



# Public Document Pack

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Committee Manager Carley Lavender (Extn 37457)

17 January 2023

## HOUSING AND WELLBEING COMMITTEE

A meeting of the Housing and Wellbeing Committee will be held in **Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Wednesday 25 January 2023 at 6.00 pm** and you are requested to attend.

Members: Councillors Pendleton (Chair), Mrs Cooper (Vice-Chair), Daniells, Mrs English, Gregory, 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](mailto:Committees@arun.gov.uk) **by 5.15 pm on Tuesday, 17 January 2023** in line with current Committee Meeting Procedure Rules.

It will be at the Chief Executive's/Chair's discretion if any questions received after this deadline are considered.

For further information on the items to be discussed, please contact [Committees@arun.gov.uk](mailto:Committees@arun.gov.uk).

## AGENDA

1. APOLOGIES

2. DECLARATIONS OF INTEREST

Members and Officers are invited to make any declaration of pecuniary, personal and/or prejudicial interests that they may have in relation to items on this agenda and are reminded that they should re-declare their interest before consideration of the items or as soon as the interest becomes apparent.

Members and Officers should make their declaration by stating:

- a) the item they have the interest in
- b) whether it is a pecuniary/personal interest and/or prejudicial interest
- c) the nature of the interest

3. MINUTES

(Pages 1 - 10)

The Committee will be asked to approve as a correct record the minutes of the Housing and Wellbeing Services Committee held on 6 December 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. ARTSWORK PROJECT UPDATE

(Pages 11 - 24)

The Arun Inspires Programme was established in 2019 to advance the cultural offer in Arun, particularly for children and young people. In January 2022 the Housing and Wellbeing Committee resolved to match fund the Arun Inspires Programme with Artswork for six months pending the outcome of a funding bid to Arts Council England. The Committee endorsed that future funding was subject to satisfactory reviews and the availability of funding. Appended to this report is an update and proposal from Artswork for the Committee to consider.

7. SUSSEX POLICE PRECEPT (Pages 25 - 28)

The Sussex Police and Crime Panel are meeting on the 27 January 2023 to consider the Sussex Police Precept for 2023 – 24. This report provides the opportunity for Committee Members to express their views on the proposed precept.
8. HOUSING REVENUE ACCOUNT BUSINESS PLAN (HRABP) (Pages 29 - 38)

This report provides the annual update on the baseline position for the Housing Revenue Account Business Plan projections. The HRA Business Plan forecasts income, expenditure, investment and borrowing in respect of council housing stock over a 30-year period.
9. COMMITTEE GENERAL FUND REVENUE AND CAPITAL BUDGETS AND HOUSING REVENUE ACCOUNT BUDGETS 2023/24 (Pages 39 - 54)

The purpose of the report is for this Committee to consider and recommend its revenue budget for inclusion in the 2023/24 revenue budget, which will be submitted to the Policy and Finance Committee on 9 February 2023.
10. ARUN WELLBEING PROGRAMME UPDATE (Pages 55 - 72)

The West Sussex Wellbeing Programme is a partnership between West Sussex County Council Public Health Department and the seven District and Borough Councils of West Sussex. Since 2009, Arun District Council has delivered a prevention and wellbeing service (Arun Wellbeing) which provides a service that focuses on addressing local health inequalities. The Council entered into a new 5-year agreement with West Sussex Public Health from April 2022 and this report outlines progress in the first 6 months of year one.
11. PUBLIC SPACES PROTECTION ORDER (ASB) (Pages 73 - 86)

The Council's Public Spaces Protection Order (PSPO) in relation to anti-social behaviour will expire at the end of March 2023. This report sets out the options available to the Council in respect of this Order.

12. HOME ENERGY ADVISOR ROLE (Pages 87 - 98)
- At an Extraordinary meeting of the Housing and Wellbeing Committee held on 3 November 2022, members recommended to Policy and Finance Committee, also held on the same day, the approval of a virement of £180,000 to fund certain cost of living crisis initiatives detailed within the report and if there were any monies outstanding that it came back to the Housing and Wellbeing Committee for a decision on spending. This report is requesting to agree the use of the £40,000 unallocated budget for cost-of-living initiatives.
13. HOUSING OMBUDSMAN COMPLAINT HANDLING CODE & SELF-ASSESSMENT (Pages 99 - 112)
- This report is to present the results of our self-assessment against the Housing Ombudsman's complaint handling code.
14. QUARTER 3 KEY PERFORMANCE INDICATORS REPORT (Pages 113 - 118)
- This report sets out the performance of the Key Performance indicators at Quarter 3 for the period 1 April 2022 to 31 December 2022.
15. LOCAL COUNCIL TAX REDUCTION SCHEME (LCTRS) FOR APRIL 2023- MARCH 2024 (YEAR 11) (Pages 119 - 122)
- The purpose of this report is to update Members on the Working Age Local Council Tax Reduction Scheme (LCTRS) for 2022/23 and to consider options for the scheme for 2023/24 (Year11).

### **OUTSIDE BODIES - FEEDBACK FROM MEETINGS**

There have been no update reports submitted ahead of the meeting.

16. WORK PROGRAMME (Pages 123 - 126)
- 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. HOUSING BENEFIT OVER PAYMENTS

(Pages 127 -  
136)

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

19. COUNCIL TAX INSOLVENCY

(Pages 137 -  
144)

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

6 December 2022 at 6.00 pm

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

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

### 391. APOLOGIES

There were apologies received from Councillors Needs and Pendleton.

### 392. DECLARATIONS OF INTEREST

There were no declarations of interest made.

### 393. MINUTES

The Minutes of the meetings of the Housing & Wellbeing Committee held on 6 October 2022 and the Extraordinary Housing and Wellbeing Committee held on 3 November 2022 were approved and signed by the Vice-Chair in the Chair.

### 394. 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

There were no urgent items for this meeting.

### 395. PUBLIC QUESTION TIME

There were no public questions submitted for this meeting.

### 396. VAAC PRESENTATION

The Group Head of Wellbeing & Communities introduced his report and Jackie Sumner from Voluntary Action Arun & Chichester (VAAC) who then provided members with a presentation.

In turning to the debate members thanked Jackie for her in depth report and presentation. It was asked if volunteers can choose the hours they volunteer for as this can be off putting for those who only have a limited amount of time they can offer. It was confirmed that VAAC encourages its members to be flexible when recruiting volunteers

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even if their availability is irregular. Jackie also stated that she wanted to focus on those who were not working currently to help develop their skill sets and build confidence to return to the workplace whilst volunteering in the community. Clarity was also sought regarding a cancer screening survey that had been undertaken and if other cancer types were considered. It was confirmed that this was a commissioned survey by the NHS Jackie stated that she was keen to establish VAAC's reputation as an organisation that goes out and flexibly supports all voluntary and community sector organisations as and where it is needed.

As there were no further questions the Vice-Chair in the Chair thanked Jackie again for her report and presentation.

The recommendation was then proposed by Councillor Madeley and seconded by Councillor Gregory

The Committee

RESOLVED

- 1) Endorse the work of Voluntary Action Arun & Chichester and agree that the Council continues to fund it in accordance with the terms of the agreement.

### 397. HOUSING OMBUDSMAN COMPLAINT DETERMINATIONS

*(Councillor Brooks left the meeting at the end of this item at 18:29pm)*

The Interim Head of Housing provided members with an overview of the report and explained that his report would be presented periodically to the Committee moving forward.

The Vice-Chair in the Chair clarified that the report before members was for the last 12 months. She then invited members to ask any questions.

It was asked if the council was satisfied with the contractors that were being used as it was felt from reading the report that they were not delivering as expected. It was confirmed that there were contract management arrangements in place to review performance of contractors and that this was consistently reviewed by officers. Clarity was sought regarding housing arrangements and that it was the ombudsman who determines what falls under the remit of each dwelling. Discussion was had in relation to section 4,12 of the report where it detailed learning points. The Leader of the Council stated that he was surprised that it did not reference a review of communication style e.g., tone of responses, expected service level. He said that when he read through the detail of the complaints, he couldn't help but understand where the resident was coming from, and the council needed to make improvements in relation to its writing tone and style. It was explained that there were letter templates used and that there were also



additional processes that sat behind these. He acknowledged that the council needed to not just acknowledge complaints raised, but fully understand the complaint at the first stage. In response the Leader of the council asked for reassurance that residents would be treated as human beings not numbers on a list, and this was given.

Discussion then moved to compensation costs in the context of where the contractor had let the council down and/or missed service level expected. It was explained that it would depend on the circumstance of each instance, however the council did pursue this where it was possible. Final discussion points were that it seemed to be an improving picture and members were reassured that improvements were being implemented and reviewed.

The recommendations were then proposed by Councillor Gregory and seconded by Councillor Yeates.

The Committee

RESOLVED to

- 1) Note the contents of the determination report.
- 2) Note that the Council has complied with the orders made by the Housing Ombudsman in their determinations
- 3) Note the improvements made to the service as a result of the determinations

#### 398. HRA BUSINESS PLAN UPDATE

*(Councillor Cooper arrived at the meeting at 18:31pm)*

The Interim Group Head of Finance and Section 151 Officer gave a brief introduction to the report where she advised members that it covered the change in the Capital financing of the Housing Revenue Account (HRA) which resulted in a minimum estimated outturn balance of £600,000 at the end of March 2023. Members were asked to agree a revised budget for 2022/23 before consideration at Policy and Finance committee and final approval by Full Council in January 2023.

Members took part in a detailed debate where they scrutinised the figures detailed in the report and appendix A. Questions were raised regarding the table presented in the report at paragraph 3.5 where it detailed a difference of £1.1million and what had happened to this money. Clarity was sought on the meaning of the term 'reprofiled' used in paragraph 3.3 in relation to the Civica project. The repairs and maintenance budget had increased by £2million against the original budget along with a 10% increase in the supervision and management costs clarity was sought as to why these increases were now being seen. Discussion was also had regarding the rents received declining and was this due to residents being unable to afford their rents at the current time.

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It was confirmed by officers that the rent figures were linked to the number of newly built properties being recorded as 'live'. It was also confirmed that there was an overspend in the last financial year on the repairs and maintenance budget and this was a continuation of the situation that was being experienced now. Combined with when the original budget was produced in December 2021 at that time inflation was not at 10% or being predicted to rise to that level. It was also explained that the term 'reprofiled' was that the project had seen a delayed 'go live' date as it was originally planned for November 2022, however upon the Interim Head of Housing's review when joining the council, he took the decision that the planned date in November 2022 was not achievable at that point and therefore reprofiled the projects 'go live' date accordingly.

The Chief Executive reemphasised that the significant rise in inflation costs had been on a such a high level it was unexpected back at the time the budget for 2022/23 was being forecast. He also restated that the building industry had been impacted early on by the increase of inflation and was still being impacted today. Further to this the council had had a relatively limited repairs programme previously and as a consequence, reactive repairs can then become disproportionate to the number of repairs the council completes. It was confirmed that officers are working hard to reverse this trend with an emphasis on a more proactive approach. Finally, he confirmed that members would receive further briefings in the New Year where these issues will be picked up and discussed.

In returning to the discussion regarding the increase in supervision and management costs it was confirmed that the council still had a higher proportion of agency staff in place, however, this was being addressed through the trainee programme that had been introduced earlier on in the year. It was confirmed that it was expected that a number of permanent posts that were due to be advertised shortly could be filled by those on the trainee programme.

It was also queried by the Committee if the work regarding the Fire Door programme also included in the increased costs for the repairs and maintenance budget. It was explained that the funding for the Fire Door programme had come from the Capital budget and was, therefore, not included in the increased figures for repairs and maintenance. Finally, there was a discussion as to whether the number of void properties had had an impact on the decrease in rents against budget. . It was confirmed that the number of void properties was low and therefore was not causing a significant impact on the figures. The Committee requested that the Interim Head of Housing provide the void property figures to the committee by the end of December 2022.

The recommendations were then proposed by Councillor Madeley and seconded by Councillor Cooper

The Committee

RESOLVED that

- 1) the agreed the revision to the HRA Revenue Budget set out in Appendix 1; and

RECOMMEND TO THE POLICY AND FINANCE COMMITTEE that

- 2) it reviews the changes to the HRA budget prior to approval by Full Council.

#### 399. QUARTER 2 KEY PERFORMANCE INDICATORS REPORT

The Vice-Chair in the Chair advised members that the report was to be taken as read and if they had any questions these could be asked of the officers in attendance.

It was commented that its was pleasing to see the results for CP16. It was queried why CP20 was marked as amber/medium level given it was below target. With additional comments being made regarding the colour coding used and was this the best way to display results to which the Chief Executive provided a response. It was also highlighted by the Leader of the Council that he was pleased to see CP11 documenting the increased number of visits to the district's leisure centres.

Members were in agreement that these updates were a vital tool for each committee, and they were gratefully received.

Members then noted the content of the report.

#### 400. OUTSIDE BODIES UPDATE

The Vice-Chair in the Chair confirmed that there were no updates for this meeting.

#### 401. WORK PROGRAMME 2022/23

It was confirmed that the Housing Revenue Business Plan update that was previously due to be presented at tonight's meeting for the Committee was currently in discussion to confirm a new date, however it was currently planned to be brought to members in January 2023.

Members then noted the committee work programme for the remainder of the municipal year 2022/23.

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402. EXEMPT INFORMATION

The recommendations were proposed by Councillor Cooper and seconded by Councillor Gunner

The Committee

RESOLVED

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.

403. LEISURE REPORT

The Group Head of Wellbeing & Communities introduced his report and Ivan Horsfall-Turner CEO of Freedom Leisure who was in attendance to answer any questions from members.

The Vice-Chair in the Chair then opened the questions and answer session of the item. Where a number of detailed questions were asked, and responses provided by the CEO of Freedom Leisure. Once members had no further questions to ask, Mr Horsfall-Turner was thanked by the Vice-Chair in the Chair for his time at the meeting and he then left the closed session.

Members then took part in a detailed discussion where an amendment was proposed by Councillor Gunner and seconded by Councillor Cooper. The amendment is shown below with additions shown in **bold** and deletions shown with ~~strikethrough~~;

1.2. Notes the contents of this report in relation to the increased costs faced by leisure operators across the UK linked to the energy supply crisis.

1.3. Agree that it is necessary to support Freedom Leisure to ensure their continued viability and the delivery of the Leisure Operating Contract.

1.4. Recommends to the Policy and Finance Committee that a sum up to £265,000 is transferred from the Inflation Contingency Reserve in 2022/23 to support the additional cost of energy required for the Council's leisure centres.

1.5. That a sum of £580,000 is **considered for inclusion** in the 2023/24 Budget **pending further work by officers on the options and risks of not providing further support** ~~included in the 2023/24 Budget to support the increased cost of utilities affecting the leisure operating contract.~~

1.6. Authorises the Director of Environment and Communities and the Interim Group Head of Finance and Section 151 Officer to implement mitigating measures and make revisions and changes to the leisure operating contract based on energy matters affecting the facilities. **For the remainder of this financial year 2022/23**

That the Policy and Finance Committee

1.7. Notes the contents of this report in relation to the increased costs faced by leisure operators across the UK linked to the energy supply crisis.

1.8. Agree that it is necessary to support Freedom Leisure to ensure their continued viability and the delivery of the Leisure Operating Contract.

1.9. Authorises a sum up to £265,000 is transferred from Inflation Contingency Reserve in 2022/23 to support the additional cost of energy required for the Council's leisure centres.

~~1.10. Notes that a sum of £580,000 will be included in the 2023/24 Budget to support the increased cost of utilities affecting the leisure operating contract.~~

1.10. Notes that the Director of Environment and Communities and the Interim Group Head of Finance and Section 151 Officer is authorised to implement mitigating measure and make revisions and changes to the leisure operating contract based on energy matters affecting the facilities. **For the remainder of this financial year 2022/23**

The amendment was unanimously agreed by the Committee and therefore became the substantive recommendations.

It was requested to be noted that member's spirit is one which was willing to be supportive to Freedom Leisure

The substantive recommendations were then proposed by Councillor Gunner and seconded by Councillor Cooper.

The Committee

RESOLVED that it

1.1. notes the contents of this report in relation to the increased costs faced by leisure operators across the UK linked to the energy supply crisis.

1.2. agrees that it is necessary to support Freedom Leisure to ensure their continued viability and the delivery of the Leisure Operating Contract.

1.3. that a sum of £580,000 is considered for inclusion in the 2023/24 Budget pending further work by officers on the options and risks of not providing further support

1.4. authorises the Director of Environment and Communities and the Interim Group Head of Finance and Section 151 Officer to implement

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mitigating measures and make revisions and changes to the leisure operating contract based on energy matters affecting the facilities. For the remainder of this financial year 2022/23; and

RECOMMENDS TO THE POLICY AND FINANCE COMMITTEE

1.5. that a sum up to £265,000 is transferred from the Inflation Contingency Reserve in 2022/23 to support the additional cost of energy required for the Council's leisure centres.

1.6. that it notes the contents of this report in relation to the increased costs faced by leisure operators across the UK linked to the energy supply crisis.

1.7. agrees that it is necessary to support Freedom Leisure to ensure their continued viability and the delivery of the Leisure Operating Contract.

1.8. authorises a sum up to £265,000 is transferred from Inflation Contingency Reserve in 2022/23 to support the additional cost of energy required for the Council's leisure centres.

1.9. notes that the Director of Environment and Communities and the Interim Group Head of Finance and Section 151 Officer is authorised to implement mitigating measure and make revisions and changes to the leisure operating contract based on energy matters affecting the facilities. For the remainder of this financial year 2022/23

404. COUNCIL TAX WRITE OFFS

The Vice-Chair in the Chair advised that the report should be taken as read and any questions could be asked to officers in attendance.

The recommendation was then proposed by Councillor Gunner and seconded by Councillor Gregory

The Committee

RESOLVED

- 1) To write off the outstanding council tax charges totalling £24,527.96 where there is no likelihood of recovery.

405. INSOLVENCY COUNCIL TAX WRITE OFFS

The Vice-Chair in the Chair advised that the report should be taken as read and any questions could be asked to officers in attendance.

The recommendation was then proposed by Councillor Gunner and seconded by Councillor Madeley

The Committee

RESOLVED

- 1) To write off the outstanding council tax charges totalling £13,371.22 which are subject to insolvency action, preventing the Council from pursuing the debtor for payment.

406. HOUSING BENEFIT OVER PAYMENTS

The Recovery Team Leader provided members with an overview of the report.

The recommendation was then proposed by Councillor Gunner and seconded by Councillor Cooper

The Committee

RESOLVED

- 1) To write off the outstanding Housing Benefit Overpayments totalling £42,045.02 where despite pursuing outstanding amounts, the Council has been unable to collect the debt.

(The meeting concluded at 8.10 pm)

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## Arun District Council

<b>REPORT TO:</b>	<b>Housing &amp; Wellbeing Committee – 25 January 2022</b>
<b>SUBJECT:</b>	<b>Arun Inspires Programme – Artswork Update</b>
<b>LEAD OFFICER:</b>	<b>Georgina Bouette, Wellbeing &amp; Communities Manager</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
IMPROVING THE WELLBEING OF ARUN: To plan services, resources, amenities, activities, and places to help our community thrive.	
<b>DIRECTORATE POLICY CONTEXT:</b>	
Work with key partners to ensure that we deliver council wellbeing services that are complementary to their own. Support the voluntary and community sector to provide services that help the most vulnerable in our community.	
<b>FINANCIAL SUMMARY:</b>	
This report recommends Members approve £30,000 per year to support the Arun Inspires Programme (phase two) for three years from April 2023 subject to satisfactory reviews and the availability of Council resources.	

### 1. PURPOSE OF REPORT

- 1.1. To review the work of Artswork in delivering the goals of the Arun Inspires programme and endorse £30,000 of funding to continue with phase two of the programme for three years from April 2023.

### 2. RECOMMENDATIONS

That the Housing and Wellbeing Committee approve funding of £30,000 per year to support the Arun Inspires Programme (phase two) in 2023/24, 2024/25 and 2025/26 subject to satisfactory reviews and the availability of Council resources.

### 2. EXECUTIVE SUMMARY

- 2.1. The Arun Inspires Programme was established in 2019 to advance the cultural offer in Arun, particularly for children and young people. In January 2022 the Housing and Wellbeing Committee resolved to match fund the Arun Inspires Programme with Artswork for six months pending the outcome of a funding bid to Arts Council England. The Committee endorsed that future funding was subject to satisfactory reviews and the availability of funding. Appended to this report is an update and proposal from Artswork for the Committee to consider.

### **3. DETAIL**

- 3.1. Arun Inspires is a cultural development programme focussed on children and young people. The Programme is delivered by Artswork, a charity dedicated to empowering children and young people through arts and culture. The Council has worked with Artswork since 2019 when the Arun Inspires Programme was launched with legacy funding from the Council's previous leisure provider (£250,000) and Artswork (£100,000).
- 3.2. In January 2022 the Housing and Wellbeing Committee approved £15,000 to fund Artswork for six months to complete phase one of the Arun Inspires programme. Artswork was awaiting the outcome of a funding bid to Arts Council England (ACE) to support phase two of the Arun Inspires programme. The Committee endorsed the work of Artswork and noted that future funding would be subject to satisfactory reviews, in line with Arun District Council's Priorities and the availability of funding.
- 3.3. Artswork successfully secured funding from ACE for three years from 2023, being awarded £40,000 per year for phase two of the Arun inspires Programme. Artswork is seeking a £30,000 contribution from Arun for three years to support the programme, to run concurrently with the ACE funding.
- 3.4. As requested by the Committee, Artswork has provided an update report on its activity and its proposals for phase two of the Arun Inspires Programme (Appendix A). The report highlights the projects Artswork has run in the district and the partnerships it has built to draw in financial and strategic support to raise the profile of arts for young people, local organisations and artists.
- 3.5. Artswork has also provided interventions to promote and foster improvements in the wellbeing of Arun's young people, particularly mental health which has been well received by both Active Sussex and NHS Sussex.
- 3.6. Embedded in the report are short video links which capture some of the projects delivered by Artswork and the impact they have had on young people, artists and local communities.
- 3.7. Phase two of the Arun Inspires programme will build on foundations laid to date and deliver on the following strands of work:
  - Youth voice and leadership developing places and communities in Arun
  - Creative skills, routes into employment and capacity building
  - Young peoples' mental health and wellbeing
  - Culture-led town centre regeneration
- 3.8. The report (Appendix A) describes how Artswork will develop and deliver on these strands of work and emphasises how these accord with Arun's Vision.

### **4. OPTIONS / ALTERNATIVES CONSIDERED**

- 4.1. Arun could provide a similar programme but would need to create a new position and recruit an appropriate individual. Artswork is a trusted ACE National Portfolio

Organisation working on a local, regional and national level. The Arun Inspires Programme is established and Artswork has developed a network of partners. Artswork has also secured ACE funding for three years to deliver phase two of the programme which would not be available to Arun without the involvement of Artswork. For these reasons the recommendation is to provide funding to Artswork.

## **5. CONSULTATION**

5.1. None.

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

7.1 A sum of £15,000 is included in the 2022/23 revenue budget to fund the Artswork project. Any decision to grant any funding beyond 2022/23 will be dependent on Members reviewing the work of the project to date and deciding if there is still support for the project.

7.2 The funding request approved for 2022/23 stated '*A proposal has been received from Artswork requesting core funding of £15,000 in 2022/23 and £30,000 for the following three years. Artswork will seek match funding should the Council provide funding.* As the recommendation was approved, the Council has given its in principle commitment to funding the project to 2025/26.

## **7. RISK ASSESSMENT CONSIDERATIONS**

7.1. There is a risk that the Council may not have resources to continue the programme in years two and three. Artswork need to be cognisant of this risk and have mitigations in place to seek additional funding or to reduce the scope of the programme if Arun is unable to provide the current level of financial support.

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

8.1. The grant monies referred to in this report, including the requested additional funds, are governed by an existing Grant Agreement that runs until the 2025/26 financial year and which contains the performance requirements set out in this report. No additional legal agreements are required to secure the additional funding requested above.

## **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. Artswork provides a fully inclusive range of activities.

**13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT**

13.1. None

**14. CRIME AND DISORDER REDUCTION IMPACT**

14.1. The activities offered by Artswork can provide an outlet for young people and divert them from antisocial or criminal activities.

**15. HUMAN RIGHTS IMPACT**

15.1. None

**16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

16.1. None.

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**CONTACT OFFICER:**

Name: Georgina Bouette

Job Title: Wellbeing & Communities Manager

Contact Number: 01903 737605

**BACKGROUND DOCUMENTS:**

Appendix A – Arun Inspires – Artswork Report and Proposal

# Arun Inspires Proposal for Phase 2: 2023 – 2026



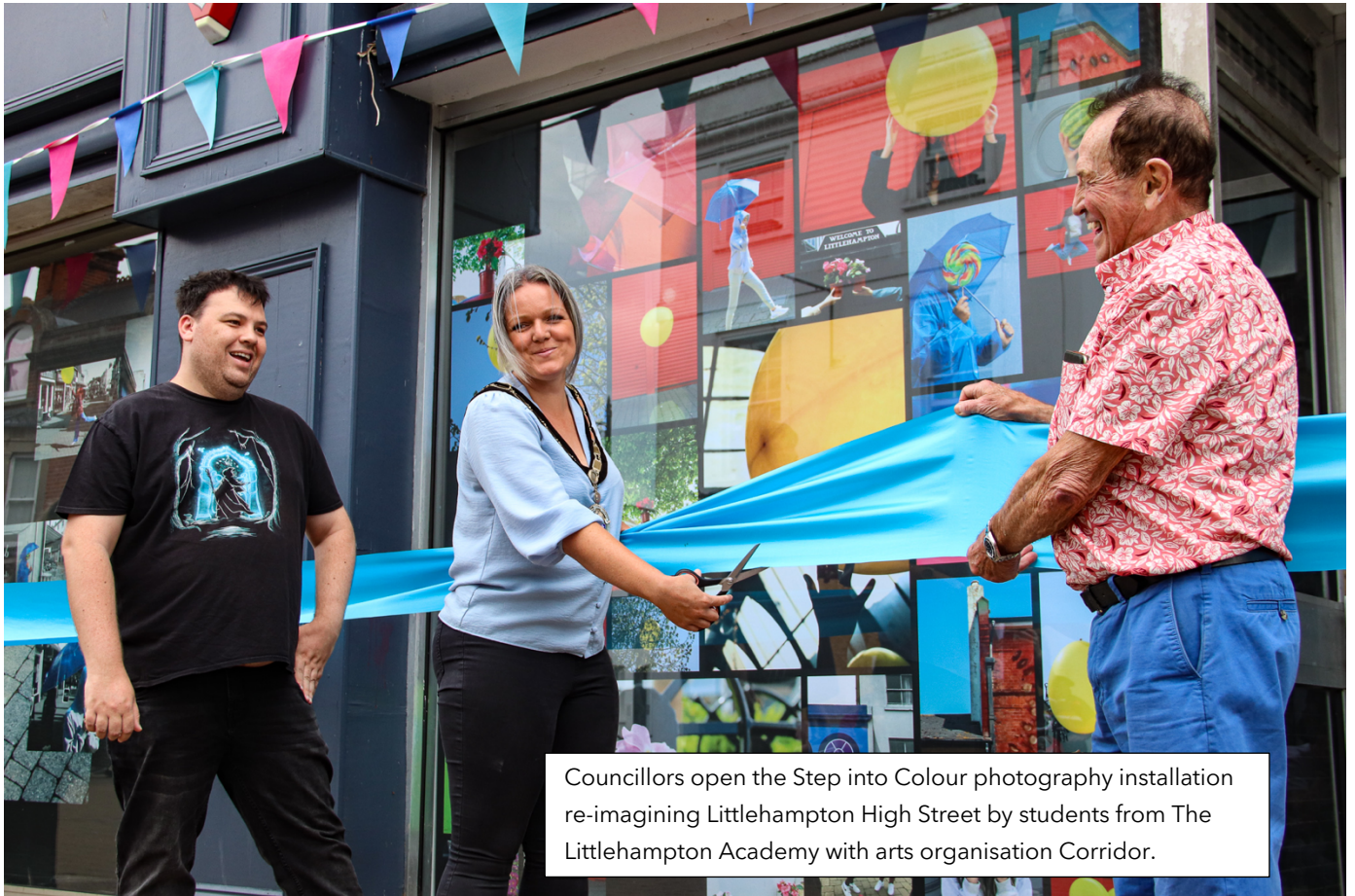
## The work to date - Phase 1:

Since 2019, Artswork has been working in partnership with Arun District Council to deliver Arun Inspires, an innovative place-based programme to advance the cultural offer and quality creative opportunities for Arun's children and young people.

Phase 1 researched and developed a strategic plan that has delivered:

- high quality creative projects supporting local young peoples' mental health;
- professional skills training from across the creative industries for local young people;
- cultural regeneration with young people and their work at the centre;
- placemaking and public realm design led by children and young people; and
- bringing together, supporting, developing and training a network of artists working locally to support children.

The work has been **impactful** and received **wide recognition**: its cultural regeneration programme on Littlehampton's High Street was shortlisted for Best Project nationally for the Hearts for the Arts Awards (run by the National Campaign for the Arts and described by Deborah Meaden as 'A fantastic idea! High streets have been at the heart of our community and this project set out to show how they can be again'). Our evaluative resource Making It Better has been promoted by the National College for Social Prescribing as an example of



Councillors open the Step into Colour photography installation re-imagining Littlehampton High Street by students from The Littlehampton Academy with arts organisation Corridor.

Best Practice in supporting SME community, youth and arts organisations in Arun to use evidence more effectively to run creative projects supporting young people’s mental health. Our collaboration with NHS Sussex to devise new creative digital resource for looked-after children approaching the statutory health assessment process was shortlisted for the Nursing Times Award 2022. The success of the model in Arun has led to interest from Arts Council England who see the programme as an effective way to map greater investment into organisations in the area and from the Local Government Association who plan to profile the partnership as a case study on their website and use it as the basis for further research into Best Practice in collaboration between the charity / arts sectors and local government.

The programme has raised the profile of the arts for young people in Arun and has directly supported activity with **more than 2900 children and young people**, as well as leveraging in more than **£70,000 in match funding** via a wide range of partners including support from Town and Parish Councils, Section 106 funds, partnerships with Active Sussex and Bognor Regis BID and via funders Arts Council England, Sport England and Sussex Community Foundation. The Programme Manager has also offered support and expertise strengthening local bids for the Regis Centre, Creative Heart and Arun District Council.

Artswork has used its sectoral expertise and networks to be able to particularly target support for children who live in the District’s most deprived wards or who may be experiencing poor mental health or living with disability or SEND. The programme has directly commissioned the work of **23 local artists /organisations** and brought world class arts professionals to work in the District including from organisations such as **Chichester Festival Theatre, Pallant House, Photoworks, West Sussex Music Service** and **Creative Assembly**.



The programme has levered in strategic support to the children of the district from a number of other significant regional and national organisations including **The Creative Skills Federation, Coast2Capital, Active Sussex, The Careers & Enterprise Company** and **NHS Sussex**.

Artist Tricia Johnson works with students at St Catherine's primary on marbling art for their egg on the Easter Trail around Littlehampton

Our detailed data collection and analysis shows that the programme's interventions have resulted in measurable impacts on key strategic outcomes:

- on local young people's mental health (ONS 4 analytics showed that young people participating in our Mental Health Community Commissioned projects became **25% less anxious** and **improved** on the Warwick Edinburgh Short Scale measures for their **Self Esteem, Confidence and Energy**)

- on access to the creative industries, the UK's second fastest growing sector - **93% of Year 8 and 9 students who participated in our Creative Careers EXPOs said they were more aware of jobs available in the creative sector** as a result of the event; 78% said they were more likely to consider a career in the creative industries as a result of the event and 75% said they felt more confident about the steps they need to take to achieve their creative career goals following the EXPO.

- on engagement with place: **92%** of participating students (aged between 7 and 17) who participated in the photography project Our Place in Bognor Regis 2022 felt **more connected to their town centre** than at the start of the project 8 weeks earlier

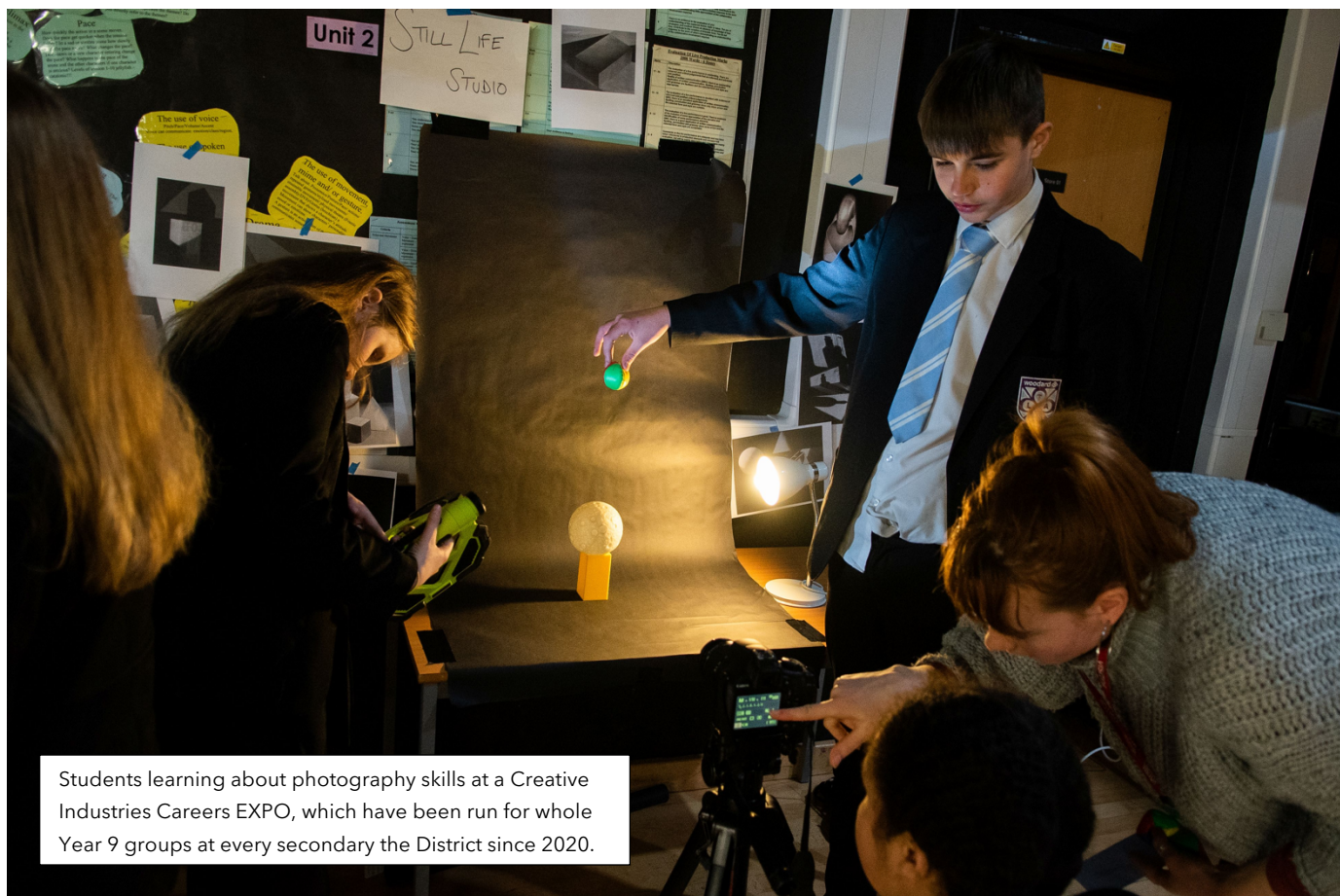


Part of the Our Town exhibition in Bognor Regis produced by children from Edward Bryant Primary, the 39 Club and Felpham Community College with the artist, Lewis.

You can see evidence and accounts from young people impacted by the projects in our videos here:

- Short film about the young people's mental health arts commissions run across Arun in 2020/21 in partnership with Active Sussex: <https://youtu.be/FfQrjgNwwQw>
- Short-film about the Littlehampton High Street events programme run in 2021 in partnership with Littlehampton Town Council and a range of artists and cultural organisations: <https://www.youtube.com/watch?v=AYmjaTusSqc>

## Why is this work important now?



Evidence shows that the impact of the pandemic has been disproportionately felt by children and young people. [Research](#) by the NSPCC published in 2022 demonstrated that Covid-19 has had a significant impact on the mental health and wellbeing of many children and young people and that the pandemic impacted on many people's relationships, financial situation and their mental and physical health, which has placed many families under heightened pressure. The Children's Society's [research](#) emphasises that children living in poverty, who are disproportionately represented in this District, have experienced and will continue to experience the greatest impacts.

Quality creative and cultural projects and training respond vibrantly to these needs. Considerable research demonstrates the impact of creativity on young people's mental health and wellbeing (see, for example: <https://www.culturehealthandwellbeing.org.uk/appg-inquiry/>).





Spray mural workshop on Littlehampton High Street as part of the LOVE Local cultural regeneration project.

Research by West Sussex County Council published in 2021 ([Opportunities For a Skills & Employment Reset in West Sussex](#)) highlights the value of creative skills for futureproofing the employment prospects and life chances of the county's young people, and crucial to addressing the low wage low skills economy that affects the Coastal Strip. The links between confidence, employability and community cohesion through placemaking are also starting to be [more clearly demonstrated and understood](#).

As we enter a new phase of Austerity, Arun's young people need, more than ever, support to improve their life chances, employability, wellbeing and positive engagement with their communities. **Investment in Arun Inspires Phase 2 will bring sectoral leading expertise in creative skills development, placemaking and regeneration through culture, creative wellbeing and youth voice work from Artswork**, supported by and subject to further investment from key stakeholders such as Arts Council England that will work meaningfully towards the Arun District Council's strategic Corporate Ambitions in the District. Delivery towards key aims in the Council Vision 2022 - 26 are highlighted in each strand of the programme outline below.



Photo by a young participant in the Our Town project from Edward Bryant Primary

## Proposed Activity:



Young person from the Phoenix Centre, Bognor Regis using art to explore mental health issues in our commission with Sussex Clubs for Young People.

The current Arun Inspires programme is due to end in April 2023. Our plans for a second phase build on the most successful and impactful elements of Phase 1 and work alongside Artswork's areas of strategic expertise. Its 3 year period aligns it with our confirmed funding from Arts Council England.

Phase 2 is proposed to be delivered across four mutually supportive strands:

1. **Youth voice and leadership developing places and communities in Arun**
2. **Creative skills, routes into employment and capacity building**
3. **Young peoples' mental health and wellbeing**
4. **Culture-led town centre regeneration**

[Youth voice and leadership developing places and communities in Arun:](#) The programme will build on our work exploring partnerships between young people, world class artists, schools and the public to deliver youth-led public art projects that connect and inspire communities. The Programme Manager will oversee commissioning new public artworks across the District, working with schools and youth networks, parish councils and potential funding mechanisms such as S106 and Arts Council Project Grants. This work will directly engage children and young people as co-creators and changemakers in effective place-making (as tested in projects in Angmering in 2021 and Aldingbourne in 2022). It will visibly **'Champion leisure, culture and the Arts in Arun and encourage [the] community to embrace healthy and active lifestyles'**. This strand will support planning, facilitation and training for [Arun Youth Council](#), activating the group as an agency for young people's involvement in local democracy and change, drawing on Artswork's expertise to train and empower them to become active participants in local politics and leadership. An active youth voice programme in the District will support **'great new places and improve our existing places'** and **'promote community wellbeing where it will have the greatest impact'**.

[Creative skills, routes into employment and capacity building](#) will offer young people insights and experience of the creative industries by building on Artswork's substantial networks of local schools and teachers to enable improvements in creative skills training and opportunities throughout local schools and colleges. It will link schools into creative projects in the Cultural Regeneration and Public Realm strands, including connecting them to the Youth Council. It will support teachers through regular free Twilight events focussed on best creative practice. It will support Arts Award, digital badging and Artsmark in Arun's schools, ensuring quality cultural training is embedded across the curriculum. It will work with partners to lever in Speakers in Schools and Creative Industries EXPOs with leading arts professionals and run alongside Artswork's expanding employability and Apprenticeship offer. These projects will **'Increase opportunities for more high-quality, well-paid employment, encouraging more people to live, work, study and visit Arun'** and **'Promote and support a multi-agency response to tackle the causes of health inequality in Arun's areas of greatest deprivation'**.



Maquettes created by students at Ormiston Six Villages Academy to develop shapes and ideas for the new Aldingbourne Community Sculpture plus the sculpture being created by artist Richard Janes in his workshop.

The programme will improve local [Young peoples' mental health and wellbeing](#) by supporting creative interventions that deliver improved mental health outcomes for children and young people. It will support the work of a range of local grassroots organisations including some of those involved over the last 3 years e.g. Arun Youth Projects, Sussex Clubs for Young People, Waves Music Therapy, My Sisters House, Saltwater Creations, Freedom Leisure, UCanSpray and The Treasure Basket Association as well as NHS Sussex. We will build from the commissioning focus in Phase 1 to continue to support ground-breaking creative work in the District, using our expertise to lever in additional funding for local arts, youth and charitable organisations to use creativity to improve local mental health outcomes, embedding a youth-led approach. This will include training to improve organisations' ability to articulate their impact and targeted match funding to strengthen bids based on needs articulated by young people. We will contextualise the work in Arun alongside the innovation and excellence in this

field that is a key theme for Artswork's future work across the south east. These projects will **'Promote and support a multi-agency response to tackle the causes of health inequality in Arun's areas of greatest deprivation'** as well as **'promote community wellbeing where it will have the greatest impact'**.

We will support [effective culture-led town centre regeneration](#) by bringing cultural sector expertise and our local regional and national networks into partnership with Town and Parish Councils, traders partnerships, young people and the BID in Bognor Regis. Taking a strategic approach to programming high quality cultural events in the District's High Streets and civic centres, working directly with local young people, schools and local arts organisations to lever in funding, raising the profile of programmes that renew interest and increase footfall to these places. Work will focus particularly on the most deprived wards i.e. central Bognor Regis, central Littlehampton, Wick and Rustington, programmes and events will be sensitively co-created and delivered for maximum quality and impact with all project management led by Artswork. This work will **'Encourage the development of the district as a key tourist destination'** and **'Work closely with our towns and other organisations on strategies which support vibrant and attractive town centres.'**

Overall this programme will offer a high quality, excellent targeted investment by working in effective partnership with Artswork as a leading national development organisation for youth arts to achieve the Council's ambitions to **'Champion leisure, culture and the Arts in Arun and encourage our community to embrace healthy and active lifestyles'**.



Chichester Festival Youth Theatre perform on Littlehampton High Street as part of LOVE Local cultural regeneration.

## About Artswork

Artswork works extensively across the arts, education and public sectors to improve the lives and life chances of children and young people. We do this locally, regionally and nationally. We are the south east Bridge organisation for Arts Council England, a key training and CPD provider for arts and cultural professionals and a highly respected work-based learning provider for young people.

We believe in the power of the arts and creativity to:

- fundamentally shape happier and healthier children and young people
- broaden horizons, open opportunities and enrich the lives of children and young people
- make a difference from birth - we sing before we talk, we dance before we walk
- help develop skills and experiences enabling all children and young people to thrive, progress and achieve
- enable and inspire expression for everyone.

Arun Inspires is enabling Artswork to demonstrate excellence and leadership in delivering on Arts Council England's new 10-year Investment Principles which underpin the Let's Create Strategy. It was a key cornerstone of our successful bid to continue as part of Arts Council England's National Portfolio (NPO) of investments 2023-2026. And as a model of best practice, it provides us with a transferable approach for place-based working to inspire cultural change programmes within other priority locations across the south east. In turn the NPO funding will provide the Arun Inspires Phase 2 with significant added value. Region wide initiatives to develop creative skills & employability; improve mental health outcomes; lead digital education innovation; and activate cultural learning can all be prioritised through Arun. Arun Inspires is a major strategic priority within our portfolio of projects and we remain committed to supporting its growth.

We propose a continued partnership approach that would see matched investment from Arun District Council and an uplift in Artswork's investment on the basis of a multi-year agreement e.g. a Grant Agreement, that enables both parties to review and confirm investment annually whilst enabling the planning of a multi-year flagship programme.

Key to this bid will be an approach that further develops a transferable model for place-based working with Arun as a flagship example that can inspire cultural development in other priority locations, placing youth voice at the heart of everything we do. We believe the success of Arun Inspires and its cumulative outcomes has further potential to demonstrate that levelling up the opportunities for creative engagement can and must be a tool for meeting the challenge of inequality whether it is because of economic, educational, geographic, health or social disadvantage.

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## Arun District Council

<b>REPORT TO:</b>	<b>Housing &amp; Wellbeing Committee on 25 January 2023</b>
<b>SUBJECT:</b>	<b>Consultation on Sussex Police Precept 2023 – 24</b>
<b>LEAD OFFICER:</b>	<b>Georgina Bouette, Wellbeing &amp; Communities Manager</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
Improving the Wellbeing of Arun	
<b>DIRECTORATE POLICY CONTEXT:</b>	
The chair of the Housing & Wellbeing committee is appointed to represent Arun District Council on the Sussex Police and Crime Panel.	
<b>FINANCIAL SUMMARY:</b>	
Members should note that this report is an information item and that the precept to be collected by Arun in its role as the billing authority will be presented at Full Council with the Budget on 1 March 2023.	

### 1. PURPOSE OF REPORT

- 1.1. The Sussex Police and Crime Panel are meeting on the 27 January 2023 to consider the Sussex Police Precept for 2023 – 24. This report provides the opportunity for Committee Members to express their views on the proposed precept.

### 2. RECOMMENDATIONS

- 1.2. Members are asked to consider the content of the Sussex Police and Crime Panel precept report for 2023 – 24 when published and to give their views.

### 2. EXECUTIVE SUMMARY

- 2.1. The Sussex Police and Crime Panel are meeting on the 27 January 2023 to consider the Sussex Police Precept for 2023 – 24. This report provides the opportunity for Committee Members to express their views on the proposed precept.

### **3. DETAIL**

- 3.1. The Sussex Police and Crime Panel will meet on 27 January 2023 to receive a report and presentation on the proposed Sussex Police precept for 2023–24. The Chair of the Housing & Wellbeing Committee will attend this meeting as Arun District Councils representative on the Police and Crime Panel.
- 3.2. The Police and Crime Panel’s precept report is due for publication on the 19 January 2023 and will provide findings from the public consultation, financial information and outline recommendations for the Sussex Police Precept 2023 - 24.
- 3.3. This covering report has been produced prior to the publication of the Police and Crime Panel precept papers; however these will be circulated under separate cover when published and will provide the opportunity for the Committee to provide feedback to the Chair ahead of the Police and Crime Panel meeting.

### **4. CONSULTATION**

- 4.1. Not applicable

### **5. OPTIONS / ALTERNATIVES CONSIDERED**

- 5.1. Not applicable: this is an information paper.

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

- 6.1. Members should note that this report is an information item and that the precept to be collected by Arun in its role as the billing authority will be presented at Full Council with the Budget on 1 March 2023.

### **7. RISK ASSESSMENT CONSIDERATIONS**

- 7.1. None

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

- 8.1. There are no specific law and governance implications.

For items 10 – 17 below there are no direct impacts arising from this report.

### **9. HUMAN RESOURCES IMPACT**

### **10. HEALTH & SAFETY IMPACT**



**11. PROPERTY & ESTATES IMPACT**

**12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

**13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

**14. CRIME AND DISORDER REDUCTION IMPACT**

**15. HUMAN RIGHTS IMPACT**

**16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

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**CONTACT OFFICER:**

Name: Georgina Bouette

Job Title: Wellbeing & Communities Manager

Contact Number: 01903 737605

**BACKGROUND DOCUMENTS:**

The Sussex Police and Crime Panel precept report for 2023 – 24 will be circulated once available: it is scheduled for release on 19 January 2023.

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## Arun District Council

<b>REPORT TO:</b>	<b>Housing &amp; Wellbeing Committee on 25 January 2023</b>
<b>SUBJECT:</b>	<b>Annual Update Housing Revenue Account Business Plan</b>
<b>LEAD OFFICER:</b>	<b>Moh Hussein, Interim Head of Housing</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
<ul style="list-style-type: none"> <li>• Improving the wellbeing of Arun The HRA Business Plan underpins the sustained delivery of landlord services to our community of tenants and residents; ensuring tenants homes are safe and decent places to live.</li> <li>• Delivering the right homes in the right places The HRA Business Plan enables medium and long-term planning of development and acquisition of new, more sustainable homes for our community.</li> </ul>	
<b>DIRECTORATE POLICY CONTEXT:</b>	
Our Housing & Homeless Strategy sets four main objectives:	
<ul style="list-style-type: none"> <li>• Increase housing supply across all tenures</li> <li>• Prevent &amp; relieve homelessness</li> <li>• Improve housing conditions across all tenures</li> <li>• Create sustainable communities to meet the needs of all residents</li> </ul>	
The HRA Business Plan is the financial basis upon which all our strategic and operational work relies. As such it is consequential to all our key priorities.	
<b>FINANCIAL SUMMARY:</b>	
The financial implications are detailed in the report	

### 1. PURPOSE OF REPORT

- 1.1 This report provides the annual update on the baseline position for the Housing Revenue Account Business Plan projections. The HRA Business Plan forecasts income, expenditure, investment and borrowing in respect of council housing stock over a 30-year period.
- 1.2 Regular review of the HRA Business Plan is essential to ensure its continued viability. This update has been produced by the Council's retained expert consultant; Housing Finance Associates, and is based on the Council's best available information and realistic assumptions for the coming years.

## 2. RECOMMENDATIONS

Housing & Wellbeing Committee RECOMMEND to Full Council:

- 2.1 That the annual update of the Housing Revenue Account Business Plan 2022/23 be noted.

## 3. EXECUTIVE SUMMARY

- 3.1 The HRA Business Plan 2017-2047 was approved by Full Council in September 2017. The primary objectives of the plan are to:

- Increase the housing stock
- Ensure housing assets are fit for purpose
- Maximise income and make the best use of available resources

- 3.2 This updated briefing highlights challenges for the Housing Revenue Account in the short to medium term. Whilst the plan remains viable our minimum balances are projected to be below our £2M threshold for up to 7 year.

- 3.3 In order to address these challenges, measures are already being developed to improve efficiency and financial sustainability. These include:

- Delivery of substantial cost reductions and efficiency gains from the costs of managing and maintaining the authority's housing stock
- A review of its approach to charging for services, with a view to increasing cost recovery over time
- Adjustment of the charges made for depreciation, so that they reflect the useful life of council dwellings and their components
- Greater use of borrowing to part-finance the HRA capital programme. This helps to spread the cost over a number of years, helping to reduce pressure on the HRA.

## 4. Detail

### Baseline position

### Baseline assumptions

- 4.1 Assumptions made in the baseline scenario are based on the following information sources:
- 4.1.1 Draft medium term revenue HRA budgets for 2022/23 to 2028/29. These include provision for a substantial efficiency programme to the costs of housing management and repairs.
- 4.1.2 Draft medium term capital HRA budgets for 2022/23 to 2027/28. In addition to the ongoing major works to the authority's housing stock, this includes provision for:

- investment in the authority's sheltered schemes totalling £6.000m between 2023/24 and 2025/26
- decarbonisation works of £3.000m in 2023/24

4.1.3 Information from the stock condition survey relating to long term stock investment needs from 2028/29

4.1.4 The new build programme under development by the council, which allows for:

- New build on sites part-funded by 141 RTB receipts
- New build on existing garage sites

4.1.5 141 RTB capital receipts are utilised to pay for new dwellings where they are available

4.1.6 Rent loss from voids and bad debts is in line with the draft HRA budgets

4.1.7 Rent increases are as follows:

- For 2023/24 we have assumed the rent increase is 7%. This is the maximum rent increase permitted in 2023/24 for existing general needs tenants under the Rent Standard and the government's policy statement on rents for social housing.
- For 2024/25 we have assumed a rent increase of 6.2%. This reflects projected CPI of 5.2% in the final quarter of 2023 (Bank of England), plus 1% and reflects previously stated government policy
- We anticipate a consultation from government during 2023 on rent increases from 2025/26 onwards. Pending this consultation we have made the prudent assumption that rents will increase at CPI.

4.1.8 Inflation projections reflect the Bank of England Monetary Policy Report published in November 2022, plus long-term government targets for CPI.

4.1.9 A £2.000m minimum balance on the HRA

4.1.10 The projections assume 6 right to buy (RTB) sales a year from 2023/24 onwards. This is slightly lower than the average of 7 sales a year over the past 4 years, as we expect economic factors to make it less affordable for some tenants to buy their home.

4.1.11 RTB sales generate different types of receipt, which may be treated differently by the authority. We anticipate that the total level of receipts available to the HRA will be in the region of £600,000 pa. Of the receipts generated, we have assumed that only "retained 141 receipts" will be available for use by the HRA, which is in line with the authority's current policy. "Allowable debt" and "LA share" receipts are projected to generate a further £200,000 pa for the authority from RTB sales. We have assumed that the council would not make allowable debt and LA share receipts available to the HRA, as its current policy is to use them for non-HRA purposes.

4.1.12 Note that "retained 141 receipts" can only be used to pay for up to 40% of the cost of a new home and must be spent within 5 years of receipt. Any receipts that

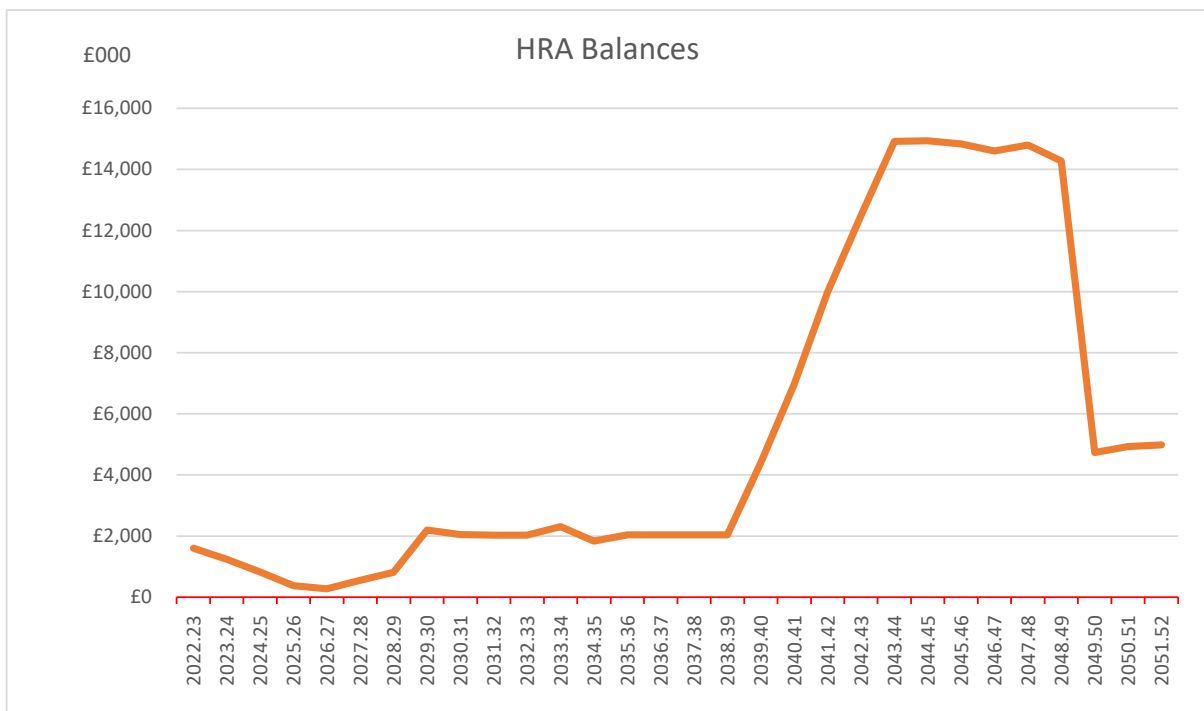
are unspent after 5 years must be paid to the Government, plus penalty interest. The authority fully utilises its “retained 141 receipts” within the timeframe set, and had spent all of these receipts at the beginning of 2022/23.

- 4.2 For the purposes of showing the affordability and sustainability of spending decisions, the forecast assumes that the authority repays debt as quickly as possible.
- 4.3 Note that this baseline projection makes no allowance for further growth pressures or additional costs. In particular, it excludes:
  - any additional spending required by the council after 2023/24 to deliver energy efficiency improvements and decarbonisation for its existing stock
  - changes to the decent homes standard
  - changes to regulatory requirements
- 4.4 Key assumptions within the baseline projections are also subject to change, as a result of changes in the underlying economic factors (such as interest rates and inflation rates). We have not conducted a full stress test of these projections, but can advise that any circumstances that increase net costs to the authority would impact on the position of its HRA adversely. For this reason we advise regular review of the underlying data and stress testing of the assumptions. This will allow the authority to identify emerging risks and take appropriate mitigating action at an early stage.

The effects of the baseline assumptions are shown in the following section.

**Baseline - revenue forecast**

- 4.5 The chart below shows the authority’s ability to maintain a minimum level of balances during the 30 year period covered by the forecast:



In this chart the orange line forecasts the accumulated balance at the end of each year.

4.6 The authority has recently experienced substantial overspending against its revenue budgets. Officers are working on immediate measures and a medium term plan to rectify the situation. The projections show that the HRA will need to continue drawing on balances while this plan is delivered, causing the projected balance remain below the minimum level set of £2.000m until 2029/30. This mirrors the draft medium term budgets provided by the Council.

4.7 From 2029/30 onwards the projections seek to maintain a minimum balance of £2.000m, utilising any balances above that level to help repay debt and finance the HRA capital programme. Balances are maintained at the minimum level from 2029/30 to 2038/39, after which they accumulate until required to repay debt.

4.8 As part of its response to overspending on the HRA the draft medium term plan considers a range of key measures, which have been reflected in the baseline projections. These include:

- Delivery of substantial cost reductions and efficiency gains from the costs of managing and maintaining the authority’s housing stock
- A review of its approach to charging for services, with a view to increasing cost recovery over time
- Adjustment of the charges made for depreciation, so that they reflect the useful life of council dwellings and their components
- Greater use of borrowing to part-finance the HRA capital programme. This helps to spread the cost over a number of years, helping to reduce pressure on the HRA.

4.9 The authority’s inability to maintain a minimum HRA balance while it implements its medium term plan to address overspending requires represents a key risk to the authority. It will therefore be important to keep the situation and progress against the authority’s action plan under review. The council should also explore the use of additional measures to help mitigate the situation over the medium term.

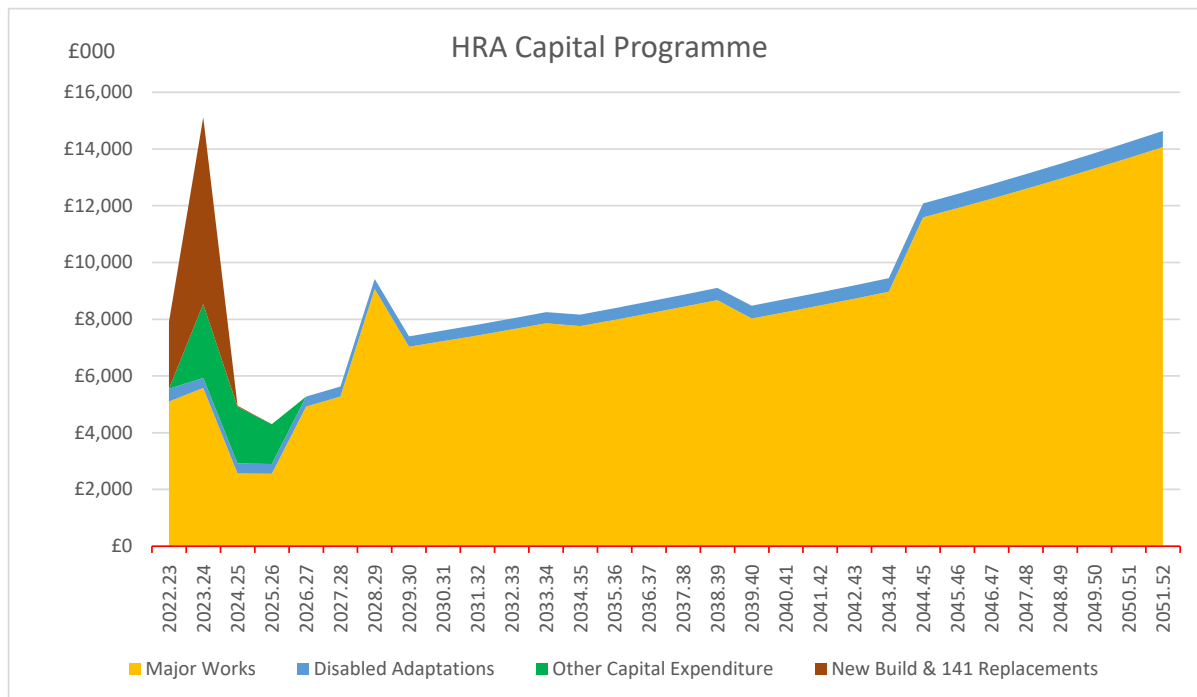
Work is already being undertaken designed to reduce management and maintenance costs with the implementation of new ways of working, a review of the structure and resources and a review of our purchasing arrangements. There is also work being undertaken to improve value for money in the repairs service through more competitive procurement, a sustained planned maintenance programme and improved scrutiny of works completed. The plan for cost savings is as follows:

	22/23	23/24	24/25	25/26	26/27	27/28
	£'000	£'000	£'000	£'000	£'000	£'000
Supervision & Management	5,959	6,236	6,548	6,675	6,804	6,935
Efficiency savings–		(187)	(384)	(584)	(788)	(996)
Repairs & Maintenance	7,182	6,099	6,543	6,640	6,752	6,900
Efficiency savings		(143)	(390)	(642)	(928)	(946)

The figures in the table above are December forecasts and may not be completely consistent with actual budgets.

## Baseline -capital programme

4.10 The next chart for the baseline presents the authority’s HRA capital programme, within the available resources. It shows the capital expenditure required each year, identifying the main types of expenditure separately:



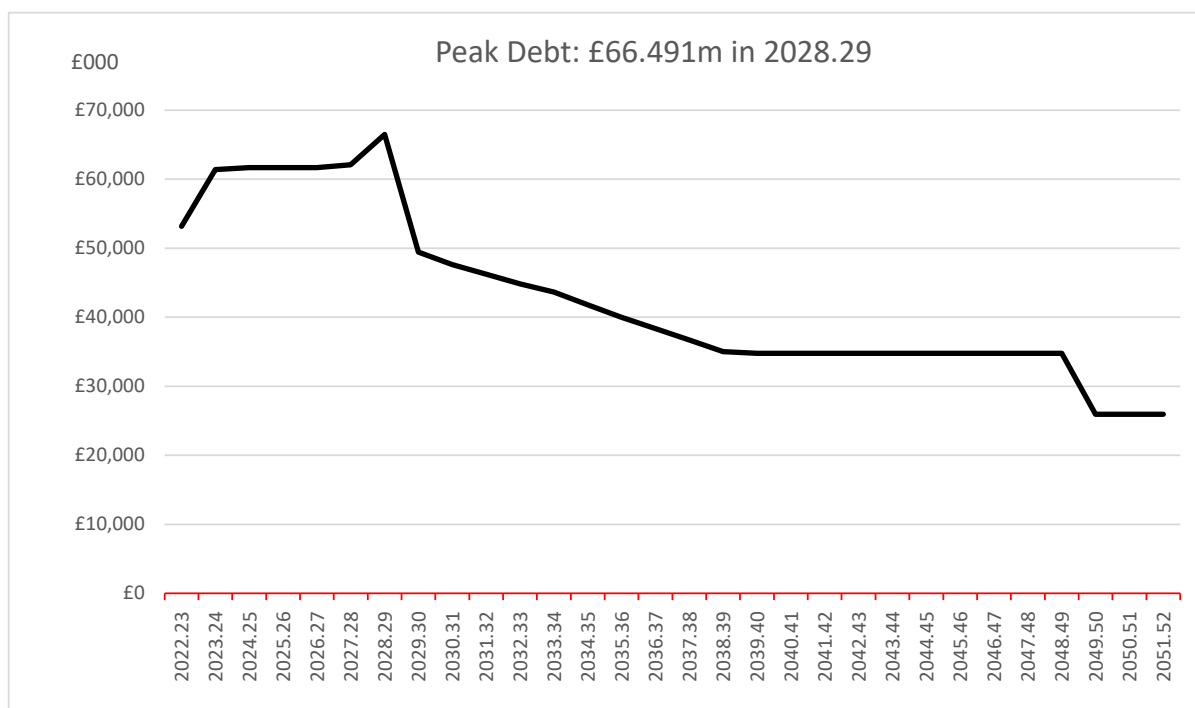
4.11 The baseline position allows for the addition of 35 properties over 2022/23 and 2023/24. Expenditure on these units appears as the brown area of the graph. Presently, this shows the existing development and acquisition pipeline. As we start to realise efficiency improvements this forecast will be extended to include forecast additional units. The chart also includes a three year programme for investing £6.000m in its sheltered stock, which forms the main part of the green area. The sheltered housing review has been completed and will be used as the basis of allocating redevelopment and regeneration spend on older person housing.

4.12 The Authority can finance this capital programme from the projected resources that are at its disposal, along with some additional borrowing. This means that the baseline levels of capital investment are affordable and fully financed throughout the planning period. The baseline levels are based around stock condition data gathered in 2017/8 and reflect the conditions of major components, allowing for Covid-19 impacts on delayed programmes over the last three years.

## Baseline – debt

4.13 The next chart forecasts movements in the level of HRA debt during the planning period:

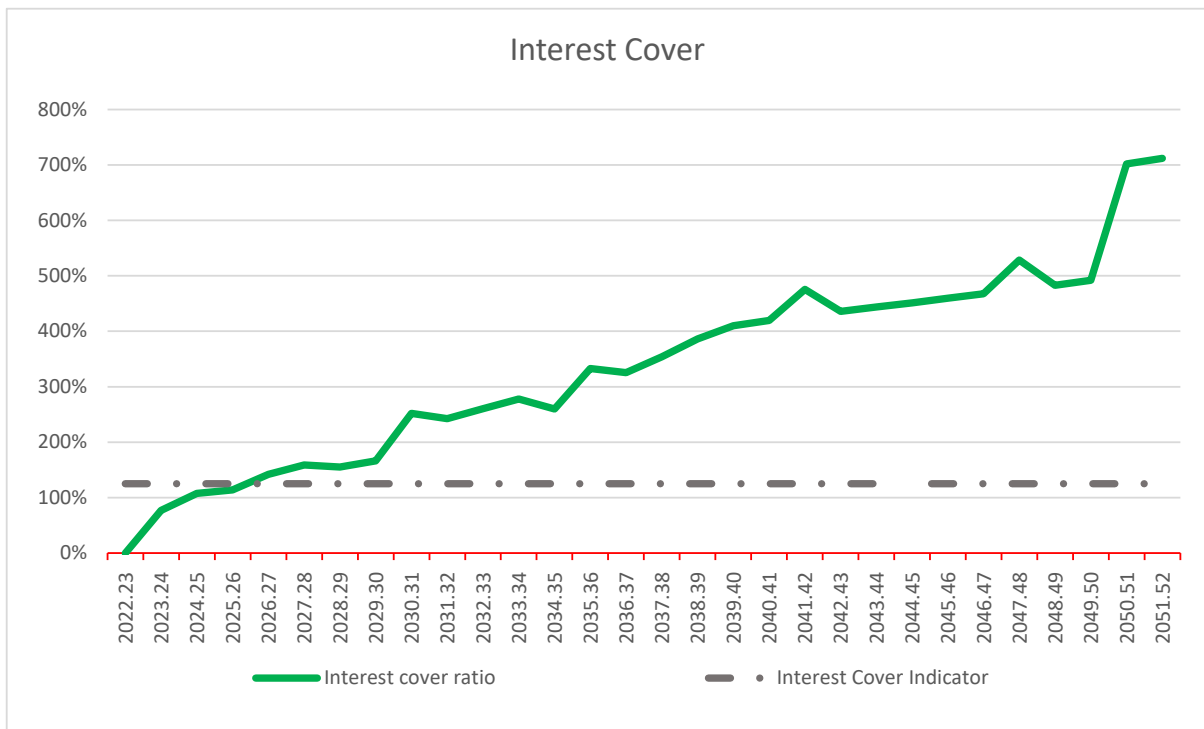




- 4.14 The resources generated by the baseline position mean that the authority needs to borrow to deliver its capital programme until 2028/29, with HRA-related debt reaching a peak of £66.491m in that year. It can start to repay the additional debt from 2029/30, once it is able to reach and maintain its minimum HRA balance.
- 4.15 By the end of the 30 year period debt drops from its peak level to £25.931m. This relates to existing external loans that are not due to be repaid until later years (£8.860m) and internal borrowing from other parts of the council (£17.071m).
- 4.16 On these assumptions the Authority is able to repay most of the borrowing required over a reasonable period, suggesting that the baseline programme is affordable and sustainable. However, this relies on the underlying baseline assumptions, plus delivery of a medium term plan to improve the financial position of the HRA.
- 4.17 We recommend that the authority adjusts its approach to financing the capital programme (including its use of borrowing) to safeguard the delivery of an affordable and sustainable financial position.

### Baseline – affordability

- 4.18 The ability of the authority to repay debt within a reasonable timescale, as covered in the previous section, is a key indicator of the long term affordability of the authority’s projections. Alongside this we have also considered the level of interest cover provided by the operating surplus on the HRA, which is shown in the chart below:



4.19 Interest cover measures the ability of the HRA to pay for the costs of borrowing out of the surplus it generates from its operating income and expenditure. When costs or income go up, interest cover performance drops and vice versa. The green line on this chart shows the interest cover performance of the HRA over time. The dashed grey line indicates a performance level, where the HRA can pay the cost of its interest charges, plus a further 25%. When performance is below the grey line, the authority should take action to reduce costs or increase income.

4.20 The currently high operating costs of the HRA mean that interest cover performance is very low over the medium term, but rises above the interest cover indicator from 2026/27 as a result of the actions to minimise cost and increase income that are included within the baseline assumptions.

4.21 It would be unaffordable for interest cover to remain at the initial levels, as it would force the HRA into a (potentially unlawful) deficit position. It is therefore important that the authority prioritises its plans to restore the HRA to a sustainable financial position.

### Baseline - summary

4.22 The baseline position for the HRA reflects the best available information on the available resources and need to spend on council housing for the foreseeable future. The projections show that the current cost base is very high and needs to be reduced as quickly as possible to improve the financial position of the HRA.

4.23 The level of investment required in the existing stock of council homes means that the authority will need to use greater use of borrowing to help finance the work required. Borrowing at the levels shown in this report means that the authority can meet its existing plans for investment.

- 4.24 The baseline projections indicate that the investment assumed is broadly affordable and sustainable, as long as the authority is able to implement substantial cost reductions in the early years. To minimise associated risks, the authority should prioritise plans to improve the financial position of the HRA.
- 4.25 The authority could also improve the financial position of the HRA and reduce its reliance on debt by making additional capital resources available to the HRA capital programme (such as other receipts from the sale of homes under the right to buy, from market sales or the disposal of other council assets, or by accessing external funding streams). As a general rule, the authority should seek to minimise operating costs for the HRA, while maximising income.
- 4.26 Note that this baseline projection makes no allowance for further growth pressures or additional costs, for example from decarbonisation works after 2023/24, compliance requirements, or higher interest charges. Any such pressures would impact negatively on the financial capacity of the HRA, unless the authority is able to take compensating actions. Such actions might include making cost savings, generating additional income, or making alternative funding sources available. Once such actions have been taken this plan can be amended to include forecasts for future decarbonisation works.

## **5. CONSULTATION**

The annual update of the HRA Business Plan has been developed in consultation with the Director of Environment & Communities, Interim Head of Housing and Interim Group Head of Finance & s151 Officer

## **6. OPTIONS / ALTERNATIVES CONSIDERED**

None

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

The HRA business plan is a model and as such differs from the budget in some which has to follow proper accounting principles, with statutory override where required. The assumptions behind the HRA Business Plan reflect those assumed in the budget where possible and have been subject to robust challenge. However, there remains significant risk in relation to additional growth pressures (4.3) and I would recommend a refresh during 2023/24 to ensure that the plan stays on track

The budget report will provide members with the projected budget for 2023/24 and will make recommendations in relation to the minimum balance for the HRA

## **8. RISK ASSESSMENT CONSIDERATIONS**

- 8.1. The update identifies challenges and requires action to ensure a sustainable future. There is a significant risk to the HRA if those actions are not successfully implemented.

Risk	Likelihood	Impact	Risk Factor	Mitigation
Risk of incorrect assumptions	4	5	20	Assumptions are subject to change, as economic factors and the authority's situation continue to fluctuate. The authority should review its projections as circumstances change to enable it to identify, evaluate and respond to risks at an early stage.
Risk of additional spending pressures	4	5	20	Close monitoring of monthly spend especially repairs and void costs with plans for in year cost reductions if necessary
Risk of cost of reactive repairs rising in the short term as a result of our previous lack of investment in this area	4	4	16	Work is underway to establish a more competitive way to procure non-routine work. Also our planned average investment per property is £1341 which is consistent with, or slightly above, the average.

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**CONTACT OFFICER:**

Name: Moh Hussein

Job Title: Interim Head of Housing

Contact Number: 01903 737718

**BACKGROUND DOCUMENTS:**

## Arun District Council

<b>REPORT TO:</b>	<b>Housing and Wellbeing Committee – 25 January 2023</b>
<b>SUBJECT:</b>	<b>Committee General Fund Revenue and Capital Budgets and Housing Revenue Account Budgets 2023/24</b>
<b>LEAD OFFICER:</b>	<b>Carolyn Martlew, Interim Group Head of Finance and Section 151 Officer</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
The Council’s financial planning and budget promotes all the Council’s Corporate Priorities.	
<b>DIRECTORATE POLICY CONTEXT:</b>	
The Council’s financial planning and budget has an effect on all Directorates of the Council.	
<b>FINANCIAL SUMMARY:</b>	
The draft budgets for this Committee are shown in the appendices. The Committee is responsible for General Fund services and the Housing Revenue Account (HRA). The financial forecast for the General Fund Revenue Budget predicts significant budget deficits in 2023/24 and future years. The detailed effects are contained in the body of the report. The HRA is also under significant financial pressure. Members have received reports outlining the financial position of the Housing Revenue Account at previous meetings. The recommendations from these reports are taken account of in the budgets.	

### 1. PURPOSE OF REPORT

- 1.1. The purpose of the report is for this Committee to consider and recommend its revenue budget for inclusion in the Council’s 2023/24 revenue budget for 2023/24. The report also considers the Housing Revenue Account (HRA) budget for 2023/24. These will be submitted to the Policy and Finance Committee on 9 February 2023 when it considers the overall revenue and capital budgets for 2023/24 so recommendations can be made to a Special Meeting of the Council on 1 March 2023 on the budgets to be set and level of Council Tax for the District for 2023/24. A recommendation is also required on the Housing Rent levels to be set for 2023/24.

### 2. RECOMMENDATIONS

- 1.2. It is recommended that this Committee:
- (a) Agree on the 2023/24 Revenue Budget as illustrated in Appendix A of this report;
  - (b) Agree on the list of uncommitted growth items as illustrated in Appendix B of

- this report;
- (c) Agree on the 2023/24 HRA Revenue Budget set out in Appendix C of this report;
  - (d) Recommends to allow the HRA Balance to remain below the minimum level of £2.0m for the period 2023/24 to 2026/27 to enable the realisation of savings in Repairs and Supervision & Management expenditure to deliver a sustainable HRA;
  - (e) Recommends HRA rents for 2023/24 are increased by 7.0% in accordance with the provisions of the rent standard
  - (f) Recommends that HRA garage rents are increased by 7% to give an average rent of £14.50 per week (excluding VAT) and heating and water/sewerage charges be increased on a scheme by scheme basis, with the aim of balancing costs with income;
  - (g) Agree on the 2023/24 General Fund Capital Programme as illustrated in Appendix D of this report;
  - (h) Agree on the 2023/24 HRA Capital Programme as illustrated in Appendix E of this report; and
  - (i) Agree to recommend to Policy and Finance Committee that the General Fund Revenue Budget, list of growth items, General Fund Capital Programme, HRA Revenue Budget and HRA Capital Programme be included in the overall General Fund Budget when considering the overall budgets on 9 February 2023.

## **2. EXECUTIVE SUMMARY**

- 2.1. The purpose of the report is for this Committee to consider and recommend its revenue budget for inclusion in the 2023/24 revenue budget, which will be submitted to the Policy and Finance Committee on 9 February 2023. The Policy and Finance Committee will consider the overall revenue budget for 2023/24 so that it can make recommendations to a Special Meeting of the Council on 1 March 2023 on the budget to be set and level of Council Tax for the District for 2023/24.
- 2.2. In addition, Committees must consider and recommend their draft General Fund capital budget for inclusion in the overall capital programme, which will be submitted to the Policy and Finance Committee on 9 February 2023. The Policy and Finance Committee will consider the overall capital programme to make a recommendation to a Special Meeting of the Council on 1 March 2023 on the overall capital programme to be set for 2023/24
- 2.3. This Committee must also consider and recommend its Housing Revenue Account (HRA) revenue budget, which will be submitted to the Policy and Finance Committee on 9 February 2023. Policy and Finance Committee will consider the overall revenue budget for 2023/24 to make a recommendation to Full Council on 1 March 2023 on the budget to be set and level of rents to be charged for 2023/24.
- 2.4. This Committee must consider and recommend a draft Housing Revenue Account Capital budget for inclusion in the overall capital programme, which will be submitted to the Policy and Finance Committee on 9 February 2023. Policy

and Finance Committee will consider the overall capital programme to make a recommendation to Full Council on 1 March 2023 on the overall capital programme to be set for 2023/24

### **3. DETAIL**

#### **General Fund Budget 2023/24**

- 3.1. 2022/23 was the first year of budget preparation under the Committee form of governance introduced to the Council on 19 May 2021. Under Committee governance, Service Committees such as this consider and recommend revenue and capital budgets for the services, they provide to the Committee responsible for budget setting (the Policy and Finance Committee). The Policy and Finance Committee then considers an overall budget to recommend to Full Council.
- 3.2. The Council has undertaken a Zero Based Budgeting (ZBB) exercise during 2022/23 that has reviewed and rebased the Council's revenue budgets and future assumptions. ZBB has given a greater understanding of the information behind budgets and will aid budget processes in future years
- 3.3. The general background to the 2023/24 budget process was included in the Financial Prospects 2022/23 to 2026/27 report to Policy and Finance Committee on 13 December 2022 for approval by Full Council on 18 January 2023. The main points to note are:
  - a significant budget deficit of circa £4m for 2023/24;
  - a roll over funding settlement similar to 2022/23 is provided from central government for 2023/24;
  - Council Tax increases by a maximum of £5 per annum or 2.99%, which is currently the maximum allowed for similar District Councils;
  - There is an increase in salary costs in 2022/23 as per the employers' offer;
  - The effect of the government's announcement to reverse increasing National Insurance contributions from November 2022/23 is included;
  - If possible, cash limited sums for goods and services (no inflationary rise) for the period are included, otherwise inflation is provided for;
  - A triennial review of the pension fund is due with revised figures required from 2023/24. Preliminary indications have been received and the financial effects of this are favourable and are built into projections;
  - At this stage, no increase in discretionary fees and charges imposed by the Council has been assessed and included in the financial projections.
  - Growth items are not included in service committee estimates. They will be considered as a separate list by service committees. Items agreed by service committees will then form part of the final growth list which Policy and Finance Committee will need to consider when it sets the overall budget. It has been made clear to budget officers that growth requests should be minimised and restricted to those with a significant impact on service provision.
- 3.4. Financial forecasting was difficult due to the COVID 19 pandemic in recent years. However, this has now been largely overtaken by high inflation rates,

brought about by various external factors. Budgets have been compiled on the best information available. In addition, where appropriate, central government funding has been applied to mitigate against increased costs and reductions in income.

- 3.5. The Committee has no General Fund capital programme for 2023/24. Appendix D shows the projected capital programme for 2023/24 to 2026/27 for information.
- 3.6. The basis of revenue budgeting for 2023/24 assumes that current levels of service remain unchanged. Any change arising from the ZBB exercise has been included where appropriate. Any proposed increase in the service level, or other significant new area of expenditure, is treated as uncommitted growth. These items are listed as an Appendix B and are not included in the budgets. If this Committee agrees this list either in full, or in part, it will be considered by Finance and Policy Committee on 9 February 2023 in the context of the overall General Fund budget.
- 3.7. The significant budget deficit forecast for 2023/24 has resulted in only essential growth bids being put forward to this committee for approval. Uncommitted growth indicates an enhanced level of base service provision. This is not included in the budgets at this stage. The final inclusion in the Authority's overall revenue budget will be subject to consideration by the Policy and Finance Committee and Council.
- 3.8. The committees growth bids totalling £730k are summarised in appendix B. These are comprised of: Leisure operator support (£580k); Events (£100k) and an Events Officer (£50k).
- 3.9. The significant changes in the revenue budget between 2022/23 and 2023/24 are:
  - The most significant budget change for this committee is the increase in net expenditure relating to homelessness. The net cost of nightly paid accommodation budget for 2023/24 has increased to £2.00m. An increase of £1.19m from 2022/23 (£810k). The number of emergency placements continues to rise. The situation is exacerbated by the limited access to privately owned accommodation resulting in the use of hotels. The net overspend against profile in the current year is £917k to the end of December (£1.22m estimated outturn 2022/23).
  - The budget monitoring report, elsewhere on the agenda explains that since September, the numbers of households in emergency accommodation have slowly been reducing, and at the 18 December, stood at 114. This is a significant reduction and at a level not seen since the beginning of 2022. This has been achieved against a backdrop of the cost-of-living crisis and the tail end of the impact of the pandemic. In addition to reducing the number of households in emergency accommodation, new processes for income generation are being put in place from January 2023 which will help to offset the expenditure on emergency accommodation. The processes will focus on increasing the collection of housing benefit on behalf of clients, and maximising the



clients' own contributions towards accommodation costs.

- The budget assumes an increase of £121k income from the Leisure contract. However, members were presented with a report requesting assistance to the Leisure Operator at Housing and Wellbeing committee on 6 December 2022 (approved by Policy and Finance committee on 13 December 2022). The Leisure operators costs had been significantly impacted by the increase in utility prices. The committee agreed support for the current year of up to £265k. The report also requested £580k support for 2023/24, which has been included in the growth bid list for this committee in appendix B;
- The net budget for Housing Benefits (HB) has increased by £127k. This is due to an increase in assisted accommodation which attracts a lower level of HB subsidy and the move to Universal Credit.

### **Housing Revenue Account Budget 2023/24**

3.10. The Revenue Budget is shown at Appendix C. The budget has been prepared using the most up to date information available. A housing rent increase of 7% has been assumed for 2023/24 giving an average rent of £102.34 per week (excluding VAT). In addition, a garage rent increase of 7% for 2023/24 has been assumed giving an average rent £14.50 per week (excluding VAT). The HRA budget for 2023/24 shows an expected surplus of £0.995m, leaving a balance carried forward at 31 March 2024 of £4.191m (HRA Reserve £1.261 and Major Repairs Reserve £2.930m).

3.11. The expected surplus of £0.995m is subject to the delivery of the following savings in 2023/24 as part of the recovery plan to address the growing revenue costs of repairs and supervision and management.

- Responsive Repairs - £0.143m
- Supervision and Management - £0.186m

The 2023/24 responsive repairs budget has been based on 2022/23 actual expenditure after removing the impact of one-off spend in relation to compliance issues.

3.12. The target is to bring Arun into line with the median benchmark of 3 repairs per property and average cost of £135 (2023/24 prices). To achieve this the following cumulative savings targets have been applied in consultation with Housing Management:

- 2023/24 = 5% (£0.143m)
- 2024/25 = 8% (£0.390m)
- 2025/26 = 8% (£0.642m)
- 2026/27 = 9% (£0.928m)

3.13. Cumulative savings targets of 3% have been assumed for Supervision and Management over the period 2023/24 to 2026/27 resulting in total savings of £0.776m by 2026/27.

- 3.14. The achievement of the savings is critical to the sustainability and viability of the HRA.
- 3.15. The minimum level HRA Balance is set at £2.0m. During 2022/23 this minimum level has been breached and is not forecast to return to a level in excess of £2.0m until 2027/28, the critical elements of this being the delivery of the savings targets as previously mentioned in the preceding paragraphs. Forecast HRA Balance 2024/25 to 2027/28 is as follows:
- 2024/25 = £1.380m
  - 2025/26 = £1.385m
  - 2026/27 = £1.649m
  - 2027/28 = £2.307m

### **Capital Budget 2023/24**

- 3.16. The Committee has no General Fund Capital Programme for 2023/24. Appendix D shows the projected capital programme for 2023/24 to 2026/27 for information.
- 3.17. The total planned 2023/24 Capital Programme for the HRA totals £8.998m and is shown in detail at Appendix E.
- 3.18. It is assumed that the following elements of the capital programme will be funded through external borrowing over 30 years at the current PWLB rate of 4.71%:
- Sheltered Accommodation = £2.6m (Total £6.0m to 25/26)
  - Decarbonisation Programme = £3.0m (50% match funding of the £6.0m bid for). Programme not re-instated until 28/29 due to affordability and revenue pressures
  - Stock Development

The actual timing of any borrowing will be determined by the Council's Borrowing Strategy which will be considered at Audit and Governance Committee on 28 February 2023.

## **4. CONSULTATION**

- 4.1. Consultation is being undertaken with representatives of non-domestic ratepayers on the Council's proposals for expenditure for the 2023/24 financial year in accordance with Section 134 of the Local Government Finance Act 1988. An advert has been placed in the Arun Business Partnership magazine requesting written comments by no later than 3 February 2023.

## **5. OPTIONS / ALTERNATIVES CONSIDERED**

- 5.1. Not applicable.

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

- 6.1. The financial implications are shown throughout the report. Capital spending is susceptible to overrun, delay and increased costs. It is important that close monitoring of both revenue budgets, and the capital programme is in place.
- 6.2. The HRA budget reflects the assumptions in the latest draft HRA Business Plan. It is recommended that the HRA Business plan is reviewed mid 2023/24 to ensure that these assumptions continue to be valid.
- 6.3. It is essential that the savings targets identified in the budget are achieved in order for the HRA to return to the recommended minimum balance of £2m.

## **7. RISK ASSESSMENT CONSIDERATIONS**

- 7.1. The risks listed in the Financial Prospects Report 2022/23 to 2026/27 remain relevant. Members may wish to review these alongside this report.
- 7.2. The main risk in preparing the detailed budgets is that the Council sets an illegal budget (expenditure is greater than income). This will be avoided.
- 7.3. An inaccurate or illegal budget would cause reputational damage to the Council. This is a risk and the controls and processes in place will avoid this.

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

- 8.1. The Council has a legal duty to ensure its revenue and capital expenditure can be met by its income, inclusive of reserves.

## **9. HUMAN RESOURCES IMPACT**

- 9.1. There are no direct implications.

## **10. HEALTH & SAFETY IMPACT**

- 10.1. There are no direct implications.

## **11. PROPERTY & ESTATES IMPACT**

- 11.1. There are no direct implications.

## **12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

- 12.1. There are no direct implications.

## **13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

- 13.1. There are no direct implications.

**14. CRIME AND DISORDER REDUCTION IMPACT**

14.1. There are no direct implications.

**15. HUMAN RIGHTS IMPACT**

15.1. There are no direct implications.

**16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

16.1. There are no direct implications.

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**CONTACT OFFICER:**

Name: Carolin Martlew

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

Contact Number: 01903 737568

**BACKGROUND DOCUMENTS:**

2022/23 Budget Report to Full Council 23 February 2022;

Financial Prospects 2022/23 to 2026/27 – Finance and Policy Committee 13 December 2022;

Budget Consultation Report - Housing and Wellbeing Committee 6 October 2022;

Statement of Accounts 2021/22.

Housing Revenue Account – Revised Budget 2022/23 Report – Housing and Wellbeing Committee 6 December 2022

Civica CX Implementation Programme Report – Housing and Wellbeing Committee 21 July 2022

**Housing and Wellbeing Committee  
General Fund Revenue Budget 2023/24**

<b>Actual 2021-22 £'000</b>	<b>Description</b>	<b>Budget 2022-23 £'000</b>	<b>Budget 2023-24 £'000</b>
<b>Housing &amp; Wellbeing Committee</b>			
<b>Direct Services</b>			
(102)	Arun Lifeline	(85)	(7)
402	Community Safety/Development	469	772
95	Activities for the Elderly	154	79
1,502	Homelessness & Housing Advice	1,094	2,427
277	Housing Strategy & RSLs	36	39
(402)	Leisure & Culture	(905)	(1,025)
2,367	Revenues & Benefits	2,311	2,681
314	Voluntary Sector	237	251
<b>4,453</b>	<b>Total for Housing &amp; Wellbeing Committee:</b>	<b>3,311</b>	<b>5,217</b>

<b>Actual 2021-22 £'000</b>	<b>Description</b>	<b>Budget 2022-23 £'000</b>	<b>Budget 2023-24 £'000</b>
<b>Housing &amp; Wellbeing Committee</b>			
<b><u>Arun Lifeline (G23)</u></b>			
115	Employees	122	127
10	Transport	11	2
19	Supplies and Services	38	110
49	Third Party Costs	50	50
(295)	Other Income	(306)	(296)
<b>(102)</b>	<b>Total for Arun Lifeline:</b>	<b>(85)</b>	<b>(7)</b>
<b><u>Community Safety/Development (K11 &amp; K14)</u></b>			
419	Employees	416	786
1	Premises	4	0
8	Transport	12	4
105	Supplies and Services	84	98
(129)	Grants and Contributions	(47)	(116)
(2)	Other Income	0	0
<b>402</b>	<b>Total for Community Safety/Development:</b>	<b>469</b>	<b>772</b>
<b><u>Activities for the Elderly (G32 &amp; G33)</u></b>			
0	Employees	3	0
1	Premises	1	1
(30)	Supplies and Services	32	0
124	Third party costs	118	78
<b>95</b>	<b>Total for Day Centres:</b>	<b>154</b>	<b>79</b>
<b><u>Homelessness &amp; Housing Advice (G16 &amp; G19)</u></b>			
878	Employees	757	833
60	Premises	53	65
7	Transport	7	3
3,273	Supplies and Services	1,672	3,777
15	Third party costs	20	40
(2,731)	Other Income	(1,415)	(2,291)
<b>1,502</b>	<b>Total for Homelessness &amp; Housing Advice:</b>	<b>1,094</b>	<b>2,427</b>

<b>Actual 2021-22 £'000</b>	<b>Description</b>	<b>Budget 2022-23 £'000</b>	<b>Budget 2023-24 £'000</b>
<b>Housing &amp; Wellbeing Committee (Continued)</b>			
<b><u>Housing Strategy &amp; RSLs (J03 &amp; J04)</u></b>			
38	Employees	36	38
239	Supplies and Services	0	1
0	Grants and Contributions	0	0
<b>277</b>	<b>Total for Housing Strategy &amp; RSLs:</b>	<b>36</b>	<b>39</b>
<b><u>Leisure and Culture (L10, L20, L25, L44, L60, L70 &amp; L74)</u></b>			
3	Employees	14	0
96	Premises	22	25
0	Transport	0	0
38	Supplies and Services	13	14
106	Third party costs	132	144
(640)	Other Income	(1,086)	(1,208)
(5)	Grants and Contributions	0	0
<b>(402)</b>	<b>Total for Leisure, Culture &amp; Foreshores:</b>	<b>(905)</b>	<b>(1,025)</b>
<b><u>Revenues &amp; Benefits (R16 to R23)</u></b>			
1,571	Employees	1,564	1,690
7	Transport	10	8
550	Supplies and Services	505	624
33,689	Transfer payments	33,834	30,650
(33,450)	Grants and Contributions	(33,602)	(30,291)
<b>2,367</b>	<b>Total for Revenues &amp; Benefits:</b>	<b>2,311</b>	<b>2,681</b>
<b><u>Voluntary Sector (K10, K16 to K18, M06 &amp; M23)</u></b>			
331	Employees	33	351
5	Premises	0	5
2	Transport	0	4
389	Supplies and Services	204	336
(411)	Grants and Contributions	0	(445)
<b>314</b>	<b>Total for Voluntary Sector:</b>	<b>237</b>	<b>251</b>
<b>4,453</b>	<b>Housing &amp; Wellbeing Committee Total</b>	<b>3,311</b>	<b>5,217</b>

**Housing and Wellbeing Committee Budget 2023/24 Growth Items**

	£'000
Events Co-Ordinator	50
Events	100
Support for Leisure Provider	580
<b>Total</b>	<b>730</b>



## Housing Revenue Account Budget Summary

Actuals 21/22 £'000	Description	Original Budget 22/23 £'000	Revised Budget 22/23 £'000	Budget 23/24 £'000
	<b>Expenditure</b>			
5,905	Supervision & Management	5,534	6,136	6,237
	Planned efficiency savings - cumulative			(186)
5,514	Repairs & Maintenance	5,181	7,182	6,099
	Planned efficiency savings - cumulative			(143)
6,634	Financing of capital expenditure	5,851	4,336	2,931
1,507	Net Loan charges	2,760	2,760	3,199
	Interest and VRP on Loan for stock development	0	0	70
	Interest and VRP on old loan	0	0	94
	Interest and VRP on Garage sites	0	0	0
	Interest and VRP on Decarbonisation Programme			71
	Interest and VRP on Shelteted Accomodation	25	0	61
<b>19,560</b>	<b>Total Expenditure:</b>	<b>19,351</b>	<b>20,414</b>	<b>18,433</b>
	<b>Income</b>			
(16,316)	Rents (dwellings, garages, hostels, other property)	(17,286)	(17,039)	(18,456)
(693)	Charges for services and facilities	(641)	(644)	(764)
47	Interest on Balance Payable / (Receivable)	(28)	(28)	(207)
	Service Charges recovered from tenents			0
<b>-16,962</b>	<b>Total Income:</b>	<b>(17,955)</b>	<b>(17,711)</b>	<b>(19,427)</b>
<b>2,598</b>	<b>HRA (Surplus)/Deficit</b>	<b>1,396</b>	<b>2,703</b>	<b>(995)</b>
	<b>Housing Revenue Account Reserves</b>			
(6,489)	HRA and MRR Reserves - Balance brought forward	(6,869)	(5,899)	(3,196)
2,598	HRA (Surplus)/Deficit	1,396	2,703	(995)
	Budget changes (Nov 2020)			
<b>(3,891)</b>	<b>HRA Reserve - Balance Carried Forward</b>	<b>(5,472)</b>	<b>(3,196)</b>	<b>(4,191)</b>

**Housing and Wellbeing Committee  
GF Capital Programme 2023/24**

<b>Actual 2021/22 £'000</b>	<b>Description</b>	<b>Original Budget 2022/23 £'000</b>	<b>Updated Budget 2022/23 £'000</b>	<b>Budget 2023/24 £'000</b>	<b>Budget 2024/25 £'000</b>	<b>Budget 2025/26 £'000</b>	<b>Budget 2026/27 £'000</b>
	<b>Sports Centres</b>						
25	Littlehampton Wave	0	0	0	0	0	0
0	Arun Leisure Centre wet change	987	987	0	0	0	0
<b>25</b>	<b>Total General Fund</b>	<b>987</b>	<b>987</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Housing and Wellbeing Committee  
HRA Capital Programme 2023/24**

<b>Actual 2021/22 £'000</b>	<b>Description</b>	<b>Original Budget 2022/23 £'000</b>	<b>Updated Budget 2022/23 £'000</b>	<b>Budget 2023/24 £'000</b>	<b>Budget 2024/25 £'000</b>	<b>Budget 2025/26 £'000</b>	<b>Budget 2026/27 £'000</b>
	<b>Housing IT</b>						
262	CX Implementation	285	466	467	53	0	0
<b>262</b>	<b>Total</b>	<b>285</b>	<b>466</b>	<b>467</b>	<b>53</b>	<b>0</b>	<b>0</b>
	<b>Housing Stock Dev &amp; Improvements</b>						
4,328	Stock Development	100	10,845	0	0	0	0
105	Reroofing Programme	950	950	250	500	500	500
21	Roofline	150	150	100	150	150	150
49	Lift Replacement Programme	50	50	75	75	75	75
130	Kitchen & Bathroom Replacement Programme	950	950	200	500	500	500
210	Kitchen & Bathroom Replacement Programme Voids	250	250	125	125	125	125
241	Commercial Boiler Room Improvements	100	100	150	150	150	150
242	Domestic Heating Programme	651	651	651	651	651	651
0	Stores (Buggy/Bin)	30	30	250	100	100	0
516	Fire Compliance	0	0	0	0	0	0
30	Structural	140	140	120	120	120	120
1,060	Windows & Doors	1,575	1,575	520	20	20	20
18	Rewiring	70	70	140	173	162	135
380	Aids & Adaptations	450	450	350	350	350	350
<b>7,330</b>	<b>Total</b>	<b>5,466</b>	<b>16,211</b>	<b>2,931</b>	<b>2,914</b>	<b>2,903</b>	<b>2,776</b>
	<b>Decarbonisation</b>						
0	Decarbonisation	0	0	3,000	0	0	0
<b>0</b>	<b>Total</b>	<b>0</b>	<b>0</b>	<b>3,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Sheltered Accommodation</b>						
0	Sheltered Accommodation	2,600	0	2,600	2,000	1,400	0
<b>0</b>	<b>Total</b>	<b>2,600</b>	<b>0</b>	<b>2,600</b>	<b>2,000</b>	<b>1,400</b>	<b>0</b>
<b>7,592</b>	<b>Total Housing</b>	<b>8,351</b>	<b>16,677</b>	<b>8,998</b>	<b>4,967</b>	<b>4,303</b>	<b>2,776</b>

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## Arun District Council

<b>REPORT TO:</b>	<b>Housing and Wellbeing Committee on 25 January 2023</b>
<b>SUBJECT:</b>	<b>Arun Wellbeing Programme</b>
<b>LEAD OFFICER:</b>	<b>Georgina Bouette, Wellbeing &amp; Communities Manager</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
The Arun Wellbeing Programme directly contributes to the councils vision of improving the wellbeing of its residents.	
<b>DIRECTORATE POLICY CONTEXT:</b>	
The Arun Wellbeing programme works closely with the Arun Local Community Network (a specific partnership group to tackle health inequalities) and the Arun Community Engagement Project to deliver health interventions where the need is greatest. Arun Wellbeing is critical to the delivery of the Local Community Network ambitions.	
<b>FINANCIAL SUMMARY:</b>	
The Arun Wellbeing Programme is funded by West Sussex Public Health with a contribution of £414,024 per annum for the duration of the current five year agreement: 1 April 2022 to 31 March 2027.	

### 1. PURPOSE OF REPORT

- 1.1. The purpose of the report is to provide information and data on the activity and outcomes of the first 6 months of the Arun Wellbeing Programme in 2022 (1 April to 30 September). It describes initiatives delivered by the Arun Wellbeing Team to both inform and update Committee Members on work to improve the health and wellbeing of Arun residents.

### 2. RECOMMENDATIONS

- 1.2. The Housing and Wellbeing Committee are recommended to endorse the Arun Wellbeing Programme and support targeted work in Arun's areas of significant health inequalities and need.

### 2. EXECUTIVE SUMMARY

- 2.1. The West Sussex Wellbeing Programme is a partnership between West Sussex County Council Public Health Department and the seven District and Borough Councils of West Sussex. Since 2009, Arun District Council has delivered a prevention and wellbeing service (Arun Wellbeing) which

provides a service that focuses on addressing local health inequalities. The Council entered into a new five year agreement with West Sussex Public Health from April 2022 and this report outlines progress in the first six months of year one.

### 3. DETAIL

3.1. The West Sussex Wellbeing Programme is developed by Public Health in partnership with the District and Borough Councils. Its stated aim is to provide an 'adult health improvement and prevention programme delivered at scale, focussed on modifiable risk factors and supporting wellbeing for all adults who live and/ or work in West Sussex.' The Programme is integral to the West Sussex Joint Health and Wellbeing Strategy and has flexibility, so each District and Borough Council can focus on local health needs and address inequalities.

3.2. The Arun Wellbeing Programme, agreed with Public Health focuses on:

- Addressing the risk factors for cardiovascular disease (CVD), and preventable cancers by supporting residents to improve their health through providing information, advice and services to promote and encourage health and wellbeing.
- Providing evidence based group and individual sessions to support health improvement including smoking cessation, alcohol reduction, weight management, falls prevention, NHS Health Checks and one to one motivational interviewing and brief advice sessions.
- Delivering information and signposting to promote wellbeing and lifestyle changes (e.g., telephone, email, website and face to face meetings).
- Delivering targeted work with the following communities to tackle and reduce health inequalities:
  - In the following deprived Arun wards: Courtwick with Toddington, River, Bersted, Marine, Pevensey and Hotham
  - Central and Eastern European Communities
- Supporting individuals from high risk groups as identified in the service specification and set out in [Appendix 1](#).
- Work with partners to raise awareness and improve pathways into and from the Arun Wellbeing service through the Arun Local Community Network and other partners in the district.

3.3. [Appendix 1](#) outlines the programme progress and outcomes from 1 April to 30 September 2022 (six months) in the first year of the refreshed five year agreement. Key points of note include:

- Achieving the 40% goal of supporting clients from high risk groups: at six months, 41% of the clients who referred into Arun Wellbeing were from these identified cohorts and of those participating in one-to-one sessions, 43% were from these groups.
  - The Arun Wellbeing team received a 98% satisfaction rating from clients using the services in the first eight months of the programme and is on track to exceed the councils annual target of 90%.
- 3.4. Case studies are provided in Appendix 2 showing the positive changes individuals have achieved with the support of Arun Wellbeing.
- 3.5. The Arun Wellbeing Programme is formally monitored by West Sussex County Council Public Health Department. At the current time there are no significant matters impacting on the delivery of the Arun Wellbeing Programme Business Plan.
- 3.6. On a final note, West Sussex Public Health have provided the following supporting comment:

*'Arun Wellbeing is an established partnership between West Sussex County Council and Arun District Council. Our shared aims and vision are realised through the programme which is successfully delivering evidence based public health programmes to those individuals and groups who are most at need of support to improve their health. The first six months of this new agreement has seen a significant shift in this inequalities focus particularly with the introduction of staff to focus on working with Central and Eastern European Communities, which has been welcomed'.*

#### **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 INTERIM GROUP HEAD OF FINANCE/SECTION 151 OFFICER**

- 6.1. The scheme is delivered by a set financial contribution. There are no direct financial implications so no further comment is offered.

#### **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. The funding arrangement is governed by the five-year agreement referred to within this report. There are no legal implications arising from this report.

## **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. The Arun Wellbeing Programme is a universal, free programme for all residents aged 18 years and above.
- 12.2. Social Value: The programme supports adults who live and work in Arun and their families to access lifestyle support to improve their health, in their own communities. The programme is person centred, working with individuals to address the barriers to positive health behaviours. The service is tailored to suit local need, working with local community assets such as leisure, green space, and community groups. Health outcomes are measured through outputs such as weight lost and levels of physical activity, but also through other pre and post intervention measures such as case studies, and 3 month follow up post programme completion.

## **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. The programme works with individuals and families some of whom have complex needs. This includes those with low level mental health, alcohol and substance use issues. The programme therefore supports reduction in crime and disorder via this mechanism.



## **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

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### **CONTACT OFFICER:**

Name: Georgina Bouette

Job Title: Wellbeing & Communities Manager

Contact Number: 01903 737605

### **APPENDICIES**

Appendix 1                      Arun Wellbeing Programme Update: 1 April 2022 to 30  
September 2022

Appendix 2                      Case Studies

### **BACKGROUND DOCUMENTS:**

[17 March 2022: Arun District Council Housing & Wellbeing Committee: Partnership Agreement – Public Health Wellbeing Programme](#)

[September 2021: West Sussex County Council – Future arrangements for the West Sussex Wellbeing Programme](#)

## **Appendix 1 - Arun Wellbeing Programme Service Update**

### **Background**

Data is provided for the first six months of the current performance year i.e., 1 April to 30 September 2022.

Output and outcome requirements as set out in the agreement with West Sussex Public Health, reflect the start of a refreshed five year agreement from 1 April 2022 to 31 March 2027. The programme is currently in the first year of the new agreement.

For this specified period, there have been a number of staff vacancies resulting in reduced service capacity. At the time of writing, these have been fulfilled and will therefore have a positive effect in quarters three and four activity and outputs.

### **Supporting high risk groups**

A key deliverable for the Arun Wellbeing programme is supporting clients from identified high risk groups. These are:

- Carers
- Young people leaving care
- English as a second language
- Clients with a learning disability or autism
- Clients with severe mental illness (formally diagnosed by health professional)
- Those living in the 20% most deprived areas.

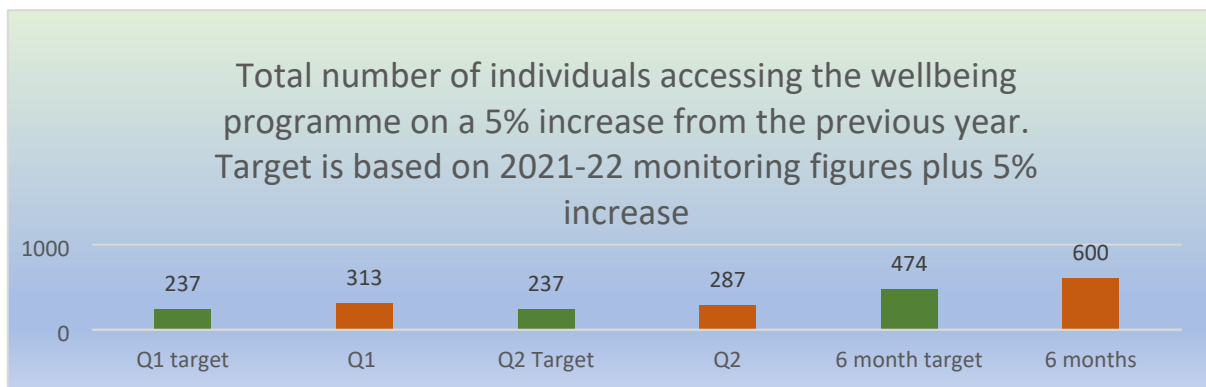
The Arun Wellbeing programme has been co-locating the service in the two Community Hubs at Chilgrove House (Littlehampton) and Bersted Green Hub (Bognor Regis) which are two deprived areas in Arun. Being based at the hubs, the Wellbeing team have worked closely with the Arun Community Engagement team to raise awareness of the programme and support available with local residents and the wider community.

The programme has a newly appointed Community Wellbeing Adviser whose role is dedicated to working with local individual and communities where English is not their first language. The postholder is multi-lingual and is of Ukrainian heritage. They have made extensive links with local partners to understand and engage with local Central and Eastern European communities and have supported eleven clients who speak English as their second language since they started in June 2022. The majority of the clients spoke Polish, followed by Latvian and Ukrainian. They are also delivering a weight management course specifically for Ukrainian guests in Arun who are part of the resettlement scheme.

It is encouraging to note in the first six months 41% of individuals accessing the Wellbeing programme were from an identified high risk group with the target being 40% - see table below. The largest proportion were clients living in the top 20% disadvantages areas within Arun, followed by Carers.

	Confirmed total number of clients accessing Wellbeing service	Confirmed total of clients accessing service from identified high risk groups	Confirmed total as percentage
Q1	313	120 (107 clients from disadvantaged areas, additional 13 carers not living disadvantaged areas)	38%
Q2	287	125 (101 clients from disadvantaged areas, additional 19 carers not living in disadvantaged areas, additional 5 clients where English is their second language, not living in deprived area or carer)	44%
6 months	600	245	41%

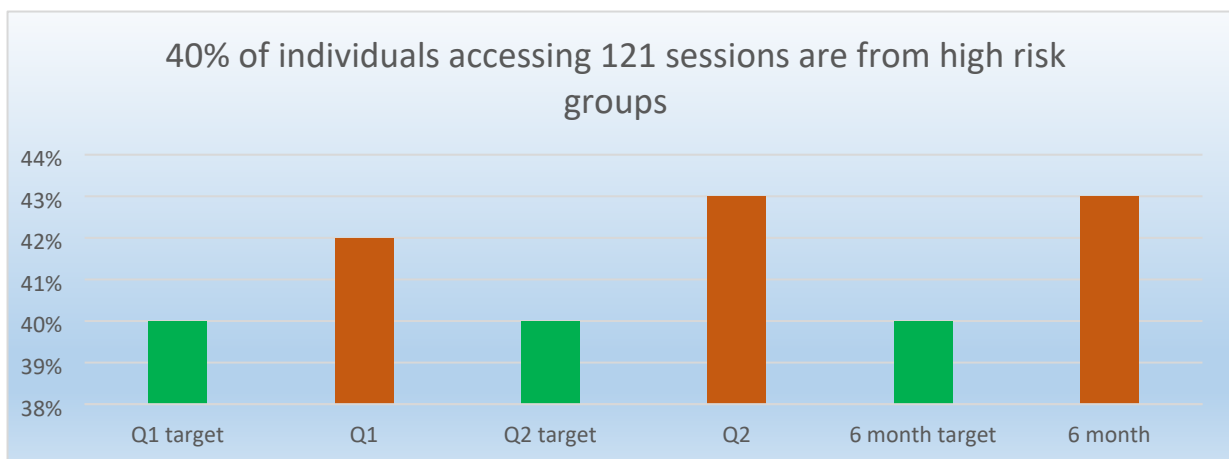
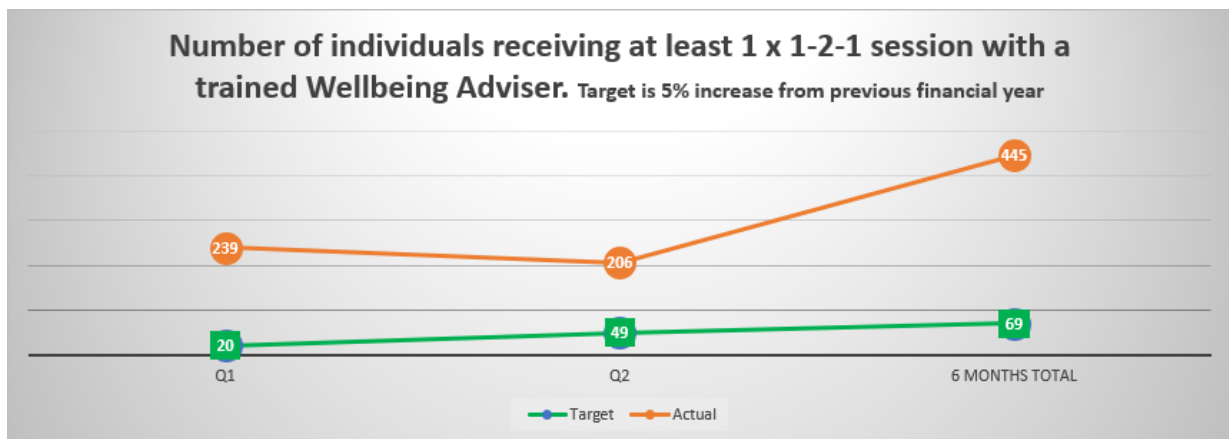
### Wellbeing Programme



The service has exceeded the six months stretch outcome for the number of individuals accessing the service, overachieving by 26% (additional 126 clients). This equates to approximately 23 individuals per week entering into the service over the six month period. With the team now fully staffed, capacity and activity will continue to increase and the first year goal should be significantly surpassed.

### Core Adviser Service

Wellbeing Advisers provide one to one support for clients who wish to make ongoing lifestyle changes to improve their health and reduce their risks of preventable diseases including type 2 diabetes, stroke, cardiovascular disease, and preventable cancers. All Advisers are trained to the same level which enables both flexibility and resilience as they can interchange to deliver across all these services. Using motivational interviewing techniques, the Advisers support clients to make and sustain desired behavioural changes to achieve positive outcomes.



The recording parameters for the one-to-one sessions changed from April 2022, explaining why there is a significant difference between the target numbers (obtained from data in the previous performance year 2021/22) and the confirmed number of clients accessing this service during this period. Before a client receives support for some of the services on offer, such as smoking cessations, alcohol reduction or weight management, they will have a one-to-one conversation with an Adviser enabling triage to other services and offering initial lifestyle and behaviour change support. This is now being classed as an Adviser 1-2-1, whereas this was not being captured prior to April 2022.

Four hundred and forty five individuals participated in a one-to-one session with a trained Wellbeing Adviser in the six month period and 43% of those were from high risk groups, exceeding the goal of 40%.

On average across 1 April – 30 September 2022, 43% of the individuals accessing a Wellbeing one to one session were from an identified high-risk group. As stated previously, the majority of these clients live in the top 20% disadvantaged areas of Arun. The two co-located Wellbeing Advisers in Bersted (Bersted Green hub) and Wick (Chilgrove House) are improving visibility and reducing barriers for local residents accessing the service, such as travel. The Advisers have been offering one-to-one appointments at these locations, as well as delivering courses and working alongside local organisations in each area. Support is continuing to be given across the whole of Arun to anyone over the age of eighteen who lives or works in the District.

## Weight Management - WISE

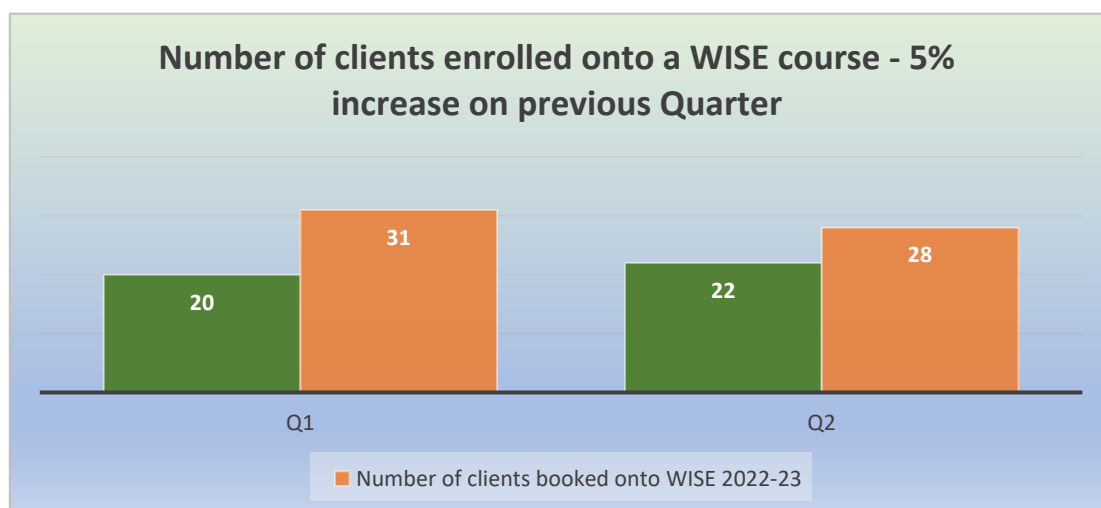
A weight management programme for people with a Body Mass Index of 25 and above; individuals attend a 12-week course that includes healthy eating guidance and introduction to exercise. Clients presenting with a BMI of 35 and above with co-morbidities, or 40 and above are signposted to an external specialist service.

Fifty-nine clients were enrolled onto the WISE courses in quarter one and quarter two. Out of those clients, forty-five clients participated on the WISE course (attended at least one session) with thirty-three completing the WISE course (attending 75% or more of the course).

77% of participants in the WISE course lost weight, exceeding the target outcome of 75% of participants to lose weight.

Out of the WISE clients who attended one session or did not attend any of the sessions, 65% of these were from identified high risk groups. The team are researching the potential barriers these clients may have, recognising that historically, engagement and participation within these cohorts has been low. This will be derived from service user feedback and partnership insight and will inform how services are delivered going forward to retain participation.

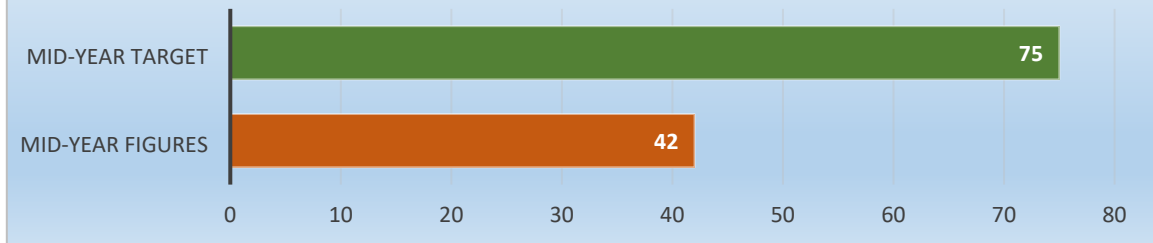
The WISE course is currently offered face in group settings. These sessions take place in the daytime in a mixture of community venues across Littlehampton and Bognor, and GP surgeries.



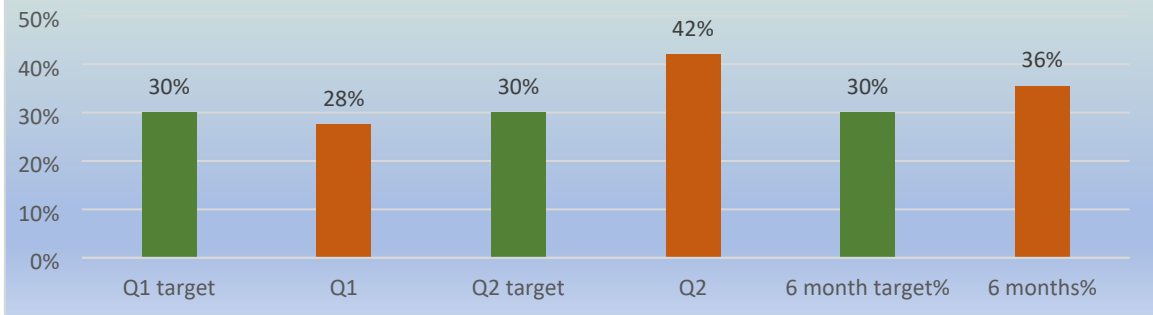
## Smoking Cessation

Stopping smoking is one of the most effective steps a person can make to improve their health, but many smokers who want to quit aren't sure about the best way to go about it. With professional support they are three times more likely to have a successful quit compared to trying alone ([Stop smoking services: increased chances of quitting \(ncsct.co.uk\)](https://www.ncsct.co.uk)). The Arun Wellbeing Advisers offer residents up to 12 support sessions to help plan how to quit, set a quit date and dispense Nicotine Replacement Therapies.

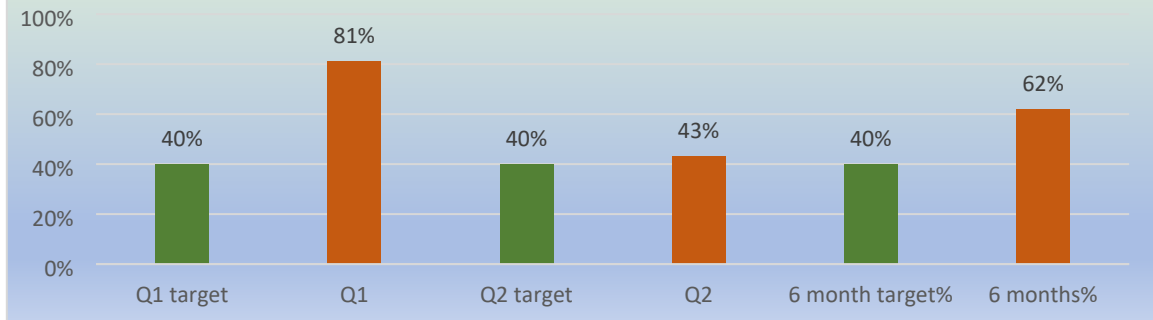
### Individuals setting a quit date (mid-year target based on half of the annual 150 client intervention target)



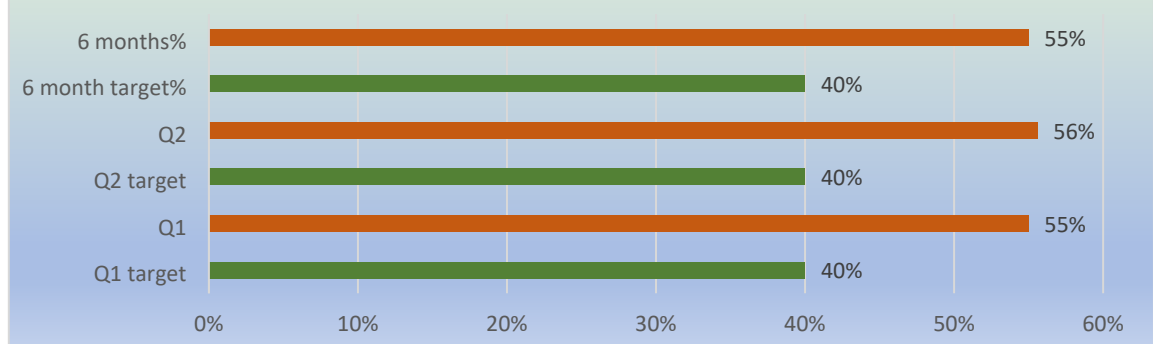
### At least 30% of service users setting a quit date are routine and manual workers



### 40% attending service are from identified high risk groups



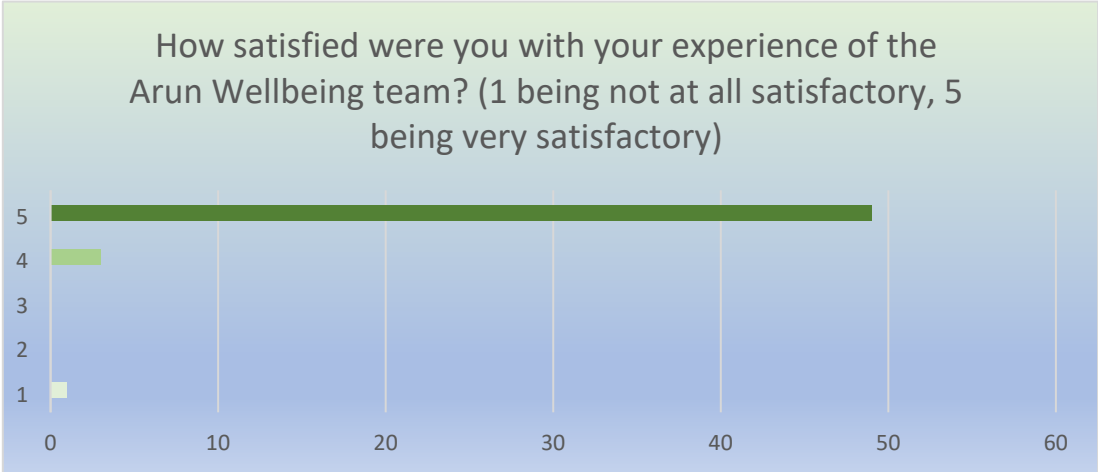
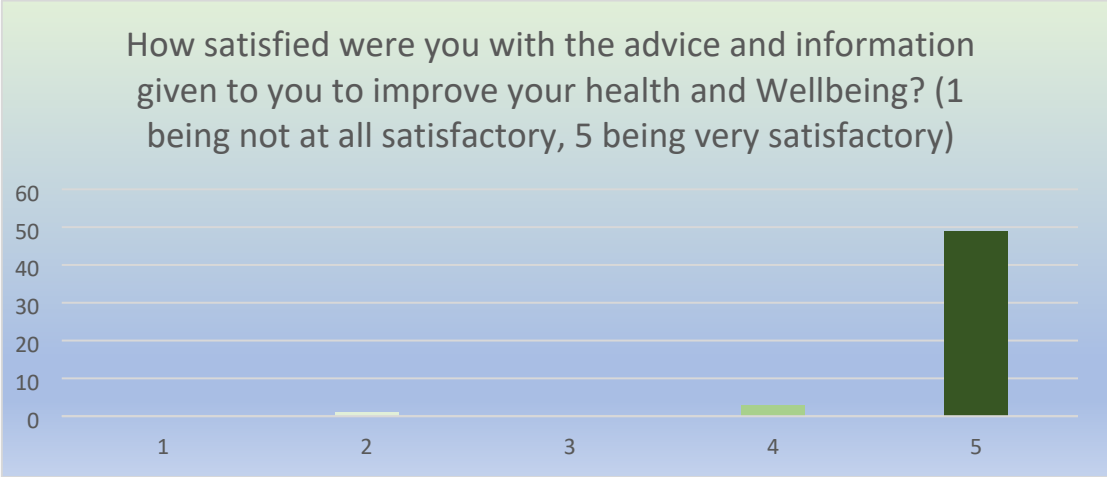
### 40% succesful quitters are from high risk groups

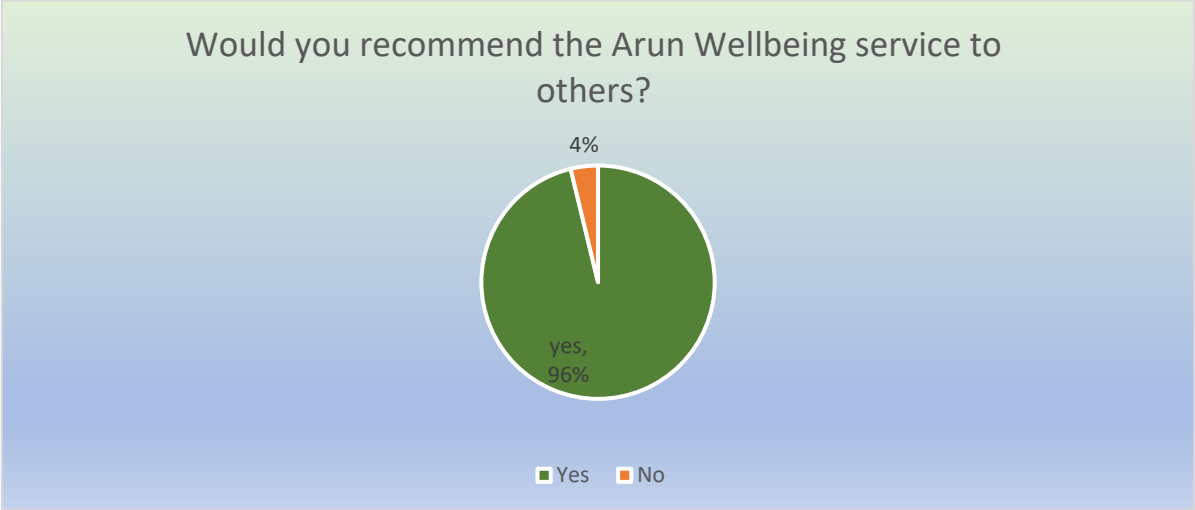


Whilst the first registered appointments and successful quits are lower than we would like at the six-month point due to staff vacancies during this period, an average of 55% of the clients who successfully quit are from the identified high-risk groups. However, at the time of writing this report, the service is fully staffed and trained to provide smoking cessation support and there will be specific focus on increasing participation in this service for the remainder of the performance year.

**Wellbeing Client Satisfaction rating**

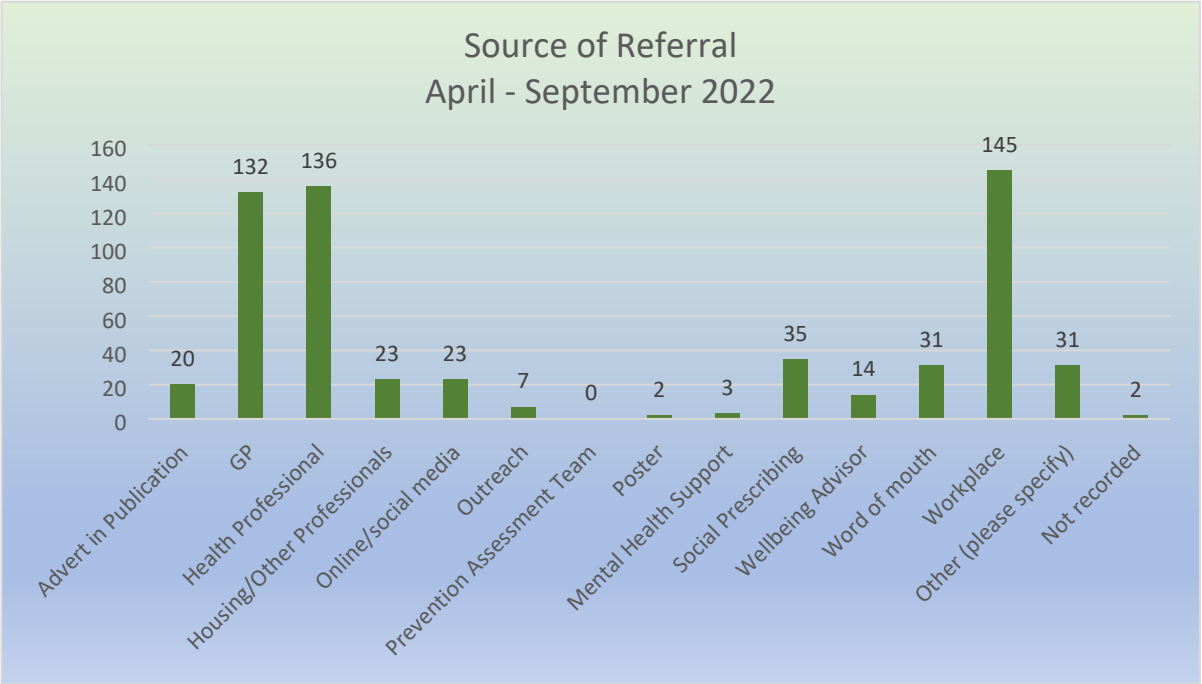
For the period 1 April to 23 November 2022, the team have achieved a 98% satisfaction rating from clients who have used their services, exceeding the councils objective to achieve 90% wellbeing client satisfaction rating. Fifty-three individuals have completed the service satisfaction survey. The average satisfaction score was 4.9 out of 5 as shown below.





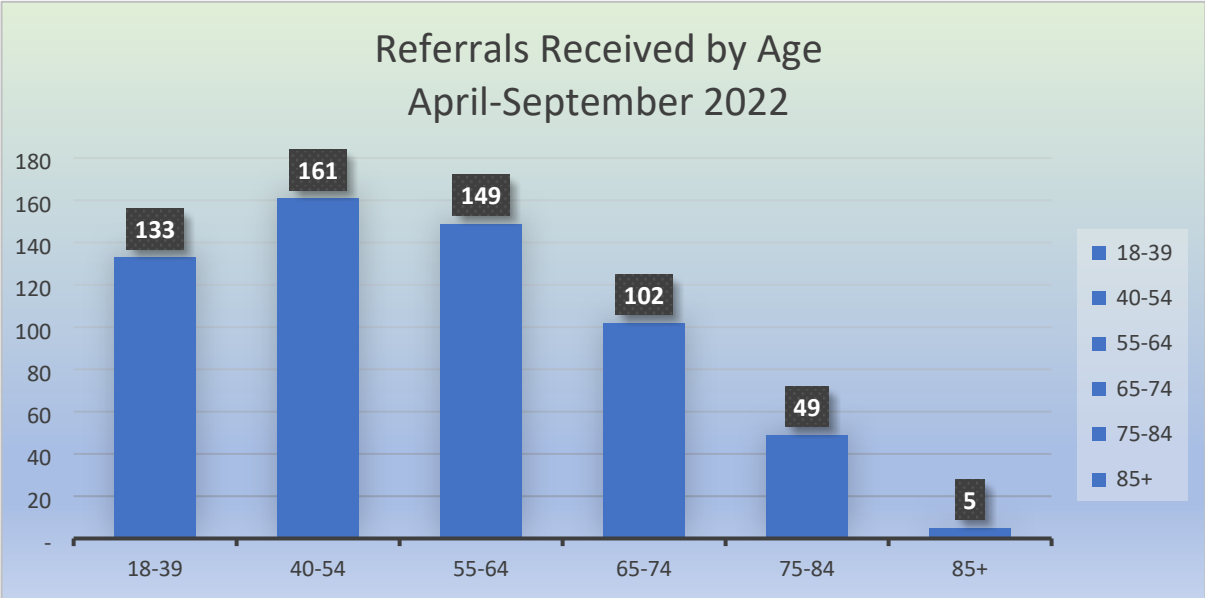
**Referral Sources**

Analysis of the total of referrals received into the service shows that GPs and other health professionals are the main sources of referral followed by Workplace Wellbeing. The recruitment of a Wellbeing Assistant whose role will focus on promotion of the service will work on increasing referrals from other sources, such as social media and other advertising methods.





The ability to resume face-to-face workplace wellbeing has enabled the team to offer wellbeing checks which helps to balance the range of client ages accessing the service

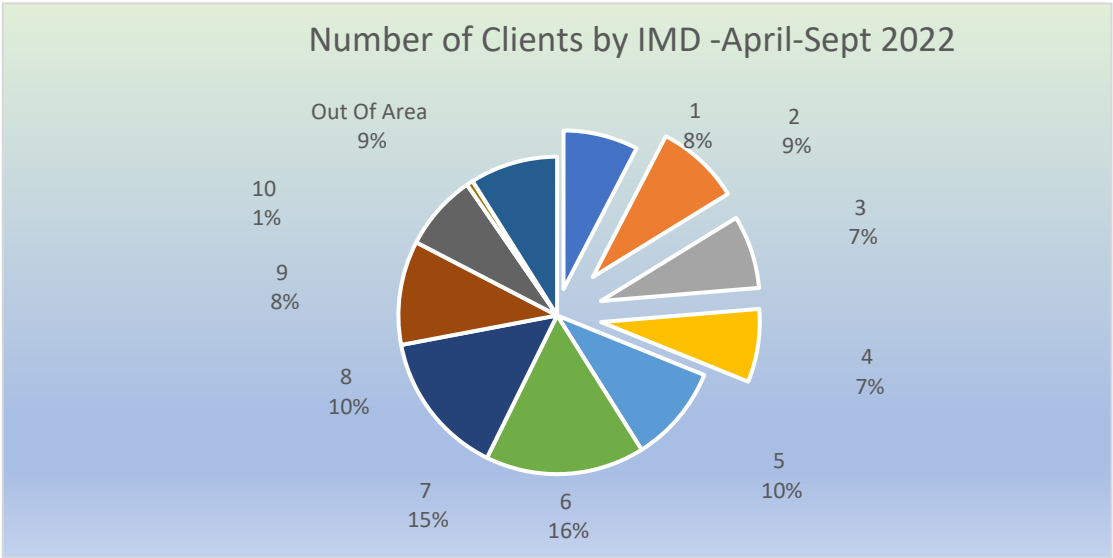


**Engagement by Ward**

Postcode analysis identification of which wards clients live in shows that higher numbers of referrals are being received from some areas. Partnership working with one Primary Care Network (PCN) which includes Fitzalan, and the Coppice Surgeries in Rustington and Angmering has increased referrals from Angmering, River, Rustington and Courtwick with Toddington. Outlying areas such as Ferring, Findon and Walberton require an additional focus, however residents from these areas may well be accessing services via a neighbouring Hub.



Further examination of postcode information identifies which clients are living in the most disadvantaged areas by the indices of multiple deprivation (IMD) scores, with over a quarter of referrals coming from areas with an IMD of 4 or less (1 is most deprived and 10 is least deprived).



**External Signposting Added Value**

A total of seventy telephone enquiries came into the Wellbeing Hub during the six-month period. There were a wide range of enquiries that were not within scope for the Wellbeing service. These were offered advice and signposting to external organisations. Reoccurring enquiries included various adult care services, home energy and maintenance and onward referrals to neighbouring Wellbeing Hubs.



## **Partnership Working**

Analysis of previous data illustrates the benefits of the Wellbeing Senior Partnerships Officer working with external organisations to promote the Wellbeing services and working with the Senior Wellbeing Adviser and their team to facilitate proactive ways of working with partners to engage their service users. Regular attendance at the Primary Care Network meetings has increased both understanding of the service and referrals from GP surgeries; in particular, the Fitzalan Medical Group ran a stop smoking campaign sending a text to all patients known to be smokers and making referrals for patients who responded. They also proactively identify patients who are overweight or obese and make onward referrals to Wellbeing for support. Future focus will be on the encouragement of patients and clients to take up cancer screening. The replication of this combined way of working is hoped to be achieved with the other Arun Primary Care Networks.

The Wellbeing Senior Partnerships Officer also attends other network and partnership meetings including Pathfinders, Voluntary Action Arun and Chichester Networks, Early Help Services, Arun and Chichester Food Partnership and Arun Financial Impact Network. The Adviser team have recently been working with Pathfinders to engage with adults diagnosed with severe mental health, delivering a session as part of the pathfinder Wellbeing course. Please see appendix two for an email from the organisers of the group attended by the Wellbeing team.

Work has started with parish councils to deliver two days of health checks and wellbeing checks in the new year. If successful, these will be rolled out to other parishes focusing primarily on those in the most deprived areas. Recent recruitment to the Wellbeing Assistant role will also help to promote the service and support partnership working with parish council, pharmacies, and other community groups.

## Appendix 2 – Wellbeing Case Studies

# Stop Smoking Case study



Laura is in her seventies and lives with her adult son. She was referred into the service by her GP for support around pre-diabetes and high cholesterol.

arun wellbeing



"I used to get up in the morning and started coughing, now I can breathe in beautifully!"

"Without your help and encouragement, I don't think I would have done it."

Laura chose to speak to an adviser by telephone as part of the Wellbeing hybrid support options. She received support around diet and lifestyle to reduce risks of diabetes.

Her adviser Sylvie noticed she had a cough, Laura said she had COPD and smoked. Smoking is associated with a higher risk of developing type 2 diabetes. Sylvie explained that stopping smoking was the most effective way to manage COPD. She agreed that giving up was the best thing for her health and decided to give it a go.

Laura was offered 'Actively Quitting' vouchers to help distract her from cravings. She trialled 'Stretch and Tone' exercise classes at Age UK. After a few weeks she reported that she was really appreciating the class and benefited from the social aspect too.

### OUTCOMES

**Diet:** Improved diet, trying to have breakfast every day, and regular meals.

**Health:** Successfully stopped smoking with 12 weeks support and NRT patches and said it was "a question of mind over matter". Improvements to her health are now her motivation not to smoke.

**Money savings:** Laura saved £250 in under three months, which she used to help her son with dental cost. This also enabled her to carry on with the gym sessions after the vouchers ran out.

**Less stress:** Laura felt better off and as a result less worried about her bills.

If you want to quit smoking, call the Arun Wellbeing Team on 01903 737862 or find us at [www.arunwellbeing.org.uk](http://www.arunwellbeing.org.uk)

 Arun Wellbeing  @ArunWellbeing



in partnership with



10-10-22



# Pathfinders sessions Case Study

arun wellbeing



**1** Senior Wellbeing partnerships officer attended Pathfinders network meeting and promoted the service

**2** Pathfinders Clinical Service contacted the Hub to request Healthy Lifestyle sessions as part of their Emotion Management programme

**3** Wellbeing Advisers Natalie and Sylvie spoke to Jess Ireland, Mental Health Practitioner at Pathfinders Clinical Service to plan the sessions

**4** So far, they have delivered two sessions, active and food and mood

**5** The first session had four attendees and the second seven

**6** Both groups had a mixture of needs and engaged differently. Signposting to BEAT (Eating Disorder Support) and to the GP for a GP Referral assessment at Freedom Leisure.

Dear Sylvie and Natalie

Thank you for a fabulous session delivering the information on Healthy Lifestyle for our Emotion Management programme, it was such a lively, interactive session with excellent participation from the group.

It was evident that you had worked hard considering and preparing for the session and it was lovely seeing the group taking on board all the information and having their information packs to study for later. . . thank you.

The most important aspect for me was the relaxed, comfortable atmosphere that was created and how the session just flowed enabling all the group to question, ask for advice, share their own experiences and I really felt they were taking on board the impact of food and mood, which is so important for our group and it reinforced a message that we have been working on, identifying aspects of their individual lives that they can take control of rather than feeling so out of control.

Thanks, Suzanne Cummings - Pathfinder Clinician



# Arun District Council

## Arun District Council

<b>REPORT TO:</b>	<b>Housing and Wellbeing Committee on 25 January 2023</b>
<b>SUBJECT:</b>	<b>Public Spaces Protection Order (ASB)</b>
<b>LEAD OFFICER:</b>	<b>Georgina Bouette, Wellbeing and Communities Manager</b>
<b>LEAD MEMBER:</b>	Cllr. Jacky Pendleton, Committee Chair
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
IMPROVING THE WELLBEING OF ARUN: Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive	
<b>DIRECTORATE POLICY CONTEXT:</b>	
Improving wellbeing by addressing acts of anti-social behaviour and providing increased opportunities for residents and visitors to enjoy their use of open spaces.	
<b>FINANCIAL SUMMARY:</b>	
Not applicable to this report.	

### 1. PURPOSE OF REPORT

- 1.1. The Council's Public Spaces Protection Order (PSPO) in relation to anti-social behaviour will expire at the end of March 2023. This report sets out the options available to the Council in respect of this Order.

### 2. RECOMMENDATIONS

- 2.1. It is recommended that the PSPO, as it is currently set out, be extended for a further three years with effect from April 2023.

### 3. EXECUTIVE SUMMARY

- 3.1. Arun District Council introduced its current PSPO in April 2020, seeking to address anti-social behaviour and associated alcohol consumption.
- 3.2. The Anti-social Behaviour, Crime and Policing Act 2014 sets the maximum period for a PSPO to be three years. This report provides detail from which the Committee can determine whether to accept the recommendation.
- 3.3. It should be noted that the Council has a separate dog control PSPO in place. This report does not apply in any way to that separate order.

#### 4. DETAIL

- 4.1. Public Spaces Protection Orders were introduced as a tool to tackle specific problems, within a defined area, that has a widespread, negative impact on local communities. A PSPO enables the Council to prohibit certain behaviours where people's quality of life is adversely affected.
- 4.2. As set out at 3.2. of this report a PSPO will expire after three years. Therefore, there is a requirement on the Council to review the status of its Order and determine whether to amend, renew, or discharge it.
- 4.3. A copy of the existing PSPO, including maps of the restricted areas, is attached to this report as **Appendix A**.
- 4.4. The principal elements of the current PSPO are:
- (a) to control the consumption of alcohol in public areas when associated with causing anti-social behaviour, and
  - (b) to require that people do not act anti-socially.
- It must be made clear that the restrictions of a PSPO apply to everyone in the prescribed area.
- 4.5. Since the current order came into force in April 2020, we have lived through an extended period of social restrictions due to the emergence of Covid-19. The first 12 months or so in which the order was in place saw limited public socialisation, and so the use of the PSPO was extremely restricted.
- 4.6. The order has been utilised by Sussex Police and the Council's community wardens in Littlehampton where necessary. The approach taken by officers has been one of engagement in the first instance which, on the whole, has been a positive tactic and seen high levels of compliance.
- 4.7. Local social media comments occasionally suggest that street drinking takes place and is intimidating to members of the public. It is important to make the distinction between general drinking of alcohol where there is no ASB, and where nuisance behaviour and alcohol are combined. The PSPO does not make it an offence to openly drink alcohol.
- 4.8. Where an authorised officer (Council or Police) believes that a person drinking alcohol is causing, or likely to cause, anti-social behaviour they can request the individual immediately stop drinking or request that alcohol is disposed of. An offence is caused where the individual refuses to comply with the request.
- 4.9. The legal tests for making a PSPO must consider the impact that the specific anti-social behaviour has on victims and communities. The Council can make a PSPO if it is satisfied that the activity carried out, or to be carried out in a public space:



- has had, or is likely to have, a detrimental effect on the quality of life of those in the locality;
- is, or is likely to be, persistent or continuing in nature;
- is, or is likely to be, unreasonable; and
- justifies the restrictions imposed.

4.10. Section 60 part 2 of the Act states:

“Before the time when a public spaces protection order is due to expire, the local authority that made the order may extend the period for which it has effect if satisfied on reasonable grounds that doing so is necessary to prevent-

- (a) occurrence or recurrence after that time of the activities identified in the order, or
- (b) an increase in the frequency or seriousness of those activities after that time.”

## 5. CONSULTATION

5.1. The views of Sussex Police, the Sussex Police and Crime Commissioner, and West Sussex County Council Highways have been sought in relation to a proposed new PSPO. The responses are collated below:-

5.2. Sussex Police, Chief Inspector Nick Bowman

No applicable comments submitted.

5.3. Office of the Sussex Police and Crime Commissioner

No response received.

5.4. West Sussex County Council, Matt Davey, Director of Highways

No response received.

5.5. The views in response to the Safer Arun Partnership Community Safety survey undertaken in July 2022 have also been taken into account and are attached to this report as **Appendix B**.

## 6. OPTIONS / ALTERNATIVES CONSIDERED

6.1. For the PSPO to expire and move forward without an Order in place.

This option would leave communities open to the risk of increased anti-social behaviour. The Council will not have a mechanism in place to address the prohibited behaviour in the current PSPO.

6.2. To reconsider the boundaries of the restricted areas, focusing on the town centres of Bognor Regis and Littlehampton.

Currently, the restricted areas are wide reaching and restricts the response to reported breaches. Officer capacity is limited meaning that resources are unable to always be 'in the right place at the right time' over the large geographical areas.

In order to reset the areas to which the PSPO applies, detailed analysis of each parish is required as to the impact that the defined behaviours are having. Due to the timescales involved, it is unlikely that such evaluation would be completed before the PSPO elapses.

- 6.3. To reconsider the activities which are prohibited by way of the PSPO.

The activities which are restricted by the current PSPO remain those most pressing to local residents. Responses to the recent Safer Arun Partnership community safety survey ranked anti-social behaviour as a more problematic issue than crime. Street drinking ranked highly as a main issue for residents of the district.

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

- 7.1. There are no direct financial implications arising from this report.

## **8. RISK ASSESSMENT CONSIDERATIONS**

- 8.1. Authorised council officers may be exposed to individuals under the influence of alcohol and, when challenged about their behaviour, occasionally become verbally aggressive. Officers receive appropriate training but are advised to consider their personal safety and withdraw if feeling threatened or unsafe.

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

- 9.1. The Council may make a Public Spaces Protection Order where it is satisfied on reasonable grounds that activities carried on in a public place have had a detrimental effect on the quality of life of those in the locality, or that it is likely that activities will be carried on in a public place and that they will have a detrimental effect. In addition, the Council must be satisfied that the effect of the activities is persistent or continuing, that the activities are unreasonable, and that the effect justifies the restrictions imposed by the notice. The order may prohibit specified things being done, and/or require specified things to be done by persons carrying on specified activities.

## **10. HUMAN RESOURCES IMPACT**

- 10.1. There are no direct implications on the above area arising from this report.

## **11. HEALTH & SAFETY IMPACT**

- 11.1. Due to the nature of the PSPO, officers will regularly come into contact with individuals under the influence of alcohol or already engaged in disruptive behaviour. This often results in officers being confronted and verbally attacked. All Council employees authorised to enforce the Order are provided with appropriate training and have safety protocols in place.

## **12. PROPERTY & ESTATES IMPACT**

- 12.1. There are no direct implications on the above area arising from this report.

## **13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

- 13.1. Conditions imposed by a PSPO restrict the behaviour of everybody who uses the public place to which it applies.

## **14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

- 14.1. There are no direct implications on the above area arising from this report.

## **15. CRIME AND DISORDER REDUCTION IMPACT**

- 15.1. The recommendation of this report takes into account the Council's statutory duty to consider the right of residents to enjoy open public spaces. By extending the PSPO with the same conditions, authorised officers can continue to reduce alcohol related anti-social behaviour.
- 15.2. The Anti-social Behaviour, Crime and Policing Act 2014 implies that the focus should be "on putting victims at the heart of the response to anti-social behaviour". The proposed extension of the PSPO does this by addressing local resident's concerns .

## **16. HUMAN RIGHTS IMPACT**

- 16.1. Conditions imposed by a PSPO restrict the behaviour of everybody who uses the public place to which it applies.

## **17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

- 17.1. There are no direct implications on the above area arising from this report.
- 

### **CONTACT OFFICER:**

Name: Dax O'Connor

Job Title: Community Safety Officer, Wellbeing and Communities

Contact Number: 01903 737834

### **BACKGROUND DOCUMENTS:**

**Appendix A**

Arun District Council Public Spaces Protection Order 2020

**Appendix B**

Safer Arun Partnership survey results July 2022

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## **Public Spaces Protection Order Arun District**

### **Anti-Social Behaviour, Crime and Policing Act 2014**

This Order may be cited as the Arun District Council Public Spaces Protection Order (2020).

In exercising its power under Section 59 of the Anti-Social Behaviour, Crime and Policing Act 2014 (the Act), Arun District Council hereby makes the following Order:

1. This Order shall come into force on 1 April 2020 and will run for a period of 3 years, ending on 31 March 2023 unless extended, varied or discharged.
2. This Order relates to those parts of the Arun District as shown on the attached plans (the Restricted Areas).
3. The Council is satisfied that the conditions set out in Section 59 (2) of the Act have been met in that activities carried on in the Restricted Areas have had a detrimental effect on the quality of life of those in the locality, or it is likely that these activities will be carried on in a public place and that they will have such an effect. The said activities being the consumption of alcohol and anti-social behaviour.
4. The Council is also satisfied that the conditions set out in Section 59 (3) of the Act have been met, namely that the effect, or likely effect of the activities described above is, or is likely to be, of a persistent or continuing nature, is, or is likely to be, such as to make the activities unreasonable, and justifies the restrictions imposed by this Order.

#### **BY THIS ORDER**

##### **Alcohol Restriction**

No person shall refuse to stop drinking alcohol or refuse to hand over any container reasonably believed to contain alcohol when required to do so by an authorised person.

##### **Anti-Social Behaviour**

All persons are prohibited from behaving in a way which causes or is likely to cause nuisance, harassment, alarm or distress to a member or members of the public.

These restrictions will apply at all times to the areas outlined in blue on the maps attached to this Order.

## OFFENCE AND PENALTY

A person commits an offence if they fail, without reasonable excuse, to comply with a requirement imposed on them by this Order, including an instruction to leave an area, and shall be liable to a fixed penalty notice of £100 or on summary conviction a fine not exceeding:

Level 2 on the standard scale – breaches of alcohol free zones and alcohol restriction area requirements; or

Level 3 on the standard scale - breaches of the anti-social behaviour requirement.

An authorised person who imposes a requirement under this Order must tell the person that failing without reasonable excuse to comply with the requirement is an offence.

## EXEMPTIONS

The restrictions imposed by this Order relating to alcohol do not apply to licensed premises or to locations which fall under a relevant temporary event notice.

## DEFINITIONS

Authorised person a constable, police community support officer or person so authorised by Arun District Council.

Public space any place that the public has access to as of right or by virtue of implied permission.

## APPEAL

If any interested person wishes to challenge the validity of this Order on the grounds the Council did not have the power to make the Order or that any requirement of the Act has not been complied with may apply to the High Court within six weeks from the date on which this Order is made.

## THE COMMON SEAL OF THE ARUN DISTRICT COUNCIL

Hereunto affixed in the presence of:

Authorised signature: *S. Suggden*  
SALLY SUGDEN  
CONTRACTS LAWYER

Seal Book No: 85/2020

Dated: 17 March 2020

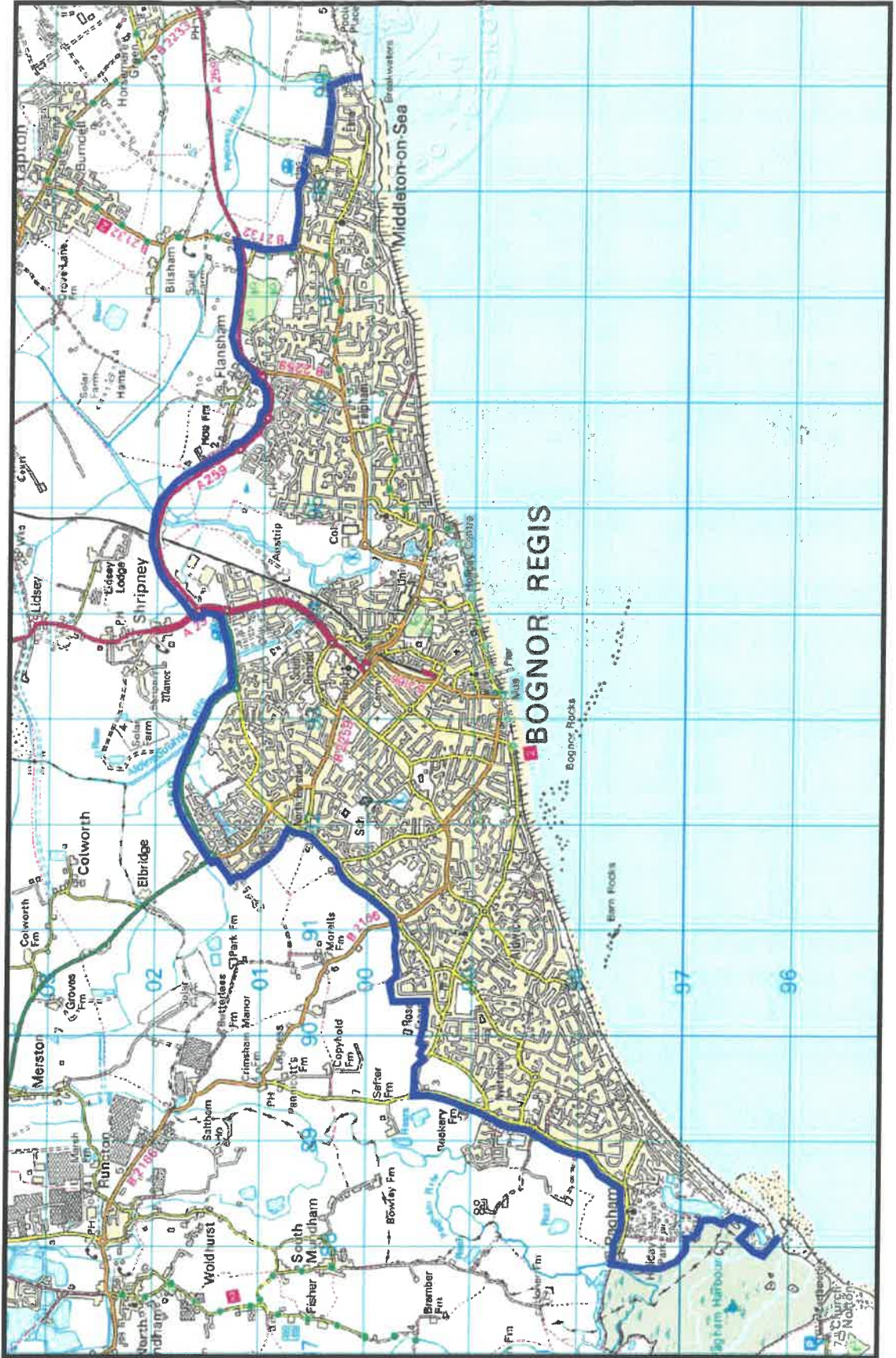


ARUN PUBLIC SPACES PROTECTION ORDER (2020) RESTRICTED AREA



LOCATION: **ARUN DISTRICT (West)**

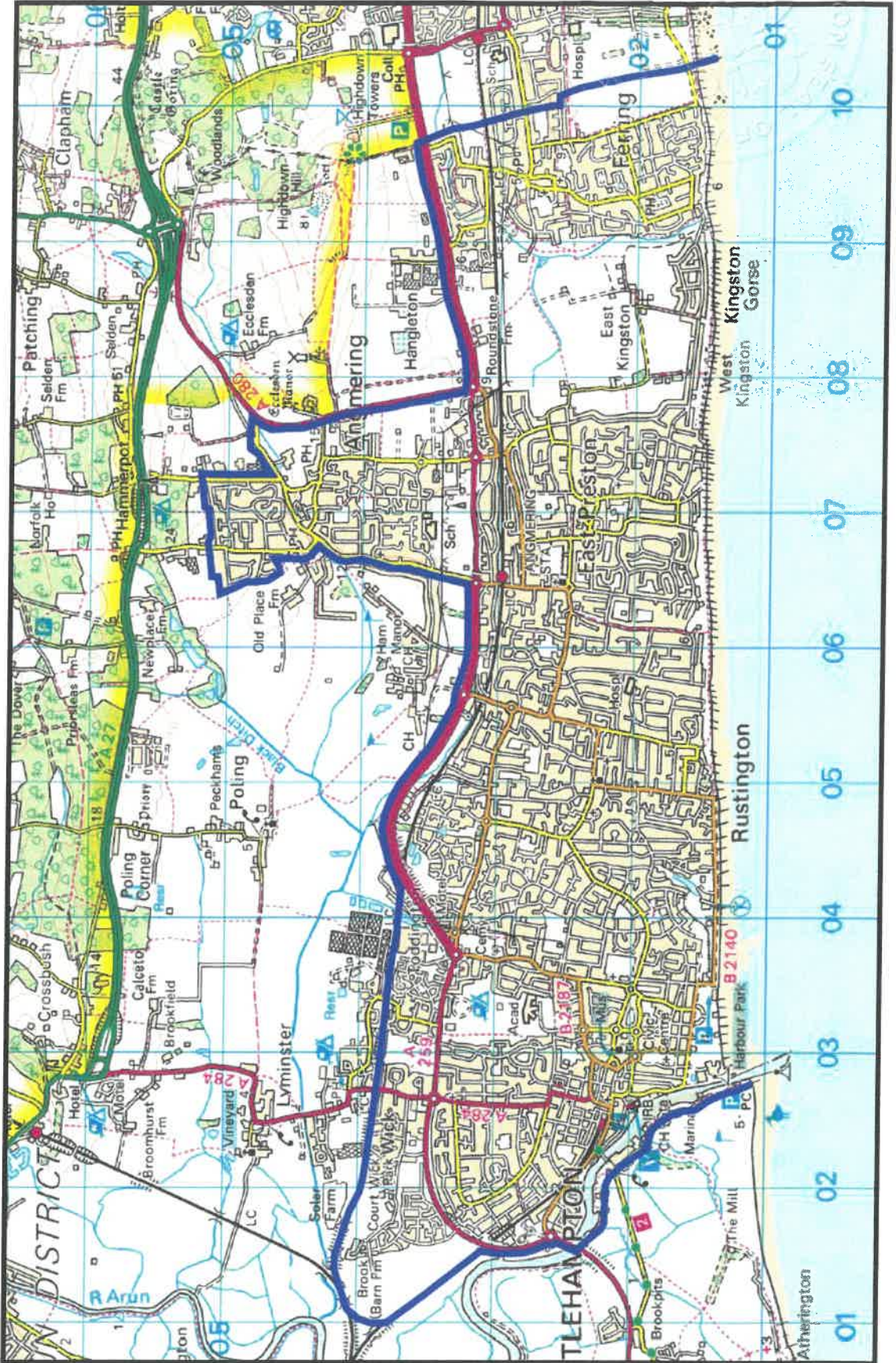
APPLIES TO: Alcohol Restriction and Anti-Social Behaviour requirements



ARUN PUBLIC SPACES PROTECTION ORDER (2020) RESTRICTED AREA

LOCATION: ARUN DISTRICT (East)

APPLIES TO: Alcohol Restriction and Anti-Social Behaviour requirements







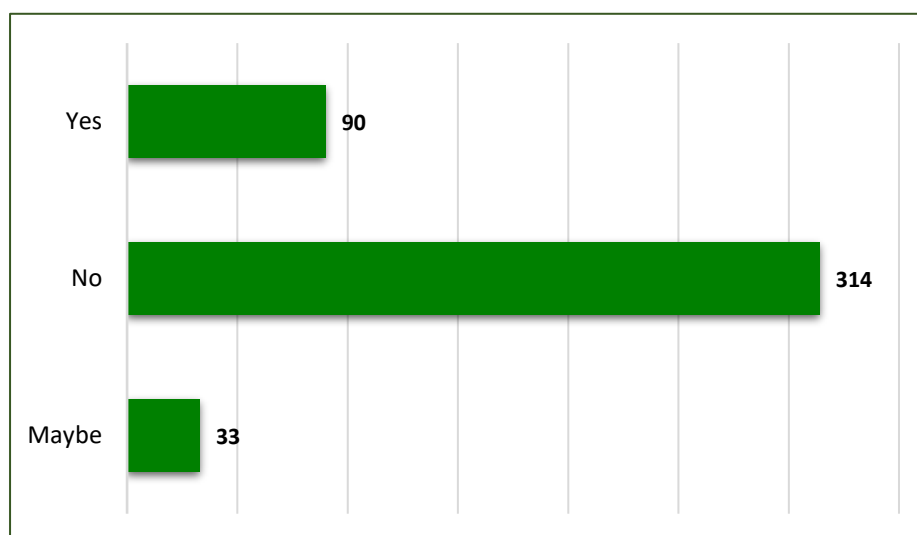
## 2022 Community Safety survey Results

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.

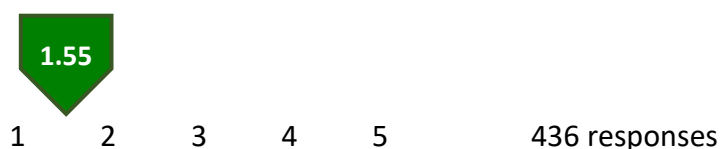
For the purpose of the survey "your local area" was defined as the area within about a 30 minute walking distance from the respondents home.

### Section 1: The Safer Arun Partnership

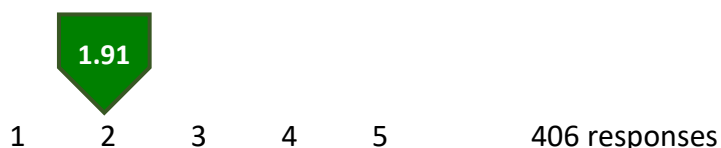
**Q1.** Prior to this survey, had you heard of the Safer Arun Partnership?



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

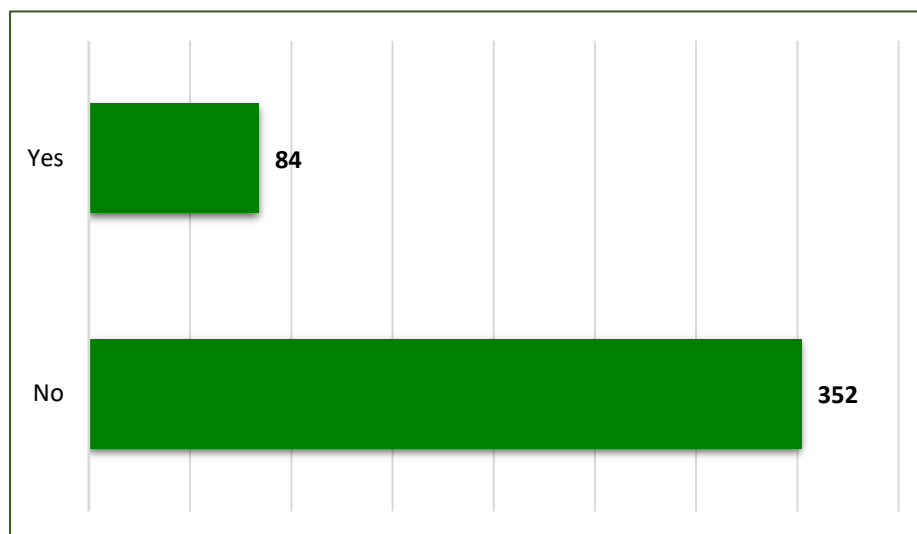


**Q3.** How effective do you think the Safer Arun Partnership is at addressing and reducing crime and disorder?

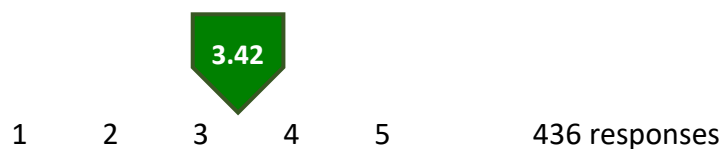


## Section 2: Crime and nuisance behaviour

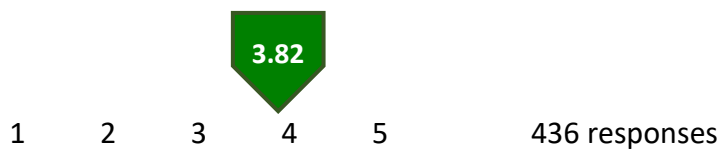
**Q4.** Have you been a victim of crime during the past 12 months?



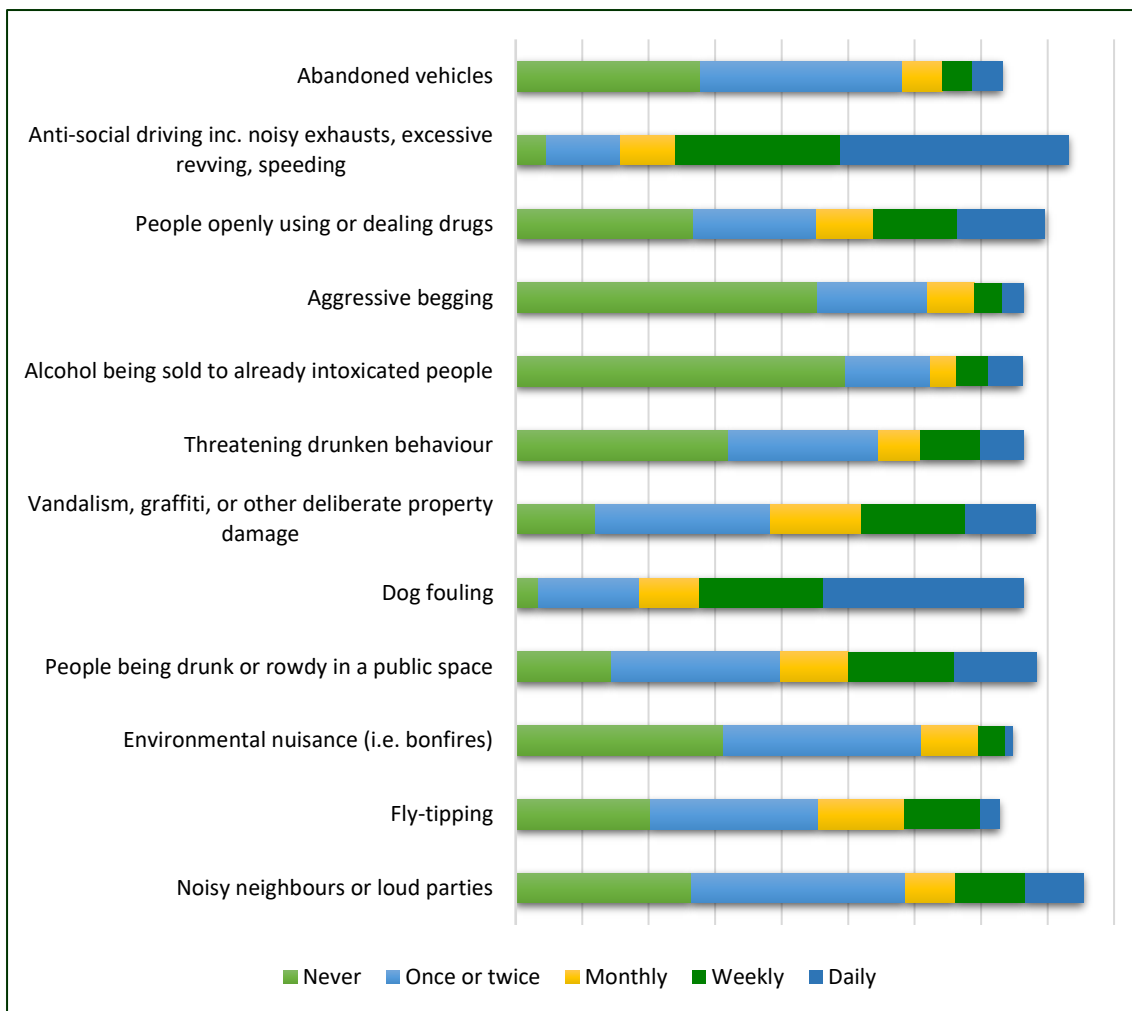
**Q5.** How much of a problem do you think crime is in your local area?



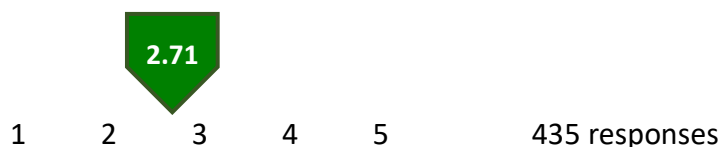
**Q6.** How much of a problem do you think anti-social behaviour is in your local area?



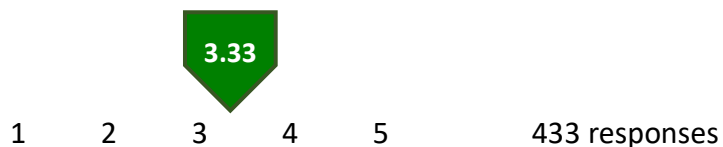
**Q7.** In the past 12 months, how often have you experienced or witnessed the following anti-social behaviour in your local area?



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



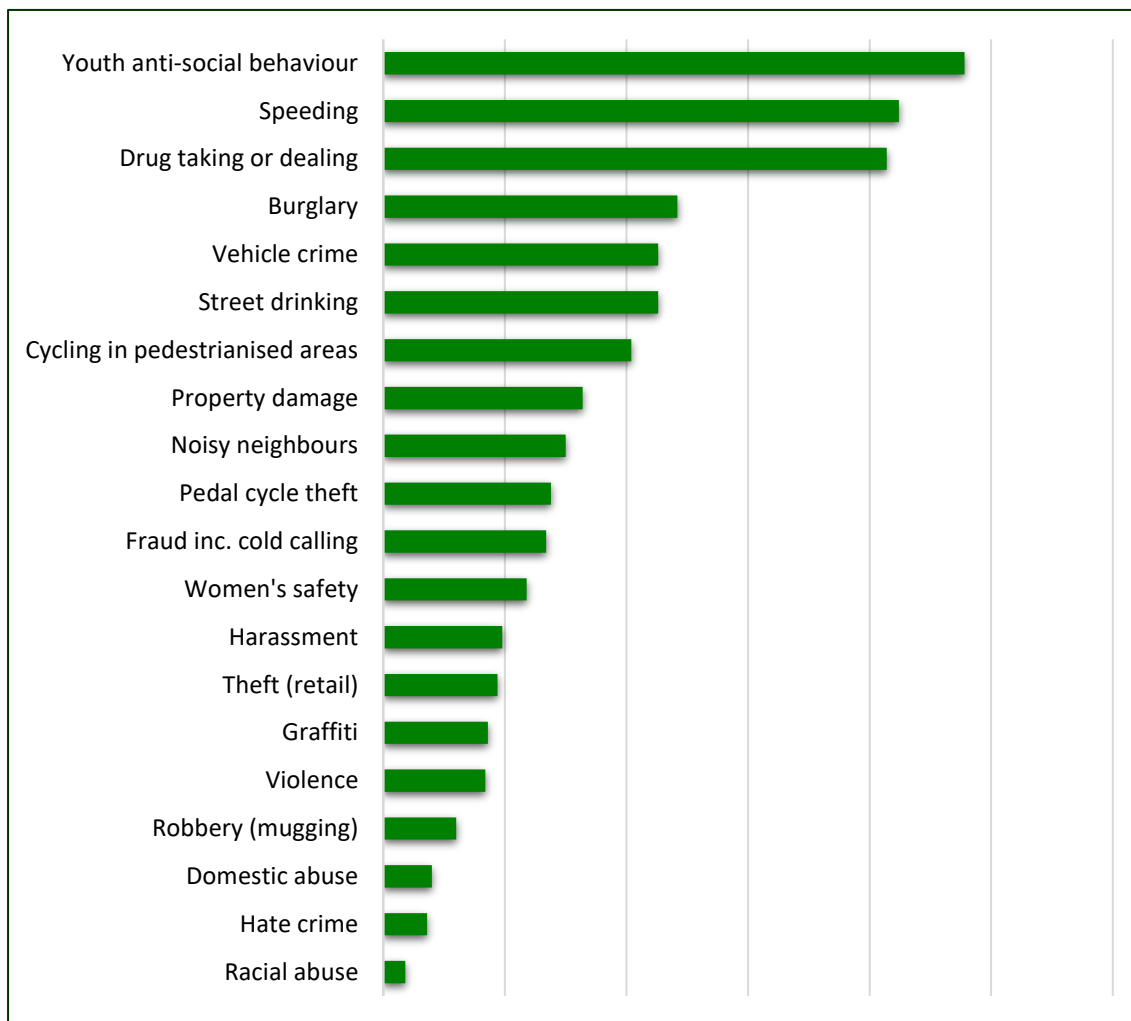
**Q9.** How much of a problem do you think drug dealing is in your local area?



**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'**

## Arun District Council

<b>REPORT TO:</b>	<b>Housing and Wellbeing Committee – 25 January 2023</b>
<b>SUBJECT:</b>	<b>Home Energy Advisor Role</b>
<b>LEAD OFFICER:</b>	<b>Karl Roberts – Director of Growth</b> <b>Nat Slade – Group Head of Technical Services</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
<p>The role of a Home Energy Advisor supports the Council Vision priority of delivering the right homes in the right places and the aim of maximising opportunities to improve the energy efficiency of homes in the district. The Vision document states that one of the ways that the Council will do so is to improve the energy efficiency of homes across all tenures.</p>	
<b>DIRECTORATE POLICY CONTEXT:</b>	
<p>The Directorate has a Fuel Poverty and Energy Efficiency Strategy 2020-2025 and the Council is part of West Sussex Affordable Warmth Partnership and adopted the Framework for Action on 17 November 2021. Both documents aim to support and empower residents to improve household energy efficiency, reduce their energy costs and increase income.</p>	
<b>FINANCIAL SUMMARY:</b>	
<p>At an extraordinary meeting of the Housing and Wellbeing Committee held on 3 November 2022, members recommended to Policy and Finance Committee, also held on the same day, the approval of a virement of £180,000 to fund certain cost of living crisis initiatives that were detailed within the report, and if there were any monies outstanding that it came back to the Housing and Wellbeing Committee for a decision on spending.</p> <p>£40,000 of this funding remains unallocated and this report recommends to members that this is utilised to fund a part time, 22 Hours, Home Energy Advisor post, at salary scale 6 at a cost of £21,890 per annum. The post would be employed by the Council, on a one year fixed term contract and be part of the Private Sector Housing and Public Health Team. The remaining budget would be to support residents with minor repairs and energy efficiency measures.</p>	

### 1. PURPOSE OF REPORT

- 1.1. To outline the importance of a Home Energy Advisor role if employed by the Council and to propose using £40,000 of unallocated funds to finance this role and using the remaining budget to support residents with minor repairs and energy efficiency measures.

## **2. RECOMMENDATIONS**

- 1.2. That committee agree to use the £40,000 unallocated budget for cost-of-living initiatives to:
  - 1.2.1. Recruit a Home Energy Advisor to be part of the Private Sector Housing and Public Health Team, part time (22 hours), on a one-year fixed term contract, at an annual cost of £21,890.
  - 1.2.2. Utilise the remaining budget to support the most vulnerable residents with minor repairs and energy efficiency measures and give the Group Head of Technical Services the delegated authority to determine the criteria for this assistance.

## **2. EXECUTIVE SUMMARY**

- 2.1. At an extraordinary meeting of the Housing and Wellbeing Committee held on 3 November 2022, members recommended to Policy and Finance Committee, also held on the same day, the approval of a virement of £180,000 to fund certain cost of living crisis initiatives detailed within the report and if there were any monies outstanding that it came back to the Housing and Wellbeing Committee for a decision on spending.
- 2.2. £40,000 of this funding remains unallocated and this report recommends to members that this is utilised to fund a one year fixed term contract, part time, 22 hours, Home Energy Advisor post which would be employed by the Council on salary scale 6, at an annual cost of £21,890 and be part of the Private Sector Housing and Public Health Team. The remaining budget would be utilised to support residents with minor repairs and energy efficiency measures
- 2.3. At a time when residents are struggling with fuel bills and the cost of living this post would provide direct support and advise through home visits to help vulnerable people on low incomes to stay warm and make savings where possible on their fuel bills. The service will be provided to owner occupiers, private rented sector tenants and council tenants but targeted at the most vulnerable and in need.

## **3. DETAIL**

- 3.1. Fuel poverty is a complex public health issue in the widest sense. It affects people's ability to keep warm, which in turn impacts upon their physical health and worry about money has been shown to negatively impact upon mental health and emotional wellbeing. Evidence shows it is linked to reduced educational attainment in young people and can lead to increased health and social care intervention in the elderly and vulnerable.
- 3.2. Reducing fuel poverty can improve many aspects in people's lives, including enabling them to keep as warm as they need to, which will help maintain their health and wellbeing. There is also the potential to release some extra household income to spend on essentials such as healthy food.

- 3.3. From figures provided by the Department for Business, Energy and Industrial Strategy, it was estimated in 2021 that there were 3.2 million households living in fuel poverty. The impact of the current cost of living crisis is estimated to have increased this to 7 million households. This is predicted to rise again to 8.6million households when the current package of support for households end in April 2023.
- 3.4. The Institute of Health Equity 2022 report Fuel Poverty Cold Homes and Health Inequalities in the UK estimates the number to be much higher and that by January 2023 66% of 18million households in the UK will be in fuel poverty.
- 3.5. The latest figures we have for fuel poverty in Arun is based on 2020 data, this shows that that as a district 8.7% of households are fuel poor against an average of 8.2% for West Sussex and a national average of 13.2%.
- 3.6. There are pockets of extreme fuel poverty within the district identified at Lower Super Output Area (LSOA)

<b>Lower Super Output Area</b>	<b>Ward</b>	<b>Number of Households</b>	<b>Number of Households in Fuel Poverty</b>	<b>Proportion of Households Fuel Poor</b>
Arun009C	Brookfield	554	97	17.5%
Arun016A	Pevensey	551	95	17.2%
Arun016C	Pevensey	563	95	16.9%
Arun017E	Marine	1068	167	15.6%
Arun011D	River	1047	160	15.3%

- 3.7. At the 17 November 2021 Environment Committee members agreed to adopt the West Sussex Fuel Poverty Framework for action 2021-26.
- 3.8. The framework aims to support and empower residents to improve household energy efficiency, reduce their energy costs and increase income. In addition to identify and support residents in the greatest need and at most risk of living in a cold home. Those most vulnerable to fuel poverty are those on low incomes, young families, those with disabilities and minority ethnic groups.
- 3.9. The Council’s Energy Efficiency Officer and West Sussex Fuel Poverty Co-ordinator work closely together to ensure residents are aware of the single point of contact service provided by the Citizens Advice for telephone enquiries and support, sign posting to grants and funding that is available to residents and providing training to front line workers to help them support their customers.
- 3.10. However, one gap in the service that has been identified is the availability of home visits to provide energy efficiency and fuel poverty advice. A visit to a household enables the Advisor to better understand the resident’s situation and offer targeted support, providing a holistic approach and signposting to other services as illustrated by the case studies provided in Appendix 1 to this report.

This is particularly effective at supporting those with higher needs as many lack the confidence and resilience needed to interact with existing web or telephone based support.

- 3.11. The proposal is for the Council to appoint a part time, 22 hours, Home Energy Advisor for a one year fixed term contract on salary scale 6, at an annual cost of £21,890 and be part of the Private Sector Housing and Public Health Team. They would triage telephone calls, and using criteria to identify the most vulnerable and in need, undertake visits to residents within their home.
- 3.12. To ensure that the service is provided to the most vulnerable residents, referrals would be made via front line professionals such as Citizen's Advice, AgeUK, GPs, Housing staff etc and assessments undertaken to ensure they are eligible in terms of their household income being under £31,000 or in receipt of means tested benefits for example.
- 3.13. The Wellbeing Team at the Council was previously able to offer this post through external funding however, it ceased December 2021.
- 3.14. Based on this experience of the role it is anticipated that approximately 180 home visits per year will take place with a range of different advice given. From previous analysis of the visits undertaken by the Home Energy Advisor, 75% of home visits should potentially save residents £200 or more per annum through behaviour change, use of installed measures and through guidance from the Home Energy Advisor regarding the best energy tariffs and access to a range of grants.
- 3.15. Where energy efficiency retrofitting takes place the Home Energy Advisor can help residents understand new technologies such as heat pumps and new heating controls. This will help with customer acceptance and uptake of measures. All this support will ultimately help improve health and wellbeing chances and reduce residents' energy bills and in turn carbon emissions. This will also have a direct impact on improving the housing stock, reducing potential condensation and the growth of damp and mould.
- 3.16. Provided within Appendix 1 of this report are some cases studies from the Arun Wellbeing Team, to help illustrate some actual situations that the Home Energy Advisors were involved with and the outcomes that were achieved.
- 3.17. By providing direct support within the home and assisting residents to make those behaviour changes, savings can be recognised for the long term, rather than providing a short-term fix of money to pay off bills for example.
- 3.18. The service provided by the Home Energy Advisor would be tenure neutral and therefore visits could be made to owner occupiers, private rented sector tenants or Council Housing tenants.
- 3.19. In view of this there would be support for the Social Housing Decarbonisation Strategy and Council tenants will be offered home visits.

Summary of Objectives – Home Energy Advisor Role



- 3.20. To support households by providing tailor made home energy advice and guidance to improve the health and wellbeing for those in fuel poverty.
- 3.21. The service will give priority based on the following criteria:
- Those who live in areas of deprivation
  - Identified areas with high levels of fuel poverty
  - Disadvantaged areas and off gas rural areas
  - Those vulnerable to fuel poverty through lack of income, energy inefficient housing or health needs.
- 3.22. Identify ways and support residents to reduce fuel bills by providing information on tariffs and supplier options
- 3.23. Improve residents' understanding of affordable warmth by promoting better understanding of how to control and use heating, hot water and appliances.
- 3.24. Enabling residents to access additional funding through external and Council administered grants and discounts by promoting awareness of these schemes and checking eligibility.
- 3.25. Encourage residents to engage with their landlord, if renting, to improve or install adequate heating and insulation.
- 3.26. Improve residents' understanding of affordable warmth and enable behavioural change and relevant self-help.

### Summary

- 3.27. The employment of a Home Energy Advisor by the Council will provide a much-needed service to vulnerable residents of Arun at a time, due to the current energy crisis, when this role is needed now more than ever.

## **4. CONSULTATION**

- 4.1. Consultation with internal Council departments, West Sussex Fuel Poverty Co-ordinator and Citizens Advice.

## **5. OPTIONS / ALTERNATIVES CONSIDERED**

- 5.1. The provision of home visits to support residents with fuel poverty and energy efficiency has been identified as a key gap in service provision within Arun.
- 5.2. The Housing and Wellbeing Committee at their 3 November 2022 meeting rejected the option for this service to be delivered by the Citizen's advice service.

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

- 6.1. The cost of employing a Home Energy Advisor, part time (22 hours), on a one-year fixed term contract, at an annual cost of £21,890 is within the £40,000 initially allocated for the role. I have no further comment to make.

## **7. RISK ASSESSMENT CONSIDERATIONS**

- 7.1. A gap in the service that has been identified is the availability of home visits to provide energy efficiency and fuel poverty advice, therefore the risk of not providing this service is that we will be unable to assist vulnerable people in fuel poverty in the district.

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

- 8.1. None

## **9. HUMAN RESOURCES IMPACT**

- 9.1. The recruitment of a member of staff to fulfil this role on a one-year fixed term basis, part time 22 hours and on salary scale 6.

## **10. HEALTH & SAFETY IMPACT**

- 10.1. Homes visits undertaken will be the subject of existing risk assessment that are in place.

## **11. PROPERTY & ESTATES IMPACT**

- 11.1. The Home Energy Advisor will provide positive education and effect behavioural change in our Council tenants as well as potentially identifying issues that can be referred to the Housing Team, which will have a positive impact on improving the Council Housing stock.

## **12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

- 12.1. An Equality Impact Assessment has been completed and the provision of this role and service does not affect disproportionately one or more of the nine characteristics outlined in the Equality Act 2010.

### **13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

13.1. This role will provide vital information and support to help residents improve the energy efficiency of their homes, and in turn reducing emissions produced within the wider district and so helping reduce Arun's impact on the environment. Using Anthesis' scatter tool (with the most up to date data for 2019) it can be seen that residential buildings make up 34.7% (or 269,915 tCO<sub>2</sub>e) of the total emissions produced by Arun (as a district) which is the largest single source. Therefore providing help and assistance to our residents will be essential in our fight against climate change.

### **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

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#### **CONTACT OFFICER:**

Name: Louise Crane

Job Title: Principal Environmental Health Officer

Contact Number: 01903 737669

#### **BACKGROUND DOCUMENTS:**

Appendix 1 – Home Energy Advisor Case Studies

Equality Impact Assessment

## APPENDIX 1

### Case Study 1 - Mrs G

#### Background

Mrs G contacted the Wellbeing Home Service after being made aware of the service by her nurse. Mrs G is 79 years old, has mobility issues following a stroke several years ago, has macular degeneration with limited vision, and she is registered as blind. She does not leave the house due to her condition but does get some support from family who live nearby.

After initial discussions on the phone, where she felt she needed support understanding her energy bills, a home visit was booked. During the visit she stated she doesn't use her gas cooker as she is scared to, due to her mobility issues. She is also struggling to wash herself and cannot use the bath. She is concerned about her bills as she finds them hard to read.

Home Energy Advisor contacted her energy provider to add her to the priority service register and request large print bills. A referral was also made to 4SIGHT to help with the issues she raised and to help reduce her social isolation. A referral was also made to Adult Social Care for an Occupation Therapist referral for aids and adaptations.

#### Intervention

- 2 Home visits and several follow up phone calls
- Contact with her energy provider – organised large print bills
- 5 LED energy saving light bulbs fitted in the property and advice about moving the furniture.
- Information given and contact made with 4Sight
- Referral to Adult Social Services
- Helped to access the Warm Home Discount rebate of £140

SHORT TERM	LONG TERM
<ul style="list-style-type: none"><li>• Client now registered for priority services register</li><li>• Registered for large print bills</li><li>• Standard bulbs replaced with LED's – money saving</li><li>• Accessed the Warm Home Discount rebate £140</li></ul>	<ul style="list-style-type: none"><li>• Assessments to be done by occupational and sensory services team</li><li>• Aware of local clubs support for those with macular degeneration and social isolation</li></ul>

Many of the Home Energy Advisor visits start with a simple reason for getting in contact such as 'needing help understanding bills better', but there are often other complex needs that also need supporting. This case helps to highlight the important role in being able to visit householder in their home, make the necessary referral to other agencies to really understand and assist with the other issue involved with householders facing fuel poverty.

## Case Study 2 - Mr and Mrs H

### Background

Mr and Mrs H stopped by a market stand the Home Energy Advisors were running as an awareness raising event. At the home visit it transpired they had no heating apart from stand-alone plug-in electric and one expensive electric flame-effect fire mounted on the wall. They were both pensioners with disabilities and had care of three of their grandchildren one of whom also had a long-term condition.

They were paying via pay as you go and generally unaware of their situation as they were so busy with day-to-day coping with their grandchildren. They were living in a small bungalow.

### Intervention

Supported to fill in a form for npower Health Through Warmth. This is a charitable trust which provides heating for those with health conditions. The Home Energy Advisor also wrote a covering letter.

There was no gas provision to the property therefore this had to be organised. The Home Energy Advisor put Mr and Mrs H in contact with Yorkshire Energy Solutions, they were very helpful in directing the operation to get the gas pipes laid up outside the house and up the garden path to the road. They qualified for this scheme by being low income and by living in an area counted as deprived.

Interestingly, the form proved an eye-opener for them about their financial situation, as it requested very detailed income and expenditure. The Home Energy Advisor felt the financial awareness course they had attended was useful in terms of giving guidance on this and they were able to agree a different approach to catalogue spending.

### Outcome

Npower decided to pay the full amount for the gas system to be fitted, which was good as it meant it didn't take too much time and the Home Energy Advisor didn't have to look for other funding. Yorkshire Energy Solutions efficiently oversaw the laying of all the exterior pipework. The Home Energy Advisor monitored the situation and who was coming and when via communicating with the client. The feedback from the family was excellent.

SHORT TERM	LONG TERM
<ul style="list-style-type: none"><li>• New energy efficient heating system/boiler. £2k. This was all grant funded.</li><li>• Gas pipework laid outside – value c. £11k.</li><li>• Higher comfort levels, lower cost, better health</li></ul>	<ul style="list-style-type: none"><li>• Money saving on heating bills/or ability to keep warmer at home</li><li>• Home Energy Visit to help support further with reducing energy costs</li><li>• Increase to value of home through having central heating.</li></ul>

### **Case Study 3 - Mrs M**

#### Background

Mrs M dropped into Bognor Regis Town Hall to get some assistance with her energy bills and she was 'self disconnecting' due to having no spare money each week. She had a pre-payment meter and did not put the heating on and would try not to use her lights or electrical appliances. A friend of hers had recommended getting support from the Home Energy Advisor. A home visit was booked, and the client was visited to see what support could be offered.

#### Intervention

During the visit it was evident the client was finding things very hard to deal with. Her home was very cold. Although not currently taking medication she had a long history of mental health problems including depression and said she needed help. When the Home Energy Advisor suggested that she contact her GP she said she did not have credit on her phone and therefore could not get an appointment in the morning with her GP. She said she found it very hard to get out of bed in the morning and go to the GP. The Home Energy Advisor made a call to her GP to get her an appointment booked for later that day.

The client was facing eviction from her part owned property, due to rent arrears. She showed the Home Energy Advisor the letter and disclosed the other debt she had. A referral was made over the phone to Christians against Poverty for debt support, the earliest appointment they had was 12 weeks away. Mrs M kept this appointment, but the Home Energy Advisor told the client to book an appointment to see the Council's Housing Options team as well.

The Home Energy Advisor also referred the client to Arun Money advisor as a priority as her eviction letter said they would be applying to the courts immediately. The advisor contacted her social landlord to hold off the eviction and later found the client had wrongly been charged for the bedroom tax – she was in fact owed £3000. He worked with her to create a budget plan and she is now managing her finances.

#### Outcome

The client is now taking medication to manage her depression, she no longer faces the risk of eviction and feels confident managing her bills going forward.

SHORT TERM	LONG TERM
<ul style="list-style-type: none"><li>• Apply for the Warm Home discount £140</li><li>• Wellbeing Home fund topped up her electric £100 and gas £100</li><li>• Higher comfort levels, reducing the health impact of not heating her home and being able to cook meals</li></ul>	<ul style="list-style-type: none"><li>• No longer at risk of losing her home</li><li>• Support from GP managing her depression</li><li>• Managing debt and improved budgeting skills</li></ul>

## Case Study 4 - Mr R

### Background

Mr R was referred to the Wellbeing Home service via Age UK. He had no working heating system and was very concerned. As he had a health condition it seemed urgent that he received a visit from the Home Energy Advisor to work out how they could help him. Arun currently has a scheme called Safe and Warm Homes Grants to assist low income home-owners access an energy efficient heating system so they don't suffer the negative effects of fuel poverty.

Mr R was living with an acquired head injury which affected his mobility and cognitive ability, and he was kind enough to make the Home Energy Advisor aware of this on their first visit, which we decided would be most appropriate to be a joint visit. He also informed us that he has a life limiting condition. The Home Energy Advisor ensured that all information was given to him appropriately in a way which was clear for him to understand for example writing down for him on his calendar the timings of engineer visits.

### Intervention

- Home visits – 3 in total
- Forms filled, quotes obtained, visits booked with regular check-ins from the Home Energy Advisor
- Referral to Occupational Health for further help needed
- Engineer chosen and new heating system installed
- Repeat visit from engineer at Home Energy Advisor request to ensure client understood how it worked
- Final visit from Home Energy Advisor to ensure client was happy and helped him find an appropriate energy supplies and get on the priority service register.
- Potential links made with Client support group to go and give a talk there in the future

### Outcome

SHORT TERM	LONG TERM
<ul style="list-style-type: none"><li>• Client has new gas boiler installed, he now has heating and hot water</li><li>• £3,500 worth of ADC grant funding for replacement boiler</li><li>• Has had contact with further services to check suitability of building</li><li>• Save money of bills, no longer using expensive plug-in electric heater</li></ul>	<ul style="list-style-type: none"><li>• Reduce the risk of negative consequences of living in a cold home, including physical and mental health conditions</li><li>• Other needs discussed with external agency</li><li>• Improve thermal comfort of home</li><li>• Aware of the other support service available to him should he wish to engage</li><li>• On priority support register to ensure energy supply is constant.</li></ul>

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## Arun District Council

<b>REPORT TO:</b>	<b>Housing and Wellbeing Committee 25 January 2023</b>
<b>SUBJECT:</b>	<b>Housing Ombudsman Self-assessment</b>
<b>LEAD OFFICER:</b>	<b>Moh Hussein – Interim Head of Housing</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<p><b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b></p> <p>The report will support the following areas in the corporate vision</p> <p>Delivering the right homes in the right places</p> <p>Support those in our community that need help, providing a safety net where necessary and working with people and organisations to meet different needs.</p> <ul style="list-style-type: none"> <li>• Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard</li> <li>• Support households with complex needs to secure suitable accommodation</li> </ul> <p>The report will share with members the outcome of our self-assessment against the Housing Ombudsman complaint handling code, this will ensure that the council is being transparent with the decisions made and that it is compliant against the requirements of the code, ensuring we are delivering an effective and fair complaint process.</p>	
<p><b>DIRECTORATE POLICY CONTEXT:</b></p> <p>It is a requirement of the Housing Ombudsman complaint handling code that we present an annual self-assessment to members to evidence our performance against the code and publish the results on our website.</p> <p>As a member of the Housing Ombudsman scheme, we must</p> <ul style="list-style-type: none"> <li>• agree to be bound by the terms of the Scheme</li> <li>• establish and maintain a complaints procedure in accordance with any good practice recommended by the Ombudsman</li> <li>• as part of that procedure, inform residents of their right to bring complaints to the Ombudsman under the Scheme</li> <li>• publish its complaints procedure and where applicable, its membership of the Scheme, and make information about both easily accessible to those entitled to complaints on its website and in correspondence with residents</li> <li>• manage complaints from residents in accordance with its published procedure or, where this is not possible, within a reasonable timescale</li> </ul> <p>Failure to comply with the conditions of membership may result in a Complaint Handling Failure Order and a requirement to rectify within a given timescale</p>	

**FINANCIAL SUMMARY:**

There are no financial implications regarding this report

**1. PURPOSE OF REPORT**

- 1.1 This report is to present the results of our self-assessment against the Housing Ombudsman's complaint handling code.

**2. RECOMMENDATIONS**

- 2.1 It is recommended that the Housing and Wellbeing Committee
- 2.2 Note the contents of the self-assessment completed in accordance with the requirements of the Housing Ombudsman complaint handling code
- 2.3 Note that the self-assessment will be published on our website in accordance with the requirements of the Housing Ombudsman complaint handling code

**3. EXECUTIVE SUMMARY**

- 3.1 The Housing Ombudsman published an updated complaint handling code in April 2022, setting out requirements for social housing providers to meet to respond to complaints effectively and fairly.
- 3.2 The code sets out a requirement for the council to self-assess against the code annually and report the results to members and publish the results on our website.
- 3.3 Non-compliance with the code could result in the Ombudsman issuing complaint handling failure orders.

**4. DETAIL**

- 4.1 Housing Ombudsman Complaint handling code
- 4.2 The Housing Ombudsman introduced the complaint handling code in July 2020 which set out good practice to allow landlords to respond to complaints effectively and fairly.
- 4.3 They carried out a review of the code one year later and updated it to strengthen provisions to support a positive complaint handling culture. The changes took effect from 1 April 2022, but landlords had until 1 October 2022 to become compliant.

#### 4.4 Key areas of the code

1. Universal definition of a complaint
2. Providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
3. The structure of the complaint's procedure - only two stages necessary and clear timeframes set out for responses
4. Ensuring fairness in complaint handling with a resident-focused process
5. Taking action to put things right and appropriate remedies
6. Creating a positive complaint handling culture through continuous learning and improvement
7. Demonstrating learning in annual reports
8. Annual self-assessment against the Code.

4.5 Compliance with the code forms part of our membership obligations set out in the Housing Ombudsman Scheme. Non-compliance with the code could result in the Housing Ombudsman issuing complaint failure handling orders.

4.6 The complaint handling code is attached as Appendix 1

#### 4.7 Self-assessment

4.8 The Housing Ombudsman expects landlords to carry out a self-assessment against the Code and take appropriate action to ensure their landlord/tenant related complaints handling is in line with the Code.

4.9. Local authority landlords are required to report the outcome of their self-assessment to elected Members and for these assessments to be published. While self-assessments are not required to be submitted to the Housing Ombudsman, it may request sight of the self-assessment and evidence in support.

4.10 The Councils self-assessment has been completed and is attached at **Appendix 2**. Where the self-assessment refers to something landlords 'must' do this is a mandatory requirement. Where the self-assessment refers to something landlords 'should' do this is determined to be best practice and landlords are able to use their discretion in how they achieve this.

4.11 The self-assessment concludes that the council is compliant with the complaint handling code. Areas that we acted on to ensure compliance by 1 October 2022 are set out below.

- We updated our Corporate Feedback and Complaint Policy to ensure it complied with the updated Complaint Handling Code, removing our service level stage to only operate a two-stage complaint process.
- Letter templates were developed to ensure consistency in our response to complaints

- All housing staff completed the Housing Ombudsman e-learning on dispute resolution
- Included a regular article in our resident's magazine Arun at Home

#### **4.12 Future improvements**

- 4.13 Following the recent approval of the updated corporate complaint policy we are developing an internal process for housing staff to ensure that the policy is fully implemented and complied with, and to ensure ongoing compliance with the complaint handling code
- 4.14 We are developing further training for complaint handlers to ensure consistency when responding to complaints and that they remain up to date with their requirements against the Complaint Handling Code
- 4.15 The implementation of our new housing management system will allow us to improve the ways we capture and report on complaints.

### **5. CONSULTATION**

- 5.1 There is no requirement to consult but moving forward residents will be involved in the annual assessment against the code.

### **6. OPTIONS / ALTERNATIVES CONSIDERED**

- 6.1 The report is for noting only as it is a requirement of the Housing Ombudsman that we present our self-assessment to elected members on an annual basis

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

- 7.1 There are no direct financial implications arising from the report, so no comment is made.

### **8. RISK ASSESSMENT CONSIDERATIONS**

- 8.1 Officers have not identified any requirement for any additional risk assessment process to be conducted in relation to the recommendations in this report.
- 8.2 An annual assessment against the complaint handling code will be carried out to ensure ongoing compliance with the Housing Ombudsman Scheme.

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

9.1 This report raises no implications for the Monitoring Officer and no specific legal implications have been identified.

## **10. HUMAN RESOURCES IMPACT**

10.1 No impact identified

## **11. HEALTH & SAFETY IMPACT**

11.1 No impact identified

## **12. PROPERTY & ESTATES IMPACT**

12.1 No impact identified

## **13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

13.1 Completing the self-assessment is a requirement of the Complaint Handling Code, by publishing on our website we are ensuring that our performance against the code is transparent. The outcome of the self-assessment shows that we are compliant with the complaint handling code and that our complaint handling is in line with the requirements of the Housing Ombudsman and supports the equal and consistent treatment of our residents in the way we handle their complaints.

## **14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

14.1 No impact identified

## **15. CRIME AND DISORDER REDUCTION IMPACT**

15.1 No impact identified

## **16. HUMAN RIGHTS IMPACT**

16.1 No impact identified.

## **17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

17.1 There are no specific FOI or Data Protection implications

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### **CONTACT OFFICER:**

Name: Moh Hussein

Job Title: Interim Head of Housing

Contact Number: 01903 737718

**BACKGROUND DOCUMENTS:**

Appendix 1 Housing Ombudsman Complaint Handling Code

[The Housing ombudsman's Complaint Handling Code \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk)

Appendix 2 Housing Ombudsman self-assessment

# Housing Ombudsman Service - Complaint Handling Code

## Self-assessment of Arun District Council for 2022

Section 1 - Definition of a complaint				
Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	A complaint must be defined as: 'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents	Yes	Our complaint policy was updated in September 2022. The updated definition is as follows: A complaint is an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual or group.	A new complaint process is to be developed by March 2023 to align with the new policy and staff will be given training on this. This is to ensure ongoing compliance with the complaint handling code requirements and adherence to our policy.
1.2		Yes		
	The resident does not have to use the word 'complaint' for it to be treated as such. A complaint that is submitted via a third party or representative must still be handled in line with the landlord's complaints policy.	Yes	We do not insist on residents using the word complaint for a matter to be handled as a complaint and this is covered within our policy.  "All customer complaints and compliments will be treated equally regardless of the method they are submitted, and customers do not have to use the word complaint for it to be treated as such." Any complaint submitted via a third party will be handled in line with our complaints policy and is stated within the policy.	
1.3		Yes		
	... if further enquiries are needed to resolve the matter, or if the resident requests it, the issue must be logged as a complaint.	Yes	Our complaints policy defines a service request. Where there is then a repeated request for a service or where a resident raises dissatisfaction with the response to their service request then this would be raised as a complaint.	
1.6		Yes		
	A landlord must accept a complaint unless there is a valid reason not to do so.	Yes	The council will accept all complaints unless the complaint falls within matters that cannot be dealt with under our complaints policy. Included at Appendix 1 in our policy.	
1.7		Yes		
	A complaints policy must clearly set out the circumstances in which a matter will not be considered, and these circumstances should be fair and reasonable to residents.	Yes	The complaints policy at Appendix 1 details circumstances where a matter will not be considered under the policy. Anything that has an appeal process: issuing of parking tickets, a decision on a planning application, housing application scheme, an eviction decision, review of homelessness application, entitlement to housing benefit	
1.8		Yes		
	If a landlord decides not to accept a complaint, a detailed explanation must be provided to the resident setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the Ombudsman	Yes	Where the council does not accept a complaint the customer will be provided with an explanation and of their right to take the decision to the Ombudsman. This is detailed within our complaints policy.	
1.9		Yes		

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
1.4	Landlords should recognise the difference between a service request, where a resident may be unhappy with a situation that they wish to have rectified, and a complaint about the service they have/have not received.	Yes	Our complaint policy sets out the difference between a request for service and a complaint.	
1.5	Survey feedback may not necessarily need to be treated as a complaint, though, where possible, the person completing the survey should be made aware of how they can pursue their dissatisfaction as a complaint if they wish to.	Yes	Wording has been added to our surveys to highlight how customers can make a complaint if they are dissatisfied with the service received	

Section 2 - Accessibility and awareness				
Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
2.1	Landlords must make it easy for residents to complain by providing different channels through which residents can make a complaint such as in person, over the telephone, in writing, by email and digitally. While the Ombudsman recognises that it may not be feasible for a landlord to use all of the potential channels, there must be more than one route of access into the complaints system.	Yes	Our complaints policy makes clear the different channels residents can complain by. Either by phone, e-mail, online form, in person or in writing.	

	Landlords must make their complaint policy available in a clear and accessible format for all residents. This will detail the number of stages involved, what will happen at each stage and the timeframes for responding.	Yes	Our complaints policy is available on our website in an accessible format detailing how a complaint can be made, the number of stages involved and what will happen at each stage.	
	Landlord websites, if they exist, must include information on how to raise a complaint. The complaints policy and process must be easy to find on the website	Yes	Our complaints policy is available on our website and is available in a clear and accessible format	



	Landlords must comply with the Equality Act 2010 and may need to adapt normal policies, procedures, or processes to accommodate an individual's needs. Landlords must satisfy themselves that their policy sets out how they will respond to reasonable adjustments requests in line with the Equality Act and that complaints handlers have had appropriate training to deal with such requests	2.5	Yes	The council has a corporate equality and diversity document. Equality and Diversity is important to us and we are committed to making sure that people are treated fairly and with dignity. Our aim is to remove unnecessary barriers for everyone who works for us or uses our services. All staff receive training on equality and diversity and will respond to any requests for reasonable adjustments in line with the Equality Act	
	Landlords must publicise the complaints policy and process, the Complaint Handling Code and the Housing Ombudsman Scheme in leaflets, posters, newsletters, online and as part of regular correspondence with residents.	2.6	Yes	Residents are advised about the complaints process, Housing Ombudsman scheme and complaint handling code through various channels, including the website, in correspondence and in our newsletter.	
	Landlords must provide residents with contact information for the Ombudsman as part of its regular correspondence with residents.	2.7	Yes	Residents are provided with contact information for the Ombudsman within our newsletter, on our website and in correspondence with them about complaints.	We are reviewing and updating further letter templates within housing to include contact information for the Ombudsman.
	Landlords must provide early advice to residents regarding their right to access the Housing Ombudsman Service throughout their complaint, not only when the landlord's complaints process is exhausted.	2.8	Yes	The councils website includes information on complaints and the right to access the Housing Ombudsman Service, not only when the councils complaints process has been exhausted. Residents are informed within the complaint acknowledgement that they have the right to access the Housing Ombudsman service.	

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
2.2	Where a landlord has set up channels to communicate with its residents via social media, then it should expect to receive complaints via those channels. Policies should contain details of the steps that will be taken when a complaint is received via social media and how confidentiality and privacy will be maintained.	Yes	Any complaint received via social media will be dealt with in line with our complaints policy. "Any complaints made via our social media sites will be dealt with in line with this complaint policy, to protect confidentiality and privacy we will reply and ask you to message us directly with further details so that we can log your complaint. "	

### Section 3 - Complaint handling personnel

Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
3.1	Landlords must have a person or team assigned to take responsibility for complaint handling to ensure complaints receive the necessary attention, and that these are reported to the governing body. This Code will refer to that person or team as the "complaints officer".	Yes	Our Infomanagement team receive formal complaints, and will then pass these over to the relevant service areas. Within each service area there are officers who will respond to complaints. There is an officer who tracks complaints to ensure they are given the necessary attention and responded to in the timescales prescribed	
3.2	...the complaint handler appointed must have appropriate complaint handling skills and no conflicts of interest	Yes	Complaint handlers are trained in complaint handling and the 2 stage process is in place to ensure that there is no conflict of interest.	To ensure continued compliance with the complaint handling code training will be offered to staff on the new policy and a process implemented in housing to ensure it is consistently applied. Complaints training and awareness of the code will also be included within the induction process for new staff

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions

	<p>Complaint handlers should: • be able to act sensitively and fairly • be trained to handle complaints and deal with distressed and upset residents • have access to staff at all levels to facilitate quick resolution of complaints • have the authority and autonomy to act to</p> <p>3.3 resolve disputes quickly and fairly.</p>	Yes	<p>The councils complaint policy makes clear what a complainant can expect from the nominated person dealing with the complaint.</p> <p>Act independently and have an open mind</p> <p>Take measures to address any actual or perceived conflict of interest</p> <p>Consider all relevant information and evidence carefully</p> <p>Keep the complaint confidential as far as possible with information only disclosed if necessary to properly investigate the matter. All housing staff have recently undertaken the free Housing Ombudsman training</p>	To ensure continued compliance with the complaint handling code we will establish an ongoing training programme for complaint handlers.
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**Section 4 - Complaint handling principles**

Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
4.1	<p>Any decision to try and resolve a concern must be taken in agreement with the resident and a landlord's audit trail/records should be able to demonstrate this. Landlords must ensure that efforts to resolve a resident's concerns do not obstruct access to the complaints procedure or result in any unreasonable delay. It is not appropriate to have extra named stages (such as 'stage 0' or 'pre-complaint stage') as this causes unnecessary confusion for residents. When a complaint is made, it must be acknowledged and logged at stage one of the complaints procedure within five days of receipt.</p>	Yes	<p>The council does not have any extra/pre named stages such as stage '0'. All complaints are handled in line with our 2 stage process and are acknowledged within five days of receipt.</p>	
4.2	<p>Within the complaint acknowledgement, landlords must set out their understanding of the complaint and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties.</p>	Yes	<p>All acknowledgements include. The name and contact details of the complaint handler, our understanding of the complaint and the outcomes the customer is seeking and a date or timeframe by which they can expect to receive a response. If any aspect of the complaint is unclear we will ask the resident for clarification. This is contained within our complaints policy</p>	

4.6	A complaint investigation must be conducted in an impartial manner.	Yes	Staff who are the subject of the complaint will not be involved in the complaint investigation	
4.7	The complaint handler must: • deal with complaints on their merits • act independently and have an open mind • take measures to address any actual or perceived conflict of interest • consider all information and evidence carefully • keep the complaint confidential as far as possible, with information only disclosed if necessary to properly investigate the matter.	Yes	The complaint policy sets out how the complaint handler will deal with the complaint, and includes all areas referred to in 4.7.	Ongoing training for complaint handlers will be established to ensure adherence to the complaint handling code.
4.11	Landlords must adhere to any reasonable arrangements agreed with residents in terms of frequency and method of communication	Yes	Where arrangements have been agreed with residents these will be adhered to and communicated to any staff who will be dealing with the complaint.	
4.12	The resident, and if applicable any staff member who is the subject of the complaint, must also be given a fair chance to: • set out their position • comment on any adverse findings before a final decision is made.	Yes	Staff members who are the subject of the complaint, will be interviewed as part of the complaint investigation. This will allow them to set out their position. The residents position is confirmed at acknowledgement stage.	
4.13	A landlord must include in its complaints policy its timescales for a resident to request escalation of a complaint	Yes	Timescales are set out within our complaints policy. This includes the timescales for escalating to stage 2 .	
4.14	A landlord must not unreasonably refuse to escalate a complaint through all stages of the complaints procedure and must have clear and valid reasons for taking that course of action. Reasons for declining to escalate a complaint must be clearly set out in a landlord's complaints policy and must be the same as the reasons for not accepting a complaint.	Yes	In appendix 1 of the complaints policy we set out the circumstances in which a matter will not be considered under the complaints policy. The council does not unreasonably refuse to escalate complaints.	
4.15	A full record must be kept of the complaint, any review and the outcomes at each stage. This must include the original complaint and the date received, all correspondence with the resident, correspondence with other parties and any reports or surveys prepared.	Yes	We record our complaints via spreadsheets and record contacts on our housing management system. We are currently developing a new housing system with the aim of providing improved functionality and efficiency.	
4.18	Landlords must have policies and procedures in place for managing unacceptable behaviour from residents and/or their representatives when pursuing a complaint.	Yes	The council has an unreasonable behaviour policy.	

Best practice 'should' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
4.3	Landlords should manage residents' expectations from the outset, being clear where a desired outcome is unreasonable or unrealistic	Yes	Unrealistic outcomes will be managed as and when received and will be managed as part of the complaint acknowledgement and investigation.	
4.4	A complaint should be resolved at the earliest possible opportunity, having assessed what evidence is needed to fully consider the issues, what outcome would resolve the matter for the resident and whether there are any urgent actions required.	Yes	Our complaint policy makes clear we will take action to put things right as quickly as possible. We aim to resolve all complaints at Stage 1	
4.5	Landlords should give residents the opportunity to have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the landlord where this is reasonable.	Yes	Our complaints policy states how we will deal with complaints via a third party.	
4.8	Where a key issue of a complaint relates to the parties' legal obligations landlords should clearly set out their understanding of the obligations of both parties.	Yes	The complaint handler will clarify any legal obligations at acknowledgement stage and the complaint response will detail the council's obligations and the obligations of the resident.	
4.9	Communication with the resident should not generally identify individual members of staff or contractors.	Yes	Individuals will not be identified or named as part of the complaint process.	
4.1	Landlords should keep residents regularly updated about the progress of the investigation.	Yes	We aim to keep responses to all complaints within the timeframes set out within our policy. If it is known that timeframes cannot be met, the complaint handler will inform the complainant of this.	
4.16	Landlords should seek feedback from residents in relation to the landlord's complaint handling as part of the drive to encourage a positive complaint and learning culture.	Yes	In April 2022 we set up a process for measuring satisfaction with complaint handling via transactional surveys that are sent out upon closure of a complaint.	
4.17	Landlords should recognise the impact that being complained about can have on future service delivery. Landlords should ensure that staff are supported and engaged in the complaints process, including the learning that can be gained	Yes	We view complaints as a way to help us improve our standards and the quality of service provided. Staff are supported within the council and understand the value of learning from complaints.	
4.19	Any restrictions placed on a resident's contact due to unacceptable behaviour should be appropriate to their needs and should demonstrate regard for the provisions of the Equality Act 2010.	Yes	Our unreasonable behaviour policy sets out the type of restrictions that could be put in place. Prior to any restrictions being put in place the residents will be given notice of their possible implementation and given the opportunity to amend their behaviour.	

Section 5 - Complaint stages

Mandatory 'must' requirements				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
<b>Stage 1</b>				
	Landlords must respond to the complaint within 10 working days of the complaint being logged. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason	5.1 Yes	We aim to respond to complaints within 10 working days. If we need to extend the timescale this will be explained to the resident and a new timeframe given, this will not exceed a further 10 days without good reason.	
	A complaint response must be sent to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue, are completed. Outstanding actions must still be tracked and actioned expeditiously with regular updates provided to the resident.	5.5 Yes	This is stated within our complaint policy, outstanding actions will then be tracked and updates provided to residents	
	Landlords must address all points raised in the complaint and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.	5.6 Yes	This is standard practice. A standard letter template has been developed to assist staff and ensure consistency	
	Landlords must confirm the following in writing to the resident at the completion of stage one in clear, plain language: • the complaint stage • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions • details of how to escalate the matter to stage two if the resident is not satisfied with the answer	5.8 Yes	This is standard practice. A standard letter template has been developed to assist staff and ensure consistency	

<b>Stage 2</b>				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	If all or part of the complaint is not resolved to the resident's satisfaction at stage one it must be progressed to stage two of the landlord's procedure, unless an exclusion ground now applies. In instances where a landlord declines to escalate a complaint it must clearly communicate in writing its reasons for not escalating as well as the resident's right to approach the Ombudsman about its decision.	5.9 Yes	This is standard practice and complaints will be progressed to stage 2 of our complaints policy. Appendix 1 sets out the circumstances where a complaint would not be considered under the complaints policy.	
	On receipt of the escalation request, landlords must set out their understanding of issues outstanding and the outcomes the resident is seeking. If any aspect of the complaint is unclear, the resident must be asked for clarification and the full definition agreed between both parties	5.1 Yes	When acknowledging the stage 2 complaint we will set out our understanding of the complaint and the outcomes the resident is seeking, if any aspect of the complaint is unclear we will ask for clarification.	
	Landlords must only escalate a complaint to stage two once it has completed stage one and at the request of the resident.	5.11 Yes	Complaints are only escalated to stage 2 once a stage 1 has been completed and at the request of the resident.	
	The person considering the complaint at stage two, must not be the same person that considered the complaint at stage one.	5.12 Yes	Stage 2 complaints are dealt with by a senior officer independent of the original complaint	
	Landlords must respond to the stage two complaint within 20 working days of the complaint being escalated. Exceptionally, landlords may provide an explanation to the resident containing a clear timeframe for when the response will be received. This should not exceed a further 10 days without good reason.	5.13 Yes	We always aims to respond within 20 working days. If we need to extend the timescale this will be explained to the resident and a new timeframe given, this will not exceed a further 10 days without good reason.	
	Landlords must confirm the following in writing to the resident at the completion of stage two in clear, plain language: • the complaint stage • the complaint definition • the decision on the complaint • the reasons for any decisions made • the details of any remedy offered to put things right • details of any outstanding actions and • if the landlord has a third stage, details of how to escalate the matter to stage three • if this was the final stage, details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied.	5.16 Yes	This is standard practice. A standard letter template is being developed to assist staff and ensure consistency	

<b>Stage 3</b>				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	Two stage landlord complaint procedures are ideal. This ensures that the complaint process is not unduly long. If landlords strongly believe a third stage is necessary, they must set out their reasons for this as part of their self-assessment. A	5.17 Yes	The council operates a two stage complaint process	
	Landlords must confirm the following in writing to the resident at the completion of stage three in clear, plain language: •the complaint stage •the complaint definition •the decision on the complaint •the reasons for any decisions made •the details of any remedy offered to put things right •details of any outstanding actions •details of how to escalate the matter to the Housing Ombudsman Service if the resident remains dissatisfied	5.2 Yes	Not-applicable as the council operates a two stage complaint process	

<b>Best practice 'should' requirements</b>				
<b>Stage 1</b>				
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions
	If an extension beyond 10 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	5.2 Yes	We aim to respond to complaints within the target timescales, if an extension is required this is discussed with the resident and they are kept informed of the timeframe.	
	Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	5.3 Yes	The details of the ombudsman would be provided in cases where we cannot reach an agreement	

	5.4	Where the problem is a recurring issue, the landlord should consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident.	Yes	Background information is considered as part of the complaint investigation	
	5.7	Where residents raise additional complaints during the investigation, these should be incorporated into the stage one response if they are relevant and the stage one response has not been issued. Where the stage one response has been issued, or it would unreasonably delay the response, the complaint should be logged as a new complaint.	Yes	This is stated within our complaint policy "Where you raise additional complaints during the investigation, these will be incorporated into Stage 1 response if they are relevant, and the stage 1 response has not been issued".	

Stage 2					
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	5.14		If an extension beyond 20 working days is required to enable the landlord to respond to the complaint fully, this should be agreed by both parties.	Yes	We aim to respond to complaints within the target timescales, if an extension is required this is discussed with the resident and they are kept informed of the timeframe
	5.15		Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response	Yes	The details of the ombudsman are on our website and also would be provided in cases where we cannot reach an agreement

Stage 3					
Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	5.18		Complaints should only go to a third stage if the resident has actively requested a third stage review of their complaint. Where a third stage is in place and has been requested, landlords must respond to the stage three complaint within 20 working days of the complaint being escalated. Additional time will only be justified if related to convening a panel. An explanation and a date for when the stage three response will be received should be provided to the resident.	Yes	This council operates a two stage complaints process
	5.19		Where agreement over an extension period cannot be reached, landlords should provide the Housing Ombudsman's contact details so the resident can challenge the landlord's plan for responding and/or the proposed timeliness of a landlord's response.	Yes	Not applicable the council operates a two stage complaints process

## Section 6 - Putting Things Right

### Mandatory 'must' requirements

Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	6.1		Effective dispute resolution requires a process designed to resolve complaints. Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.	Yes	Our complaints policy sets out that when things go wrong we will apologise and take actions to put things right as quickly as possible and use the feedback to change and improve the way we deliver our services.
	6.2		Any remedy offered must reflect the extent of any service failures and the level of detriment caused to the resident as a result. A landlord must carefully manage the expectations of residents and not promise anything that cannot be delivered or would cause unfairness to other residents.	Yes	When applying remedies staff consider the Ombudsman's guidance on remedies, and also refer to our compensation policy concerning redress to be made. To ensure ongoing compliance with the complaint handling code we will provide regular training to staff on applying remedies
	6.5		The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.	Yes	Our complaint response letters are written clearly and considerately, setting out the remedies offered and will be followed through to completion and tracked by the complaint handlers.
	6.6		In awarding compensation, a landlord must consider whether any statutory payments are due, if any quantifiable losses have been incurred, the time and trouble a resident has been put to as well as any distress and inconvenience caused.	Yes	In awarding compensation these points are considered, the council also has a compensation policy in place to refer to on these matters

### Best practice 'should' requirements

Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
	6.3		Landlords should look beyond the circumstances of the individual complaint and consider whether anything needs to be 'put right' in terms of process or systems to the benefit of all residents.	Yes	Service managers review the learnings from complaints, identifying trends, seeking to drive forward improvements and identify if anything needs to be changed in terms of process or systems.
	6.7		In some cases, a resident may have a legal entitlement to redress. The landlord should still offer a resolution where possible, obtaining legal advice as to how any offer of resolution should be worded.	Yes	Where a resident may have a legal entitlement to redress we will offer a resolution where possible, and will obtain legal advice as required

## Section 7 - Continuous learning and improvement

### Mandatory 'must' requirements

Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Actions	
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	Accountability and transparency are integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints in their annual report and more frequently to their residents, staff and scrutiny panels.	Yes	A consistent process for tracking and collating data from complaints is consistently improving. Wider learning and improvement from complaints will be reported via the annual report and in our residents magazine. Learning from complaints is also shared with our residents group.	
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**Best practice 'should' requirements**

Code section		Do we comply	Evidence, commentary and explanations	Actions
7.3	A member of the governing body should be appointed to have lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on the landlord's complaint handling performance.	Yes	The Group Head of Law and Governance has lead responsibility for complaints. With the support of the Head of Housing regular performance reports will be presented to committee commencing in 2023.	
7.4	As a minimum, governing bodies should receive: <ul style="list-style-type: none"> <li>Regular updates on the volume, categories and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman's orders</li> <li>Regular reviews of issues and trends arising from complaint handling,</li> <li>The annual performance report produced by the Ombudsman, where applicable</li> <li>Individual complaint outcomes where necessary, including where the Ombudsman made findings of severe maladministration or referrals to regulatory bodies.</li> </ul> The implementation of management responses should be tracked to ensure they are delivered to agreed timescales. The annual self-assessment against the Complaint Handling Code for scrutiny and challenge	Yes	The provision of regular performance information to the committee is being collated and will be presented to committee commencing in 2023.	
7.5	Any themes or trends should be assessed by senior management to identify potential systemic issues, serious risks or policies and procedures that require revision. They should also be used to inform staff and contractor training.	Yes	A quarterly report on themes and trends will be presented to the Corporate management team, and a monthly report will be presented to the housing management team to discuss potential systemic issues, serious risks, or policies and procedures that require revision. This will commence in early 2023.	
7.6	Landlords should have a standard objective in relation to complaint handling for all employees that reflects the need to: <ul style="list-style-type: none"> <li>have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments</li> <li>take collective responsibility for any shortfalls identified through complaints rather than blaming others</li> <li>act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing</li> </ul>	Yes	We are working towards service transformation that will include review of objectives for employees, which will include best practice around complaint handling.	

**Section 8 - Self-assessment and compliance**

**Mandatory 'must' requirements**

Code section	Code requirement	Do we comply	Evidence, commentary and explanations	Outstanding actions
8.1	Landlords must carry out an annual self-assessment against the Code to ensure their complaint handling remains in line with its requirements.	Yes	This will be undertaken annually in December	
8.2	Landlords must also carry out a self-assessment following a significant restructure and/or change in procedures.	Yes	This will be undertaken in the event of a significant restructure and/or change in procedures	
8.3	Following each self-assessment, a landlord must: <ul style="list-style-type: none"> <li>report the outcome of their self-assessment to their governing body. In the case of local authorities, self assessment outcomes should be reported to elected members</li> <li>publish the outcome of their assessment on their website if they have one, or otherwise make accessible to residents</li> <li>include the self-assessment in their annual report section on complaints handling performance</li> </ul>	Yes	This self-assessment is being reported to committee on 25 January 2022. The self assessment will be published on our complaints page on our website and will be included within our annual report.	

## Arun District Council

<b>REPORT TO:</b>	<b>Housing &amp; Wellbeing Committee – 25 January 2023</b>
<b>SUBJECT:</b>	<b>Key Performance Indicators 2022-2026 – Quarter 3 performance report for the period 1 April 2022 to 31 December 2022.</b>
<b>LEAD OFFICER:</b>	<b>Jackie Follis, Group Head of Organisational Excellence</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>N/A</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
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.	
<b>DIRECTORATE POLICY CONTEXT:</b>	
This report is produced by the Group Head of Organisational Excellence to give an update on the Q3 Performance outcome of the Key Performance Indicators.	
<b>FINANCIAL SUMMARY:</b>	
Not required.	

### 1. PURPOSE OF REPORT

- 1.1. This report is to update the Committee on the Q3 Performance Outcome for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 31 December 2022. The process is described in section 4. of this report.

### 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 7 March 2023.

### 2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance indicators at Quarter 3 for the period 1 April 2022 to 31 December 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 of officers about the KPI indicators that are relevant to their Committee and these can be referred to the Policy and Finance Committee for consideration if deemed necessary.
- 3.4. The Committee meetings that will receive Q3 KPI reports are as follows:

<b>Committee meeting dates</b>	<b>Indicators to receive report on</b>
Corporate Support Committee - 19 January 2023	9 (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9)
Housing & Wellbeing Committee - 25 January 2023	8 (CP11, CP15, CP16, CP17, CP18, CP19, CP20, CP21)
Planning Policy Committee - 26 January 2023	1 (CP36)
Environment Committee - 31 January 2023	10 (CP12, CP13, CP37, CP38, CP39, CP40, CP22, CP23, CP24, CP25)
Economy Committee - 2 February 2023	0
Planning Committee – 8 February 2023	10 (CP26, CP27, CP28, CP29, CP30, CP31, CP32, CP33, CP34, CP35)
Licensing Committee – 3 March 2023	1 (CP14)
<b>Policy &amp; Finance Committee – 7 March 2023</b>	<b>39 indicators - not CP41, CP42 (only at Q2 and Q4) and CP10 (only at Q4)</b>

- 3.5. This is the third quarterly report covering performance from 1 April 2022 to 31 December 2023 and will cover only those indicators that are due to be measured at this point.
- 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 are reportable to the Housing and Wellbeing Committee.
- 3.8. This report gives the status of all indicators at Q3. Appendix A gives full commentary for each indicator. This appendix shows the figures Q2 and the



figures and commentary for Q3. The end column which shows the direction of travel of the status for each indicator.

<b>Status</b>	<b>Number of Key Performance indicators in this category</b>
Achieved target	4
Didn't achieve but within 15% range	3
Didn't achieve target by more than 15%	0
No data available	1
<b>TOTAL</b>	<b>8</b>

- 3.9. There is no data available for CP19 - Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents. You will note in the commentary for this indicator "We are unable to provide this information as the PI was a new one based on the ability to extract data from Abritas, however, with the delayed implementation, this data is not available. Our current system, QL does not record this information".
- 3.10. The table at 4.4 sets out the reporting structure for Q3 KPIs. Members will see that relevant indicators have been presented to the listed committees prior to this meeting. A separate appendix will be presented to the Policy and Finance Committee, should any items be forwarded on from the other Committees.

#### **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.

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### **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	CMT Member	Frequency data collected	Assess by	Target 2022-2026	September 22 Outturn - Q2 (April-Sept)	Q2 status	December 22 Outturn	December 22 Outturn - Q3 (April-Dec)	Q3 Commentary	December 22 Status	Q3 status	Better or worse since Q2 figure (Q3 compared to Q2)
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	579,768	Achieving	86,374	852,596	Cumulative figure to date (April-December) is 852,596	Achieving	Achieving	Up by 272,828 visits (better) 
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Improving wellbeing of Arun	Housing & Wellbeing	James Hassett	Monthly	Lower is better	8 days	4.2 days	Achieving	2.5 days	4.6 days	The Q3 figure is year to date from April-December is 4.6 days. Higher than Q2 but well within target of 8 days.	Achieving	Achieving	Down by 0.4 days (worse) but note this is over achieving the target anyway 
CP16	Average days to re-let all properties (key to key) excluding major voids	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Monthly	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	84 days	Not achieving	38	48		Achieving	Achieving	Up by 36 days (better) 
CP17	Of homeless cases owed a prevention duty, successfully resolved	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	55%	58%	Achieving	No data - quarterly indicator	60%	Performance exceeds the target for this indicator. The team are working hard to prevent homelessness wherever they can, either by keeping people in their existing homes or by finding them somewhere else to live before they have to leave their homes. The Private Rented Sector Team are constantly liaising and negotiating with new landlords to secure accommodation and are fully utilising our homelessness prevention grant funding.	No data - quarterly indicator	Achieving	Up by 2% (better) 
CP18	Of homeless cases owed a relief duty, % positively relieved	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	35%	35%	Achieving	No data - quarterly indicator	31%	Performance is slightly below target for this indicator. Move on options from emergency and temporary accommodation are very limited, both in social housing and the private rented sector. Whilst there is success with preventing homelessness, the housing market is still very challenging, particularly around affordability, which is further impacted by the cost of living crisis. Work is ongoing to secure as many properties as possible to maximise our chances of relieving homelessness.	No data - quarterly indicator	Not achieving but within 15% range	Down by 4% (worse) 
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	Philippa Dart	Quarterly	Higher is better	75%	No data available	No data available		No data available	We are unable to provide this information as the PI was a new one based on the ability to extract data from Abrisas, however, with the delayed implementation, this data is not available. Our current system, QL does not record this information	No data available	No data available	No data available
CP20	Rent collected as a proportion of rent owed (dwellings)	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	97%	94.31%	Not achieving but within 15% range	No data - quarterly indicator	93.80%	Consistent management and monitoring is applied to rent accounts. Direct payments are sought from Universal Credit where applicable and additional third party deductions are applied for where the tenant is in receipt of Universal Credit. Policy and Procedures are followed. A substantial number of the arrears are due to those tenants in receipt of Universal Credit.	No data - quarterly indicator	Not achieving but within 15% range	Down by 0.51% (worse) 
CP21	Percentage of non-emergency repairs completed within 20 working days	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	90%	85%	Not achieving but within 15% range	No data - quarterly indicator	81.68%	Total of 4760 jobs, 3888 completed within target days. Some structural issues with contractor impacting performance which is being monitored and addressed.	No data - quarterly indicator	Not achieving but within 15% range	Down by 3.32% (worse) 

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## Arun District Council

<b>REPORT TO:</b>	<b>Housing and Wellbeing Committee – 25 January 2023</b>
<b>SUBJECT:</b>	<b>Local Council Tax Reduction Scheme 2023/24 (Working Age)</b>
<b>LEAD OFFICER:</b>	<b>Keira Stevenson – Benefits Team Leader</b>
<b>LEAD MEMBER:</b>	Councillor Jacky Pendleton
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
The report supports: <ul style="list-style-type: none"> <li>• Delivering the right homes in the right places;</li> <li>• Fulfilling Arun’s economic potential.</li> </ul>	
<b>DIRECTORATE POLICY CONTEXT:</b>	
Providing benefits to residents of Arun is a major function of the Directorate.	
<b>FINANCIAL SUMMARY:</b>	
The report recommends an uplift to the Local Council Tax Reduction Scheme (LCTRS) for 2023/24, which if implemented, would result in an increase in cost of £23,000 to the Council.	

### 1. PURPOSE OF REPORT

1.1. The purpose of this report is to update Members on the Working Age Local Council Tax Reduction Scheme (LCTRS) for 2022/23 and to consider options for the scheme for 2023/24 (Year11).

### 2. RECOMMENDATIONS

1.2. Housing and Wellbeing Committee is recommended to

Approve the increase in the income banding widths of the Local Council Tax Reduction Scheme in line with the Consumer Prices Index inflation. (Year 11)

### 2. EXECUTIVE SUMMARY

2.1. This report provides members with an update on the Working Age Local Council Tax Reduction Scheme (LCTRS) for April 2022– March 2023 (Year 10) and the options for consideration for the 2023/24 LCTRS. (Year 11)

### 3. DETAIL

3.1. The Council introduced a Banded Council Tax Reduction Scheme in April 2019 for working age customers. This included the following:

- To change the scheme to an income banded scheme;
- To introduce a £5.00 per week minimum award;
- To remove second adult rebate for working age customers;
- Reduce the capital limit to £6000;
- Amend non-dependent charges to £5.00 per week unless in receipt of a passported benefit when the charge will be nil;
- To include child maintenance as an income, disregarding the first £25.00 per week;
- To fully disregard any element of Carer's Allowance in the calculation of income;

3.2. No changes were made for the 2022/23 financial year. Members will be aware that the Council is maintaining the Council Tax Reduction Hardship fund at £100,000 (with the balance met by West Sussex Country Council) for qualifying households

3.3. The proposal for 2023/24 is to retain the existing scheme for working age customers, which is an income banded scheme. The scheme allows that the income banding widths can be increased by the annual rate of CPI in September. Therefore, it is proposed that the bandings are increased by the rate of September 2022 CPI (10.1%). This will ensure that the most vulnerable people are not worse off due to the effects of inflation.

Proposed bandings 2023/24 based on a September 2022 CPI rate of 10.1% (CPI estimated, bandings rounded to nearest £5). <b>Income (net)</b>	<b>LCTRS Income Banding</b>	<b>Percentage award of net liability</b>
£0 to £185 Proposed £0 to £202.99	A	90%
£185.01 – £235.00  Proposed £203 to £257.99	B	70%
£235.01 – £290.00  Proposed £258 to £318.99	C	50%
£290.01 – £340.00  Proposed £319 to £373.99	D	30%
£340.01 – £395.00  Proposed £374 to £433.99	E	10%

- 3.4. The proposed changes will benefit those Arun households who are most vulnerable to financial hardship thus helping to alleviate poverty.
- 3.5. The financial impact of changing the bands is predicted to be a cost of up to £238,000 a year awarded in additional council tax reduction (based on the current take up).

#### **4. CONSULTATION**

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

#### **5. OPTIONS / ALTERNATIVES CONSIDERED**

- 5.1. There are two options to be considered for 2023/24 (Year 11).
- 5.2. **Option 1.** Retain in entirety our current income banded scheme (not to allow for CPI inflation). This has the disadvantage that the most vulnerable would be adversely affected.
- 5.3. **Option 2.** Retain the current scheme but allow for an increase in the Income banding widths.
- 5.4. Option 2 is the preferred option as government benefits will increase April 2023 therefore, the scheme needs to be aligned to take account of these increases

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

- 6.1. The implications of the recommendation are that it will increase the cost of the scheme by the CPI rate of inflation. This is estimated at £230k for 2023/24, based on the current working age caseload of 4,332 as at 2 November 2022.
- 6.2. The proposed bandings for 2023/24 will increase Arun's cost of the scheme by approximately £23,000 with the remainder being financed by West Sussex County Council.

#### **7. RISK ASSESSMENT CONSIDERATIONS**

- 7.1. The main risk with the recommendation is that with the current economic situation, demand increases and costs rise.

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

- 8.1. No comment.

#### **9. HUMAN RESOURCES IMPACT**

- 9.1. There are no direct implications.

## **10.HEALTH & SAFETY IMPACT**

10.1. There are no direct implications.

## **11.PROPERTY & ESTATES IMPACT**

12.1 There are no direct implications.

## **12.EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

12.1. There are no direct implications.

## **13.CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

13.1. There are no direct implications.

## **14.CRIME AND DISORDER REDUCTION IMPACT**

14.1. There are no direct implications.

## **15.HUMAN RIGHTS IMPACT**

15.1. There are no direct implications.

## **16.FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

16.1. There are no direct implications.

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### **CONTACT OFFICER:**

Name: Keira Stevenson

Job Title: Benefits Team Leader

Contact Number: 01903 737640

### **BACKGROUND DOCUMENTS:**

Arun District Council Section 13A Local Council Tax Support Scheme 2022  
[Council Tax discretionary relief guidelines | Arun District Council](#)



Updated on 16 January 2023

<b>HOUSING &amp; WELLBEING COMMITTEE</b>	<b><u>Date of Meeting</u></b>	<b><u>Time</u></b>	<b><u>Full Council Meeting Date</u></b>
<b>Special Housing &amp; Wellbeing Committee</b>  ALC Wet Change Remodelling Works  Community Wardens (Bognor Regis)	12 Sep		
Age UK Activities for Older people in Arun  Community Engagement Project Update  Community Transport Plan  Safer Arun Partnership Update  Resident Engagement Strategy  Homelessness Strategy  Homelessness Grant Funding  Fire Safety Policy  Council Tax, Council Tax Insolvency Write	6 October	6pm	10 Nov

**HOUSING AND WELLBEING COMMITTEE JUNE 2022 – JANUARY 2023**

Updated on 16 January 2023

Offs & Business Rates Involency			
<b>Extraordinary Meeting</b>	<b><u>Date of Meeting</u></b>	<b><u>Time</u></b>	<b><u>Full Council Meeting Date</u></b>
Cost of living	3 Nov		
	<b><u>Date of Meeting</u></b>	<b><u>Time</u></b>	<b><u>Full Council Meeting Date</u></b>
	<b>6 December</b>	6pm	12 Jan
VAAC Presentation			
Housing Ombudsman Complaint Determinations			
HRA Business Plan Update			
Leisure Report			
Council Tax Write Offs			
Insolvency Council Tax Write Offs			
Housing Benefit Overpayments			

**HOUSING AND WELLBEING COMMITTEE JUNE 2022 – JANUARY 2023**

Updated on 16 January 2023

	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
	<b>25 January</b>	6pm	9 March
Arun Wellbeing Programme Update			
Sussex Police Precept			
Public Spaces Protection Order			
Artwork Project Update			
Local Council Tax Reduction Scheme			
Housing Ombudsman Complaint Handling Code & Self-Assessment			
Committee Revenue and Capital Budgets 2023/2024			
HRA Business Plan Update			
Home Energy Advisor Role			
Q3 KPI Report			
Housing Benefit Over Payments – Exempt			

Updated on 16 January 2023

Council Tax Insolvency				

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