



Public Document Pack

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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](#)

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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

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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

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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

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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)

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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 Littehampton, 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.

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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.

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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.

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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:

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- 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.

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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 minibus hire 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.

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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.

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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.

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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.

