strategy is now out of date which means that Arun District Council is not legally compliant with legislation. We plan to carry out a new review of homelessness and publish a new Homelessness and Rough Sleeping Strategy based on the results of the review, which is anticipated to be in place in 2023. Until then, our current strategy requires an extension.

5.0 CONSULTATION

- 5.1 None required

6.0 OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 To approve the extension of the Homelessness Strategy 2019-2021
- 6.2 To not approve the extension. However, this would mean that the Authority would not be legally compliant with the Homelessness Act 2002 (as amended).

7.0 COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

- 7.1 No comment.

8.0 RISK ASSESSMENT CONSIDERATIONS

8.1 None

9.0 COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1 The Homelessness Act 2002 (as amended) places a statutory duty on each local housing authority to carry out a review of homelessness and to develop a Homelessness Strategy every five years. The Homelessness Review provides a comprehensive assessment of the nature and extent of homelessness in the district, as well as considering all the activities and interventions in place to prevent homelessness and assist people who are or may become homeless.

9.2 The Homelessness Strategy sets out how the Council will prevent homelessness and provide support to people who are homeless, or at risk of becoming homeless, during the coming five years

9.3 This report is asking committee to agree an extension of the current strategy. Committee is able to agree such an extension.

10.0 HUMAN RESOURCES IMPACT

10.1 None

11.0 HEALTH & SAFETY IMPACT

11.1 None

12.0 PROPERTY & ESTATES IMPACT

12.1 None

13.0 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 None

14.0 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 None

15.0 CRIME AND DISORDER REDUCTION IMPACT

15.1 None

16.0 HUMAN RIGHTS IMPACT

16.1 None

17.0 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 None

CONTACT OFFICER:

Name: Claire Dyke

Job Title: Housing Options Manager

Contact Number: 01903 737637

BACKGROUND DOCUMENTS:

[Housing and homelessness strategy 2019 to 2021 | Arun District Council](#)

Arun District Council

REPORT TO:	HOUSING & WELLBEING COMMITTEE – 6 OCT 2022																	
SUBJECT:	HOMELESSNESS GRANT FUNDING 2022-2023																	
LEAD OFFICER:	CLAIRE DYKE, HOUSING OPTIONS MANAGER MOH HUSSEIN, INTERIM HEAD OF HOUSING																	
LEAD MEMBER:	COUNCILLOR J PENDLETON																	
WARDS:	ALL																	
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: This funding supports the Council’s aim of Improving the wellbeing of Arun by supporting those who are homeless, street homeless or at risk of homelessness in emergency or temporary accommodation to improve health outcomes																		
DIRECTORATE POLICY CONTEXT: The recommendations in this report contribute towards the delivery of our Homelessness Strategy which focuses on the prevention of homelessness as well as supporting those residents who have become homeless or who are rough sleeping.																		
FINANCIAL SUMMARY:																		
<table><tr><th>Funding Stream</th><th>Amount</th><th>To be spent by</th></tr><tr><td>Homelessness Prevention Grant</td><td>£823,509</td><td>March 2023</td></tr><tr><td>Accommodation for Ex-Offenders</td><td>£116,696</td><td>September 2022</td></tr><tr><td>Covid Management Fund</td><td>£74,660</td><td>March 2023</td></tr><tr><td>Rough Sleeper Initiative Funding</td><td>£1,714,261</td><td>March 2025</td></tr></table>				Funding Stream	Amount	To be spent by	Homelessness Prevention Grant	£823,509	March 2023	Accommodation for Ex-Offenders	£116,696	September 2022	Covid Management Fund	£74,660	March 2023	Rough Sleeper Initiative Funding	£1,714,261	March 2025
Funding Stream	Amount	To be spent by																
Homelessness Prevention Grant	£823,509	March 2023																
Accommodation for Ex-Offenders	£116,696	September 2022																
Covid Management Fund	£74,660	March 2023																
Rough Sleeper Initiative Funding	£1,714,261	March 2025																

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to update Members on the levels of grant funding received from the Department of Levelling Up, Housing and Communities and the West Sussex Covid Management Fund. This grant funding forms part of general fund budgets for homelessness services in Arun.

2.0 RECOMMENDATIONS

- 2.1 To note and approve the grant related expenditure in respect of homelessness, the prevention of homelessness, rough sleeping and mitigating the impact of COVID-19.

3.0 EXECUTIVE SUMMARY

- 3.1 This report details the expenditure in relation to Government grants, and funding received in respect of tackling and preventing homelessness and rough sleeping, and to mitigate the impact of COVID-19 on those who are homeless or at risk of homelessness.

4.0 DETAIL

- 4.1 There are multiple funding streams supporting the work of the Housing Options Team, without which would otherwise impact on the Council's general Fund. Some of these funding streams are subject to bids, and some are allocations. Often, in year opportunities arise at short notice and require Officers to put together funding bids and expenditure programmes at short notice.

- 4.2 All allocations and successful funding bids are ring fenced specifically for the purpose of preventing homelessness and rough sleeping.

4.3 Homelessness Prevention Grant (HPG)

- 4.3.1 HPG is awarded to all Local Authorities in England annually to support the prevention and relief of homelessness. The grant allocation for 2022/23 in total is £823,509.

- 4.3.2 £810,548 of this grant has been awarded to offset salary costs of staff employed to prevent homelessness, incentives and grants to secure accommodation in the private rented sector, and emergency accommodation costs.

- 4.3.3 An additional £12,961 was awarded to support local authorities with the new burdens imposed by the delivery requirements of the Domestic Abuse Act. This funding is being used to support victims of domestic violence who are living in emergency and temporary accommodation and will provide them with the practical advice and guidance they need, but also emotional support.

4.4 Accommodation for Ex-Offenders

- 4.4.1 In August 2021/22, Arun District Council was awarded £201,432 (£192,432 in 21/22 and £9,011 for 2022/23). In February 2022 agreement was given by DLUHC to carry any remaining sums into the first half of 2022/23 (to be used by September 2022) as many Local Authorities had experienced issues in getting their projects mobilised and accessing assured shorthold tenancies was proving to be more problematic than expected. The project is run in partnership with Stonepillow and the funding covers staffing costs, tenancy training and incentives to access the private rented sector.

4.4.2 At the time of writing, Arun have been invited to bid for further funding for this project to cover the second half of 2022/23, to March 2023. Committee will be updated on the outcome of that bid on the 6 October.

4.5 Covid Management Fund (COMF)

4.5.1 West Sussex County Council were awarded Covid Management Funding in 2020/21 but experienced issues with mobilisation. As a result, the funds were devolved to the District and Boroughs in 2021/22. The Housing Options Team was awarded £95,000 to support the deliver of preventative services, including staff costs, assistance with removals and storage and enhanced discretionary housing payments.

4.5.2 West Sussex gave authority for any underspends of COMF at District and Borough level to be carried forward into 2022/23, leaving £74,660 remaining to be spent by March 2023.

4.6 Rough Sleeper Initiative (RSI) Funding (Funding announcements are embargoed)

4.6.1 RSI funding has been awarded to Arun for the last three years and is funding that is awarded through bids. Traditionally bids were submitted on an annual basis, however, DLUHC recognised the additional burdens that this placed on Local Authorities and as a result, changed the funding term from annually to three years for the years 2022-2025. At present, DLUHC have confirmed that there will be no further funding available beyond March 2025.

4.6.2 The total award for this period is £1,714,261 split as follows:

Year 1	Year 2	Year 3
£733,396	£568,311	£412,554

4.6.3 The funding is used to provide the following services, either delivered by Arun District Council or by our partners, Turning Tides and Stonepillow

- a) Rough Sleeper Coordinator
- b) Inreach/Outreach Service
- c) Tenancy Sustainment and Prevention Services
- d) Off the street accommodation costs for non-statutory placements
- e) Dual Diagnosis Worker
- f) Specialist Support Navigator for Non-UK Nationals
- g) Support Navigators
- h) Personalisation
- i) Funds to access the private rented sector

5.0 CONSULTATION

5.1 None required

6.0 OPTIONS / ALTERNATIVES CONSIDERED

6.1 To approve the expenditure outlined above

6.2 To not approve the expenditure. However, this is not considered to be a viable option as it will adversely impact on our ability to prevent and relieve homelessness and reduce the number of people sleeping rough.

7.0 COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

7.1 The figures included in the report will be included in budgets for 2023/24 and 2024/25 as required.

8.0 RISK ASSESSMENT CONSIDERATIONS

8.1 None

9.0 COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1 No specific legal implications.

10.0 HUMAN RESOURCES IMPACT

10.1 None

11.0 HEALTH & SAFETY IMPACT

11.1 None

12.0 PROPERTY & ESTATES IMPACT

12.1 None

13.0 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 None

14.0 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 None

15.0 CRIME AND DISORDER REDUCTION IMPACT

15.1 None

16.0 HUMAN RIGHTS IMPACT

16.1 None

17.0 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 None

CONTACT OFFICER:

Name: Claire Dyke

Job Title: Housing Options Manager

Contact Number: 01903 737637

BACKGROUND DOCUMENTS:

This page is intentionally left blank

Arun District Council

REPORT TO:	HOUSING AND WELLBEING COMMITTEE – 6 OCT 2022
SUBJECT:	ARUN DISTRICT COUNCIL HOUSING FIRE SAFETY POLICY - REVISION
LEAD OFFICER:	PHILIPPA DART – DIRECTOR OF ENVIRONMENT AND COMMUNITIES MOH HUSSEIN – INTERIM HEAD OF HOUSING IAN HIPPOCH – COMPLIANCE MANAGER, HOUSING
LEAD MEMBER:	COUNCILLOR JACKY PENDLETON
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: <p>The revision of this policy is being driven by the recent change in UK legislation.</p> <p>The core reasoning behind the change in legislation is to ensure that Tenants and Residents of all rented properties are safe and therefore ultimately have an improved the quality of life.</p>	
DIRECTORATE POLICY CONTEXT: <p>The council have an existing Fire Safety Policy; the proposed revision will replace the existing Policy with an updated version which has been previously agreed as essential.</p>	
FINANCIAL SUMMARY: <p>There is no direct financial implication to the changes in this policy. The new legislation driving this revision demands alternative and additional standards are achieved, these changes enhance existing processes and standards already being materially adhered to.</p>	

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to inform the Committee of the requirement for the council to implement a new Housing Fire Safety Policy in line with revised legislation

2. RECOMMENDATIONS

- 2.1 It is recommended the Housing and Wellbeing Committee note the contents of the report and support the requirement of the Council to develop and adopt a new Housing Fire Safety Policy, that reflects the changes to legislation and accepted best practice.

3. EXECUTIVE SUMMARY

- 3.1 Earlier in 2022 The Fire Safety Act 2021 was passed into law. The new act revises the Regulatory Reform (Fire Safety) Order 2005 and clarifies responsibility for managing and reducing fire risk in multi-occupied residential buildings.
- 3.2 The FSA 2021 includes significant changes to the previous Order including additional provision and responsibilities Landlords.
- 3.3 To reflect these changes, it is necessary for ADC to undertake the replacement of the existing Fire Safety Policy to encompass the new legislation and make the necessary changes to strategic and operational arrangements to ensure Compliance to the new Act to all buildings in the Housing Stock.

4. DETAIL

- 4.1 The change in the legislation was driven by the unfortunate events at Grenfell Tower and the subsequent enquiry. The changes within the new Act deal with managing Fire Safety and reducing the risk of death or injury in the event of fire in high buildings (Buildings over 11m high). Other measures have also been included which apply to all Landlords, Social or otherwise, it is the wider changes that relate to improving safety in the event of a fire that require ADC to replace the existing Policy.
- 4.2 The Fire Safety Act 2021 (FSA) closes the loophole that the Regulatory Reform (Fire Safety) Order 2005 overlooked 16 years ago. In summary the new Act determines that the external walls of a building, the fire doors to individual flats and those located in common areas are to be assessed as part of the requirement for a fire risk assessment on any given building.
- 4.3 An updated policy will address the requirements to

- a) Change the way we assess the Fire Risks relating to buildings to ensure that the aspects of the new Act are covered and by means of utilising a Fire Risk Assessment Prioritisation Tool
- b) Provide information to Tenants and Residents regarding the Fire Safety instructions relating the building they occupy
- c) Provide information to Residents and Tenants relating to the Fire Doors in their own dwelling and throughout the building they occupy.
- d) Where the legislation demands we will be required to undertake Fire Door checks on a periodic basis.
- e) In buildings above 18m (7 Storeys) additional measures are required
- f) Note – this does not currently apply to any buildings in our Stock.

4.4 In addition to the new FSA 2021 other measures and amendments require to be addressed through the revised policy these are,

- a) The legislation relating to Smoke Detection Systems and Carbon Monoxide has been amended to ensure the installation, assessment and maintenance of the correct devices as required.
- b) In September the regulations relating to Electrical installations are changing to include additional protection against fire and electrical shock, these changes will be reflected in the revised policy.

5. CONSULTATION

5.1 Fire Safety Management assessment and processes across our stock have already evolved to reflect the legislative changes. The Compliance Manager continues to take input from expert advisers on the form of the revised Policy. (The new policy will be available for reference at the October Committee meeting).

5.2 We have been consulting with West Sussex Fire Service to seek guidance on the updating of the Policy in the light of the new legislation and to understand the best practices being advised by the Fire Services. Relevant practices which should be reflected in the new policy are,

- a) Buildings must be Compliant to the Act in consideration of the following.

- b) That passive fire protection which includes Fire Doors, Fire-Stopping, Compartmentation and Automatically Operated Ventilation in each purpose-built building operates as it was intended when the building was built (where required buildings must be returned to this state)
- c) In consideration of the Archetype
- d) In consideration of the type of occupant
- e) That all Actions reported in periodic Fire Risk Assessments are remedied in a timeline that is applicable to their status
- f) Alarming should be configured to reflect best practice which is that wherever possible a stay-put policy should be implemented and communicated to the occupants.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 Not to support the requirement of a new policy. This is not considered a feasible option as the changes to the legislation require that we change this policy, there is no alternative course of action available to ensure that our buildings are compliant to the legislation.

7. COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

- 7.1 There are no direct financial implications arising from this policy at this time. The replacement policy is expected to realise efficiencies in the future which cannot be quantified at present. When these are known, budgets will be amended accordingly.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1 If this revision is not undertaken ADC Fire Safety Management Policy and arrangements will fall outside the requirement described by the legislation.

9. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 9.1 The Legal Framework of this policy is set out in Paragraphs 4 and 5 of the policy document

10. HUMAN RESOURCES IMPACT

- 10.1 There is no impact on ADC Human Resources. The new policy will simply replace the existing policy

11. HEALTH & SAFETY IMPACT

- 11.1 The purpose of the new legislation is to improve the Health and Safety of the occupants of all rented properties. ADC Tenants and Residents will be safer in their homes because of the implementation of a new ADC Housing Fire Safety Policy.

12. PROPERTY & ESTATES IMPACT

- 12.1 ADC buildings will become Compliant to the latest legislation and safer.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

- 13.1 Committee is asked to note that this policy has had regard to the Public Sector equality duty.

- a) Paragraph 5.1 requires the Council to consider those who may be especially at risk.
- b) Paragraph 6.6 provides that “Fire evacuation strategies will be determined on a building-by-building basis, in accordance with the recommendations of the competent fire risk assessor and with any guidance from West Sussex Fire and Rescue Service Fire” This will allow for any protected characteristics to be taken into account.
- c) Paragraph 6.8 states that “If we are made aware that a customer has an issue with mobility or a cognitive impairment, a person-centred fire risk assessment (PCFRA) will be completed”.
- d) Paragraph 6.14 states that we will operate robust processes to gain access to properties where tenant vulnerability issues are known or identified (including hoarding), whilst ensuring we safeguard the wellbeing of the tenant.
- e) Paragraph 6.18 poses the question whether we will/will not permit the storage of mobility scooters within internal common areas.
- f) Paragraph 10.2 states that “We also aim to successfully engage with vulnerable and hard to reach tenants. We will share information clearly

and transparently and will ensure that information is available to tenants via regular publications and information on our website”.

- 13.2 The advice note from the consultants further advise that For high risk, complex or buildings with specific issues (for example, vulnerable residents or anti-social behaviour) we recommend that you have a fire safety management strategy for each building, that includes a building management plan to manage the building effectively.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

- 14.1 No Impact

15. CRIME AND DISORDER REDUCTION IMPACT

- 15.1 No Impact

16. HUMAN RIGHTS IMPACT

- 16.1 No Impact

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

- 17.1 There are no implications relating to Freedom of Information or Data Protection

CONTACT OFFICER:

Name: Ian Hippach

Job Title: Compliance Manager,

Contact Number: 01903 737854

BACKGROUND DOCUMENTS:

National Fire Chiefs Council – Fire Safety Act and Fire Safety (England) Regulations 2022, FAQ's

<https://www.bing.com/ck/a?!&&p=053daec43cbea1d6JmItdHM9MTY2MDc0NjA5NyZpZ3VpZD00ZDYxNzVmYi1hMzZjLTRmMDItODZjMy0xNDQ4ZDhhOTdlMmUmaW5zaWQ9NTQ2MA&pptn=3&hsh=3&fclid=e7679240-1e37-11ed-950a-ae89be9ea471&u=a1aHR0cHM6Ly93d3cubmF0aW9uYWxmaXJlY2hpZWZzLm9yZy51ay9GaXJILVNHZmV0eS1BY3QtMjAyMS1hbmQtRmlyZS1TYWZldHktRW5nbGFuZC1SZWd1bGF0aW9ucy0yMDIyLUZBUXM&ntb=1>

Fire Safety Act 2021 Fact Sheet: Information on commencement of sections 1 and 3 of the Fire Safety Act

<https://www.gov.uk/government/publications/fire-safety-act-2021/fire-safety-act-2021-factsheet-information-on-commencement-of-sections-1-and-3-of-the-fire-safety-act>

Fire Safety Act 2021 Fact Sheet: The Fire Risk Assessment Prioritisation Tool

<https://www.gov.uk/government/publications/fire-safety-act-2021/fire-safety-act-2021-factsheet-the-fire-risk-assessment-prioritisation-tool>

This page is intentionally left blank



FIRE SAFETY POLICY

Policy Date	September 2022
Approved by Housing & Wellbeing Committee	
Review Date	September 2024



CONTENTS

Section	Title	Page
1	Introduction and Objectives	4
2	Scope	4
3	Roles and Responsibilities	4
4	Legislation, guidance, and regulatory standards	5
5	Obligations	6
6	Statement of Intent	7
7	Programmes	10
8	Follow-up Work	11
9	Data and Records	11
10	Tenant engagement	12
11	Competent Persons	12
12	Training	12
13	Performance Reporting	12
14	Quality Assurance	14
15	Significant non-compliance and escalation	14
16	Glossary	14

	Appendix 1 – Additional legislation and policy direction	16
--	---	-----------

1.0 Introduction and objectives

- 1.1 As a landlord, Arun District Council (Arun) is responsible for carrying out fire risk assessments, and taking action to identify, manage and mitigate risks associated with fire within the common areas of buildings we own and manage.
- 1.2 We have a duty to take general fire precaution measures to ensure, as far as is reasonably practicable, the safety of the people on our premises and in the immediate vicinity.
- 1.3 The key objective of this policy is to ensure that our Committee, Corporate Management Team, employees, partners, and tenants are clear on our legal and regulatory fire safety obligations. This policy provides the framework our staff and partners will operate within to meet these obligations.
- 1.4 This policy forms part of our wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within our Health and Safety Policy). It will be saved on our shared drive and distributed to all relevant members of staff.

2.0 Scope

- 2.1 The properties within scope of this policy are general needs, sheltered accommodation and temporary accommodation owned and managed by Arun. This policy does not include for commercial and public buildings.
- 2.2 This policy is relevant to all our councillors, employees, tenants, contractors, stakeholders and other persons who may work on, occupy, visit, or use our premises, or who may be affected by our activities or services.
- 2.3 The policy should be used by all to ensure they understand the obligations placed upon Arun to maintain a safe environment for tenants and employees, within the home of each tenant, and within all common areas of buildings and other properties we own and manage. Adherence to this policy is mandatory.

3.0 Roles and responsibilities

- 3.1 Arun is the 'Responsible Person' for the purposes of the legislation because we own and manage homes and buildings where tenants and leaseholders live.
- 3.2 The Council has overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance with legislation and regulatory standards and has appointed the Housing and Wellbeing Committee with responsibility to achieve this. As such, the Housing and Wellbeing Committee will formally approve this policy and review it every two years (or sooner if there is a change in legislation or regulation).

- 3.3 For assurance that this policy is operating effectively in practice, the Housing and Wellbeing Committee will receive regular updates on its implementation, fire safety performance and non-compliance.
- 3.4 The Corporate Management Team (CMT) will receive monthly performance reports in respect of fire safety and ensure compliance is being achieved. They will also be notified of any non-compliance issue identified.
- 3.5 The Director of Environment & Communities has strategic responsibility for the management of fire safety, and ensuring compliance is achieved and maintained. They will oversee the implementation of this policy.
- 3.6 The Compliance Manager has operational responsibility for the management of fire safety and will be responsible for overseeing the delivery of these programmes.
- 3.7 Neighbourhood teams will provide support where gaining access to properties is difficult.

4.0 Legislation, guidance and regulatory standards

- 4.1 **Legislation** - The principal legislation applicable to this policy is as follows:
 - a) Regulatory Reform (Fire Safety) Order 2005 (FSO)
 - b) The Fire Safety Act 2021 came into force on 16 May 2022 and amends the FSO
 - c) The Fire Safety (England) Regulations 2022 are being laid under the FSO and will come into effect on 23 January 2023. As a result, this may impact definitions and requirements and result in further changes to this policy
 - d) The Building Safety Act 2022 will amend the FSO when it comes into effect from approximately April 2023. As a result, this may impact definitions and requirements and result in further changes to this policy
- 4.1.1 This policy also operates within the context of additional legislation, industry guidance and government policy direction (see Appendix 1).
- 4.2 **Regulatory Standards** – We must ensure we comply with the Regulator of Social Housing's regulatory framework and consumer standards for social housing in England; the Home Standard is the primary one applicable to this policy. The Social Housing (Regulation) Bill will change the way social housing is regulated and may result in future changes to this policy.

- 4.3 **Sanctions** – Failure to discharge our responsibilities and obligations properly could lead to sanctions, including: prosecution by the Health and Safety Executive (the HSE) under the Health and Safety at Work Act 1974; prosecution under the Corporate Manslaughter and Corporate Homicide Act 2007; prosecution by the Fire and Rescue Service under the FSO; and via a regulatory notice from the Regulator of Social Housing.

5.0 Obligations

5.1 Regulatory Reform (Fire Safety) Order 2005 (the FSO)

5.1.1 The Responsible Person (Arun) must:

- a) Carry out a fire risk assessment (FRA) for the purpose of identifying the general fire precautions and other measures needed to comply with the FSO. Although under the FSO this requirement only applies to common parts of premises, in practice the Responsible Person will need to consider the entire premises, including units of residential accommodation.
- b) Consider who may be especially at risk.
- c) Implement all necessary general fire precautions and any other necessary measures identified by an FRA to remove or reduce any risks.
- d) Implement a suitable system of maintenance and appoint competent persons to carry out any procedures that have been adopted.
- e) Periodically review FRAs in a timescale appropriate to the premises and occupation fire risk level. This timescale is determined by the fire risk assessor carrying out the FRA.

5.3 Fire Safety Act 2021

5.3.1 The Act amends the FSO by clarifying that in buildings with two or more sets of domestic premises, the FSO applies to:

- a) the structure and external walls of the building, including cladding, balconies and windows; and
- b) all doors between the domestic premises and the common parts, for example, entrance doors to individual flats which open on to common parts.

5.3.2 The Responsible Person must ensure that FRAs comply with the criteria outlined above by appointing a competent person to review them (if the FRAs do not already comply). See Section 11 for competency requirements.

5.4 Fire Safety (England) Regulations 2022

5.4.1 When the Regulations come into force on 23 January 2023 the Responsible Person will be required to:

- a) For all buildings - provide tenants with fire safety instructions and information on fire doors
- b) For buildings over 11 metres - undertake quarterly checks of communal fire doors and annual checks of flat entrance doors
- c) There are other provisions for buildings over 18 metres which are not applicable to Arun as we do not have any buildings of this height.

5.5 Building Safety Act 2022

5.5.1 As well as the provisions for buildings over 18 metres, the Building Safety Act will also amend the FSO when it comes into effect from approximately April 2023. The amendments will be applicable to all buildings where the FSO applies and will require the Responsible Person to:

- a) Record FRAs in full and record fire safety arrangements.
- b) Appoint a competent person to undertake/review FRAs and record their identity.
- c) Ascertain whether other Responsible Persons have duties in respect of the premises and share relevant information with them.
- d) Provide relevant fire safety information to tenants (for buildings with two or more domestic premises).
- e) For higher-risk buildings (as defined in within the Act), ascertain if the premises has an Accountable Person and co-operate with them to enable them to carry out their duties under the Act.

6.0 Statement of intent

- 6.1 We acknowledge and accept our responsibilities under the FSO (as amended by the Fire Safety Act 2021) as outlined in Section 5. Where legislation has not yet come into force, we will monitor this regularly and update this policy accordingly.
- 6.2 We will review all our FRAs to ensure they meet the requirements set out in the Fire Safety Act 2021 by 29 April 2022.
- 6.3 Each property requiring an FRA will have one in place which has been carried out by a competent fire risk assessor, and which is compliant with the British Standards

Institution's PAS 79-1:2020 and PAS 79-2:2020 specifications for non-residential and residential buildings respectively.

- 6.4 All FRAs will be reviewed annually and in the event of:
- a) A fire, fire safety incident or near miss
 - b) Change in building use
 - c) Change in working practices that may affect fire safety
 - d) Following refurbishment works
 - e) Change in applicable legislation; or
 - f) If required following an independent fire safety audit.
 - g) We will operate robust processes to implement all general fire precaution measures identified by FRAs.
- 6.5 Fire evacuation strategies will be determined on a building-by-building basis, in accordance with the recommendations of the competent fire risk assessor and with any guidance from West Sussex Fire and Rescue Service Fire.
- 6.6 To comply with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022, which come into force on 1 October 2022, we will install, test and replace (as required) battery operated and/or hard-wired smoke alarms and carbon monoxide alarms as part of the annual gas safety check visit (or at void stage). We have a target date of 1 October 2023 to ensure each property has a smoke alarm and carbon monoxide alarm installed.
- 6.7 If we are made aware that a customer has an issue with mobility or a cognitive impairment, a person-centred fire risk assessment (PCFRA) will be completed.
- 6.8 Personal Emergency Evacuation Plans (PEEPs) will be carried out by a competent person, reviewed annually, and made available to the Fire and Rescue Service in the event of an evacuation, as follows:
- a) For any disabled tenant and/or employee within any building where we provide care services and are the employer (i.e., sheltered or supported housing schemes); and
 - b) For any tenant within a building where we have a responsibility for carrying out an FRA, where we have been notified that they are storing oxygen in their home for medical use

- c) For any person occupying a flat in a general needs building who may need assistance to evacuate in the event of a fire; in these instances, we place the information within the premises information box
- 6.9 When letting properties, we will consider the suitability of the accommodation for the prospective tenant in respect of fire safety.
- 6.10 We are committed to working with West Sussex Fire and Rescue Service to create safer places to live and work. This joint working may include sharing information, having FRAs reviewed and staff training.
- 6.11 We will advise all new tenants of the opportunity to request a free home fire safety check, provided by West Sussex Fire and Rescue Service.
- 6.12 We will operate robust processes to gain access should any tenant or leaseholder refuse access to carry out essential fire safety inspection and remediation works (as tested in the case Croydon Council v. Leaseholder 1st August 2014).
- 6.13 We will operate robust processes to gain access to properties where tenant vulnerability issues are known or identified (including hoarding), whilst ensuring we safeguard the wellbeing of the tenant.
- 6.14 We will operate effective contract management arrangements with the contractors responsible for delivering the service, including; ensuring contracts/service level agreements are in place, conducting client-led performance meetings, and ensuring that contractors' employee and public liability insurances are up to date on an annual basis.
- 6.15 We will operate a robust process to manage immediately dangerous situations identified during fire safety programmes.
- 6.16 We are adopting a sterile environment approach in all internal common areas, requiring tenants to remove combustible materials from corridors and fire escape routes. This will be fully implemented by 1 April 2023.
- 6.17 We will not permit the storage of mobility scooters within internal common areas.
- 6.18 We will establish and maintain a risk assessment for fire safety management and operations, setting out our key fire safety risks and appropriate mitigations.
- 6.19 To comply with the requirements of the Construction, Design and Management Regulations 2015 (CDM) a Construction Phase Plan will be in place for all repairs work to void and tenanted properties (at the start of the contract and reviewed annually thereafter), component replacement and refurbishment works.

- 6.20 To comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002, we will consider the safety of our workplaces and plant/boiler rooms of our residential blocks.
- 6.21 We will operate robust processes to record and action any fire safety related near misses. A near miss is an unplanned event which does not result in an injury but had the potential to do so.
- 6.22 We will ensure there is a robust process in place to investigate and manage all RIDDOR notifications made to the HSE in relation to fire safety and will take action to address any issues identified and lessons we have learned, to prevent a similar incident occurring again.

7.0 Programmes

- 7.1 **FRAs** - We will ensure all our communal blocks and other properties with common areas, that we own or manage, have an FRA in place where we have the legal obligation to do so. All FRAs will be reviewed annually.
 - 7.1.1 All FRAs will be Type 3 surveys. Type 2 and Type 4 surveys will only be commissioned where it is deemed appropriate for a particular property.
 - 7.1.2 We will ensure that a pre-occupation FRA is carried out on all new build schemes or new acquisitions where we have an obligation to do so, followed by a post-occupation FRA, a maximum of three months after the first tenant moves in.
- 7.2 **Properties managed by others** – We will obtain FRAs where our properties are managed by a third party. If the third party does not provide the FRA, we will carry out the FRA and re-charge them for the cost of this work.
- 7.3 **Fire door checks** - To comply with the Fire Safety (England) Regulations, we will undertake quarterly checks of communal fire doors and annual checks of flat entrance doors to all buildings over 11 meters in height.
 - 7.3.1 For all other communal blocks and other properties with common areas, we will undertake a six-monthly check of all communal fire doors and an annual check of 25 per cent sample of flat entrance doors. This sample will increase if issues are found on the initial sample.
- 7.4 **Servicing** - We will carry out a programme of servicing, maintenance and testing, in accordance with all relevant British Standards and manufacturer's recommendations, to all fire detection, prevention and firefighting systems and equipment within buildings we own and manage.

7.5 **Regular inspections** – We will carry out a programme of monthly inspections to all blocks with a fire risk assessment in place to audit that all required management actions are taking place.

8.0 Follow-up work

8.1 We will ensure robust processes are in place to implement all general fire precaution measures identified by FRAs, in accordance with the following priorities and timescales:

a) Intolerable risk – within 24 hours

b) High risk – within one month

c) Medium risk – within three months

d) Low risk – within six months or delivered as part of a planned programme within 12 months.

8.2 We will ensure there is a robust process in place to manage follow-up works arising from fire door audits, and servicing and maintenance checks to fire systems and equipment.

9.0 Data and records

9.1 We will maintain a core asset register of all properties we own or manage, setting out which properties require an FRA. We will also set out which properties require fire safety servicing and maintenance regimes (for example, fire alarms, emergency lighting and smoke/heat detection).

9.2 We will operate a robust process to manage all changes to stock, including property acquisitions and disposals, to ensure that properties are not omitted from fire safety programmes and the programme remains up to date.

9.3 We will hold fire safety inspection dates, FRAs, FRA actions, and fire safety servicing records against all properties on each programme. These will be held in the QL and Geometra systems.

9.4 We will keep fire safety logbooks electronically for all properties on the FRA programme.

9.5 We will keep all records and data indefinitely and will have robust processes and controls in place to maintain appropriate levels of security for all fire safety related data.

10.0 Tenant engagement

- 10.1 We consider good communication essential in the effective delivery of fire safety programmes, therefore we will establish a tenant engagement strategy and communication programme. This will support tenants in their understanding of fire safety, advise them of how they can keep themselves and other tenants safe, and encourage them to report any fire safety concerns.
- 10.2 We also aim to successfully engage with vulnerable and hard to reach tenants. We will share information clearly and transparently and will ensure that information is available to tenants via regular publications and information on our website.
- 10.3 All FRAs are made available to tenants upon request.

11.0 Competent persons

- 11.1 The Compliance Manager will hold the NEBOSH National Certificate in Fire Safety and Risk Management (or equivalent), or Level 4 VRQ Diploma in Asset and Building Management. If they do not have this already, they will obtain it within 12 months of the approval of this policy.
- 11.2 Only suitably competent contractors, fire risk assessors and fire engineers will undertake FRAs or works to fire safety equipment, systems and installations. These must be certified by BAFE and/or an IFSM member and be in line with the Fire Sector Federation's guidance on choosing a competent Fire Risk Assessor.
- 11.3 Only suitably competent fire safety consultants and contractors will provide third party technical quality assurance checks.
- 11.4 We will check that our contractors hold the relevant qualifications and accreditations when we procure them, and thereafter on an annual basis; we will evidence these checks and each contractor's certification appropriately.

12.0 Training

- 12.1 We will deliver training on this policy and the procedures that support it, including: team briefings; basic fire safety awareness training; and on the job training for those delivering the programme of FRAs and other fire safety programmes, planned maintenance and repairs works as part of their daily job. All training undertaken by staff will be formally recorded.

13.0 Performance reporting

- 13.1 We will report robust key performance indicator (KPI) measures for fire safety. These will be provided to CMT monthly and to the Housing and Wellbeing Committee on a quarterly basis. As a minimum, we will report:

- a) Data – the total number of:
- b) Properties – communal blocks and other properties
- c) Properties on the FRA programme
- d) Properties not on the FRA programme
- e) Properties with a valid and in date FRA
- f) Properties without a valid and in date FRA
- g) Properties due a new FRA within the next 90 days; and
- h) Completed, in-time and overdue follow-up works/actions arising from the programme (split by priority).

13.2 Narrative - an explanation of the:

- a) Current position
- b) Corrective action required
- c) Anticipated impact of corrective action; and
- d) Progress with completion of follow-up works.

13.3 In addition:

- a) Compliance with the fire safety equipment, systems and installations servicing and maintenance programme
- b) The number of RIDDOR notifications to the HSE with regards to fire safety
- c) Details of any enforcement notices from the Fire and Rescue Service or other enforcement bodies
- d) Recording and reporting on property fires to identify trends and target awareness campaigns.

14.0 Quality assurance

- 14.1 We will ensure there is a programme of external quality assurance audits of FRAs (field and desktop), on a five per cent sample basis. These will be implemented by March 2023.

14.2 We will carry out a programme of regular property inspections to all properties with an FRA to audit that all required management actions have been completed.

14.3 We will carry out an independent audit of fire safety at least once every two years, to specifically test for compliance with legal and regulatory obligations and to identify any non-compliance issues for correction.

15.0 Significant non-compliance and escalation

15.1 Our definition of significant non-compliance is: any incident which has the potential to result in a potential breach of legislation or regulatory standard, or which causes a risk to health or safety. All non-compliance issues will be reported and escalated as soon as possible, and no later than 24 hours after the incident occurred or becoming aware of it.

15.2 Any non-compliance issue identified at an operational level will be formally reported to the Compliance Manager in the first instance, who will agree an appropriate course of corrective action with the Head of Housing and report details of the same to CMT.

15.3 In cases of serious non-compliance, CMT and the Housing and Wellbeing Committee will consider whether it is necessary to disclose the issue to the Regulator of Social Housing as required by the regulatory framework, or any other relevant organisation such as the Health and Safety Executive.

16.0 Glossary

16.1 This glossary defines key terms used throughout this policy:

- a) BAFE: Is the independent register of quality fire safety service providers, who are certified to ensure quality and competence to help meet fire safety obligations
- b) FRA: A fire risk assessment is an assessment involving the systematic evaluation of the factors that determine the hazard from fire, the likelihood that there will be a fire and the consequences if one were to occur
- c) FRA survey: The FSO states that an FRA is required, however, it does not prescribe how intrusive or destructive this should be. There are four types of FRA:
 - Type 1 – common parts only (non-destructive), basic level to satisfy the FSO.
 - Type 2 – common parts only (destructive), element of destruction on sample basis.

- Type 3 – common parts and flats (non-destructive), considers means of escape and fire detection within at least a sample of flats.
- Type 4 – common parts and flats (destructive).

d) IFSM: The Institute of Fire Safety Managers

e) PAS79: A publicly available specification published by the British Standards Institution which focuses on making sure that all the required information that pertains to both an FRA and its findings are recorded.

f) PEEP: A personal emergency evacuation plan is a bespoke escape plan for individuals who may not be able to reach an ultimate place of safety unaided or within a satisfactory period of time in the event of any emergency.

g) UKAS: The National Accreditation Body for the United Kingdom, appointed by government to assess and accredit organisations that provide services including certification, testing, inspection and calibration.

Appendix 1 – Additional legislation and policy direction

Legislation - This policy also operates within the context of the following legislation:

- a) The Defective Premises Act 1972
- b) Health and Safety at Work Act 1974
- c) The Occupiers' Liability Act 1984
- d) Furniture and Furnishings (Fire) (Safety) Regulations 1988
- e) Health and Safety (Safety Signs and Signals) Regulations 1996
- f) Gas Safety (Installation and Use) Regulations 1998
- g) Management of Health and Safety at Work Regulations 1999
- h) Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)
- i) Housing Act 2004
- j) Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- k) Management of Houses in Multiple Occupation (England) Regulations 2006
- l) Building Regulations 2010: Approved Document B Fire Safety
- m) Homes (Fitness for Human Habitation) Act 2018
- n) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- o) Construction (Design and Management) Regulations 2015
- p) Electrical Equipment (Safety) Regulations 2016
- q) Data Protection Act 2018
- r) Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022

Guidance – The principal guidance documents applicable to this policy are:

- a) Housing - Fire Safety: Guidance on fire safety provisions for certain types of existing housing (Local Authorities Coordinators of Regulatory Services), August 2008
- b) Fire safety in purpose-built blocks of flats, 2011 (hosted by the Home Office and to be read alongside the National Fire Chiefs Council's guidance on simultaneous evacuation). [Note this guidance should be viewed as no longer comprehensive; the Home Office is currently working on a revised version but in the interim, it is continued to be made available as it contains relevant and useful information for purpose-built blocks of flats]
- c) Fire Safety in Specialised Housing (National Fire Chiefs Council), May 2017. This guidance covers sheltered schemes, supported schemes and extra care schemes
- d) Housing Health and Safety Rating System Operating Guidance: Housing Act 2004 Guidance about inspections and assessment of hazards given under Section 9 (Ministry of Housing, Communities & Local Government), February 2006
- e) Housing Health and Safety Rating System Operating Guidance: Addendum for the profile for the hazard of fire and in relation to cladding systems on high rise
- f) residential buildings (Ministry of Housing, Communities & Local Government), November 2018
- g) Advice for Building Owners of Multi-storey, Multi-occupied Residential Buildings (Ministry of Housing, Communities & Local Government), January 2020
- h) Simultaneous Evacuation Guidance: Guidance to support a temporary change to a simultaneous evacuation strategy in purpose-built blocks of flats (National Fire Chiefs Council), October 2020.

Additional guidance and policy direction – The following documents set out clear direction for landlords in respect of fire safety, and whilst not statutory guidance or approved legislation, there are certain recommendations or proposals which are applicable to this policy:

- a) Fire Sector Federation – Approved Code of Practice: A National Framework for Fire Risk Assessor Competency (November 2020)
- b) Fire Sector Federation – A Guide to Choosing a Competent Fire Risk Assessor (Version 3, October 2020)
- c) Setting the Bar: A new competence regime for building a safer future (October 2020)
- d) The Regulatory Reform (Fire Safety) Order 2005: Call for Evidence (July 2019), and summary of responses (March 2020)
- e) Building a Safer Future - Proposals for reform of the building safety regulatory system: A consultation (June 2019)
- f) Grenfell Tower Inquiry: phase 1 report. Volume 1 – 4 (October 2019)
- g) Building a Safer Future - Independent Review of Building Regulations and Fire Safety: Final Report (May 2018)

Updated on 27 September 2022

HOUSING & WELLBEING COMMITTEE	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Special Housing & Wellbeing Committee ALC Wet Change Remodelling Works Community Wardens (Bognor Regis)	12 Sep	6pm	10 Nov
Age UK Activities for Older people in Arun Community Engagement Project Update Community Transport Plan Safer Arun Partnership Update Budget Process Report 2023/24 KPI 2022-2025 Q1 Report Resident Engagement Strategy Homelessness Strategy Homelessness Grant Funding Fire Safety Policy	6 October	6pm	10 Nov

Updated on 27 September 2022

Business Rates Insolvency – Exempt			
Council tax Insolvency write Offs – Exempt			
Council Tax – Deceased - Exempt			
VAAC Presentation	6 December	6pm	12 Jan
Community Wardens Update			
Self-assessment for compliance to Housing Ombudsman complaint handling.			
Safer Arun Partnership Update			
HRA Business Plan			
Arun Wellbeing Programme Update	25 January	6pm	9 March
Sussex Police Precept			
Arun Local Community Network Progress Report			
Artwork Project Update			
Council Tax Reduction Scheme			

Updated on 27 September 2022

COMMITTEE REVENUE AND CAPITAL BUDGETS 2023/2024			

DRAFT

This page is intentionally left blank

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank