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Committee Manager - Jane Fulton - 37611

30 November 2022

POLICY AND FINANCE COMMITTEE

A meeting of the Policy and Finance Committee will be held in **The Council Chamber at The Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Tuesday 13 December 2022 at 6.00 pm** and you are requested to attend.

Members: Councillors Gunner (Chair), Pendleton (Vice-Chair), Cooper, Dixon, Goodheart, Oppler, Roberts, Stanley and Walsh.

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

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

Any members of the public wishing to address the Committee meeting during Public Question Time, will need to email Committees@arun.gov.uk by 5.15 pm on **Monday, 5 December 2022** in line with current Committee Meeting Procedure Rules.

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

For further information on the items to be discussed, please contact Committees@arun.gov.uk.

AGENDA

1. APOLOGIES

2. DECLARATIONS OF INTEREST

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

Members and Officers should make their declaration by stating:

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

3. MINUTES

(Pages 1 - 12)

The Committee will be asked to approve as a correct record the Minutes of the Policy and Finance Committee held on 20 October 2022 and also the Minutes from the Extraordinary Meeting of the Committee held on 3 November 2022. Both sets of minutes are attached.

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. PRESENTATION/UPDATE - REGENERATION OF THE REGIS CENTRE, BOGNOR REGIS - [30 MINUTES]

The Council's Regeneration Consultant will provide the Committee with a verbal update on how this regeneration project is progressing.

7. LITTLEHAMPTON SEAFRONT PROJECT - UPDATE REPORT [20 MINUTES]

(Pages 13 - 30)

The purpose of this report is to present the results of the recent public consultation exercise undertaken.

8. BUDGET MONITORING REPORT TO 30 SEPTEMBER 2022 (Pages 31 - 48)
[15 MINUTES]

The purpose of this report is to apprise the Policy and Finance Committee of performance against the budgets approved by the Council at its meeting on 23 February 2022.

9. FINANCIAL PROSPECTS (MEDIUM-TERM FINANCIAL PROSPECTS) 2022-23 TO 2026-27 [30 MINUTES]

The Council's Medium-Term Financial Strategy (MTFS) covering the period up to 2026/27 previously rolls forward and updates the data and assumptions in the existing approved MTFS. The forecast for 2023/24 is broadly based on the outcome of a Zero Based Budgeting (ZBB) exercise carried out during autumn 2022. The Strategy amends previous assumptions contained in it to reflect changes in the Council's circumstances and other issues that have a strategic bearing on the Council's financial prospects.

This year's MTFS has been prepared in the background of highly dynamic and fast changing circumstances. Economic uncertainty, rising inflation, the current cost of living crisis and political changes in central government have all had an effect. In addition, the Council is currently undertaking a (ZBB) exercise that has reviewed and rebased the Council's revenue budgets and future assumptions. It is important that these matters are considered when determining the budget parameters.

Please note that this report will be circulated separately to this agenda.

10. KEY PERFORMANCE INDICATORS 2022-2026 - QUARTER 2 PERFORMANCE REPORT FOR THE PERIOD 1 APRIL TO 30 SEPTEMBER 2022 [20 MINUTES] (Pages 49 - 60)

This report is to update the Committee on the Q2 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 30 September 2022. It will also report on any items referred by other committees to this committee. The process is described in Section 4 of this report.

11. ARUN DISTRICT COUNCIL RESIDENTS' SURVEY 2022 - (Pages 61 - 112)
[15 MINUTES]

The purpose of this report is to inform the Committee of the outcomes from the 2022 Residents' Satisfaction Survey.

The Committee is also asked to review and note the contents of the survey.

ITEMS PUT FORWARD FROM SERVICE COMMITTEES

12. HOUSING REVENUE ACCOUNT (HRA) REVISED BUDGET - 2022-2023 [20 MINUTES] (Pages 113 - 116)

The Committee will receive recommendations following the meeting of the Housing & Wellbeing Committee held on 6 December 2022 relating to the Housing Revenue Account (HRA) Revised Budget 2022-203. These minutes will be circulated separately to this agenda.

Attached is an accompanying report from The Interim Group Head of Finance and Section 151 Officer asking the Committee to consider the financial position in relation to the Housing Revenue Account (HRA) in order to make recommendations to Full Council for a revised budget for 2022/23 for approval at its meeting on 18 January 2023.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There are no items for this meeting.

13. WORK PROGRAMME - [5 MINUTES] (Pages 117 - 120)

The Committee's Work Programme for the remainder of the Municipal year is attached for the Committee's information.

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.pdf \(arun.gov.uk\)](#).

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Subject to approval at the next Policy and Finance Committee meeting

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POLICY AND FINANCE COMMITTEE

20 October 2022 at 6.00 pm

Present: Councillors Gunner (Chair), Pendleton (Vice-Chair), Cooper, Dixon, Goodheart, Oppler, Roberts, Walsh and Needs (Substitute for Stanley)

Councillor Coster was also in attendance for all or part of the meeting.

Apologies: Councillor Stanley

366. WELCOME

The Chair welcomed Members and Officers to the meeting and extended a warm welcome to representatives from Mace Consult Ltd and Nicholas Hare Architects who were attending both in person and virtually to present the latest designs for Agenda Item 7 [The Regeneration of the Regis Centre, Bognor Regis].

367. DECLARATIONS OF INTEREST

Councillor Dixon declared a Personal Interest in Agenda Item 7 [The Regeneration of the Regis Centre, Bognor Regis] as he owned a very small number of Whitbread shares and was a member of the Bognor Regis Civic Society.

Councillor Needs declared a Personal Interest in Agenda Item 7 [The Regeneration of the Regis Centre, Bognor Regis] as a Member of Bognor Regis Town Council.

Councillor Goodheart declared a Personal Interest in Agenda Item 7 [The Regeneration of the Regis Centre, Bognor Regis] as a Member of Bognor Regis Town Council.

Councillor Walsh declared a Personal Interest in Agenda Item 8 [Littlehampton Seafront Project] as a Member of Littlehampton Town Council.

368. MINUTES

The minutes from the meeting of the Committee held on 6 September 2022 were approved by the Committee as a correct record and were signed by the Chair at the conclusion of the meeting.

369. 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

The Chair confirmed that no questions had been submitted for this meeting.

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370. PUBLIC QUESTION TIME

The Chair confirmed that no questions had been submitted for this meeting.

371. BUSINESS RATES POOLING

The Interim Group Head of Finance and Section 151 Officer presented her report which sought retrospective Member approval for the Interim Group Head of Finance and S151 Officer, in consultation with the Chair of this Committee, to continue membership of a business rate pool with selected other West Sussex authorities. The retrospective approval was requested as the Department for Levelling Up, Housing and Communities (DLUHC) required councils to indicate their intentions by 22 September 2022 for the 2023/24 financial year.

The Chair invited questions from the Committee. A Member spoke in support as it was financially beneficial to the council and the retrospective nature of the approval was a technicality.

Having had the recommendation proposed by Councillor Walsh and seconded by Councillor Cooper,

The Committee

RESOLVED

That Arun agreed to continue participating in a business rates pool in West Sussex from 1 April 2023.

372. PRESENTATION FROM MACE CONSULT LTD [COUNCIL'S CONSULTANTS] ON THE LATEST DESIGN FOR THE REGENERATION OF THE REGIS CENTRE, BOGNOR REGIS

The Chair welcomed again Katya Fenton, Senior Project Manager and Niall Mulligan, Project Director from Mace Consult Ltd and Katie Burgess-Graham, Architect from Nicholas Hare Architects) to the meeting and confirmed the format for this agenda item would be a 20 minute presentation given by the consultants on the latest designs for the regeneration of the Regis Centre followed by 30 minutes for questions from Members. The Regeneration Consultant reminded Members of the decision to proceed taken at the last Committee meeting on 6 September 2022 [Minute 236] and the request for monthly updates of which this was the first. He outlined some of the work undertaken since the previous meeting including initial designs, tendering work, and project managing processes.

After introducing themselves to the Committee, the representatives from Mace Consult Ltd and Nicholas Hare Architects delivered their presentation. Key points highlighted during the presentation included the repositioning of the box office with the new location giving full vision to foyer area, a redesigned café and improved catering offer, increased toilet provision, two lifts giving access to the upper floor, flexibility in

wheelchair spaces, four studios upstairs, a double height foyer with a feature staircase, and the use of 'true and honest' materials such as concrete and wood for both thermal mass and texture. Mace's Senior Project Manager outlined the project plan to ensure it remained with the Levelling Up funding timescales, with the process beginning in January 2023, appointing someone and signing contracts by spring 2023, beginning demolition in summer 2023, and contractor main works starting in autumn 2023.

The Chair opened up the question portion of the item by asking whether the proposed internal images, though nice, were worth the £15 million being spent on them and he was struggling to see that amount spent in the images. Following confirmation from Mace's Senior Project Manager that the internal spaces would be of a good quality, the Chair asked whether they could narrate the costings for the benefit of Members and members of the public. Mace's Senior Project Manager, though unable to provide detailed figures, explained that the cost involved not only the finishes but significant mechanical, electrical and plumbing replacement work due to the age and condition of the building, removal of asbestos and a part replacement of the roof. Having noted that demolition was not an expensive process in itself, the Chair continued to voice concern over the amount being spent on the project. He further queried why the building looked so different to what had been presented to Members previous and likened the new design to a 1920s cinema. He asked whether this new design was for reasons of cost saving on glazing or energy efficiency, and further asked for greater clarity on the costings of the project.

The Regeneration Consultant confirmed that he had instructed representatives from Mace to not bring full costings with them to the meeting but that a breakdown of costs, including contingency costs, could be provided to Members outside of the meeting. As for why the design differed from the previous one seen by Members, the Architect from Nicholas Hare Architects explained that windows and solid elements were where they needed to be, that windows were included only where they were required to control daylight coming into the building and so were limited to the north façade and avoided in the narrow area behind the auditorium, and that the use of brick on the facade was a nod to many of the Victorian buildings in the town. Lastly, the Chair asked whether the Alexandra Theatre had been renamed as it was presented as the 'Alex' in all images within the presentation. The representatives explained that the name of the theatre had not changed and that the images had just not been updated.

The Chair then invited questions from the Committee. One Member spoke of being massively underwhelmed and how the design showed a total lack of vision that did not provide something great for Bognor Regis. He also noted that the design missed the brief as it did not provide more seating in the auditorium which had previously been deemed necessary to attract more and higher profile artists and performers to the venue. Also concerned about cost, he asked how Officers would ensure against further increased costs through the procurement process. Mace's Senior Project Manager reassured Members that the cost would not be increased. When asked why the 450 seat target had not been reached, Mace's Senior Project Manager explained that the funding agreed was before inflation had increased and, following surveys undertaken, the work involved in creating a larger auditorium (structural works to allow for wall seating) was beyond the funding agreed. The Member sought clarity on how much

more money would have been needed to allow for these additional works. The Officers and representatives present were unable to provide these figures at the meeting but the Regeneration Consultant confirmed that these costs would be worked through and provided to Members.

Another Member outlined the two main objectives behind the original application for Levelling Up funding - to increase the seating capacity and to improve the external appearance of the building, and then noted their disappointment at the minimally increased seating capacity and completely different style of building to the original proposals that due to its solid mass of brick walls, especially to the north elevation, made the building look less inviting. Concluding that Bognor Regis deserved better than an upgraded community theatre that did not make the most of its seaside location, the Member asked whether it was too late to do something fundamental with the design for the auditorium to improve seating capacity. The Regeneration Consultant observed the difference of opinion between Arun's Members and Arun Arts who had worked on the designs, but noted the point made and confirmed options would be explored. Following on from this point, the Chair asked whether there was time to make such significant changes of the proposals. The Regeneration Consultant responded that those working on the project would find the time. A 'can do' attitude was welcomed by Members.

The next Member to speak disliked the design and likened it to a World War 2 Pillbox that would confront residents and tourists alike as they came out of the Arcade. He stressed that the people of Bognor Regis deserved better and that an increase in seating capacity was a must as the town was paying such a high price for the development with a hotel that was not wanted.

Another Member listed the four reasons they supported the Levelling Up fund bid and questioned the Officers and representatives on each – the need for 450 seats in the auditorium as shows routinely sold out and the sales from the annual Panto had to be maximised, the inclusion of a new art gallery as a tourist attraction and something different to the current offer, the transformational building of the original proposal with its glass façade, and the increased floor space. Mace's Senior Project Manager noted the following in response - that the business case did not have the requirement of a separate art gallery or additional floor space but that there were flexible spaces throughout the building that could be set up as temporary galleries (flexible foyer space, wall space upstairs, studios could also be used for different artists, and the feature stairway connecting the journey through the foyer and upstairs), and that glass would not be an acoustically good material for theatres and studios and its use would require the need of additional other materials acoustically support it which would increase cost. On this final point, the Chair queried if a glass building was not great acoustically, why one had been presented to Members in the first place. The Regeneration Consultant explained that no projects were ready to go when the Levelling Up money became available and so an architect was given a small amount of money to put an application together but that no surveys or in-depth work was done at that time to ensure the timescales for the application were met. The Director of Growth added that the original bid document had been prepared by a different firm of architects and to seek a more thorough answer to the Chair's question he would have to go through the paperwork to see what had originally been asked for.

Another Member again raised concerns with the number of seats and the appearance of the building being too austere for a seaside location. Suggestions to increase space in the auditorium were made including relocating the control room and extending the building on the first floor so that it overhung the pavement. The relocation of the box office in the new design was spoken of as a positive. Further concerns were the moving of the entrance onto Place St Maur and the wind tunnel effect this might generate, the use of cladding and the need to lighten up the materials used, the need for more windows to attract passers-by in and soften the building's appearance, the need to make more of the seaside location with better viewing opportunities of the sea from within the building, and perhaps some sort of function space (terrace, bar, garden) on the roof. The Member concluded by wondering if this was refurbishment rather than regeneration as there was still much to be thought about. The Architect in response noted that views to the sea had been considered but that these were only oblique rather than direct and that much would depend on Phase 3 of the site's regeneration as to availability of views from the site in the long term, that brick had been chosen as it was robust, aged well and was low maintenance, and that the roof space was needed for services (energy, ventilation etc).

Another Member, though excited that the council was delivering for Bognor Regis, commented that with its bland design, the designers had made a box rather than thought outside of one and what Bognor Regis needed was a design icon to both lift and anchor the area. The Regeneration Consultant confirmed that Officers would take this away. The wheelchair space provision was raised by another Member. With wheelchairs getting bigger and sometimes taking up more than one space, three spaces was not enough. Also, describing wheelchair spaces as 'possibilities' was concerning to disabled people and should be regarded as a must rather than an option. The size and shape of wheelchairs also needed to be taken into account so that they did not obscure the views of either their owner or other audience members. The Architect clarified that the 'possibility' wording referred to the flexible nature of the seating as wheelchair spaces were provided by removing standard seats. Clarification over what was being proposed with the 100 seat studio was sought by another Member and who would be providing the non-fitted features (portable seating, stage etc). It was confirmed that Arun Arts would be providing these.

One Member gave a definition of 'regeneration' as 'improving the social and economic wellbeing of an area' and stressed that there was a world of difference between regeneration and refurbishment. Officers noted that Members were entitled to their views but commented that a lot more facilities would bring more people into the town. The issue of a public consultation was raised by a number of Members. It was noted that public consultation would take place as part of the planning process, though some Members were unhappy as this type of consultation was limited to after the design had been at a large extent finalised. The possibility of completely starting again and whether there was time for this was also raised by Members. Officers confirmed they would look into this.

Two non-Committee Members given permission to speak further echoed many of the points that had already been raised. They spoke of their disappointment with the design, that the people of Bognor Regis had been let down, whether what was being

proposed (in addition to what was already there) was value for money, and the need for public consultation. The Vice-Chair took a moment to dwell on many of the words Members had used to speak of the building they hoped to see (inspired, excited, iconic, a landmark, building to stop and look at, beautiful, enough seats, bigger and better) and reflected that the opportunity had not been taken and the design needed to be looked at to better meet these inspiring words. The Chair concluded the item by thanking the representatives from Mace Consult Ltd and Nicholas Hare Architects for attending the meeting and affirmed that the Committee looked forward to hearing more at the next regular update.

373. LITTLEHAMPTON SEAFRONT PROJECT

The Principal Landscape and Project Officer presented her report which provided an update on the progress of the Littlehampton Seafront scheme since the last meeting of the Committee on 6 September 2022. She highlighted the two stakeholder sessions held the previous week, the findings from which were currently being collated, the public consultation for the scheme that was launching the day after the Committee, and how much more challenging the procurement process was this year.

Many Members (including one non-Committee Member) spoke in support of the project and offered their thanks to the Principal Landscape and Project Officer and her team. Points noted by Members during the discussion included thanks for the internal stakeholder meetings the previous week that were well conducted and very useful, support for a public consultation, the contrast to how projects were developing in Bognor Regis (as discussed in the previous item), the creativity of the design and how this could and should be replicated throughout the District, the design of the toilets, and accessibility as a key component throughout the project and appreciation of full answers regarding toilets that had supported constituency work.

The Committee noted the report and Chair added his thanks to the team for all their work on this project.

374. CARBON EMISSION UPDATE - 2021-2022

The Climate Change and Sustainability Manager presented his report which provided an update on the emissions (Scope 1, 2 and 3) of the Council for the 2021-22 financial year. He began by providing some historical context by explaining that the council had adopted a Carbon Neutral Strategy back in October 2021 and a Climate Change and Biodiversity Action Plan in February 2022 which had a commitment to continue to monitor the council's emissions and reduce them in line with the Carbon Neutral target of 2030. He went on to define the three scopes used in the report – Scope 1, emissions directly connected with the burning of fuel for heating council buildings and the running of our fleet; Scope 2, emissions from the generation of energy purchased by the council; and Scope 3, emissions from activities of the council but not occurring from sources owned or directly controlled by the council. He highlighted the improvements made in the reduction of the council's emissions within Scopes 1 and 2 and that within Scope 3 purchased goods and services remained the largest source of emissions being responsible for 91.2% of total emissions, with Biffa being the largest

contributor within this section. The council's Leisure Centres were the second largest single emitter being responsible for 3.66% of the council's total emissions.

The Chair invited questions from the Committee. Members raised a number of points including whether Arun had a programme to install photovoltaic panels on all its buildings, why solar panels had not featured in the Regis Centre designs, water usage and neutrality, reductions in flow rates and water pressure in things like urinals and WCs to be welcomed, clarification over how Scope 2 emissions were determined given that in Appendix A 0 emissions came from electricity (Scope 2), and solar panels on new social housing.

The Climate Change and Sustainability Manager and Chair confirmed that audits were being undertaken for some of the Council's buildings (Arun Leisure Centre, the Wave and the Civic Centre) and photovoltaic panels would be considered where appropriate. He also confirmed that Scope 2 emissions were calculated by specifically looking at the generation of the electricity, so for electricity that is 100% generated from renewables there would be no associated emissions. The Climate Change and Sustainability Manager then went on to confirm that this project did not cover council housing stock and that questions about social housing would be better directed to the Housing and Wellbeing Committee.

At the end of the discussion, the Committee noted the report and the Chair thanked the Officers involved.

375. KEY PERFORMANCE INDICATORS 2022-2026 - QUARTER 1
PERFORMANCE REPORT FOR THE PERIOD 1 APRIL TO 30 JUNE 2022

The Interim Group Head of Finance and Section 151 Officer, on behalf of the Group Head of Organisational Excellence who was unable to attend the meeting, presented this report which provided an update on the Q1 Performance Outturn for the Key Performance Indicators (KPIs) which made up the Corporate Plan for the period 1 April 2022 to 30 June 2022.

The Chair invited questions from the Committee. One Member identified the issue of staff resourcing as a thread running through many of the red areas and asked how successful the council had been in recruiting permanent staff rather than having to use agency staff. The Director of Environment and Communities firstly dispelled the assumption within the question about agency staff not being as effective when many were experts brought in for specific projects, and she secondly noted the general problem with recruitment nationally and the need to take on agency staff when recruitment had failed. She stressed that the most important thing was having the right people in the right roles with the right skills though ideally this would be within a stable workforce. The Director of Growth added that as an organisation the council needed to make itself more attractive in a competitive jobs environment, but that that also meant looking at initiatives such as apprenticeships and developing people locally which took time to achieve outcome. He noted one issue with the current environment of flexible working meant catchment area could be significantly broader so the market was very

different right now but that the council was looking at all opportunities to improve the situation.

CP36 [Number of new homes completed] and the council failing to meet its housing targets was raised by a Member who asked if the Committee could have an update on the larger developments in the pipeline. The Director of Growth confirmed the latest on key strategic sites around the District. For West Bersted, a planning application was expected imminently after chasing following a delay and that this was expected to add 2000 homes to delivery numbers. For Ford, that Planning Committee had approved in principle an application but that this was being delayed by complex negotiations around an outstanding Section 106 Agreement. For BEW, which could deliver up to 1250 homes, this would not go to Planning Committee before Christmas as there still remained a number of questions. For the site in Angmering close to the raceway site, that this was moving forward. He concluded that it was a mixed picture and that the council continued to push developers to bring forward their proposals where they had yet to as this was the only way to make a dent in the 5 year housing land supply.

That a number of the Indicators missing their targets were within Planning or areas under the Director of Growth was raised by another Member. The Director of Growth explained that many were Planning related and that multiple issues, rather than a single one, were the cause of this including the number of vacancies of senior planning staff, the recruitment of planning staff being a national issue with the industry not producing enough planning officers which also affected the speed of receiving consultation responses from professional third parties, the use of external consultancies being useful but never being a complete replacement for having staff in-house, and the timescales involved in apprentices becoming officers. He stressed that Arun had continued to offer a constant service and had not done what some other councils had and shut down their communications when in similar situations. When asked by another Member whether delays to getting planning through were due to the lack of staff in the Planning or Legal departments, the Chair confirmed that there were a substantial number of vacancies in both.

Another Member raised concerns CP6 [Compliance with Health and Safety programme] and how our compliance was very important and needed to be as close to 100% as possible. The Chief Executive explained that this was the responsibility of the senior management team who would continue to look at and achieve compliance.

At the end of the discussion, the Committee noted the report.

376. WORK PROGRAMME

The Committee received and noted its Work Programme for the remainder of the Municipal Year. The Chair updated the Committee that the meeting on 8 December had been moved to 13 December 2022 in order to accommodate sufficient time for the Housing Revenue Account item to initially go to the Housing and Wellbeing Committee for consideration, that an Extraordinary meeting of the Committee would be held on 3 November 2022 at 8.00pm following an Extraordinary meeting of the Housing &

Wellbeing Committee at 6.00pm regarding Cost of Living and following the Motion to Full Council on 29 September 2022, and that the review of the Procurement Strategy would be reported to the meeting on 9 February 2022 and not the December meeting.

One Member asked whether the next Regis Centre update should be added to the Extraordinary meeting on 3 November rather than having to wait until 13 December. The Chief Executive suggested a pragmatic approach in response, that where dates could be shortened we should do so and if the situation arose that the calling of Extraordinary meetings was in the gift of the Chair. Another Member spoke in support for back-to-back Extraordinary meetings as a way of maintaining the urgency of an item but queried any implications caused by the slippage of two major projects to later meetings. The Interim Group Head of Finance and Section 151 Officer reassured the Member that the projects would not be affected as Officers were aware of the situation. The benefits of Extraordinary meetings and Members seeing urgent items as early as possible were discussed, but the Chair also noted that where no decision was being made an informal Member briefing may be more appropriate.

(The meeting concluded at 8.31 pm)

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Subject to approval at the next Policy and Finance Committee meeting

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POLICY AND FINANCE COMMITTEE

3 November 2022 at 8.00 pm

Present: Councillors Gunner (Chair), Pendleton (Vice-Chair), Mrs Cooper (Substitute for Roberts), Cooper, Dixon, Goodheart, Oppler, Stanley and Dr Walsh

Councillors Gregory, Haywood and Yeates were also in attendance for all or part of the meeting.

391. APOLOGY FOR ABSENCE

An Apology for Absence had been received from Councillor Roberts.

392. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

393. EXTRAORDINARY MEETING OF THE HOUSING & WELLBEING COMMITTEE HELD ON 3 NOVEMBER 2022

The Chair referred to the Extraordinary Meeting of the Housing & Wellbeing Committee that had been held immediately prior to this meeting and confirmed that the minutes from that meeting had been circulated to Members.

These minutes contained a recommendation at Minute 390 [Cost of Living Report] and the Chair read out the recommendation to the Committee. This was asking the Committee to approve (1.3) a virement of £180,000 to fund the cost-of-living crisis initiatives identified in recommendation 1.2 from additional interest on balances in 2022/23. It confirmed that if there were any monies outstanding, the matter would be reported back to the Housing & Wellbeing Committee for decision on spending.

The Chair invited debate on this recommendation. A question was raised by Councillor Stanley over finances where he sought confirmation that any funding from Arun to the Citizens Advice would be allocated to supporting only Arun residents and not residents from any other authority. Assurance was provided by the representative in attendance from the Arun and Chichester Citizens Advice that this would be the case.

Councillor Stanley then confirmed that he wished to make an amendment to the recommendation to read as follows (additions have been made using **bold**):

“To approve (1.3) a virement of £180,000 to fund the cost-of-living crisis initiatives identified in recommendation 1.2 from additional interest on balances in 2022/23. If there are any monies outstanding it comes back to the Housing & Wellbeing Committee for decision on spending **on items relating to the cost of living emergency**”.

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This amendment was then seconded by Councillor Dixon.

As there was no discussion on this amendment, it was approved by the Committee.

The Chair then returned to the substantive recommendation, as amended, which was duly proposed by Councillor Pendleton and seconded by Councillor Cooper.

The Committee

RESOLVED

To approve (1.3) a virement of £180,000 to fund the cost-of-living crisis initiatives identified in recommendation 1.2 from additional interest on balances in 2022/23. If there are any monies outstanding it comes back to the Housing & Wellbeing Committee for decision on spending on items relating to the cost of living emergency.

(The meeting concluded at 8.06 pm)

Arun District Council

REPORT TO:	Policy and Finance Committee – 13 December 2022
SUBJECT:	Littlehampton Seafront Project
LEAD OFFICER:	Philippa Dart – Director of Environment and Communities and Joe Russell-Wells – Group Head of Environment and Climate Change
LEAD MEMBER:	Councillor Shaun Gunner
WARDS:	Beach Ward
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>The Littlehampton Seafront project will implement parts of the Council's Vision by improving infrastructure that supports wellbeing and enabling improvements and activities to increase visitor spend. The project will also meet the town centre aspirations of the Council's Economic Development Strategy 2020-2025.</p>	
DIRECTORATE POLICY CONTEXT:	
<p>The Littlehampton Levelling Up Fund project sits within the Directorate plan. Its design will take account of existing maintenance contracts and management strategies.</p>	
FINANCIAL SUMMARY:	
<p>The approved budget for the project is £7,234,201 and is being provided through an external grant from the Levelling Up Fund. The budget breakdown allocates £549,357 to professional fees and £6,684,844 to capital works and contingencies.</p> <p>Additional external funding of £40,000 has been awarded towards the provision of a Changing Places toilet facility with a partnership contribution from ADC of £22,000 for capital works and £9,300 for project management. Authority for the expenditure of the grant was approved by the Economy Committee on 26 July 2022. This additional funding increases the total project budget to £7,305,501.</p> <p>The project costs were compiled for the Levelling Up Fund bid in June 2021. Since that time, a range of economic uncertainties have impacted construction industry costs which have risen considerably. The budget for the scheme needs to reflect the likely costs during the construction period and take expected inflation rates into account.</p> <p>Survey and site investigation information will refine the proposed design and more detailed costs will become available during RIBA Stage 2.</p>	

1. PURPOSE OF REPORT

1.1. This report presents the results of the recent public consultation.

2. RECOMMENDATIONS

1.2. Members of the committee are asked to note the results of the public consultation which will be considered as part of the RIBA stage 3 design process.

2. EXECUTIVE SUMMARY

- 2.1. Proposals to enhance the Littlehampton seafront were published for public consultation in October 2022. This report provides a project update and presents the results of the consultation. It also highlights specific issues which are recommended for review as the designs are further developed.

3. DETAIL

3.1. Background

Arun District Council has been awarded a £7,234,201 grant from the Levelling Up Fund (LUF) to enhance the seafront public realm in Littlehampton. The scheme, which received positive public support during consultation in 2016, will transform the seafront open space, attract more visitors, and boost economic regeneration in the town. The improvements will provide better opportunities to access culture, encourage outdoor activities that strengthen social connections and improve mental and physical health and well-being.

At recent meetings of the Policy and Finance Committee members were updated on the draft concept proposals, stakeholder engagement undertaken, the preparation for public consultation and the tendering process.

3.2. Stakeholder engagement

A range of local stakeholders were invited to attend stakeholder engagement meetings on 12 October 2022, including Arun District Council Members and Officers, Littlehampton Town Council and local businesses and organisations. A total of 73 stakeholders attended and were able to review the draft concept design in more detail and provide feedback to the project team. The comments received were broadly supportive of the proposals with some areas for further consideration highlighted, including:

- Car park capacity
- Lighting
- Future maintenance

3.3. Public consultation process and results

The concept proposals were published for public consultation between 21 October and 13 November 2022. The consultation was promoted through posters, banners, press release, letters, emails and social media. People were able to view the proposals on the Arun District Council website between these dates. There were also 3 opportunities to visit an exhibition of the plans and talk to staff about the scheme. These were attended by approximately 180 people.

The results of the consultation have been collated and these can be found in Appendix 1.

A total of 465 people completed surveys and included responses from all age categories, with the highest proportion above the age of 40. Most respondents were residents of Littlehampton although 126 lived further afield. The majority of people heard about the consultation via social media, but other forms of communication were also beneficial in raising awareness.

People were asked whether they supported different aspects of the scheme and whether they had additional comments. The outcomes are summarised below:

i. Car park proposals

77% agreed with the proposals to improve the car parking provision.

Comments received relating to this included:

- Proposals need to address flooding concerns
- Parking provision is likely to be insufficient
- Ensure good provision of electric vehicle charging points
- Inclusion of trees for shade and planting to break up visual impact
- Additional parking area will have negative visual impact

ii. Banjo Road and marketplace proposals

77% agreed with the proposals as shown in the consultation plans and 79% supported the inclusion of food or retail outlets.

Comments received included:

- New retail should not compete with existing local businesses
- Stage by the Sea is underused / suggestions for improvement
- Opposition to the concession units and market stalls
- Lease arrangements regarding hours of operation
- Support for the concession units and the need for more units

iii. Activity hub

83% agreed with the proposals for the activity hub (east) and 86% agreed with the proposals for the activity hub (west).

Comments received included:

- Provision of storage to accommodate Park Run equipment
- Opposition to activities to preserve seafront green
- Support for proposed activities
- Activities to be accessible for people with disabilities
- Ensure activity provision for teenagers
- Table tennis needs a more sheltered location

iv. Planting

94% agreed with the inclusion of sustainable planting.

Comments received included:

- Enhancing the natural landscape will be positive
- Commitment needed to maintain planting
- Ensure correct species are planted
- Include more planting to prevent flooding
- Allow plenty of green space for informal recreation

v. Replacement toilets

87% agreed with the proposals for a new toilet block.

Comments received included:

- Oppose provision of unisex toilets
- Toilet design to consider access to Windmill theatre
- Additional toilets should be included in other locations
- Retain some cubicles for gender specific use
- Support for improved toilet provision

vi. Choice of activities

People were asked to select which combination of activities they would like to see included in the design. The 4 activities which received the highest level of support were:

- Water play
- Outdoor gym equipment
- Climbing area – nets/wall
- Toddler play features

The final selection of activities will depend on the cost and available budget.

v. A range of other comments received about the scheme included:

- General positive and supportive comments
- Consideration to maintenance of the completed scheme
- Provision for more shelter
- Provision of additional litter bins / generation of more litter
- Ensure adequate seating is included

Separate correspondence was also received from Littlehampton Town Council which broadly welcomed investment in the seafront but identified some comments and suggestions which would complement the town centre. These are included in Appendix 1.

3.4. Public consultation conclusion

The RIBA stage 2 concept design received a good level of support at public consultation, and it is therefore proposed that this design is taken forward to RIBA stage 3. The comments received and the issues raised as a result of the consultation will be considered once the design and build contract is awarded. The contractor will develop the design further during RIBA stage 3, prior to approval at committee.

The areas for further consideration will be reviewed to see whether they can be incorporated within the design, whether they are operational matters for the council or whether they fall outside the scope of this project. The designs will continue to be balanced against the budget and adjusted as necessary.

3.5. Procurement

The project team is continuing to review the available procurement options. The programme for tendering has been adjusted to accommodate the challenges currently impacting the construction industry. It is anticipated that the tender for the procurement of a design and build contractor will be issued in early 2023.

3.6. Next steps

Following the appointment of a design and build contractor the designs will be developed to a greater level of detail during RIBA stage 3. The updated design will be presented to Policy and Finance committee prior to the submission of a planning application.

RIBA 1/2: Survey work, concept design, public consultation,	Complete
RIBA 3: Framework tender to procure design and build contractor, detailed design, planning application	Autumn 2022 – Spring 2023
RIBA 4: Technical design, construction tender process	Spring - Summer 2023
RIBA 5: Construction phase	Autumn 2023 - Summer 2024

4. CONSULTATION

- 4.1. The original plans for the Littlehampton seafront were consulted on in 2017. The refreshed proposals for the scheme were shared with stakeholders and published for public consultation in October 2022. The consultation results are attached in Appendix 1 and summarised in 4.4.
- 4.2. Following the conclusion of the consultation the designs will be developed in more detail and a planning application prepared for submission in 2023.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. The council is committed to delivering the scheme in accordance with the terms of the Levelling Up Fund grant award, therefore no alternative options are being considered.

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

- 6.1. The matters outlined in the Financial Summary have previously been considered and approved by Members. The capital programme presented to Members in February/March 2023 will align with the timeline at paragraph 4.6 above.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. A project risk register will be maintained for the duration of the project. The highest risks to the project are currently identified as increasing costs, delivery within programme, buried services and covenants.

The risks will be regularly reviewed, and mitigation measures considered to reduce the risks.

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

- 8.1. There are no direct implications arising out of this report.

9. HUMAN RESOURCES IMPACT

- 9.1. None.

10. HEALTH & SAFETY IMPACT

- 10.1. Further consultation will be carried out with the corporate health and safety team to ensure any health and safety concerns identified through the consultation are addressed before the design is finalised. The design team will produce a designer's risk assessment, and the project will be delivered in accordance with The Construction, (Design and Management) Regulation 2015. Appropriate health and safety risk assessments and management regimes will also need to be established for any new activities, including play areas and water features.

11. PROPERTY & ESTATES IMPACT

- 11.1. The project will result in improvements to council assets as well as the potential for additional assets. These will impact on future planned maintenance budgets.

Covenants and lease arrangements are in the process of being reviewed and discussions underway with relevant parties to mitigate for potential constraints.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. The EIA for the project identifies positive impacts to the following protected characteristics/groups:

- Age – new facilities and creation of social spaces will form part of the project.
- Disability - Changing Places facility is included as a result of successful grant funding.
- While not a protected characteristic the project will also benefit Socio economic disadvantaged groups through the provision of new, free facilities.

The appointed design and build contractor will be required to set out their social value proposals as part of the procurement process.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. The carbon footprint impact of the project will be considered as part of the design phase. Betterment will be looked for in terms of drainage and flooding mitigation. The project aims to achieve 10% Biodiversity Net Gain through new planting on the site.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. Stakeholder engagement with the community safety and crime prevention teams will assess potential issues and opportunities for mitigation.

15. HUMAN RIGHTS IMPACT

15.1. It is not anticipated there will be any impact.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. Sensitive data will be handled in accordance with the GDPR.

CONTACT OFFICER:

Name: Rachel Alderson
Job Title: Principal Landscape and Project Officer
Contact Number: 01903 737946

BACKGROUND DOCUMENTS:

[Levelling Up Fund Bid Submission - Economic Committee 8 June 2021, Item 63](#)

[Levelling Up Fund Projects – Policy & Finance Committee 9 December 2021, Item 504](#)

[Levelling Up Fund Projects – Full Council 26 January 2022, Item 623](#)

[Levelling Up Fund Projects – Bid Submission](#)

[Littlehampton Seafront Project – Policy & Finance Committee 30 June 2022, Item 111](#)
[Littlehampton Seafront Project – Policy & Finance Committee 6 September 2022, Item 238](#)
[Littlehampton Seafront Project – Policy & Finance Committee – 20 October 2022 – Item 373](#)

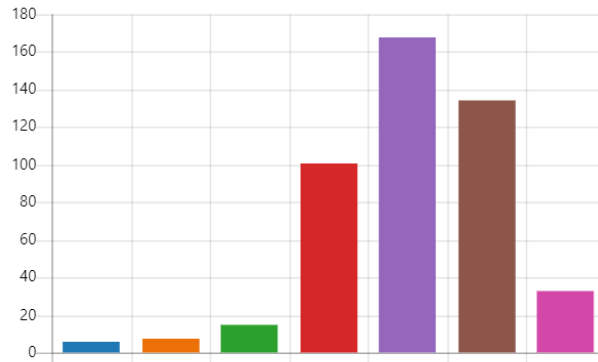
Littlehampton Seafront Design Scheme Public Consultation

465 Responses 10:51 Average time to complete Closed Status

1. Your age group?

- 0-11
- 12-18
- 19-25
- 26-39
- 40-60
- 61-75
- 75+

6
7
15
101
168
134
33



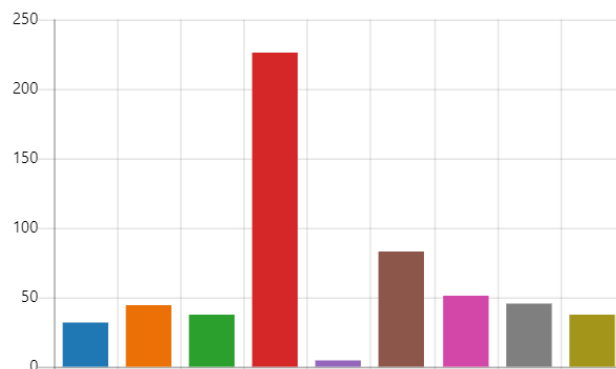
2. Where do you live? (Please state postcode if happy to do so).

454
Responses

Littlehampton: 328
Rustington / East Preston: 86
Arundel / Yapton: 13
Arun District (Other): 8
West Sussex (Other): 11
Outside West Sussex: 8
Not Given: 11

3. How did you hear about the consultation? (Select all that apply)

- Littlehampton Gazette 32
- Poster/Banner 44
- Email 37
- Social Media 226
- Local Radio 4
- Word of mouth 83
- Arun District Council Website 51
- Letter through post 46
- Other (please specify) 38



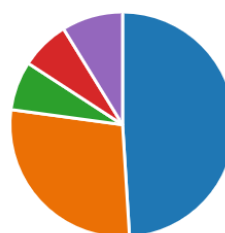
4. **I support the car park proposals shown on this image.**

● Strongly agree	218
● Somewhat agree	135
● Neither agree nor disagree	51
● Somewhat disagree	26
● Strongly disagree	26



5. **I support the proposals for Banjo Road and the marketplace on the image shown.**

● Strongly agree	223
● Somewhat agree	128
● Neither agree nor disagree	32
● Somewhat disagree	32
● Strongly disagree	40



6. **I support the inclusion of new food or retail outlet units shown in this image.**

● Strongly agree	256
● Somewhat agree	105
● Neither agree nor disagree	35
● Somewhat disagree	27
● Strongly disagree	35



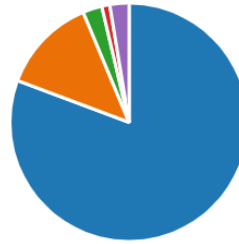
7. **I support the proposals for the activity hub (east) shown on the image below.**

● Strongly agree	265
● Somewhat agree	118
● Neither agree nor disagree	29
● Somewhat disagree	20
● Strongly disagree	27



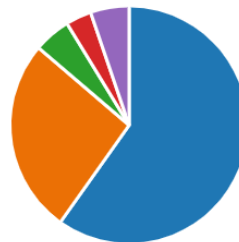
8. **I support the inclusion of planting to suit the local climate and ensure minimal maintenance and greatest success.**

● Strongly agree	372
● Somewhat agree	60
● Neither agree nor disagree	12
● Somewhat disagree	5
● Strongly disagree	12



9. **I support the proposals for the activity hub (west) shown in the image below.**

● Strongly agree	274
● Somewhat agree	121
● Neither agree nor disagree	23
● Somewhat disagree	16
● Strongly disagree	24



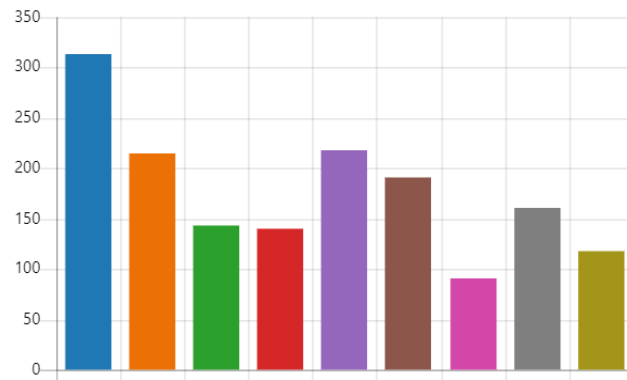
10. **I support the proposal to replace the existing toilets by the new building shown below.**

● Strongly agree	320
● Somewhat agree	80
● Neither agree nor disagree	16
● Somewhat disagree	13
● Strongly disagree	33



11. **Depending on cost and available budget it may be possible to choose a different combination of activities than those shown in the design. Please choose 4 activities from the list below:**

● Water play featuring shallow p...	313
● Climbing area – nets / wall	215
● Beach volleyball	143
● Boules area	140
● Outdoor gym equipment	218
● Toddler play features	191
● Basketball half court	91
● Giant swings	160
● Table tennis	118



12. **Do you have any additional comments you wish to share about the scheme?**

Summary of comments received begins on next page.

**Littlehampton Seafront Public Consultation
Summary of comments received**

Car park

Will increase flooding / ensure drainage to avoid flooding / consider type of surface	10
Parking provision likely to be insufficient / need to expand further	8
Include electrical vehicle charging points	4
Trees for shade / more planting to break up visual impact	4
Additional area will have negative visual impact	4
Clearer signage required	2
Consider size of parking spaces and modern cars	2
Cover parking spaces with solar panels	2
Do not include trees in car park	1
Additional lighting needed for safety	1
Further lighting will increase light pollution	1
Additional surface to be green / grass mats	1
Allow provision for campervans	1
Include measures to deter speeding / anti-social behaviour	1

Banjo Road and marketplace

Retail to support and not compete with local business / be diverse / independent	17
Stage by the Sea is underused / too small / should be removed / replace with bandstand	13
Oppose concession / market units	10
Lease arrangements (operational hours / attract people out of season / flexible)	8
Support the concession units and market stalls / need more units to be sustainable	7
Do not agree with changing shape of Banjo Road	5
Electricity supply to be included for Stage by the Sea / other events	4
Marketplace to be flexible for range of events	3
Do not support reduction of coach parking spaces	2
Coaches should drop off and park elsewhere more beneficial to town	2
No coach parking – keep the greens ‘green’	2
Pleased to see coach parking retained / remove gated access	2
Do not permit sale of alcohol	2
Use area for alternative attraction – hotel / indoor facility	2
Support plans / nice feel / welcome the trees	2
Coach parking does not give right climate / environment message	1
There are too many coach parking spaces	1
Traders need good access to marketplace	1
Looks unattractive	1
Coach parking next to retail doesn’t sound safe	1
Don’t remove Banjo Road	1
Existing gardens need more planting	1
Remove Banjo Road to deter joy riders	1
Include signage to toilets	1
Include as many trees / planting as possible for shade	1

Activity hub (buildings)

Oppose provision of unisex toilets	11
Design to consider impact on theatre access for Windmill / noise during construction	8
Need additional toilets in other locations	6
As well as unisex retain some cubicles for gender specific use / female only	5
Good idea for toilet block / better provision	4
Opening hours to be reviewed / considered	3
Toilet block and foreshore building should swap locations	2
Foreshore building is unattractive / dominating	2
Architecture to reflect art deco period / not wooden clad boxes	2
Consider door opening and prevailing wind	2
Too many cubicles on toilet block (length of time to lock/unlock / maintenance costs)	2
Toilets should be free to use	2
Suitable number of toilets (don't reduce facilities) and made gender neutral	2
Toilets overdesigned and too many	2
Don't agree with urinals as well as unisex	2
Architectural design needs to be better coordinated	1
Views of sea from foreshore building / retain existing office	1
Cubicles doors to not open onto toilet	1
Materials need architectural merit / not be utilitarian	1
Not easy to see if cubicles are occupied	1
Toilet block design does not allow for enough shelter, privacy and circulation space	1
Consider adding 2 nd floor to existing concessions building	1
Move away from 'modern art' approach to architecture	1
Best thing – new toilet block	1
Toilets should be pay to use	1
Money spent previously upgrading existing toilets	1

Activity hub (activities)

Provision of storage for Park Run equipment	10
Oppose activities / keep it natural / preserve green area	10
Activity suggestions are exciting / fantastic / beneficial to area	9
Activities to be accessible for people with disabilities	9
Ensure activities for teenagers	8
Table tennis needs to be sheltered from wind / won't work in this location	8
Consider alternative activities (trampoline / jet skis / mini football / padel court, lido)	5
BBQs to be retained / additional needed	5
Support gym equipment / use by PT groups / older age groups	5
Gym equipment to be spaced out along prom / better in Mewsbrook Park	4
Include activities able to accommodate large numbers in summer e.g. water play	4
Supervision / staffing of activities / first aid	4
Water play with rocks would be unsafe / include area for very young children	3
Design looks busy and cluttered / too many activities in one area	3
Sand will get blown around	3
Focus on children / families	3
Oppose ferris wheel	3
Upgrade land train to electric to reduce noise	2
How will dogs be kept away from play activities?	2
Water play is not needed when you have the sea	2
Support sand play / consider sand play with pulleys and diggers	2
Encourage beach volleyball clubs to use area	2
Picnic areas to be retained	2

Replicates other local facilities which just need improvement / scheme not needed	2
Different range of play activities which are suitable for more children	1
Water play presents issue with H&S, noise, water restrictions	1
Boules can be used all year round	1
Basketball would be a noise nuisance	1
Gym bikes to power fountains	1
No one will use gym equipment	1
Climbing wall sounds dangerous if unsupervised	1
Will generate more noise from visitors, loud music etc	1
No more skate parks	1
How will it look in autumn / winter?	1
Include facilities for young adults / adults who will spend money in the area	1

Planting

Enhancing landscape / natural planting will be positive	5
Commitment needed to maintain planting	4
Plant species need to suit the location	4
More planting to prevent flooding	2
Allow for plenty of green space for informal recreation as well as new facilities	2
More trees should be included / larger trees	1
More planting needed in car park	1
Avoid trees in car park – damage to vehicles	1
Involve community in planting	1
Like paths winding through planting	1
Consider anti-social behaviour – keep planting open	1
More shade from trees is needed – perhaps memorial trees	1
Colourful flower beds	1

Other comments

General positive and supportive comments	36
Consideration to maintenance of scheme / funding	16
Allow for more shelter	14
More litter bins needed / more litter generated	12
Include adequate / more seating	10
Scheme will impact on sea views / green open space	9
Concern for anti-social behaviour / security / policing	9
Project to allow for green energy (solar, wind, tidal)	7
Allow for signage / links to town centre and railway	7
Allow for cycle racks / secure / covered cycle parking	6
Scheme to be dog friendly / more dog bins	6
Allow for CCTV / security / policing	6
Design impact of covenants / opportunities to challenge / benefits to adjacent business	5
Energy efficient lighting / resource efficient materials / reduce carbon footprint	3
Consultation period / promotion inadequate / locations not accessible	3
Scheme to be high quality (as riverside walkway).	2
All project materials to be graffiti and vandal proof	2
Keep walkways clear of dog mess / enforcement	2
Include low level lighting / lighting	2
Include water refill stations along seafront	2
Include lockers to store kit for visitors when on / in the sea	2
Deliver within allocated funds and on programme	2
Encourage more cycling not cars	2

Look at Terry Farrel proposals	1
Consider existing events (bonfire)	1
Allow for more dog-free areas	1
Reinstate original features (tiled edging behind beach huts, grass verges)	1
Allow for celebration of ethnicities	1
Include signage for education (seashell / seaweed)	1
Consider location for helicopter landing	1
Do not increase council tax to pay for this	1

Other comments – outside project scope

Request for Park Run markings on promenade / avoid impact on course	32
Funding should be used elsewhere in the town / options to use on other facilities	30
Investment / decoration of existing buildings (concession building / Windmill)	12
Enable access to beach for wheelchair users	7
Resident permits scheme / impact of additional visitors on local roads	7
Funding contribution from adjacent businesses towards scheme?	6
Continue with free parking after 6pm	4
Road needs to be 20mph with zebra crossing by mini station / speed enforcements	2
Pedestrian only area for Pier Road / traffic changes	2
Visual impact of off-shore wind turbines	2
Pontoons for angling on West Bank	1
Extend scheme further to Mewsbrook Park	1
Prom markings for running and cycling	1
Remove existing buildings next to coastguard station	1
Funding for faster broadband connection	1
Town retail improvements	1
South Terrace looks shabby	1
Minimal parking charges to encourage use of car park and not local streets	1
Allow flexible parking times	1

Comments received from Littlehampton Town Council's Resources Committee

The opportunity for further investment in the seafront was broadly welcomed but Members did have some reservations. These related to the impact on the Town Centre which it was hoped would benefit from the recent programme of public realm improvements.

The Committee therefore wished to see improvements on the seafront that complemented the Town Centre. Having considered the plans in more detail, the following comments and suggestions were noted:

- The formalised parking provision was welcomed, and Members wished to see more electric vehicle charging points.
- Coaches limited to drop off and pick up only at the seafront, with parking provision sited in the Town Centre car parks to encourage footfall through the Town Centre and then on to the seafront.
- More thought needed to be given to creating a route to and from the Town Centre to the Beach. It was also suggested that a Land Train be explored.
- Parking provision needed for large vehicle deliveries of performance equipment to the Windmill Theatre.
- The concept of introducing a market in Banjo Road was not supported and as an alternative Members wished to see provision for more “pop up” concessions on the seafront.

- Observing that the Stage by the Sea was under used, Members suggested that with some creative thinking, improvements could be made to make it a more functional area that could host a wider range of outdoor performances encouraging greater use including more seating. There was also some support for the introduction of a bandstand in a prominent location and Members wondered if this had been considered.
- Consideration of improvements to the exterior of the Windmill Theatre to compliment the new plans for the seafront.
- Many of the additional facilities were welcomed and Members wished to see more BBQs, water stations, and rubbish bins, including clear labelling to encourage recycling and showers on the beachfront.
- Screening / protection for the play areas to prevent sand making them unusable.

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REPORT TO:	Policy and Finance Committee - 13 December 2022
SUBJECT:	Budget Monitoring Report to 30 September 2022
LEAD OFFICER:	Carolyn Martlew – Interim Group Head of Finance & Section 151 Officer
LEAD MEMBER:	Cllr Shaun Gunner
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Council’s budget supports all the Council’s Objectives.	
DIRECTORATE POLICY CONTEXT:	
Budget monitoring is a major component in ensuring sound financial control and control of spending is in place. It is also a major part in ensuring sound governance arrangements.	
FINANCIAL SUMMARY:	
The report shows the Capital, Housing Revenue Account and General Fund Revenue budget performance to the end of September 2022.	

1. PURPOSE OF REPORT

1.1. The purpose of this report is to apprise the Policy and Finance Committee of performance against the budgets approved by the Council at its meeting on 23 February 2022

2. RECOMMENDATIONS

1.2. There are no recommendations for the Committee to consider.

2. EXECUTIVE SUMMARY

2.1. The budget monitoring report appended to this report sets out the Capital, Housing Revenue and General Fund Revenue performance to the end of September 2022.

3. DETAIL

3.1. The Council approved a General Fund revenue total net budget of £25.874 million; a Housing Revenue Account revenue total expenditure budget of £19.361 million; and a capital budget of £11.473 million for 2022/23.

- 3.2. The Committee is requested to note the budget monitoring report in appendix 1. The report provides information on a management by exception basis to enable the reader to understand the overall performance of the budget book summary. The report highlights significant expenditure and income variations against profiled budget for the second quarter of 2022.

4. CONSULTATION

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

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. n/a

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

- 6.1. It is sound governance to monitor spend against budget during the financial year. Such control allows the Council to take prompt corrective action if spending or income varies significantly from the approved budget.
- 6.2. Inflationary pressure is having an adverse effect on the Council's financial position. An inflationary of £500k was set up at the end of 2021/22 to help mitigate the effects of the unprecedented high rates of inflation on expenditure including major contracts. These are reviewed as part of the budget monitoring process.
- 6.3. The HRA balance projection is a significant concern is forecast to decline below the £2m recommended minimum balance approved by Full Council. A report is included elsewhere on this agenda to update members on the financial position and to recommend a revised budget to Full Council.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. Budget monitoring mitigates against the risk of poor financial control. Regular monitoring ensures that members are informed if corrective action is required and that this is taken promptly

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

- 8.1. No comment.

9. HUMAN RESOURCES IMPACT

- 9.1. None direct

10. HEALTH & SAFETY IMPACT

10.1. None direct

11. PROPERTY & ESTATES IMPACT

11.1. None direct

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. None

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. None

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. None

15. HUMAN RIGHTS IMPACT

15.1. None

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. None

CONTACT OFFICER:

Name: Carolin Martlew

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

Contact Number: 01903 737558

BACKGROUND DOCUMENTS:

Budget Book 2022/23

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ARUN DISTRICT COUNCIL BUDGET MONITORING

Financial Position as at end of September 2022

1. Introduction

- 1.1 This report sets out the Capital, Housing Revenue and General Fund Revenue budget performance to end of September 2022 and presents performance information for all aspects of financial risk such as income and specific savings targets.
- 1.2 Budget performance is presented after taking account of the following:
- Spend to date excluding commitments against profiled budgets.
 - Consultation with managers and budget holders on service performance.
 - Budget savings identified where possible from existing budgets to cover additional expenditure.

2. General Fund Summary

- 2.1 The 2022/23 budget was approved by Full Council on 23 February 2022.
- 2.2 The General Fund performance to end of September 2022 against profiled budget is shown in the table below. The table presents only the variances on budget in excess of +/- £50k.
- 2.3 Table 2.2 below shows a general net expenditure variance of £13k favourable profiled budget to the end of September 2022. Variations are on services first, followed by corporately controlled budgets.

General Fund variance on profiled budget to end of September 2022			
Service controllable spend	Variance on Budget Jun £'000	Variance on Budget Sep £'000	Change £'000
Housing and Wellbeing Committee			
Nightly paid accommodation and homelessness (see 2.5.1)	190	335	145
Planning Policy Committee			
Planning Income (Fees and Charges)	0	(98)	(98)
Finance & Policy Committee			
Legal (Fees and Charges)	0	(78)	(78)
Other Variances less than +/- 50k	(54)	212	266
Total Service controllable budget variance	(313)	371	684
Corporate controllable budget			
Establishment against savings target	(50)	90	140
Corporate Underspends	(30)	(395)	(365)
Rates	0	(79)	(79)
General Fund net expenditure variance against profiled budget	56	(13)	(69)

2.5 Housing and Wellbeing Committee

2.5.1 To date, the overall spending variance for nightly paid accommodation (net) and homelessness is £335k above profile (£624k above profile for nightly paid accommodation).

2.5.2 The number of placements in emergency accommodation continues to increase. Access to privately owned nightly paid accommodation is very limited at present which means that there is a need to use hotels, which are costly, particularly during the warmer months. There are several void properties within Arun's housing stock which are due to have works completed in the near future which will reduce the need to use holiday type accommodation.

2.5.3 At present, the expected use of government grants is below the expected profile. A summary is shown below.

Description	£'000
Ex-offender's grants	58
Prevention grants	29
Rough sleeping grants	(309)
Domestic abuse grants	(32)
Other	(35)
Total	(289)

- 2.5.4 For Rough Sleeper Initiatives, a 3 year settlement, Arun District Council has successfully secured £1.714m. Plans are progressing well with implementing new ways to prevent homelessness for single people and support for verified rough sleepers.
- 2.5.5 £824k has been secured in Homelessness Prevention Grant which is a 1 year settlement. The grant is to prevent and relieve homelessness wherever possible, by providing help with deposits, rent in advance and other landlord incentives.
- 2.5.6 Accommodation for Ex-Offenders has been carried forward from 2021/22 funding. A further £31.5k has been granted to keep the scheme running until March 2023.
- 2.5.7 The impact of the pandemic is still present with the loss of assured shorthold tenancies being the highest cause of homelessness in the district. The lifting of the eviction ban in June 2021 is still being felt with due cases taking time to work through the courts. Added to this are changes within the housing market. Increased property prices and interest rates has led to landlords selling their properties or raising rents to levels beyond affordable levels for people who are on low incomes or benefits.

2.6 Planning Policy Committee

- 2.6.1 Planning income is (£129k) above profile. This is largely due to an additional 9 applications from July to September totalling £244k in value.
- 2.6.2 Members are asked to note any increase in large applications are unlikely to result in more resources. Currently, there is no agreed mechanism to quickly increase staff beyond that presently budgeted for. As a result, there may be a negative impact upon reported performance for the determination of major applications.

2.7 Finance & Policy Committee

- 2.7.1 Legal fees and charges have exceeded profile budget by (£78k). Part of this relates to beach hut renewals which occur every 3 or 7 years depending on the type of lease. Efforts are also being made by the service to increase their income.

2.8 Corporate Underspend

- 2.8.1 The corporate underspend relates to identified unrequired contingency and corporately controlled budgets and Government grants that are available for potential resource allocation. Budgets are set based on assumptions about service delivery, which sometimes result in a different actual budget requirement resulting in surplus budget. As these are identified, the surplus budget is vired to a corporate underspend account and made available for resource re-allocation. The advantage of this is a reduction in the need for supplementary estimates and managing service delivery within the approved budget and Medium-Term Financial Strategy (MTFS). Senior Management Team (SMT) are expected to exercise their discretion in managing their budgets responsibly and prudently and wherever possible meeting additional cost pressures by virement from within

existing budgets. The corporate net underspend is £488k at the end of September 2022 and the breakdown is shown in the following table:

Corporate Underspends Confirmed September 2022			
	Jun 22	Sep 22	Change
	£'000	£'000	£'000
Additional investment income	100	600	500
Underspends from contingencies/miscellaneous budgets / corporate controllable	68	63	(5)
Total identified corporate underspend	168	663	495
Virements actioned/earmarked from corporate underspend	(100)	(268)	(168)
Corporate Underspends September 2022 (Net)	68	395	327

2.8.2 There has been a £488k contribution to the corporate underspends:

Description	£'000
Investment income – increase in interest rates	600
Rates – Public Conveniences now outside NDR	63
Total	663

2.8.3 The corporate underspend has so far been used to fund the following items:

Description	£'000
Regeneration Specialist	100
Seasonal Staff	57
Feasibility Study for new build theatre	18
Funding of Finance Business Partners	93
Total	268

3. Externally Funded Services

3.1 Arun District Council hosts several services under its stewardship as the Accountable Body. Whilst these services are entirely externally funded, Arun District Council has service provision interests. These services are the Wellbeing team and Car Parking enforcement. There are no budgetary concerns to report on these services.

4. Rates

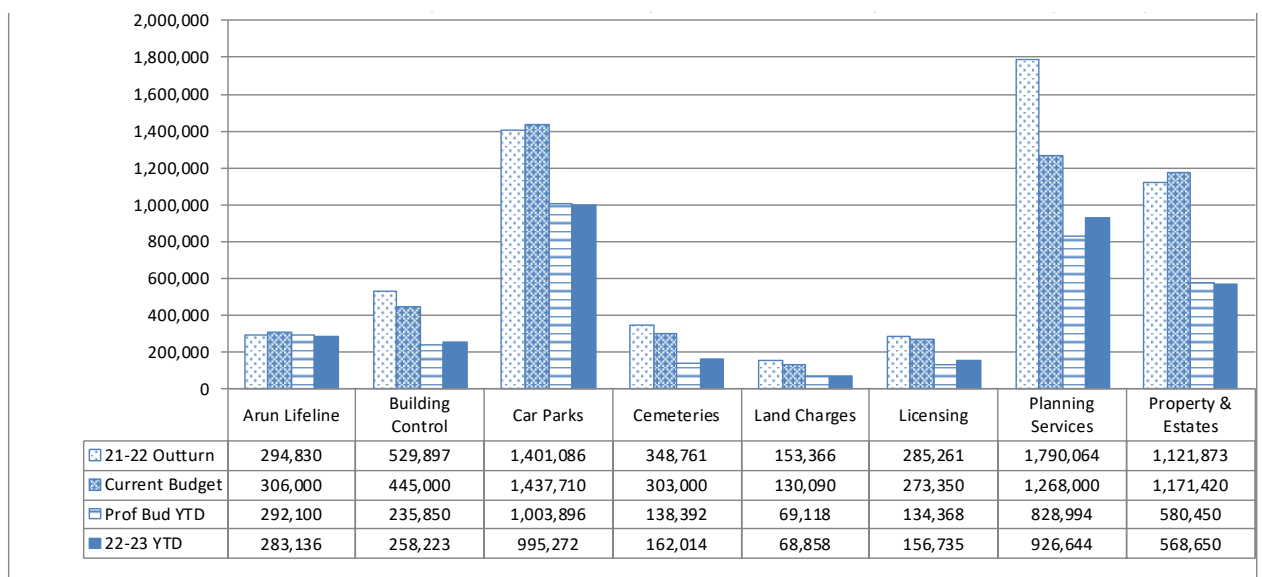
4.1 Legislation excluding non-domestic rate charges on public conveniences has been approved by central government. As legislation has been backdated to 2020/21 this has resulted in a refund of £79k to the Council.

5. Establishment

- 5.1 Each year a vacancy management target is included within the budget to ensure that the establishment complement is scrutinised for efficiency and reflects the needs of on-going service delivery changes. For the Financial Year 2022/23 the target is set at £500k.
- 5.2 The current vacancy allowance is £90k above profile to September 2022. This includes the recent final pay offer by the National Employers for local government services of £1,925 for every employee. The original budget included provision for a 2.5% pay award. 0.5% was added to the HR Reserve for anticipated inflationary pressure at 31 March 2022. The largest three unions, Unison, Unite and GMB have balloted their members on the pay award. Unison members have accepted the offer with Unite and GMB results expected by the end of October 2022.

6. Income

- 6.1 Income from fees, charges and rents are included within net cost of service. In total this amounts to an overall financing of £5.335 million. Income is a key risk area to the budget as it is predominantly externally influenced, without direct link to service cost and each source is unique.
- 6.2 General Fund income is currently overachieving by (£136k). This is mainly due to increased planning income mentioned in paragraph 2.6.1 above.
- 6.3 The graph below shows income by source and value, achievement to end of September 2022 against profiled budget, full year budget and 2022/23 outturn.



7. Estimated Outturn

- 7.1 There were 3 supplementary estimates approved at Full Council on 13 July 2022. These are listed below:

Description	£'000
Defending planning appeals	100
Combined Cleansing Contract	180
Continuing weekly refuse collections	109
Total	389

- 7.2 The change in planned original budget General Fund Reserve movement due to budget performance to end of September 2022 is shown in the table below:

General Fund Reserve Movement estimated outturn 2022/23	Original Budget £'000	Current Budget £'000
Net Budget Requirement	22,132	22,617
Financed by:		
Government Grants and Retained Business Rates	(4,866)	(4,962)
Council Tax	(17,266)	(17,266)
Taken From / (Added to) Balances	0	389
General Fund Balance 01 April 2022	5,000	5,000
Budgeted draw down from GF Reserve	0	(389)
Current Budget Variation Estimated Outturn 2022/23	0	13
General Fund Balance 31 March 2023	5,000	4,624

Should the General Fund Reserve balance be above or below £5m at 31 March 2023, a transfer from the Financial Resilience Reserve will be made to maintain the General Fund Balance at £5m as approved by Council. It should be noted that the Council's services including contracts are subject to significant inflationary pressure which is likely to impact the second half 2022/23.

8. Earmarked Reserves

- 8.1 Earmarked reserves are amounts set aside from General Fund Reserve to provide financing for specific future expenditure plans and held alongside the General Fund for drawdown as required under the scheme of virement. These reserves are to be reviewed regularly to ensure that they are being drawn down as appropriate or returned to General Fund reserve.

9. Housing Revenue Account (HRA)

9.1 The profiled variance for the HRA against original budget to end of September 2022 is shown in the table below:

Housing Revenue Account					
	Full year Budgets	Full year Budgets	Year to date Profile budget	Year to date actuals	Year to date Variance
	(Orig) 2022/23 £000	(Current) 2022/23 £000	2022/23 £000	2022/23 £000	2022/23 £000
Expenditure					
Repairs & Maintenance	5,181	5,181	2,590	4,054	1,463
Supervision & Management	5,357	5,352	1,860	2,120	260
Rents, Rates, Taxes and other charges	177	177	90	53	(37)
Total Expenditure	10,715	10,710	4,541	6,227	1,687
Income					
Dwelling rents	(16,941)	(16,941)	(8,473)	(8,370)	103
Non-dwelling rents	(481)	(481)	(238)	(225)	13
Charges for services and facilities	(641)	(641)	(254)	(223)	31
Other Income	0	0	0	0	0
Total Income	(18,062)	(18,062)	(8,965)	(8,819)	147
Net Expenditure or Income of HRA Services as included in the whole authority Comprehensive Income and Expenditure Statement	(7,347)	(7,352)	(4,425)	(2,591)	1,833

9.2 The resulting projected reserve movement for the HRA against original budget to end of 2022/23 is shown in the table below:

Housing Revenue Account Reserve Movement estimated outturn 2022/23	Original Budget £'000	Current Budget £'000
HRA balance 01 April 2022	4,921	3,891 *
Budgeted deficit for 2022/23	(1,396)	(1,396)
Capital slippage		(181)
Current Budget Variation Estimated Outturn 2022/23 (YTD)		(1,833)
HRA Balance at 31 March 2023	3,525	481
HRA Major Repairs Reserve is currently £2,886k at 01 April 2022		

* The current budget shows the actual HRA balance on 01 April 2022.

- 9.3 It should be noted that this report is concerned with the projected outturn as at the end of September 2022. Members are already aware that there is significant pressure on the HRA and that the estimated outturn or revised budget for 2022/23 currently under review and is subject to a report to Policy and Finance Committee on 13 December 2022. The reported position is therefore likely to be subject to significant change to regularise the situation, subject to member approval.
- 9.4 The Capital slippage of £181k from 2021/22 relates to the implementation of the new Housing IT system.
- 9.5 Repairs and maintenance (planned and responsive) expenditure has a current over-commitment of £1,463k against profiled budget. At this point, it is difficult to forecast a full year position.
- 9.6 HRA income consists almost entirely of rents. Current projections forecast rental income in line with the budget forecast.
- 9.7 The projection of the HRA balance at 31 March 2023 is £0.481m. This is below the Council's recommended minimum level of £2m. It is therefore recommended that corrective action be taken urgently. Reports are being prepared by Officers outlining recommended action.
- 9.8 Loss of income due to Right to Buy (RTB) disposals and void dwellings remain a key financial risk. The estimated number of RTB disposals for 2022/23 was set at 10 (there were 11 RTB disposals in 2021/22 and 4 disposals in 2020/21). To date there has been 4 disposals in the current year.
- 9.9 Details of the HRA capital, improvements and repairs programmes are shown in Paragraph 10 and 11.

10. Capital Receipts

- 10.1 Arun has entered into an agreement with the Government to keep the additional receipts generated by the relaxation of the Right to Buy discount rules, subject to these receipts being used for the provision of new social housing and Arun matching every £40 of receipts with £60 of its own funding. A further condition is that the receipts must be spent within three years, failing which they must be returned to the Government plus interest at 4% above base rate.
- 10.2 All 1-4-1 up to the end of September 2022 has been spent.
- 10.3 One of the key priorities of Arun's HRA Business Plan is a development programme to enable the delivery of an additional 250 new Council dwellings over a ten-year period.
- 10.4 In order to protect the Council's investment in the provision of new social housing, exemption from capital receipt pooling has been obtained in respect of all Arun's new dwellings in the current investment programme. This will enable Arun to retain 100% of the receipts from any future right to buy disposals in respect of these new dwellings (although it is worth noting that these receipts will be net of any discount entitlement).

11. Capital, Asset Management and Other Project Programmes

- 11.1 The Council's budget for 2022/23 was set at £17.471m in February 2022. Recommended carry forwards from 2021/22 have increased the budget to £55.286m. The main changes in budget are:

	£'000
Total Original Budget	17,471
General Fund	
Levelling Up Fund Alexander Theatre	12,190
Levelling Up Fund Littlehampton Sea Front	7,234
Littlehampton Public Realm	3,301
Asset Management	756
Other GF Schemes less than £500k	3,635
Housing Revenue	
Stock Development	7,735
Summer Lane, Pagham	1,687
Cinders Nursery, Yapton	842
Chichester Road, Bognor Regis	571
Other Housing Schemes less than £500k	91
Total Current Budget	55,513

- 11.2 The capital and projects budget will continue to be monitored on a corporate level as this provides better information and control of the budget. In addition, officers will be requested to review all capital budgets as part of the 2023/24 budget preparation exercise to determine if projects are still required in the budget, can be re-profiled or delayed to future years.

	Original Budget £'000	Current Budget £'000	Actual 2022/23 £'000	Balance £'000
General Fund				
<i>Policy & Finance</i>				
Levelling Up Fund Alexander Theatre	-	12,190	442	11,748
Levelling Up Fund Littlehampton Seafront	-	7,234	187	7,047
<i>Corporate Support</i>				
Computer Services	-	403	51	352
Arun Direct Telephony	200	200	1	199
<i>Economy</i>				
L'ton Public Realm	-	3,301	1,031	2,270
Asset Management	240	1,223	169	1,054
Works to Public Conveniences	-	495	129	366
Changing Places	157	157	5	152
Fitzleet Car Park	200	546	287	259
Arcade Roof	210	210	-	210
Beach Huts	-	260	-	260
Air B&B	-	486	2	484
<i>Environment and Neighbourhood Services</i>				
Disabled Facilities Grants	1,400	1,400	561	839
Keystone Centre	-	250	-	250
Sunken Gardens	-	466	11	455
Bersted Brooks Country Park	320	320	-	320
Place St. Maur	-	465	306	159
Play Areas	25	93	-	93
Hotham Park Play Area	-	27	-	27
Trinity Way	-	20	19	1
Lashmar Play Area	-	50	48	2
Homewood Play Area	-	42	40	2
Bognor Skate Park	200	200	-	200
BR Seafront Gym	-	30	29	1
<i>Residential and Wellbeing Services</i>				
ALC Wet Change	987	987	2	985
Total General Fund	3,939	31,055	3,320	27,735

Housing Revenue Account

Residential and Wellbeing Services

Stock Development	100	7,745	231	7,514
Summer Lane, Pagham	-	1,687	542	1,145
Cinders Nursery, Yapton	-	842	808	34
Chichester Road, Bognor Regis	-	571	157	414
Sheltered Accommodation	2,600	2,600	-	2,600
Housing IT				
Civica Implementation	285	466	162	304
Housing Improvements	690	690	133	557
Domestic Boiler Installations	651	651	467	184
Commercial Boiler Rooms	100	100	-	100
Reroofing Programme	950	950	36	914
Kitchen & Bathroom Replacement Programme	950	950	114	836
Windows & Doors	1,575	1,575	786	789
Aids & Adaptations	450	450	117	333
Housing Repairs	2,649	2,649	832	1,817
Day to Day General Repairs	1,519	1,519	563	956
Voids	1,013	1,013	357	656
Total Housing Revenue Account	13,532	24,458	5,305	19,153
Total Programme	17,471	55,513	8,625	46,888

Please note Housing Improvements, Adaptations & Repairs expenditure includes QL commitments taken from the Housing Mgmt. System

Total programme comprises Capital, Asset Management and other projects budget plus Housing Repairs. Although Housing Repairs forms part of the HRA revenue budget it is included here because of the close link with the Housing Improvements Programme.

General Fund

11.3 It is expected that the schemes for Beach Huts, Holiday Let, Bognor Regis Skate Park & Bersted Brooks Country Park will be delayed to 2023/24. When confirmed, the 2023/24 capital programme will be compiled to include these changes.

Housing Revenue Account

11.4 The HRA Capital Programme is under review as part of the work ongoing to place the HRA on a sustainable financial basis. The Sheltered Housing Scheme has been recommended for roll forward to 2023/24. This will be included in the draft Capital Programme when presented to Members. Any other schemes identified as part of the review will be assessed when known.

12. Section 106 sums

12.1 Section 106 (s106) agreements, also known as planning obligations, are agreements between developers and Arun District Council as the local planning authority that are negotiated as part of a condition of planning consent. The Town and Country Planning Act 1990 enables Arun to negotiate contributions towards a range of infrastructure and services, such as community facilities, public open space, transport improvements and/or affordable housing.

12.2 The Council currently holds £6.791m on deposit for s106 agreements, plus £3.839m is held on behalf of other organisations (e.g. NHS and WSCC). The total held on deposit at 30 September 2022 is £10.629m.

13. Cash Flow and Treasury Management

13.1 As at September 2022 it is estimated that by year end the budgeted investment returns will exceed original budget by approximately £960k. This is due to increased sums available to invest and several increases in the Bank of England rate (now at 3.00%). During budget setting, it was assumed that the average principal sums would be around £44m but is now at an average of £63m, resulting in more interest. The increase in average principal sums is due to the following reasons:

- Unused Covid-19 grant funding (£2.75m) has not been repaid to government and new grants have been received;
- Council Tax energy rebate grant has not all been allocated at this time (£1.07m remaining);
- House building programme is delayed; and
- General Fund capital/asset management slippage.

14. Risk Analysis

14.1 Corporate and Operational risk registers are reviewed and updated for financial implications as part of the Council's risk management process on the criteria of probability of occurrence and materiality of impact upon balances. The most significant risk to the Council at present is the inflationary pressures building up within the economy. The Bank of England's latest forecast is predicting a rate of 11% by the end of 2022.

14.2 Other risks which are inherent within the overall budget are analysed below.

14.3 As the DLUHC has changed the capital receipt pooling arrangements, with a cap being introduced on Right to Buy receipts for acquisitions with effect from 01 April 2022, going forward, it is important that the Council has a robust HRA Business Plan to meet the new requirements. This will prevent the Council having to repay to the Government some or all of these "1 for 1" receipts, together with interest at a penalty rate of base rate (currently 3.00%) plus 4%.

14.4 The Council's External Auditors, Ernst & Young LLP, have continued to charge the same fees since 2019/20 based on the current Public Sector Audit Appointments Ltd (PSAA) scale fee as no final decision has been made on the rebasing. Depending on the outcome, the Council could be charged up to £30k for the previous year. New Burdens Funding for this is expected from central government.

14.5 Labour shortages are becoming a major problem across the United Kingdom. Unfilled vacancies were estimated at 1.3m in April 2022 (source: Office of National Statistics). This is causing recruitment issues in many areas across the Council with agency staff covering vacant posts, leading to increased establishment costs.

15. Conclusions and Recommendations

15.1 The budget monitoring to 30 September 2022 indicates that for 2022/23 the Council will:

- Be on track against the General Fund Revenue budget;
- The Housing Revenue Account budget is currently under review to enable corrective action to be taken to avoid the year-end balance reaching a critically low level as outlined in Section 9.
- Significantly underspend on its Capital, Asset Management and Projects;
- Where it becomes clear that any budget provision is no longer required, it will be removed in future budgets.

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REPORT TO:	Policy and Finance Committee - 13 December 2022
SUBJECT:	Key Performance Indicators 2022-2026 – Quarter 2 Performance Report for the period 1 April 2022 to 30 September 2022.
LEAD OFFICER:	Jackie Follis – Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Shaun Gunner
WARDS:	N/A
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Key Performance Indicators support the Council’s Vision and allows the Council to identify how well we are delivering across a full range of services.	
DIRECTORATE POLICY CONTEXT:	
This report is produced by the Group Head of Organisational Excellence to give an update on the Q2 Performance outturn of the Key Performance Indicators.	
FINANCIAL SUMMARY:	
Not required.	

1. PURPOSE OF REPORT

1.1. This report is to update the Committee on the Q2 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 30 September 2022. It will also report on any items referred by other committees to this committee. 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.

2. EXECUTIVE SUMMARY

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

- 3.2. 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.
- 3.3. 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.
- 3.4. 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.
- 3.5. The Committee meetings that will receive Q2 KPI reports are as follows:

Committee meeting dates	Indicators to receive report on
Corporate Support Committee - 10 November 2022	9 (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9)
Environment Committee - 17 November 2022	10 (CP12, CP13, CP37, CP38, CP39, CP40, CP22, CP23, CP24, CP25)
Economy Committee - 22 November 2022	2 (CP41, CP42)
Planning Policy Committee - 24 November 2022	1 (CP36)
Planning Committee – 30 November 2022	10 (CP26, CP27, CP28, CP29, CP30, CP31, CP32, CP33, CP34, CP35)
Housing & Wellbeing Committee - 6 December 2022	8 (CP11, CP15, CP16, CP17, CP18, CP19, CP20, CP21)
Licensing Committee – 9 December 2022	1 (CP14)
Policy & Finance Committee - 13 December 2022	41 indicators - not CP10 (only at Q4)

- 3.6. This is the second quarterly report covering performance from 1 April 2022 to 30 September 2022 and will cover only those indicators that are due to be measured at this point.
- 3.7. 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

- 3.8. There are 42 Key Performance indicators. 41 indicators are measured at Q2 (the remaining 1 indicator is reported on annually – CP10 - The level of public satisfied or very satisfied with the overall quality of the Council's services)

- 3.9. This report gives the status of all indicators at Q2. Appendix A gives full commentary for each indicator. This appendix shows the figures and commentary for both Q1 and Q2 and a column which shows the direction of travel of the status for each indicator.

Status	Number of Key Performance indicators in this category
Achieved target	15
Didn't achieve but within 15% range	9
Didn't achieve target by more than 15%	13
No target set to measure	3
No data available	1
TOTAL	41

- 3.10. No target set to measure: Key Performance Indicators (CP4, CP5 and CP7) have no target set for them in 2022/23. A target will be set for 2023/24 when data for 2022/23 has been collated and analysed.
- 3.11. No data available: 1 Key Performance Indicator did not have its data available at Q2:
- 4.10.1 **CP19** - Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents - Unable to provide data - will be available with new housing management system.
- 3.12. The table at 4.4 sets out the reporting structure for Q2 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.








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	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	50 %	Not achieving	42%	3 x Stage 2 responses sent out – 2 overdue (1 x Housing and 1 x Planning)	Not achieving	Down by 8% 
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	71%	Not achieving but within 15% range	50%	10 x Stage 1 responses sent out – 5 overdue (4 x Housing and 1 x Planning)	Not achieving	Down by 21% 
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	97%	Achieving	96%	61 sent – 4 overdue	Achieving	Down by 1% 
CP4	Sickness absence	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	3.03% (7.09 working days per employee)	No target set to measure	2.99% (7.19 working days lost per employee)	Monthly sickness absence figures are remaining constant at around 3%. These are rolling year figures.	No target set to measure	Up by 0.4% 
CP5	Staff turnover	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	16.40%	No target set to measure	17.47%	This figure equates to 65 leavers for the period 1/10/21 to 30/9/22. No significant change to previous months reporting. These are rolling year figures.	No target set to measure	Down by 1.07% 
CP6	Compliance with Health and Safety programme	Corporate	Corporate Support	Karl Roberts	Monthly	Higher is better	100%	76%	Not achieving	88.90%	Overall improvement in completion of tasks over Q1, following contact with a number of service areas. We are still seeing late completion in some areas which is likely a consequence of the tight turn-around time on tasks, typically with tasks being completed by the end of the quarter. Some teams are still not completing the forms link which requires manual checks by Corporate Health & Safety.	Not achieving but within 15% range	Up by 12.9% 
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	Figure reported - no target	3.34 seconds (average over 3 months)	No target set to measure	5:03 (average over 3 months)	Average wait time is higher this month, this is due to Customer Services covering the Book of Condolence for the Queens Death. Over 4000 energy rebate letters and CT finals reminders were sent out. We still do not have a multi skilled team as they are undertaking training. Lost resources to accommodate new starters training. Increase of 0.42 seconds between August (6:19) & September (7:01)	No target set to measure	Down by 1:29 seconds 






No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP8	Business rates collected	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	97%	28.20%	Achieving	59.80%	This is a cumulative target for the year. Phasing target for September is 51.20%. Refunded £780k due to Valuation Office Agency (VOA) reducing liability	Achieving	Up by 31.6% 
CP9	Council tax collected	Corporate	Corporate Support	James Hassett	Quarterly	Higher is better	96.5%	32%	Achieving	59.30%	This is a cumulative target for the year. The phasing target for September is 58.30%. On target - resumed court action	Achieving	Up by 27.3% 
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services	Corporate	Corporate Support	James Hassett	Annual	Higher is better	75%		No data - Annual indicator		No data - Annual indicator	No data - Annual indicator	No data - Annual indicator
CP11	Number of Visits to Council Leisure Centres	Improving wellbeing of Arun	Housing & Wellbeing	Philippa Dart	Monthly	Higher is better	956, 650	299,413	Achieving	579,768	Cumulative figure to date (April-September) is 579,768	Achieving	Up by 280,355 visits 
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Improving wellbeing of Arun	Environment	Philippa Dart	Monthly	Lower is better	80	101	Not achieving	107.79	This is an improvement on the previous month (121.39) and shows that measures put in place are beginning to work, there have also been less breakdowns during September that has assisted in reducing number of missed bins compared to last month. However, it is acknowledged that the Q2 figure (107.79) is slightly higher than Q1 (101).	Not achieving	Down by 6.79 bins 
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Improving wellbeing of Arun	Environment	Karl Roberts	Monthly	Higher is better	93%	98.80%	Achieving	98.72%	Whilst there has been a very small reduction in compliance over quarter 1, this still is a good result showing overall high standards are being maintained across our food businesses. Follow up action is being taken to ensure compliance of the 1.3% of businesses who do not achieve a broadly compliant rating. It should be noted the FHRS rating is not updated even if standards have improved at reinspection, unless the premises specifically requests and pays for a re-score inspection.	Achieving	Down by 0.08% 

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP14	% of licence applications determined within the various statutory or service time limits	Improving wellbeing of Arun	Licensing	Karl Roberts	Quarterly	Higher is better	90%	98.95%	Achieving	99.70%	One failure owing to a taxi matter requiring referral to Committee which took the application over deadline. The team have ensured everything else has been dealt with within time.	Achieving	Up by 0.75% 
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	3.6 days	Achieving	4.2 days	On target. The Q2 figure is year to date from April-September 4.2 days.	Achieving	Down by 0.6 days 
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	75 Days	Not achieving but within 15% range	84 days	In September we had 16 new voids and re-let 19, bringing the number of active voids down to 30. There are an additional 15 void properties which are awaiting Development decisions, prior to re-letting	Not achieving	Down by 9 days 
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%	51%	Not achieving but within 15% range	58%	We have changed our focus of private sector offers to those owed prevention or relief duties rather than main duty, which has impacted our performance. We are also utilising our DHP funding to prevent homelessness.	Achieving	Up by 7% 
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%	31%	Not achieving but within 15% range	35%	We have changed our focus of private sector offers to those owed prevention or relief duties rather than main duty, which has impacted our performance.	Achieving	Up by 4% 
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	Unable to provide data - will be available with new housing management system	No data available	No data available
CP20	Rent collected as a proportion of rent owed (dwellings)	Delivering right homes in right places	Housing & Wellbeing	Philippa Dart	Quarterly	Higher is better	97%	96.29%	Not achieving but within 15% range	94.31%	Below target: Consistent management continues to be applied to rent accounts. Where applicable, direct payments are applied for from the DWP together with payments towards arrears. Arrears procedures are followed. A large number of outstanding arrears are those tenants in receipt of Universal Credit.	Not achieving but within 15% range	Down by 1.98% 

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
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%	24.00%	Not achieving	85%	Our figures are 1 month in arrears, the actual figure is likely to decrease when it becomes available. We are continuing to work with OPSL to improve their performance and have seen an improvement month on month.	Not achieving but within 15% range	Up by 61% 
CP22	Vacant private sector dwellings returned to occupation	Delivering right homes in right places	Environment	Karl Roberts	Quarterly	Higher is better	50	36	Achieving	53	We have achieved our target 6 months ahead of schedule. Please note that this is a cumulative figure at Q2.	Achieving	Up by 17 
CP23	Residual household waste per household per annum	Supporting environment	Environment	Philippa Dart	Quarterly	Lower is better	450kg	112.46kg/hh	Achieving	218.14 kg.hh	This is on course to meet the target of the year. When compared to Q2 from 21-22 (242.42) this is significantly lower, which is very positive and is attributed to the current economic climate and cost of living crisis having an effect on consumer behaviour and what is thrown away	Achieving	Up by 105.68kg 
CP24	Household waste sent for re use, recycling and composting. 50% annual target. (Increase and improve our recycling to meet future target of 55% recycling by 2025 and 60% by 2030. This will be achieved through and the introduction of measures such as food waste collection to encourage wholesale behaviour change based on the premise of 'reduce, reuse' recycle' to our residents and businesses)	Supporting environment	Environment	Philippa Dart	Quarterly	Higher is better	50%	46.10%	Not achieving but within 15% range	45%	This is performing better when compared with the same quarter for 21/22, which was 43.52%. The tonnage of waste thrown away with general refuse is down from 16225 tonnes to 15307 tonnes which is an almost 8% drop. The green waste club is performing well with higher tonnage than the previous period.	Not achieving but within 15% range	Down by 1.1% 

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP25	Contractor achieving performance target for all green space management operations following monitoring	Supporting environment	Environment	Philippa Dart	Quarterly	Higher is better	>66%	67.38%	Achieving	70.27%.	July and August were unforgettably dry. This meant a slight reprieve from the demands of grass mowing which had put pressure on Tivoli in the previous quarter. Instead the fine weather led to use of our parks and open spaces at levels similar to that seen during the heights of the pandemic. Litter became the new challenge and whilst expectations were broadly met there were isolated issues, especially at large recreation grounds. Occasional full bins but more regularly finding discarded litter strewn across sites led to significant time being allocated to resolve. September saw rain return and with it better growing conditions. Grass and weeds started to become the priority again. 69 sites inspected for performance monitoring only 8 sites failed to reach the minimum 66% contractual minimum score and action was taken. 33 sites exceeded 80% (exceptional)	Achieving	Up by 2.89% 
CP26	Major applications determined in 13 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	80%	18% (71%)	Not achieving but within 15% range	0% (59%)	The figure in brackets () is the figure with extensions of time. None out of the 17 major applications (cumulative figure for Q2) were determined within time. Half of these need to be determined at Committee which will impact on determination times.	Not achieving	Down by 18% 
CP27	Minor applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	90%	39% (64%)	Not achieving	58% (70%)	The figure in brackets () is the figure with extensions of time. This is a much needed improvement on Q1 data. Further progress needs to be maintained. The Q2 figure is the total figure for July, August and September.	Not achieving	Up by 19% 
CP28	% of other applications determined in 8 weeks or agreed extension of time	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	90%	90% (91%)	Achieving	89%	Only 1% off of target. The Q2 figure is the total figure for July, August and September.	Not achieving but within 15% range	Down by 1% 

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP29	Average number of days to determine householder application	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	55 days	Achieving	55 days	Target achieved.	Achieving	Same 
CP30	Average number of days to determine other applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	57 days	Not achieving but within 15% range	67 days	This is a poorer performance compared to Q1.	Not achieving	Down by 10 days 
CP31	Average number of days to determine applications - Trees	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	40 days	45 days	Not achieving but within 15% range	42 days	Many of these applications are dependent upon the comments from internal consultees. Having carried out some analysis, there is a need to work with other departments to explore more timely consultation responses.	Not achieving but within 15% range	Up by 3 days 
CP32	Average number of days to determine application - Discharge of Condition	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	40 days	52 days	Not achieving	53 days	Discussions continue to take place with other Group Heads around how we can improve the response times from some internal consultees.	Not achieving	Down by 1 day 
CP33	Average number of days to determine major planning applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	120 days	196 days	Not achieving	239 days	See CP26.	Not achieving	Down by 43 days 
CP34	Average number of days to determine minor planning applications	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Lower is better	55 days	76 days	Not achieving	77 days	See CP27.	Not achieving	Down by 1 day 
CP35	% of planning applications registered within 5 days	Fulfilling Arun's economic potential	Planning	Karl Roberts	Monthly	Higher is better	70%	92%	Achieving	55%	Staff sickness absence is having a massive impact on the team. Further, there have been a number of new members of staff who have required a lot of training and time who have required a lot of training and time has been taken up with that.	Not achieving	Down by 37% 

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP36	Number of new homes completed	Fulfilling Arun's economic potential	Planning Policy	Karl Roberts	Monthly	Higher is better	1288 (22/23) 1247 (23/24) 1059 (24/25)	115	Not achieving	290	The last two months have shown an upturn in the number of homes being delivered which is a positive sign, however, national issues around mortgage availability and other financial concerns may have a dampening effect on the continued improvement of the number of homes being delivered.	Not achieving	Up by 175 homes 
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	100%	100%	Achieving	99.67%	Target not met due to work volume, long-term staff absence and current Surveyor vacancy. Currently 20% down on Service establishment.	Not achieving but within 15% range	Down by 0.33% 
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	60%	90%	Achieving	77%	Target exceeded	Achieving	Down by 13% on Q1 but still overachieving 
CP39	% of Building Control applications registered within 3 days	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	60%	31%	Not achieving	23%	Target not met due to work volume, long-term staff absence and current Surveyor vacancy. Currently 20% down on Service establishment.	Not achieving	Down by 8% 
CP40	Building control site inspection dealt with within one day	Fulfilling Arun's economic potential	Environment	Karl Roberts	Monthly	Higher is better	100%	99.73%	Not achieving but within 15% range	99.66%	Only 10 out of 2951 Inspections not undertaken on the same day but all within statutory period.	Not achieving but within 15% range	Down by 0.07% 
CP41	Occupied retail units in Littlehampton	Fulfilling Arun's economic potential	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	No data - 6 monthly indicator	85%	192 properties are in use, 33 currently unutilised - however, we understand a number of these are in the process of being re-let and/or reopening. The arcade is now empty apart from the florist and greengrocers. Two hospitality units have closed in this period - one well-known franchise and one larger unit in the High Street.	Not achieving but within 15% range	N/A - 6 monthly indicator

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP42	Occupied retail units in Bognor Regis	Fulfilling Arun's economic potential	Economy	Karl Roberts	6 monthly	Higher is better	90%	No data - 6 monthly indicator	No data - 6 monthly indicator	91%	Improvement in vacancy rate across Town Centre (Core + Town) area, with only 6% vacancy rate (previously 7%). There are signs that some units have changed to residential use this will be confirmed at the next audit - nothing currently showing on ADC Planning portal.	Achieving	N/A - 6 monthly indicator

Arun District Council

REPORT TO:	Policy & Finance Committee – 13 December 2022
SUBJECT:	Arun District Council Residents Survey 2022
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Shaun Gunner
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>The annual residents survey 2022 provides a valuable insight into public perceptions of and satisfaction with the services we deliver and Arun as a place to live. The survey results enable us to identify areas of high performance and also areas where performance is not so strong, feeding into decisions on how to deliver services during the period of the Council Vision 2022 – 2026.</p>	
DIRECTORATE POLICY CONTEXT:	
<p>It is important that all services including those in the Organisational Excellence Directorate understand the views of our customers and community in order to support the best possible service delivery within existing constraints.</p>	
FINANCIAL SUMMARY:	
<p>There are no financial implications</p>	

1. PURPOSE OF REPORT

- 1.1. To inform members about the outcomes from the 2022 ADC Residents' Satisfaction Survey.

2. RECOMMENDATIONS

- 1.2. To review and note the contents of the survey.

2. EXECUTIVE SUMMARY

- 2.1. Each year the council undertakes a Residents Satisfaction Survey as part of its performance framework.
- 2.2. The Residents Satisfaction Survey for 2021/22 was undertaken during July and August 2022. The council instructed BMG Research to undertake the survey.
- 2.3. This report sets out the main finding of the survey for review by Members.

3. DETAIL

- 3.1. As part of the council's performance framework, an annual Residents' Satisfaction Survey is undertaken each year. BMG Research Ltd carried out the survey on our behalf, so that residents can be assured that their responses are anonymised. This report summarises the survey results for 2022, covering performance in 2021/2022. A copy of the survey questions is attached, along with a copy of the final survey report at Appendix A
- 3.2. Section 1.2 of the report explains the methodology. BMG sent a postal survey to 3000 randomly selected residents, ensuring that this was geographically representative of the whole district. Overall, 845 questionnaires were completed - a total response rate of 28% which is in line with the response rate of 28% (849 questionnaires) in 2021. Residents had the option of responding online.
- 3.3. In order to ensure that all Arun residents had the opportunity to provide their feedback, an 'open' version of the same survey was placed on our website and advertised through social media and press. Respondents were asked to verify their status by entering their home postcode. Analysis of responses to identify multiple responses from one source indicates that no duplicated responses were suspected. The open survey allowed an additional 522 respondents to complete the survey (528 in 2021)
- 3.4. All the data collected was subsequently weighted by area (areas defined in section 1.3, Table 1) and within each area by age and gender.

The data in the report is benchmarked against questions in the Local Government Association's (LGA) national public poll in June 2022 on resident satisfaction with local councils. BMG is careful to point out that the national survey is carried out by telephone and consists of data from 1,002 adults. The cost of carrying out telephone surveys for Arun would have been prohibitive and it is possible that self-completion surveys are less inhibited. The impact of this on findings, if any, cannot be quantified.
- 3.5. Due to the fact that the open survey responses are likely to be a bias sample of those who are more likely to engage with Arun District Council, the open and postal surveys have been analysed separately and a gap analysis is set out later in this report.
- 3.6. It should be noted that the questions and responses are contextualised within the priority themes contained in the Corporate Plan 2018-2022 and that future surveys will be based on the key themes in the new 2022 – 2026 Council Vision.

- 4.7 Another point to note is demonstrated in various tables throughout the report where performance over time is shown. For many questions, performance is notably better for 2020, returning to a similar pattern to 2019 in 2021 and 2022 (for example Figure 10). There was a tendency for this to be the same across local government with a perception from communities that local authorities had 'delivered' particularly well with a high profile during the early stages of the pandemic. In addition, the 2020 survey was carried out during a period of national lockdown.
- 4.8 Members may find it useful to look at both positive and negative responses for each question and the extent to which they are positive or negative, there is more detail in the text of the BMG report.

Living in Arun District (Section 2)

3.7. Overall Satisfaction (section 2.1)

Overall satisfaction levels are high, with 80% of residents saying they are either very satisfied or fairly satisfied with their local area (15-20 minutes walking distance of their home). This is in line with the results seen in 2021 (80%) and the LGA benchmark of 81%. BMG suggests that perceptions of the local area as a place to live tends to inform satisfaction with the council. Residents from eastern areas are significantly more satisfied with the local area as a place to live (84%) with those in western areas being less satisfied (75%). Satisfaction levels tend to be higher for those aged 65+.

A key driver analysis has been carried out which can be found in section 2.2, Figure 1.1, which correlates levels of satisfaction with the importance of various indicators. The factor which appears to be the strongest driver for high levels of satisfaction is "satisfaction with the local area as a place to live" with the strongest drivers for low satisfaction being "trust the council to make the right decision", "acts on the concerns of local residents" and "provides value for money". As these last three metrics have the highest relative importance for overall satisfaction levels, they are the areas which it is recommended the council examine to increase positive perceptions. These are similar to 2021.

3.8. Community Cohesion (section 2.3)

54% of respondents agree that their local area is a place where people from different backgrounds get on well together, 17% disagree. This is almost identical to 2021 at 55% and 16% and again like last year a high proportion of people (30%) are neutral. The majority of those who agree 'tend to agree' rather than 'strongly agree' which potentially identifies an area for the council to consider in terms of future action. It is possible that the high 'neutral' figure is because people do not consider that they have significant contact with people from different backgrounds.

3.9. Cleanliness of Arun District (section 2.4)

In 2022 66% of respondents are satisfied overall with the cleanliness of the district. This is higher than 2021 when it was 63%. The detailed analysis (section 2.5, Figure 4) gives more detail on different kinds of places in the district. Parks & Open spaces and Beaches & Promenades have the highest levels of satisfaction, with Public Toilets at the bottom of the list. Table 2 shown below shows how these have changed over time.

Table 2: Satisfaction with cleanliness over time (All valid responses: Sample bases in parenthesis)

Cleanliness of...	Proportion satisfied									
	2013 (510)	2014 (515)	2015 (399)	2016 (574)	2017 (473)	2018 (585)	2019 (579)	2020 (611)	2021 (806)	2022 (805)
Parks and open spaces	75%	72%	76%	79%	73%	70%	74%	79%	79%	77%
Beaches and promenades	69%	70%	71%	68%	74%	67%	77%	78%	72%	75%
Town/village centre shopping areas	66%	63%	67%	68%	69%	62%	65%	69%	70%	69%
Out of town shopping areas	62%	62%	61%	65%	62%	62%	62%	59%	67%	67%
Car parks	58%	63%	62%	64%	60%	55%	58%	60%	63%	65%
Residential roads	54%	59%	57%	56%	54%	50%	57%	66%	59%	60%
Public toilets	34%	36%	34%	34%	29%	25%	36%	35%	43%	41%

Table 3 below shows perceptions of cleanliness by age and location

Table 3: Satisfaction with cleanliness by age and location (All valid responses: base size in parenthesis)

	Total	Age			Downland	Area	
		18-44	45-64	65+		Western	Eastern
Parks and open spaces (774)	77%	77%	70%	84%	75%	73%	83%
Beaches and promenades (785)	75%	79%	70%	77%	78%	71%	78%
Town/village centre shopping areas (805)	69%	60%	67%	78%	79%	61%	75%
Out of town shopping areas (695)	67%	66%	64%	71%	64%	62%	74%
Car parks (759)	65%	61%	61%	71%	66%	58%	73%
Residential roads (805)	60%	55%	60%	65%	66%	54%	65%
Public toilets (615)	41%	28%	40%	56%	45%	30%	54%

The detailed analysis in the BMG report describes differences between different locations by age and where the resident lives in Arun which may reflect how these are used by different members of the community, for instance residents with children are less likely to be satisfied with the cleanliness of parks and public toilets.

3.10. Problem behaviours in Arun

Residents were asked if they perceive anti-social behaviours as a problem and the results are set out in section 2.6 and Figure 5. Levels of problematic behaviour are seen as the same or worse than results seen in 2021, the most significant increase being in people being drunk and rowdy which has moved from 27% to 32% of respondents seeing this as a problem, the next highest increase is in graffiti and vandalism going from 26% to 30%.

There are some differences between areas set out in the report with residents in western areas perceiving litter and rubbish, using or dealing drugs and drunkenness as more of a problem than the total sample.

Customer Satisfaction with the Council and its Services

3.11. Satisfaction with the overall quality of services (section 3.1)

63% of residents are satisfied with the quality of service provided by the council. This is a decrease of 5% from last year's findings.

Those aged 65+ are significantly more likely to be satisfied with the local council overall, they make up 79% of the 63% of residents expressing satisfaction. The same is true of those who are satisfied with the cleanliness of their local area (79%) and that the council provides value for money (86%). Residents who rent from the council are significantly less satisfied (46% of the 63% expressing satisfaction) with the overall quality of council services.

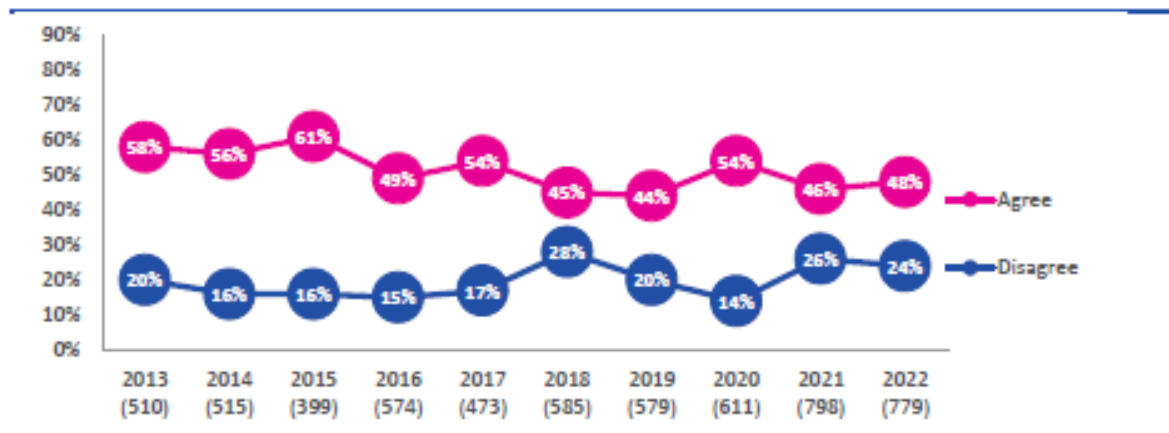
3.12. Satisfaction with specific council services (section 3.2)

This remains high for the specific services which residents were questioned on, and total satisfaction is shown in Figure 7, with performance over time at Figure 8. The figure for waste collection and recycling is 83% which is in line with both 2021 (84%) and the LGA benchmark which is 81%. Satisfaction levels are 78% for parks, open spaces and play areas in line with 76% for 2021. The LGA benchmark is 82%. Satisfaction with council-owned leisure centres is 66%, in line with 64% for 2021. It should be noted that residents in western areas are significantly less satisfied with all three council services as shown in Table 4.

3.13. Value for money (section 3.3)

48% of respondents agree that the council provides value for money, with 42% tending to agree. This is in line with 2021 when it was 46%. The LGA benchmark figure is 48%. Figure 10 below shows how this has changed over time.

Figure 10: Q3. To what extent do you agree or disagree that Arun District Council provides value for money? - Over time (All valid responses: Sample bases in parenthesis)



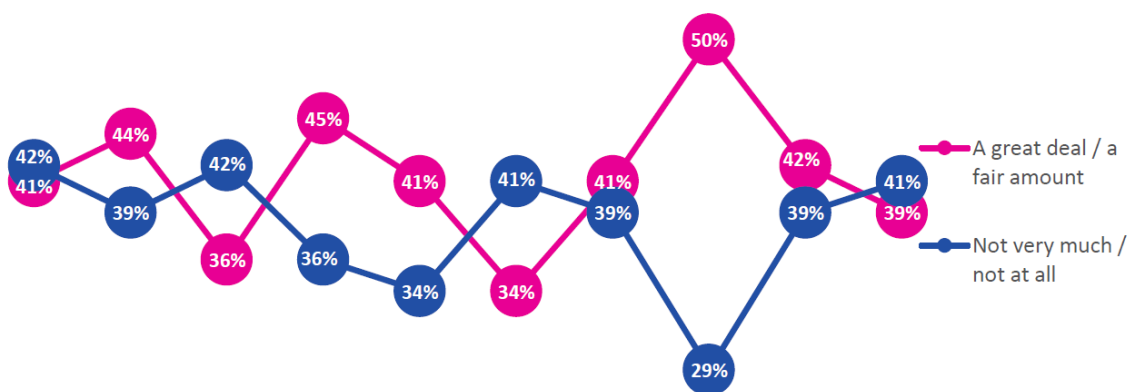
3.14. Trust in the council to make the right decision (section 3.4)

58% of respondents say they trust the council to make the right decision (59% in 2021) with the majority of respondents (53%) saying they trust the council a fair amount. This is somewhat below the LGA benchmark of 67%, but the LGA question is more generic: “how much do you trust your local council”, which may account for the difference in responses (we will review this question for future surveys). There is some geographical variation in responses to this question shown in table 5.

3.15. Acting on concerns

39% of respondents agree the council acts on residents’ concerns which is a slightly lower than last year. 41% think that they don’t act much at all on residents’ concerns, a slight increase from last year. Figure 13 below shows changes over time.

Figure 13: Q4. To what extent do you think Arun District Council acts on the concerns of local residents? - Over time (All valid responses: Sample bases in parenthesis)



Residents aged 65+ are significantly more likely to feel that the council acts on their concerns (63% of 48% positive responses) with those aged 45 to 64 significantly less likely to think the same (42% of 48% positive responses). Agreement that the council acts on residents’ concerns is significantly lower than the LGA benchmark of 60%.

Residents preferred channels to be kept informed (section 3.6)

3.16. Essential to building a relationship of trust with the council is that our residents feel well informed. The numbers for most of the channels are in line with last year. However, 57% of respondents now express a stronger preference for the council’s website, against 49% in 2021. This is a significant increase and confirms that we should continue to make our website as accessible and effective as possible. This is followed by the Arun Times (hard copy) at 34%, with a number of those aged 65+ preferring this to digital channels. There are other more digital preferences being expressed by different age groups which are covered in more detail in the full report.

Closed survey versus open survey (Section 4)

3.17. Figures 15, 16, 17 and 18 show the difference in perceptions between the open and closed surveys, as well as presenting the differences in key drivers for satisfaction. In the majority of instances residents in the closed survey report more positive perceptions than the open survey, suggesting that residents have engaged with the open survey because in some instances they are unhappy with a certain issue or service.

Figure 15: Gap analysis chart

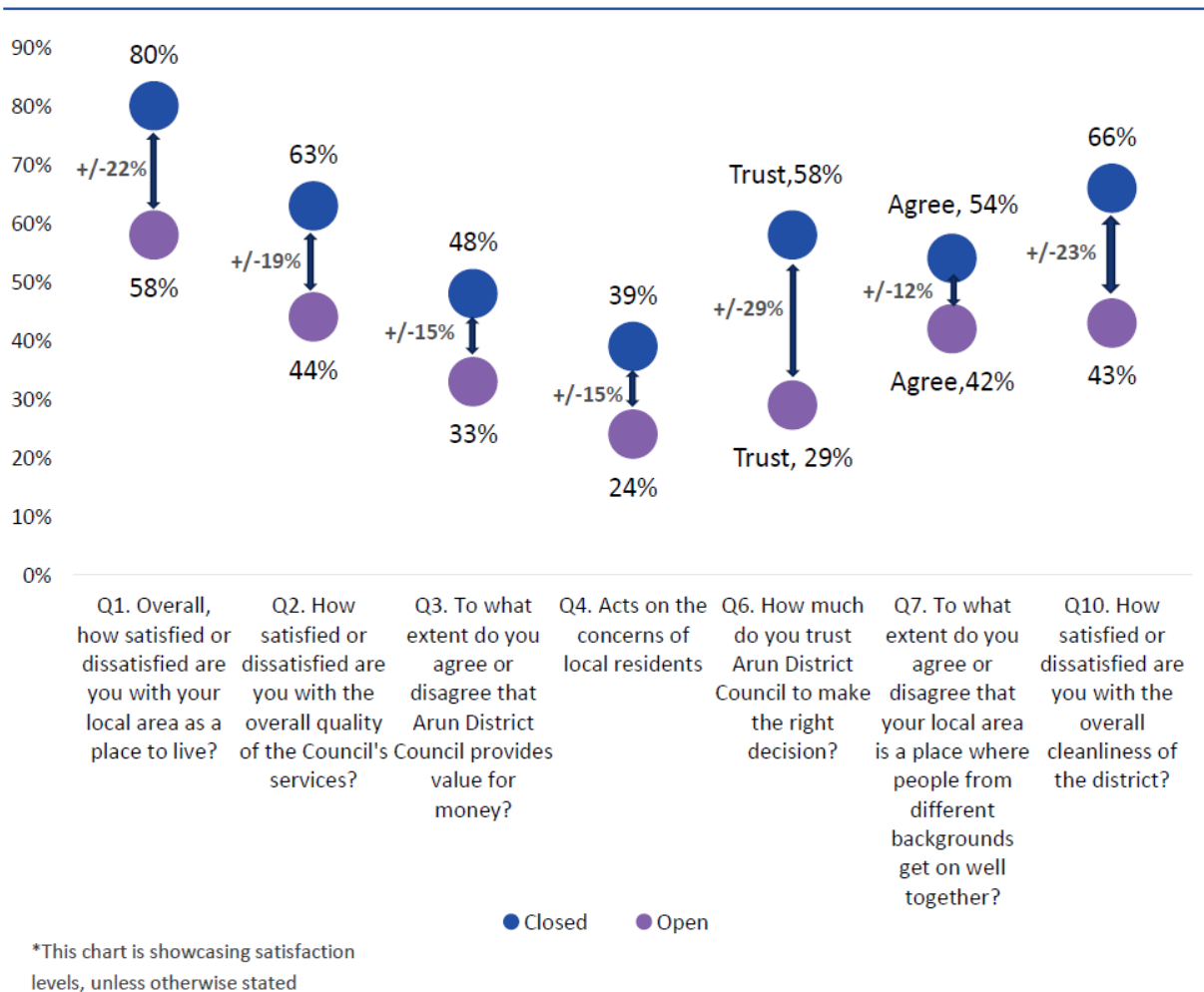


Figure 16 shows the gap analysis for problem behaviours, Figure 17 shows the analysis for satisfaction with council services and Figure 18 for cleanliness in different places in the district.

Figure 16: Gap analysis chart (continued) - Q8. Thinking about this local area, how much of a problem do you think each of the following are?

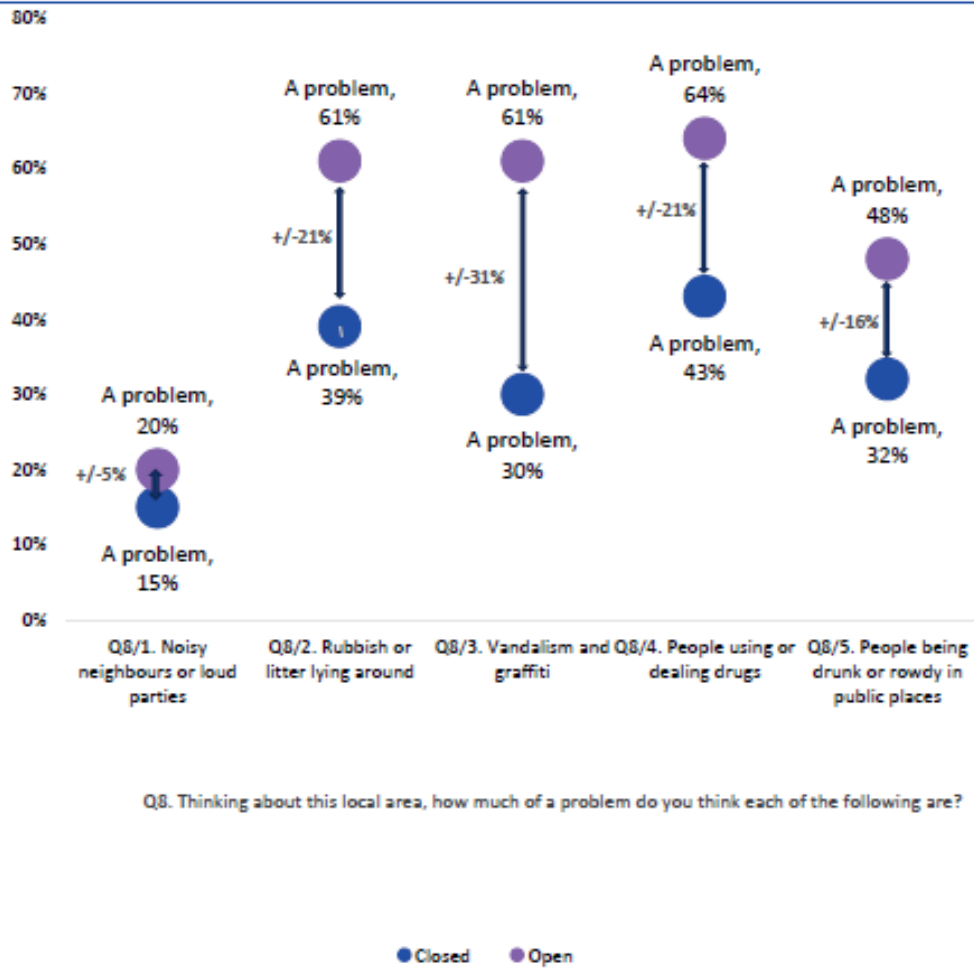
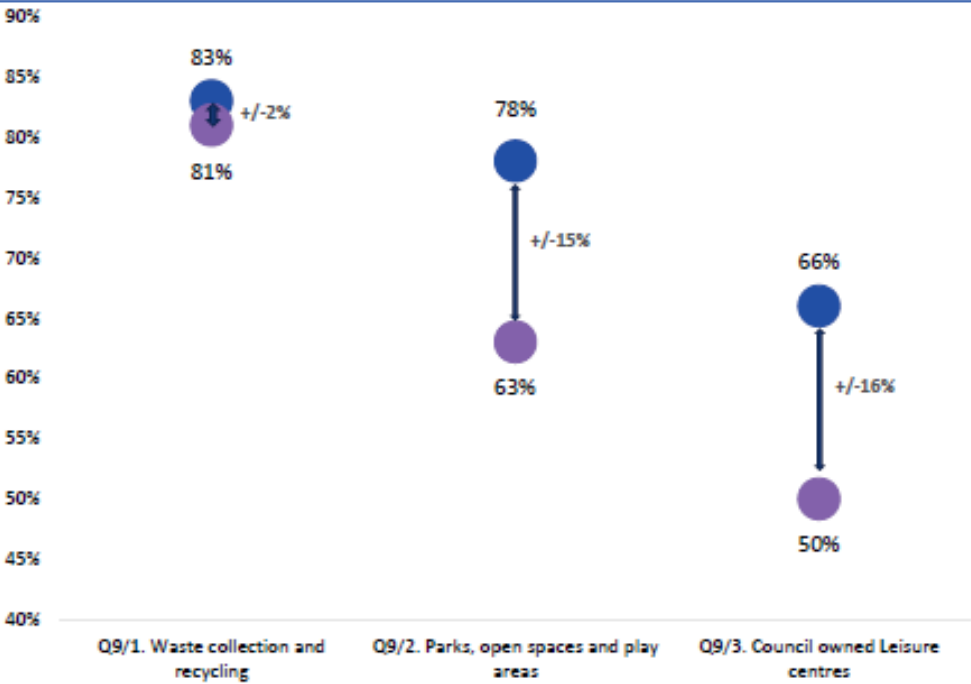


Figure 17: Gap analysis chart (continued) - Q9. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance

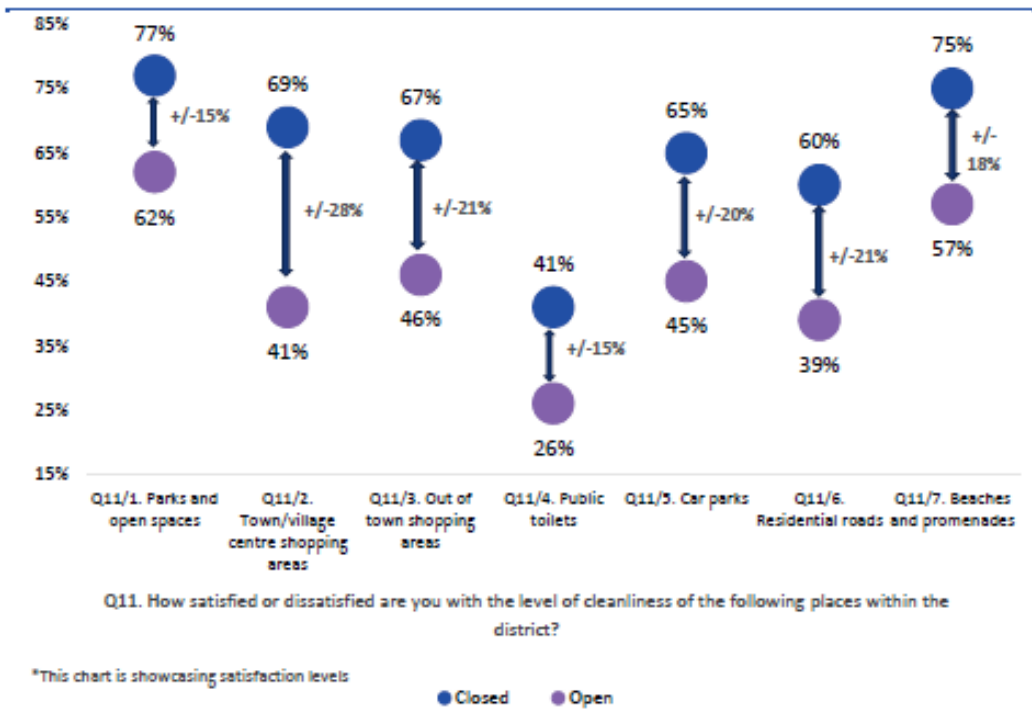


Q9. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance

*This chart is showcasing satisfaction levels

● Closed ● Open

Figure 18: Gap analysis chart (continued) - Q11. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district?



Section 4.2 also includes a table showing the differences between the relative importance of the key drivers of satisfaction (section 4.2) which shows small significant variation.

Summary

3.18. The overall direction of travel for the responses to the 2022 survey is positive, with the majority of responses being the same as or better than 2021. There are some areas for concern, in particular the geographical variation between different parts of the district. The table below summarises the overall responses to each question and the changes in positive satisfaction since 2021.

3.19. The table is colour coded as follows:
 Maximum standard error in this sample is +/- 2.8% meaning that we can be 95% confident of the accuracy of the results. For this reason, the direction of travel in 2022 is shown below as green if it has improved by more than this, amber if it is within the standard error, and red if it is more than 2.8% worse than the figure for 2021.

	Better than last year (by more than 2.8%)
	The same as last year (i.e. within sample standard error rate of +/- 2.8%)
	Worse than last year (by more than 2.8%)

3.20. Summary of report responses

Section	Question	High or low is better	2021	2022	% difference
2.1	Living in Arun District	High	80	80	0
2.3	Community cohesion	High	55	54	-1
2.4	Cleanliness of Arun District overall	High	63	66	+3
2.5	Cleanliness of different places				
	• Parks & open spaces	High	79	77	-2
	• Beaches & promenades	High	72	75	+3
	• Town/village shopping areas	High	70	69	-1
	• Out of town shopping areas	High	67	67	0
	• Car parks	High	63	65	+2
	• Residential roads	High	59	60	+1
	• Public toilets	High	43	41	-2
2.6	Problem behaviours	Low			
	• People using or dealing drugs	Low	41	43	+2
	• Rubbish or litter lying around	Low	40	39	-1
	• People being drunk or rowdy in public places	Low	27	32	+5
	• Vandalism/graffiti and other damage to property or vehicles	Low	26	30	+4
	• Noisy neighbours or loud parties	Low	12	15	+3
3.1	Satisfaction with overall quality of services	High	68	63	-5
3.2	Satisfaction with specific services	High			
	• Waste collection and recycling	High	84	83	-1
	• Parks, open spaces and play areas	High	76	78	+2
	• Council owned leisure centres	High	64	66	+2
3.3	Value for money	High	46	48	+2
3.4	Trust in the Council to make the right decision	High	59	58	-1
3.5	Acting on concerns	High	42	39	-3

4. CONSULTATION

4.1. Consultation carried out with Arun District residents

5. OPTIONS / ALTERNATIVES CONSIDERED

5.1. N/A

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

6.1. No financial implications

7. RISK ASSESSMENT CONSIDERATIONS

7.1. None

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

8.1. There are no direct legal or governance implications arising from this report.

9. HUMAN RESOURCES IMPACT

9.1. None

10. HEALTH & SAFETY IMPACT

10.1. None

11. PROPERTY & ESTATES IMPACT

11.1. None

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. It is important to understand the views of our residents on the services we deliver. Equality, Diversity and Inclusion data and community perceptions should be taken into account and used to support decision making and service improvements. The survey did comply with accessibility requirements.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. None

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. It is important that the Council and relevant services understand residents' perceptions of the area and antisocial behaviour, alongside the data that they collect to support service planning and their communications with residents.

15. HUMAN RIGHTS IMPACT

15.1. No immediate impact, but important information to support delivery

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. The survey met GDPR requirements

CONTACT OFFICER:

Name: Jackie Follis

Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

BACKGROUND DOCUMENTS:

None



Dear Arun Resident,

Welcome to the Arun district residents' survey for Summer 2022. Your local area receives services from three councils – Arun District Council, West Sussex County Council, and your local town or parish council. This survey asks about Arun District Council, which is responsible for services such as:-

- refuse collection
- doorstep recycling
- parks and green spaces
- environmental health
- planning

Arun District Council is not responsible for highways, potholes, Adult/Children's Social Care, education and other services provided by the county council.

We are offering a prize draw for respondents. The winner will receive a £100 donation to charity; so please take a few minutes to respond and the charity of your choice could benefit from your generosity!

The survey has been sent to a random selection of households across the district, is being administered by BMG Research and will take 5 - 10 minutes to complete. You can complete the survey the following ways

Online by going to

www.habintegtenantsurvey.co.uk or scan the QR code to the right using a smart phone or tablet and enter the following ID



2327XXXXX

By telephone by calling the BMG freephone helpline on 0800 358 0337 using the ID shown above.

By post by completing this survey and using your FREEPOST envelope and returning it to BMG.

The deadline for returns will be 14 of August. Thank you for taking the time to provide your views.

Please use black or blue ink & mark your answer with a cross in the box (x) and completely 'colour in' any boxes crossed in error.

All the responses you provide will be treated in the strictest confidence, and you won't be identified in any information that we pass on to Arun District Council. BMG Research abides by the Market Research Society Code of Conduct at all times. You can also find out more information about our surveys and what we do with the information we collect in our Privacy Notice, which is on our website

ww.bmgresearch.co.uk/privacy.

By completing and returning this questionnaire to us, we will take this as your consent for us to process and analyse the data you have provided.

Part one: about Arun District Council and your local area

- 1. Overall, how satisfied or dissatisfied are you with your local area as a place to live? Please consider your local area to be the area within 15–20 minutes walking distance from your home.**

[Please place a cross [x] against one box only]

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2. How satisfied or dissatisfied are you with the overall quality of the council's services?**

[Please place a cross [x] against one box only]

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In considering the next question, please think about the range of services Arun District Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services the council provides to the community, we would like your general opinion.

- 3. To what extent do you agree or disagree that Arun District Council provides value for money? (Arun's 2022/23 Council Tax is £3.78 per week for a Band D dwelling)** [Please place a cross [x] against one box only]

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 4. To what extent do you think Arun District Council acts on the concerns of local residents?**

[Please place a cross [x] against one box only]

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 5. How would you like the council to keep you informed?** [Please cross [x] each box that applies.]

Council website.....	<input type="checkbox"/>	Direct contact with the council (e.g. contact with staff, public meetings/events).....	<input type="checkbox"/>
Council noticeboards in council buildings	<input type="checkbox"/>	Council's social media sites (e.g. Facebook, Twitter, Instagram, Nextdoor).....	<input type="checkbox"/>
Council's magazine or newsletter (hard copy).....	<input type="checkbox"/>	Social media outside the Council (e.g. Facebook, Twitter, Instagram).....	<input type="checkbox"/>
Council's magazine or newsletter (e-version).....	<input type="checkbox"/>	Local media (e.g., newspapers, TV radio).....	<input type="checkbox"/>
Advertising on billboards/buses etc.	<input type="checkbox"/>	Word of mouth (e.g. friends, neighbours, relations).....	<input type="checkbox"/>
Printed information provided by the council (e.g., leaflets, flyers, public notices).....	<input type="checkbox"/>	Do not want to find out any information	<input type="checkbox"/>
From your local Councillor	<input type="checkbox"/>	Other (please specify in the box below).....	<input type="checkbox"/>
Council texts, emails and e-newsletters	<input type="checkbox"/>		

- 6. How much do you trust Arun District Council to make the right decision?** [Please place a cross [x] against one box only]

A great deal	A fair amount	Not very much	Not at all	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 7. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?** [Please place a cross [x] against one box only]

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know	Too few people in local area	All the same background
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Continue questionnaire in the next page...

8. Thinking about this local area, how much of a problem do you think each of the following are?

[Please place a cross [x] against one box per row]

	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People using or dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance for each of them [Please place a cross [x] against one box per row]

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Waste collection and recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, open spaces and play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council owned Leisure centres (i.e.Felpham Leisure Centre, The Wave, Littlehampton)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How satisfied or dissatisfied are you with the overall cleanliness of the district?

[Please place a cross [x] against one box only]

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district? [Please place a cross [x] against one box per row]

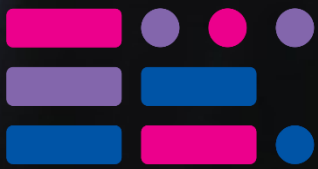
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Town/village centre shopping areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Out of town shopping areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public toilets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Car parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beaches and promenades	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part Two: about you

The following questions tell us more about you and help us to make sure we have captured views from a cross section of people. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them.

- 12. Can you please tell us your gender?** [Please place a cross [x] in one box only]
- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Male | Female | Prefer to self describe | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 13. What was your age on your last birthday?** [Please place a cross [x] in one box only]
- | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65+ | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 14. In which of these ways does your household occupy your current accommodation?** [Please place a cross [x] against one box only]
- | | | | |
|--|--------------------------|---|--------------------------|
| Own outright (freehold or leasehold) | <input type="checkbox"/> | Rent from a private landlord | <input type="checkbox"/> |
| Buying on a mortgage..... | <input type="checkbox"/> | Other (please place a cross in the box and write below) | <input type="checkbox"/> |
| Rent from Arun District Council..... | <input type="checkbox"/> | | |
| Rent from a Housing Association / Trust..... | <input type="checkbox"/> | | |
-
- Prefer not to say
- 15. Which of the following best describes your family status?** [Please place a cross [x] in one box only]
- | | | | |
|---|--------------------------|--------------------------------|--------------------------|
| Married / living with partner - with children..... | <input type="checkbox"/> | Single - with children..... | <input type="checkbox"/> |
| Married / living with partner - without children..... | <input type="checkbox"/> | Single - without children..... | <input type="checkbox"/> |
| Separated / divorced / widowed - with children..... | <input type="checkbox"/> | Prefer not to say | <input type="checkbox"/> |
| Separated / divorced / widowed - without children | <input type="checkbox"/> | | |
- 16. How many children aged 16 or under live in your household?** [Please cross [x] one box only]
- | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| None | One | Two | Three | Four | More than four | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 17. How long have you lived in the Arun District?** [Please place a cross [x] against one box only]
- | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Less than 1 year | Between 1 and 2 years | Between 3 and 5 years | Between 6 and 10 years | Between 11 and 20 years | More than 20 years | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 18. How many cars does your household have?** [Please place a cross [x] against one box only]
- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| None | One | Two | Three or more | Prefer not to say |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- 19. Which of the following best describes your work status?** [Please place a cross [x] in one box only]
- | | | | |
|--|--------------------------|---|--------------------------|
| Employed full-time (30+ hours per week) | <input type="checkbox"/> | Unemployed and available for work..... | <input type="checkbox"/> |
| Employed part-time (under 30 hours per week).... | <input type="checkbox"/> | Permanently sick / disabled and unable to work... | <input type="checkbox"/> |
| Self-employed, full or part time | <input type="checkbox"/> | Wholly retired from work..... | <input type="checkbox"/> |
| On a government supported training scheme (e.g.Modern Apprenticeship / Training for Work) .. | <input type="checkbox"/> | Looking after the home | <input type="checkbox"/> |
| Full-time education at school, college or university..... | <input type="checkbox"/> | Doing something else | <input type="checkbox"/> |
| | | Prefer not to say | <input type="checkbox"/> |

Thank you for taking the time to complete this survey. **Good luck with the prize draw!**



BMG
success decoded

Research Report

Residents' Survey 2022

Arun District Council

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1 Introduction

1.1 Background

In summer 2022 Arun District Council commissioned BMG to undertake research in order to understand residents' views on their local area and their perceptions of, and satisfaction with, Arun District Council.

The views of residents were collected via two methods: a randomly sampled postal survey and an open online survey only accessible to Arun residents. This research was conducted in July and August 2022.

1.2 Methodology

The approach adopted for the 2022 *postal survey* mirrored that used in 2021. Using the Royal Mail's Postal Address File (the most complete source of residential addresses available), 3,000 addresses were selected at random across the district to receive a short questionnaire by post. This questionnaire included details of how the survey could be completed online. The distribution of the selected addresses was checked against ward population data and IMD quartiles to ensure that the sample selection was spatially representative. Mid way through the survey period, any address that had not returned a survey to BMG Research was sent a reminder letter and a fresh version of the questionnaire in order to maximise the response rate. Overall, 845 questionnaires were completed and returned to BMG, representing a total response rate of 28%. This is in line with the 28% response rate recorded in the equivalent residents' survey completed in 2021.

A sample of 845 is subject to a maximum standard error of $\pm 2.8\%$ at the 95% confidence level on an observed statistic of 50%. Thus, we can be 95% confident that if a census of Arun residents had been conducted and the whole population had responded, the actual figure would lie between 47.2% and 52.8% respectively.

In order to ensure all Arun residents had the opportunity to provide their feedback an open version of the survey was provided.

The open *online survey* has been created using the same questionnaire as per the postal survey. An URL was set up by BMG which was advertised on Arun council's website. Respondents were asked to enter their home postcodes prior to starting the survey. A postcode verification method ensured responses were from Arun residents. Overall, 522 surveys were completed via the open online survey.

BMG used information such as responses with identical postcodes as well as IP addresses and demographics information such as age and gender to identify and differentiate responses given by an individual who already answered the survey, or individuals using the same internet connection or device as another respondent.

None were suspected to be duplicated responses.

The data collected has been subsequently weighted by area and, within each area, by age and gender. The exact profile of the data prior to weighting and after weighting can be reviewed in the profile summary within the final section of this written report.

Upon inspection of the data BMG noted that the sample of those from the open online survey is a bias sample of those who are more likely to engage with Arun council. Therefore, BMG has decided to treat the two samples, of the open online survey and the postal survey, separately from each other and to report the results separately.

1.3 Report contents and analysis

This report outlines the findings from the research into experiences of living in Arun, and perceptions of the Council. Where possible these findings are contextualised within the Priority Themes contained within the Corporate Plan 2018-2022. The main body of the report shows the results from the closed survey, open survey results are noted at the end of the report.

Throughout the data report, area analysis has been used. Wards have been grouped together into the three areas shown in Table 1.

Table 1: Area definitions

Western	Eastern	Downland
Aldwick East	Beach	Angmering and Findon
Aldwick West	Brookfield	Arundel and Walberton
Bersted	Courtwick with Toddington	Barnham
Felpham East	East Preston	Yapton
Felpham West	Ferring	
Hotham	River	
Marine	Rustington East	
Middleton-on-Sea	Rustington West	
Orchard		
Pagham		
Pevensy		

Throughout this report the word ‘significant’ is used to describe differences in the data. This indicates where the data has been tested for statistical significance. This testing identifies ‘real differences’ (i.e. differences that would occur if we were able to interview all residents in Arun rather than just a sample). Within tables in this report, all figures highlighted are significantly higher (green) or lower (red) compared to the total.

The data in the report is benchmarked against the Local Government Association’s national public polling on resident satisfaction with local councils. This benchmarking is included wherever consistent question wording was used to allow for the comparison with a national dataset. These surveys are conducted every four months, and the data used for benchmarking in this report is from the latest survey which took place in June 2022.

The Local Government Association June 2022 survey consists of data from a representative random sample of 1,002 British adults (aged 18 or over). It is important to note that the LGA polling was carried out by telephone, rather than the postal methodology used for this research. There may be a difference in the findings produced by the self-completion methodology used in this research (i.e., postal or online) compared to an interview administered survey on the phone, as used by the Local Government Association. Self-completion surveys can produce less inhibited, more critical responses. The impact of this on the findings, if any, cannot be quantified, but should be considered when comparing the datasets. Throughout the report, data from the June wave 32 of the Local Government Association’s national public polls is referred to as the “LGA Benchmark.”

Where tables and graphics do not match exactly to the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. For example, in section 3.3, for the value for money metric, in the data 6.80% strongly agree, 41.67% tend to agree and combined 48.47% agree, however when rounded, this is shown in this report that 7% strongly agree, 42% tend to agree and combined 48% agree. Results that differ in this way should not have a variance which is any larger than 1%.

The responses are shown as a percentage out of the valid total for the question. The terminology ‘valid responses’ indicates the total number of responses after having removed responses of those who chose options such as “don’t know” and of those who did not respond to the question. Therefore, the sample sizes for the 2022 data might vary across different questions, and the responses may not always sum to 100%.

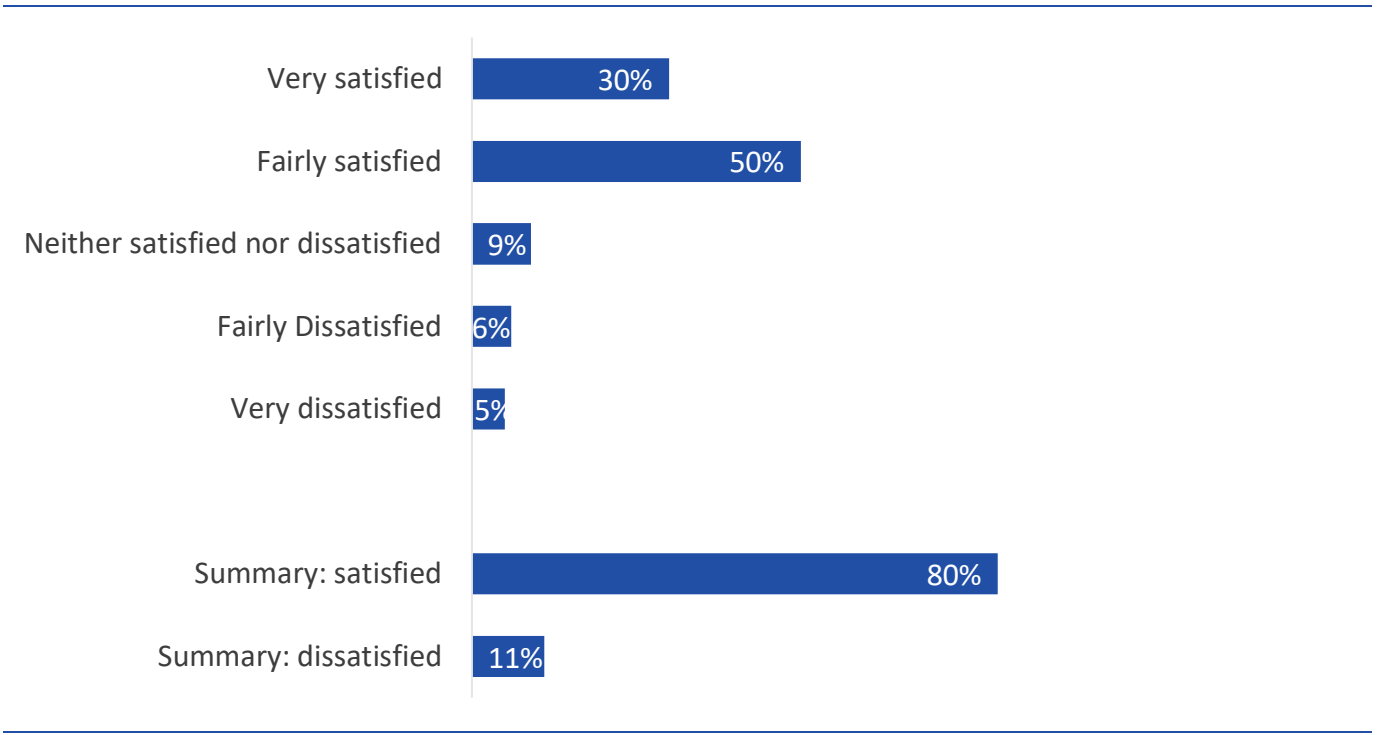
2 Living in Arun District

To understand the everyday experiences of residents in Arun, respondents were asked about their perceptions of their local area. Given perceptions of the local area tends to inform satisfaction with the Council, this is important context in which to view satisfaction. Understanding residents' experiences of their local area can also be used to instruct Council decisions regarding services and resources. Therefore, Arun residents were asked, "Overall, how satisfied or dissatisfied are you with your local area as a place to live?"

2.1 Overall satisfaction

Overall satisfaction levels are high, with 80% percent of residents saying they are either very satisfied or fairly satisfied with their local area (15-20 minutes walking distance of their home) as a place to live. This result is in line with the results seen in 2021 (80% cf. 81%) and the LGA benchmark of 81%.

Figure 1: Q1 Overall, how satisfied or dissatisfied are you with your local area as a place to live? (All valid responses: 821)



Residents from Eastern areas are significantly more satisfied with the local area as a place to live (84%) than the average while those who live in Western are significantly less satisfied (75%). Although residents in Downland have satisfaction levels in line with Eastern (84%), they are not significant compared to the total.

Residents who are over 65 are significantly more satisfied with their local area as a place to live (87%).

Unsurprisingly, satisfaction with the local area as a place to live and the cleanliness of the local area are highly correlated: of the residents who are satisfied with the local areas, 91% are satisfied with the cleanliness, this drops to 3% for those who are dissatisfied with their local area.

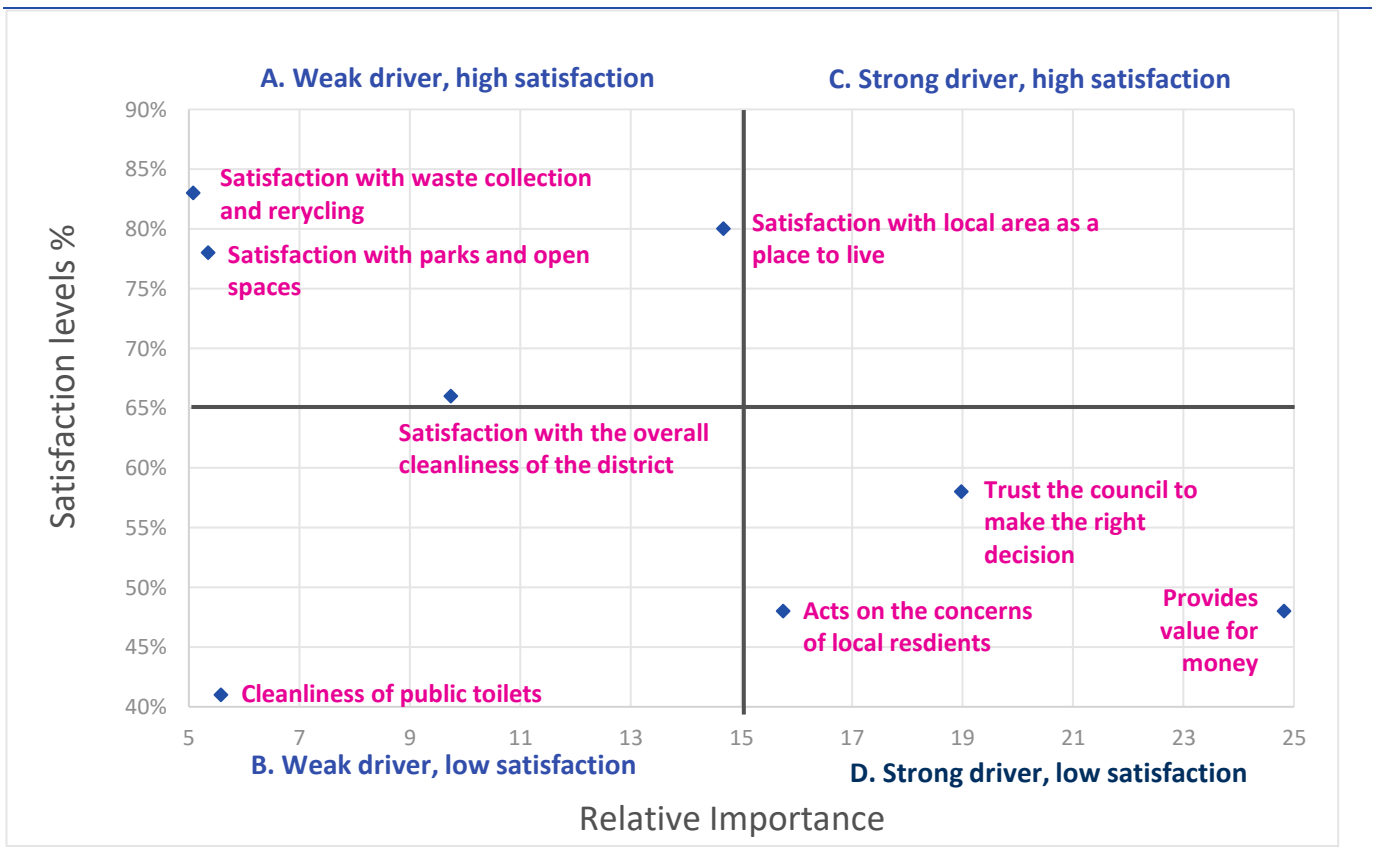
2.2 Key drivers' analysis for satisfaction

The key driver analysis (KDA) helps to show and explain the elements that drive satisfaction among residents.

Reading the results:

- A – Weak Driver High Satisfaction: Focus on maintaining satisfaction levels here
- B – Weak Driver, Low Satisfaction: Focusing on improving position here will not have a significant impact on the overall Group score
- C – Strong Diver. High Satisfaction: Aim to improve satisfaction scores of questions in red box to here. And maintain position
- D – Strong Driver, Low Satisfaction: Focusing on improving satisfaction in these questions should result in an improvement in overall satisfaction score.

Figure 1.1: KDA analysis of satisfaction



For Arun residents, the “Satisfaction with local area as a place to live”, “Satisfaction with waste collection and recycling”, “Satisfaction with parks and open spaces” and “Satisfaction with the overall cleanliness of the district” are weak drivers of satisfactions. Satisfaction with the local area as a place to live is the only metric that borders on being a strong driver and whilst being high in satisfaction. Conversely, “Provides value for money”, “Trust Council to make the right decision” and “Acts on concerns of local residents” are strong drivers with low levels of satisfaction. As these three metrics have the highest relative importance on satisfaction levels, they are the three areas we would recommend the council to examine to increase positive perceptions.

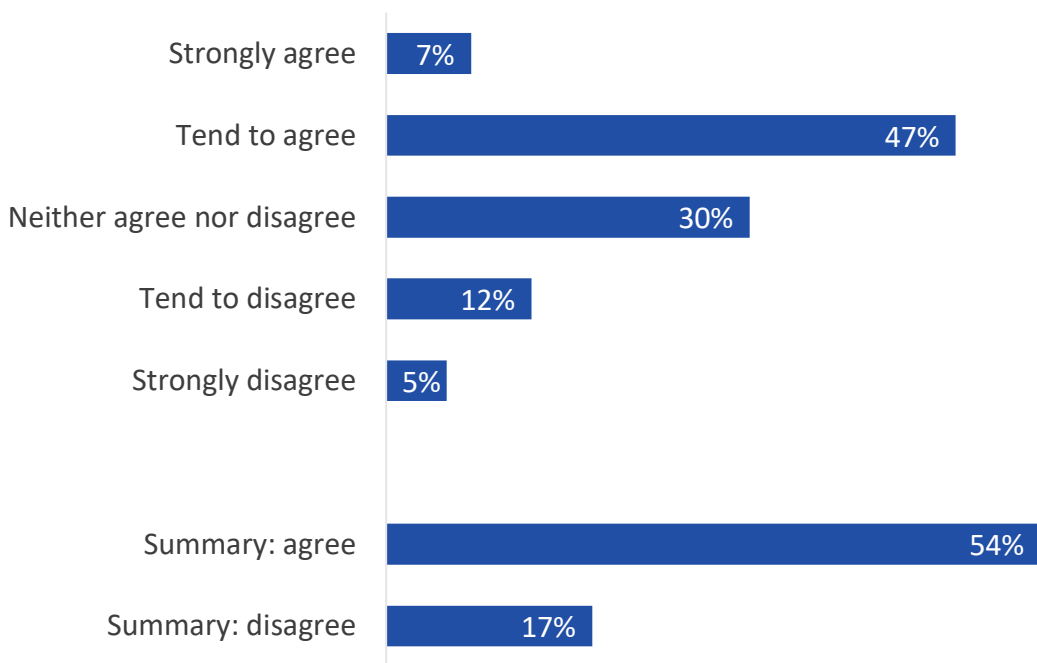
When looking at the three strong drivers of low satisfaction “Provides value for money” has a higher relative importance when it comes to impact the levels of satisfaction compared to “Trust Council to make the right decision” and “Acts on the concerns of local residents”.

2.3 Community cohesion

To understand more about residents' daily lives, they were asked whether they agree that their local area is a place where people from different backgrounds get on well together. Just over half of the respondents (54%) agree, while 17% disagree. The majority of those who agree said they 'tend to agree', with just under 1 in 10 respondents agreeing strongly. A high proportion of respondents (30%) selected the neutral option for this question. As such, there may be an opportunity for the Council and its partners to improve the sense of community cohesion with future initiatives, as currently residents are fairly ambivalent on this issue. Results for this question are in line with those seen in 2021 for agreement, neither and disagreement (agree – 54% cf. 55%, neither – 30% cf. 29%, disagree – 17% cf. 16%).

It is interesting to note that both employed and unemployed, sick, disabled or a homemaker residents, both, significantly disagree that people from different backgrounds get on well together in Arun (21% and 35%). While the sample base size for the unemployed subgroup of respondents is just 35, the shared view point of both employed and unemployed residents suggest that a closer look is needed into why this is happening.

Figure 2: Q7. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together? (All valid responses: 700)



Disagreement is higher among those aged under 45 (28% cf. 17% at a total respondent level and 7% among the over 65s), which is also similar to result seen in 2021. Disagreement is also significantly higher for residents living in the Western areas (22%) and tenants in council and housing association housing (41%).

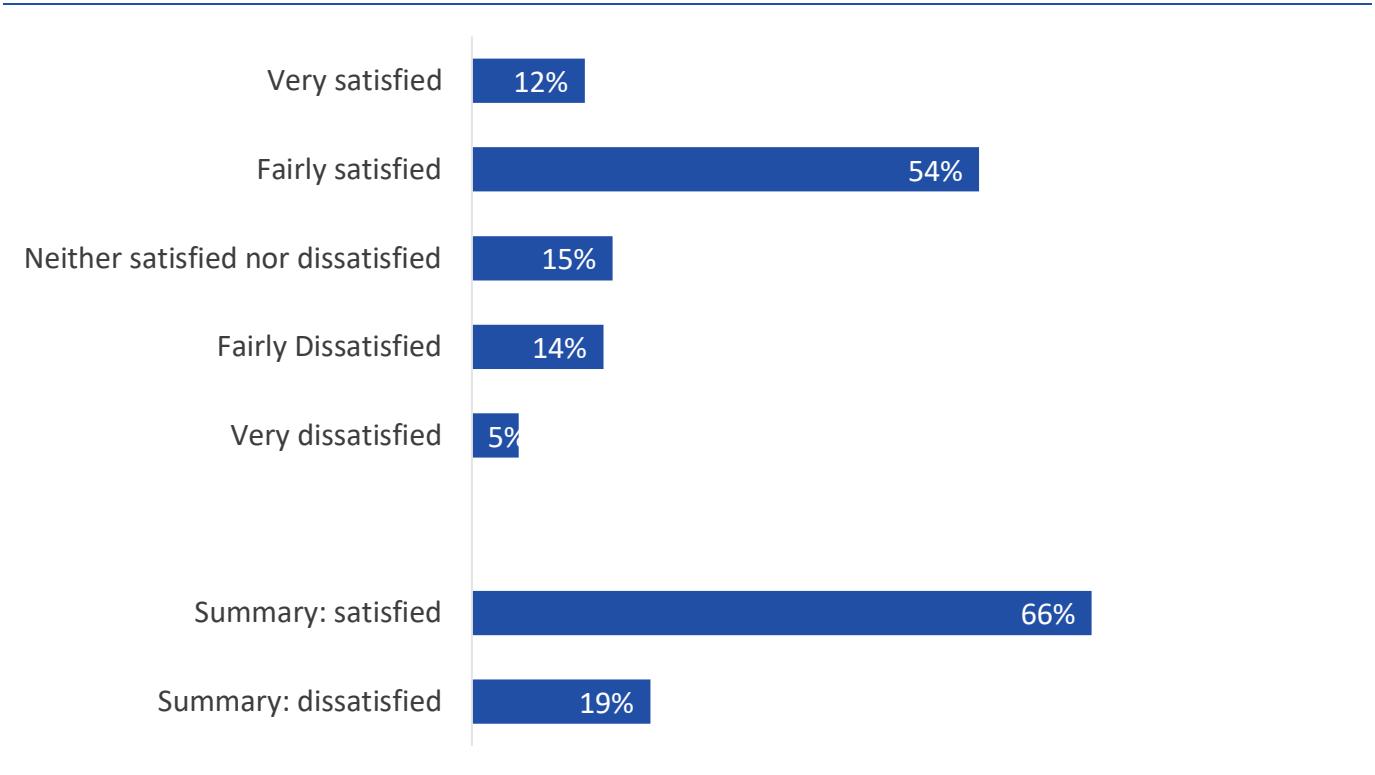
2.4 Cleanliness of Arun District

Customer satisfaction with the cleanliness of the district is of crucial importance to the Council. As part of the Council's Corporate Plan for 2018-2022 it has sought to improve satisfaction with the cleanliness of the district by delivering the best services possible in this regard. Residents were therefore asked about their levels of satisfaction with the cleanliness of the places that the Council has responsibility for.

Two thirds (66%) of respondents are satisfied with the cleanliness of the district, with majority being fairly satisfied (54%), whilst one in five (19%) are dissatisfied. This is in line with satisfaction seen in 2021 (66% cf. 63%).

By area, those who live in Downland are significantly more satisfied with cleanliness (77%) whilst those in Western are significantly less satisfied (59%).

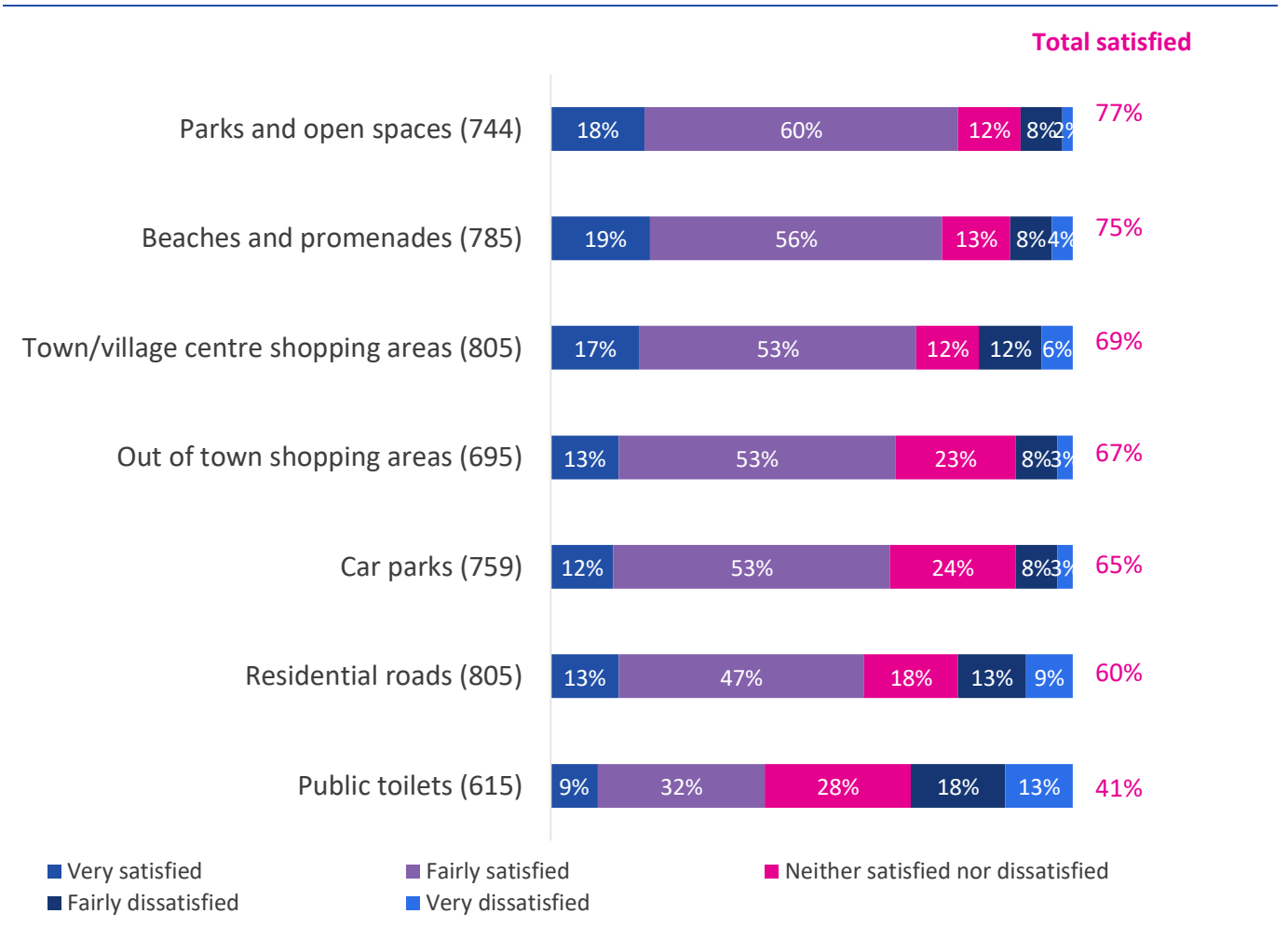
Figure 3: Q10. How satisfied or dissatisfied are you with the overall cleanliness of the district? (All valid responses: 813)



2.5 Cleanliness with different places in Arun

In order to pinpoint particular areas for improvement, respondents were then asked how satisfied they were with the cleanliness of different facilities in the district. Notably, there are high levels of satisfaction with the cleanliness of parks (77%) and beaches/ promenades (75%). Satisfaction with the cleanliness of town and village shopping centres is 2% points higher than for out-of-town facilities (69% cf. 67%); however, dissatisfaction with town/village shopping centres is also higher (18%, cf. 10% for out-of-town facilities). 65% of residents are satisfied with car parks and 60% are satisfied with residential roads. The lowest levels of satisfaction are with public toilets (41%), with 31% of respondents being dissatisfied which is a significant increase of 19 percentage points in dissatisfaction since 2021.

Figure 4: Q11. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district? (All valid responses: Sample bases in parenthesis)



The 2020 iteration of this report noted the success of the Council’s plans to improve residents’ perceptions of the cleanliness of the district.

This success continues to be evident in certain places, with satisfaction levels remaining high and in line with the results seen in 2021. In the below table showing satisfaction with cleanliness over time, we can see there has not been a significant change in satisfaction for different places within Arun since 2021.

Table 2: Satisfaction with cleanliness over time (All valid responses: Sample bases in parenthesis)

Cleanliness of...	Proportion satisfied									
	2013 (510)	2014 (515)	2015 (399)	2016 (574)	2017 (473)	2018 (585)	2019 (579)	2020 (611)	2021 (806)	2022 (805)
Parks and open spaces	75%	72%	76%	79%	73%	70%	74%	79%	79%	77%
Beaches and promenades	69%	70%	71%	68%	74%	67%	77%	78%	72%	75%
Town/village centre shopping areas	66%	63%	67%	68%	69%	62%	65%	69%	70%	69%
Out of town shopping areas	62%	62%	61%	65%	62%	62%	62%	59%	67%	67%
Car parks	58%	63%	62%	64%	60%	55%	58%	60%	63%	65%
Residential roads	54%	59%	57%	56%	54%	50%	57%	66%	59%	60%
Public toilets	34%	36%	34%	34%	29%	25%	36%	35%	43%	41%

Looking at satisfaction with cleanliness in all of the listed places, the data evidences some variation in level of satisfaction across all areas. Residents in Downland are significantly more satisfied with the cleanliness of the town or village centre shopping (79% cf. 69%) along with those from Eastern areas (75% cf. 69%). Residents from Eastern areas are significantly more satisfied with the majority of spaces in Arum including parks (83% cf. 77%), out of town shopping (74% cf. 67%), car parks (73% cf. 65%) and public toilets (54% cf. 41%). Residents from the Western areas are significantly more dissatisfied with the cleanliness of all the listed spaces apart from parks and open spaces. As the Council prioritises the improvement of cleanliness, it may be worth allocating resources in Western areas to tackle these issues. However, it should be noted that residents were asked about their satisfaction with these places across Arun district as a whole, so respondents may be thinking of places outside of their immediate neighbourhoods.

Younger residents aged under 45 are significantly more dissatisfied with the town or village centre shopping (27% cf. 18%) and public toilets (41% cf. 31%). Residents aged 45 to 64 are significantly more dissatisfied with the cleanliness of parks and open spaces (17% cf. 11%) and beaches and promenades (18% cf. 12%).

Additionally, residents with children are less likely to be satisfied with parks (68% cf. 77%), public toilets (28% cf. 41%) and car parks (54% cf. 65%).

The below table shows satisfaction with cleanliness by area and age, green indicates a figure significantly higher than the total average for the sample, while red indicates a figure significantly lower.

Table 3: Satisfaction with cleanliness by age and location (All valid responses: base size in parenthesis)

	Total	Age			Downland	Area	
		18-44	45-64	65+		Western	Eastern
Parks and open spaces (774)	77%	77%	70%	84%	75%	73%	83%
Beaches and promenades (785)	75%	79%	70%	77%	78%	71%	78%
Town/village centre shopping areas (805)	69%	60%	67%	78%	79%	61%	75%
Out of town shopping areas (695)	67%	66%	64%	71%	64%	62%	74%
Car parks (759)	65%	61%	61%	71%	66%	58%	73%
Residential roads (805)	60%	55%	60%	65%	66%	54%	65%
Public toilets (615)	41%	28%	40%	56%	45%	30%	54%

2.6 Problem behaviours in Arun

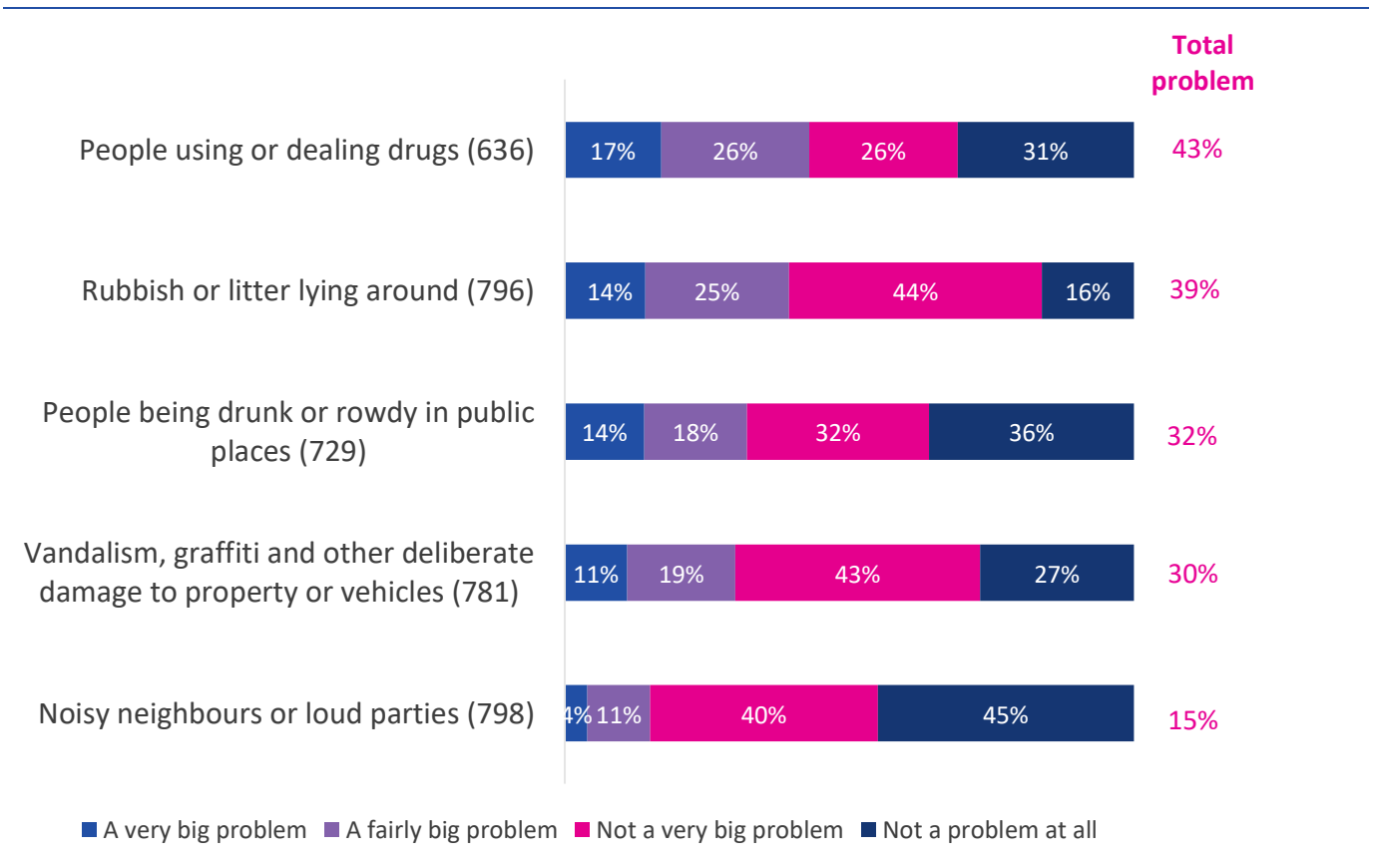
As well as being asked their views on the cleanliness of their local area, residents were asked whether any anti-social behaviours are a problem. The most prominent issues identified are people using or dealing drugs, and rubbish and litter, with at least two fifths of respondents identifying each as a problem (43% and 39%). A third (32%) noted drunkenness as a relatively common problem which has significantly increased since 2021 by 5 percentage points (32% cf. 27%), followed by graffiti and vandalism which has also seen an increase since 2021 (30% cf. 26%). There is little evidence of noisy neighbours or parties being an issue with just 15% respondents saying this is a problem.

Levels of problematic behaviour have mainly stayed in line with results seen in 2021, apart from the significant increase in people being drunk and rowdy.

It is worth noting that the prevalence of all of these issues has increased since the 2020 iteration of this survey, significantly so for people using and dealing drugs (43% cf. 21%), rubbish and litter (39% cf. 21%), vandalism (30% cf. 13%) and drunkenness (32% cf. 18%). The proportion of respondents citing noisy neighbours as a problem has also increased by 10% points since 2020 (15% cf. 5%).

However, it should be taken into consideration that the 2020 research was carried out from April to March 2020 during the coronavirus national lockdown imposed by the UK Government which limited residents interacting with people outside of their household. Although it is not possible to ascertain to what extent, if at all, the responses of residents were influenced by the unique circumstances that the lockdown period produced, this would have also limited the frequency of problems residents faced with anti-social behaviour.

Figure 5: Q8. Thinking about this local area, how much of a problem do you think each of the following are? (All valid responses: Sample bases in parenthesis)



Overall, there are few significant differences in prevalence of these issues by area. However, residents in the Western areas are significantly more likely to note a significant increase in several problems since 2021:

- 45% of respondents from the Western areas see rubbish and litter as a problem, compared to 39% of the total sample. 18% of these respondents describe rubbish and litter as a very big problem, this is higher when compared to just 14% of the total sample.
- Additionally, 55% of respondents from the Western areas view the using and dealing of drugs in their area as a problem, this is higher compared to 43% of the total sample. 34% of these respondents describe using and dealing drugs as a fairly big problem in their area, which again, it is higher when compared to just 26% of the total sample.
- 40% of the Western area said drunkenness is a problem (cf. 32% of total respondents), with most (23%) saying that it is a fairly big problem which is higher than the 18% of the total sample.

The significant increase in problematic behaviour in the western areas since 2021 compared to the average indicate that more attention is needed to tackle the issues residents are facing which will ultimately increase overall satisfaction of residents from Western areas.

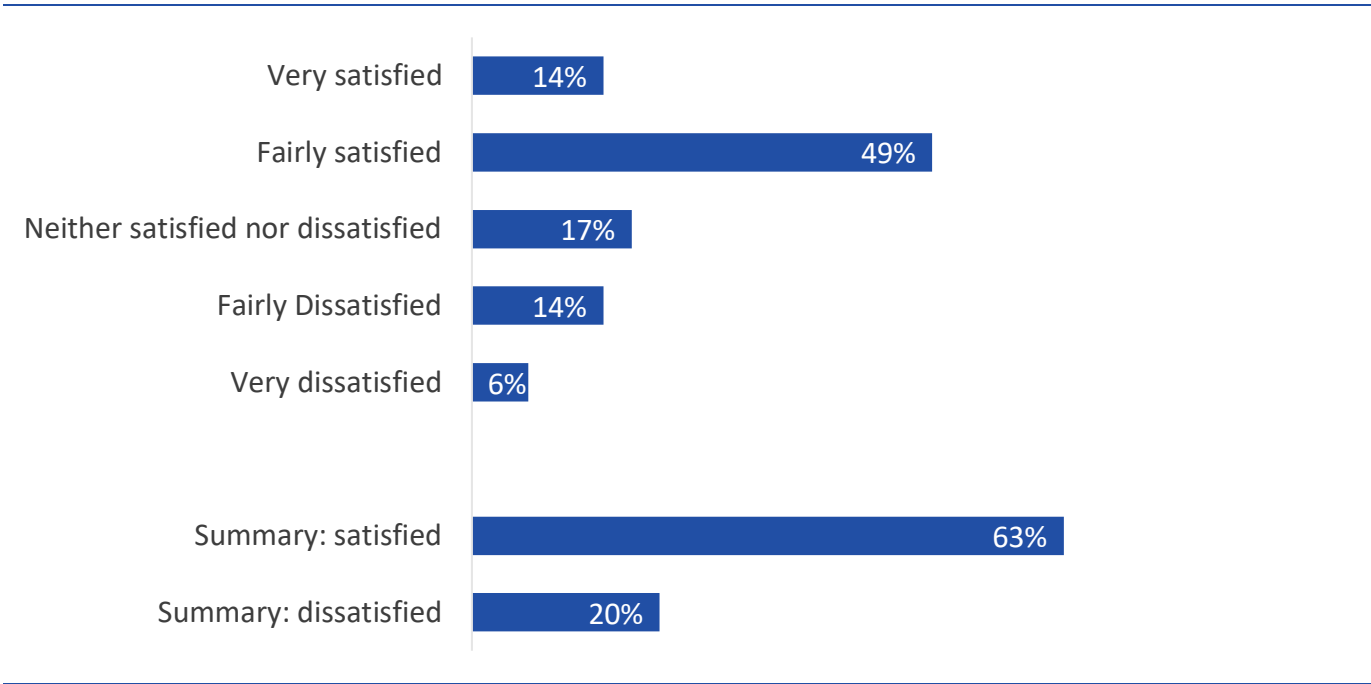
3 Customer satisfaction with the Council and its services

Within the broader context outlined above, the rest of this report explores residents’ perceptions of the Council and its services. Initially, residents were asked about their overall satisfaction with Arun District Council. It should be noted that the wording of this question has changed since 2019, where residents were asked ‘Overall, how satisfied or dissatisfied are you with the way Arun District Council runs the things they are responsible for?’, as opposed to ‘How satisfied or dissatisfied are you with the overall quality of the Council’s services?’ in the current iteration.

3.1 Satisfaction with quality of service

63% of respondents are satisfied with the quality of service provided by Arun District Council. This is a significant decrease from last year’s findings (-5% points). One in five (20%) of respondents are dissatisfied against this metric.

Figure 6: Q2. How satisfied or dissatisfied are you with the overall quality of the Council’s services? (All valid responses: 803)



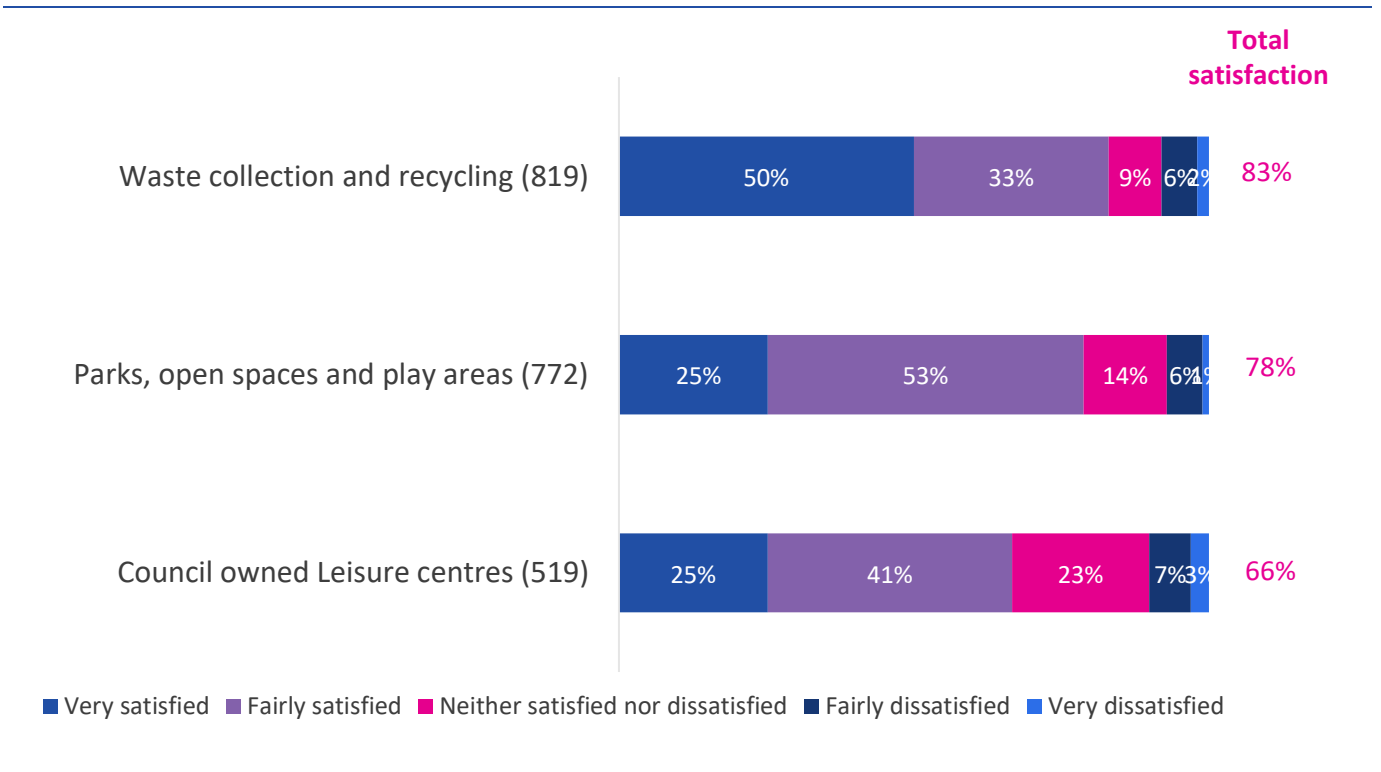
Those aged 65+ are significantly more likely to be satisfied with the local Council when compared to the total average (79% cf. 63%), as are those who are satisfied with the cleanliness of their local area (79%), and who agree that the Council provides value for money (86%). Residents who rent from the council are significantly less satisfied (46% cf. 63%) with the overall quality of the council services.

3.2 Satisfaction with specific Council services

To understand what is driving satisfaction with the Council, residents were asked about specific services that the Council offers.

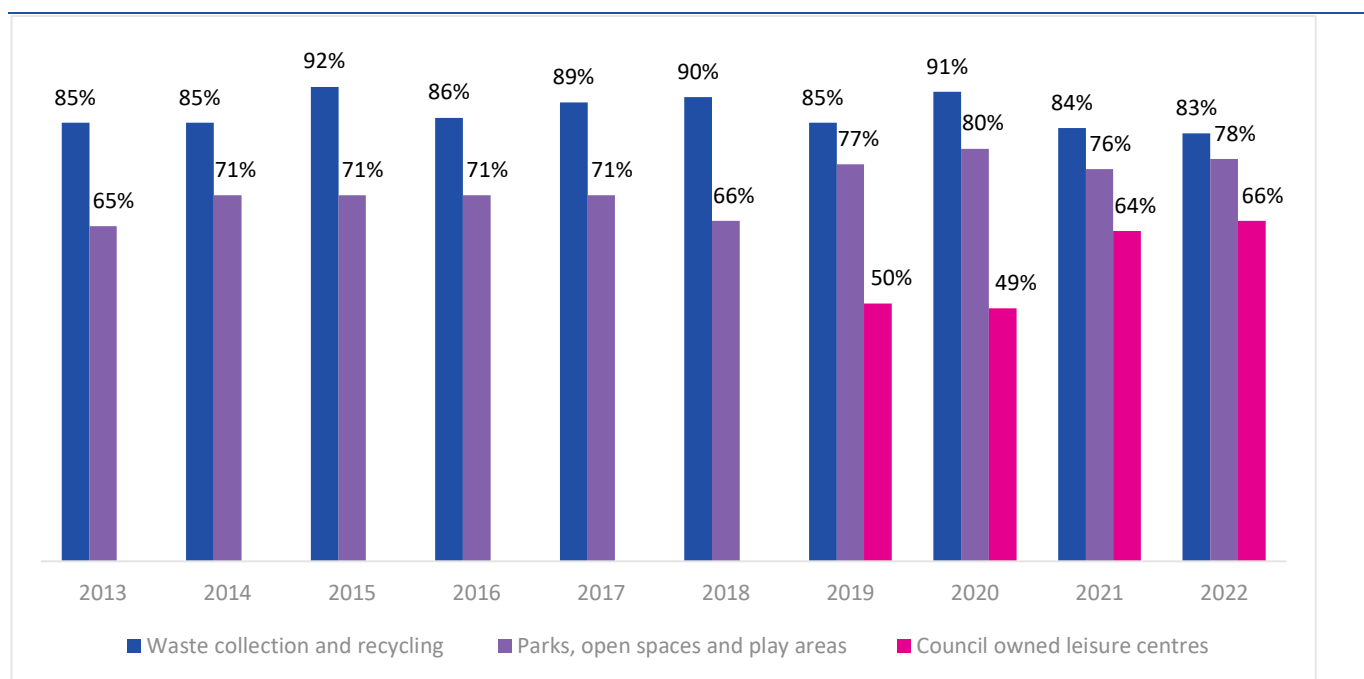
Satisfaction across services is high, especially for waste collection and recycling, a facet of the Your Future priority. Half of respondents (50%) are very satisfied with waste collection and recycling, and 83% are satisfied overall. Although not directly comparable due to differences in the wording, the closest LGA comparison, satisfaction with waste collection, is 81%, putting satisfaction with the service provided by Arun District Council in line with the national average while satisfaction with parks and open spaces for the LGA benchmark is 82% which puts Arun slightly behind. Council-owned leisure centres have lower levels of satisfaction (66%) staying in line with 2021 (64%). Overall, the level of satisfaction with Council services continues to evidence successful implementation of high-quality services against the of the corporate Plan 2018-2022.

Figure 7: Q9. The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council’s performance for each of them (All valid responses: basis in parenthesis)



Looking at the long-term, the data shows that satisfaction with refuse collection has remained consistently high, and this year it returned to the levels recorded in 2019, in line with 2021. Satisfaction with parks, open spaces and play areas, and council owned leisure centres has remained in line with 2021.

Figure 8: Q9. The following services are provided by Arun District Council. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance for each of them (All responses: base sizes vary)



Those aged 65 and over and residents aged 45 to 64 are significantly more likely to be satisfied with waste collection and recycling services (92%, cf. 83% of the total sample and 89% cf. 83% respectively), while those aged 18-44 are significantly less likely to be satisfied (65%). Residents aged over 65 also show a higher satisfaction level with parks and open spaces (86% cf. 78%). Residents in Western areas are significantly more likely to be less satisfied with all three council services while those in Eastern areas are significantly more likely to be more satisfied with these measures. In the below table, showing satisfaction with Council services by age and area, green indicates a figure significantly higher than the total average for the sample, while red indicates a figure significantly lower.

Table 4: Satisfaction with Council services by age and area (All valid responses: Sample bases in parenthesis)

	Total	Age			Downland	Area	
		18-44	45-64	65+		Western	Eastern
Waste collection and recycling (819)	83%	65%	89%	92%	86%	78%	87%
Parks, open spaces and play areas (772)	78%	77%	77%	86%	76%	75%	84%
Council owned Leisure centres (519)	66%	63%	70%	70%	71%	54%	76%

3.3 Value for money

In order to gain a greater depth of understanding of residents' perceptions of Council services, respondents were asked to consider whether they feel the Council provides value for money. To frame responses to this question, all respondents were reminded that Arun's 2022/23 Council Tax is £3.78 per week for a Band D dwelling.

48% of respondents agree that the Council provides value for money, with most (42%) tending to agree. Agreement levels are in line with 2021. This compares favourably with the LGA benchmark figure as satisfaction levels are in line (48% cf. 45% agreement). A quarter (24%) of respondents disagree with this statement, which has dropped slightly since 2021.

As demonstrated in figure 10, both agreement and disagreement that Arun Council provides value for money have remained stable since 2021. Still, 28% neither agree nor disagree with this statement, indicating that there is still a certain level of ambiguity about this statement.

Figure 9: Q3. To what extent do you agree or disagree that Arun District Council provides value for money? (All valid responses: 779)

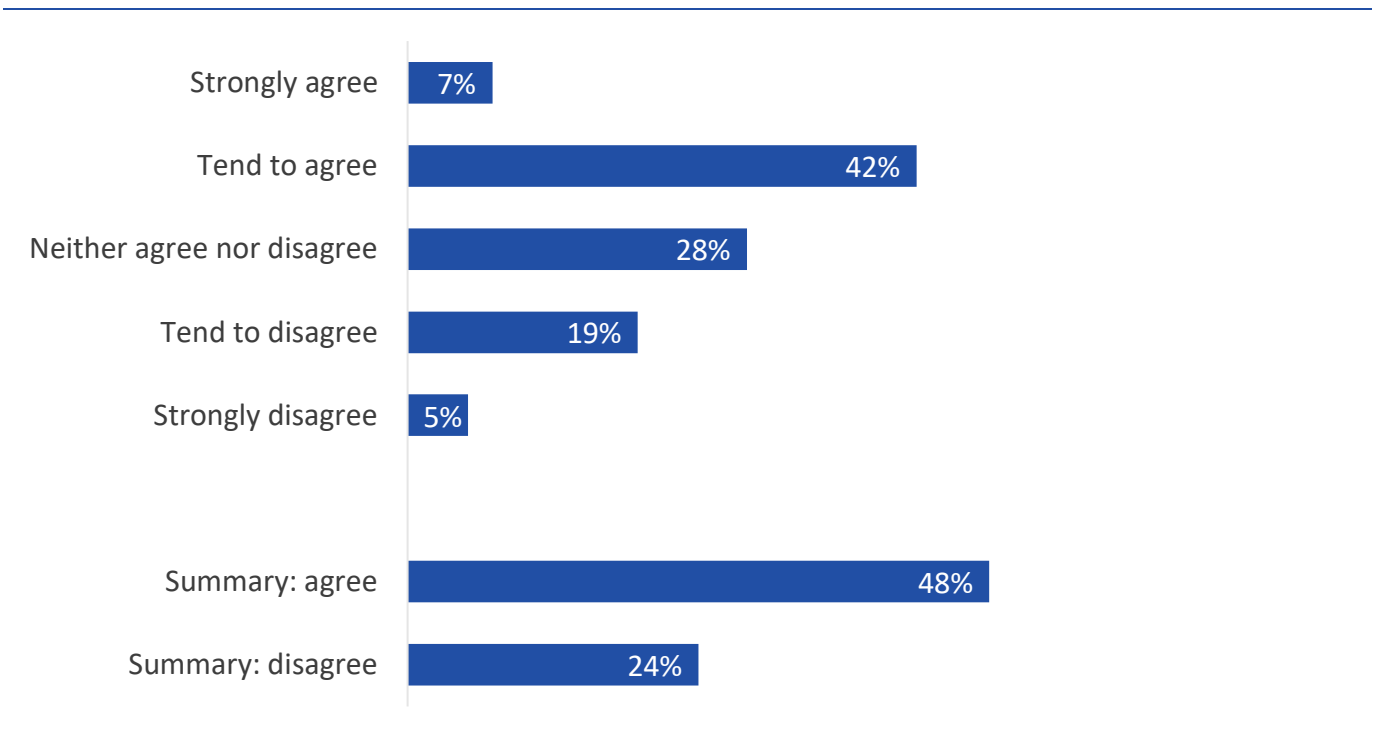
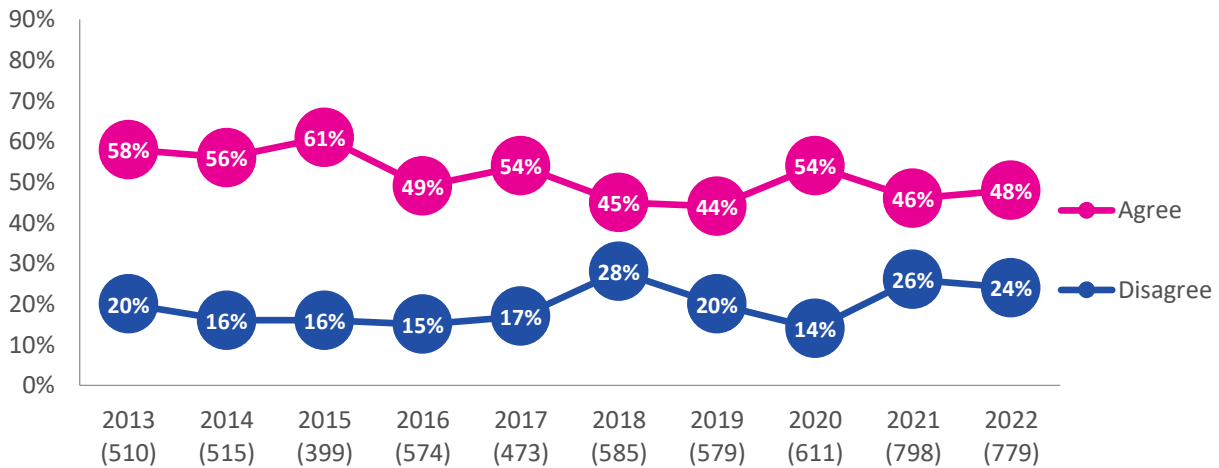


Figure 10: Q3. To what extent do you agree or disagree that Arun District Council provides value for money? - Over time (All valid responses: Sample bases in parenthesis)

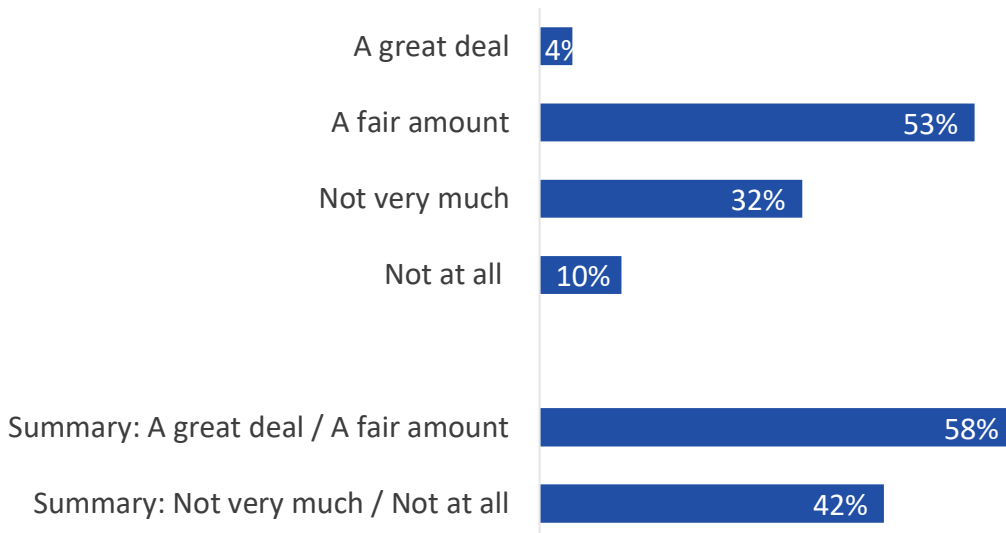


Mirroring their higher levels of satisfaction with the Council, residents aged 65 or over also tend to have higher positivity regarding value for money (62% agreement, cf. 48% from the total sample). By area, agreement levels are more or less in line across all three areas when compared to the average for the dataset.

3.4 Trust in the Council to make the right decision

58% of respondents say that they trust the Council to make the right decision with the majority (53%) of residents saying they trust the Council a fair amount. The closest question to this in the LGA benchmark is ‘How much do you trust your local council?’ with the LGA average score being 67% putting Arun Council 9 percentage points behind, although the difference in question wording could account for this.

Figure 11: Q6. How much do you trust Arun District Council to make the right decision? (All valid responses: 716)



By area, in Western areas there is more of an equal split in the level of trust with the Council with 51% (cf. 58% of total sample) saying they trust the Council, which is significantly lower than the average from the dataset, and 49% (cf. 42% of total sample) saying they distrust the Council, which is significantly higher than the average from the dataset.

Eastern areas are significantly more likely to say that they trust the Council to make the right decisions (65% cf.58%). Just 35% of residents in Eastern areas say that they do not trust the Council.

In the below table, showing levels of trust by area, green indicates a figure significantly higher than the total average for the sample, while pink indicates a figure significantly lower.

Table 5: Trust by area (All valid responses: Sample bases in parenthesis)

	Total	Downland (144)	Western (286)	Eastern (286)
Trust (A great deal/ a fair amount)	58%	61%	51%	65%
Distrust (Not much/ not at all)	42%	39%	49%	35%

3.5 Acting on concerns

Respondents were asked whether they think the Council acts on residents' concerns. Just under two fifths of respondents think the council acts on a great deal or fair amount on concerns (39%) and just over two fifths think they don't act very much or at all (42%). Most (35%) agree that the Council acts on their concerns a fair amount, with just 4% agreeing that it does so a great deal. 11% believe that the Council doesn't act on the concerns of residents at all.

As shown in the chart overleaf, the number of respondent who do think the council does act on resident concerns has decreased by 3 percentage points (39% cf. 42%) respondents noting that they think the council doesn't act on resident concerns has also increased by 3 percentage points since 2021 (42% cf. 39%) overtaking the number of residents who believe the council does act. This indicates a need for further investigation as to why this has occurred this year and how to demonstrate to residents of Arun District Council the council does act on resident concerns. However, agreement is still significantly lower than the LGA benchmark figure of 60%.

Figure 12: Q4. To what extent do you think Arun District Council acts on the concerns of local residents? (All responses: 828)

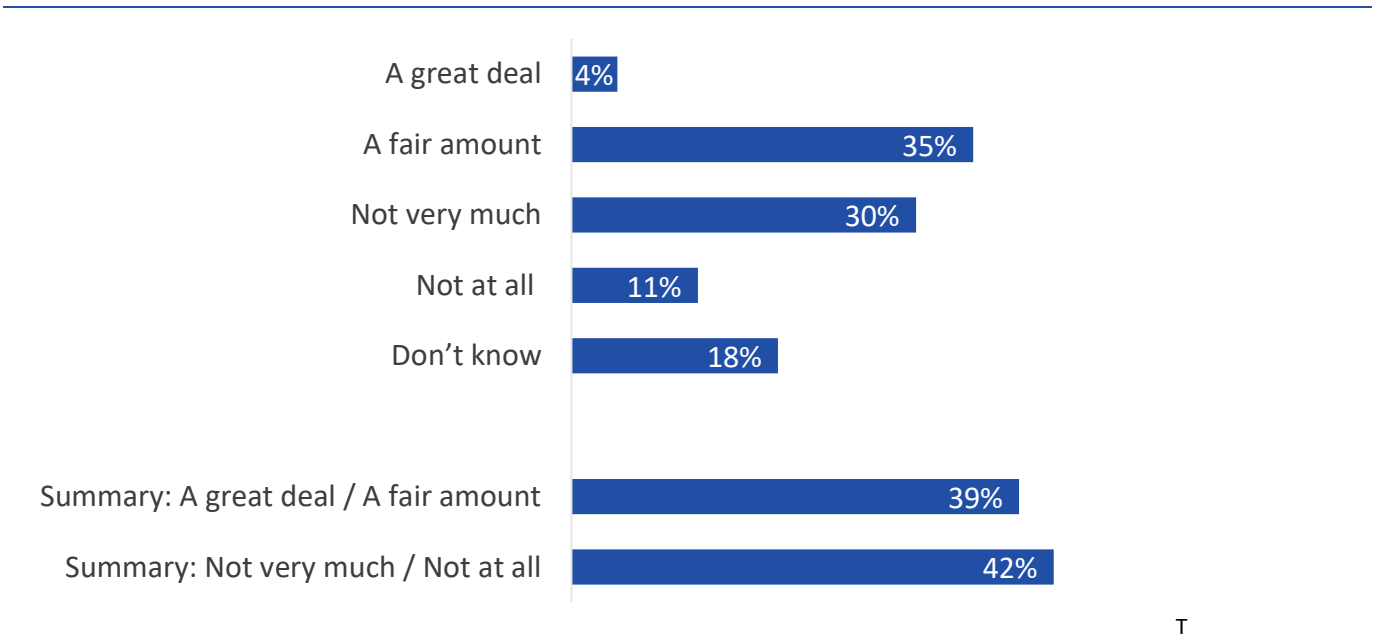
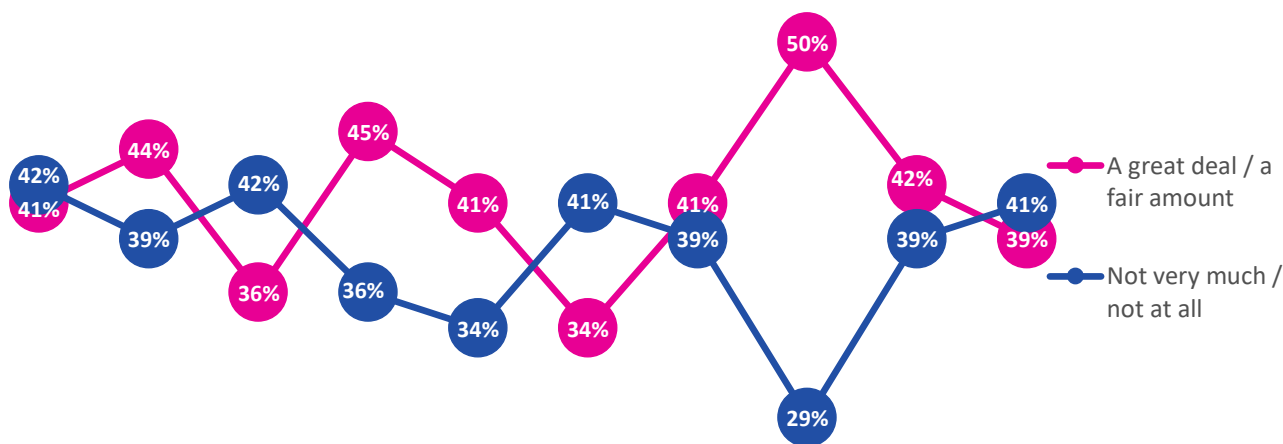


Figure 13: Q4. To what extent do you think Arun District Council acts on the concerns of local residents? - Over time (All valid responses: Sample bases in parenthesis)



2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
(510)	(515)	(399)	(574)	(473)	(585)	(579)	(611)	(839)	(828)

Residents aged 65+ are significantly more likely to feel that the Council acts on their concerns a great deal or fair amount (47%, cf. 39% of the total sample) whilst those aged 45 to 64 are significantly less likely to think the same (32% cf. 39%). By location, respondents in Eastern areas are significantly more likely to feel that the council acts on their concerns (45% cf. 39%).

In the below table, showing agreement with this statement by area, green indicates a figure significantly higher than the total average for the sample, while pink indicates a figure significantly lower.

Table 6: Acting on concerns by area (All valid responses: Sample bases in parenthesis)

	Total	Downland (163)	Western (327)	Eastern (338)
Agree (A great deal/ a fair amount)	41%	33%	36%	45%
Disagree (Not very much/ not at all)	39%	45%	46%	33%

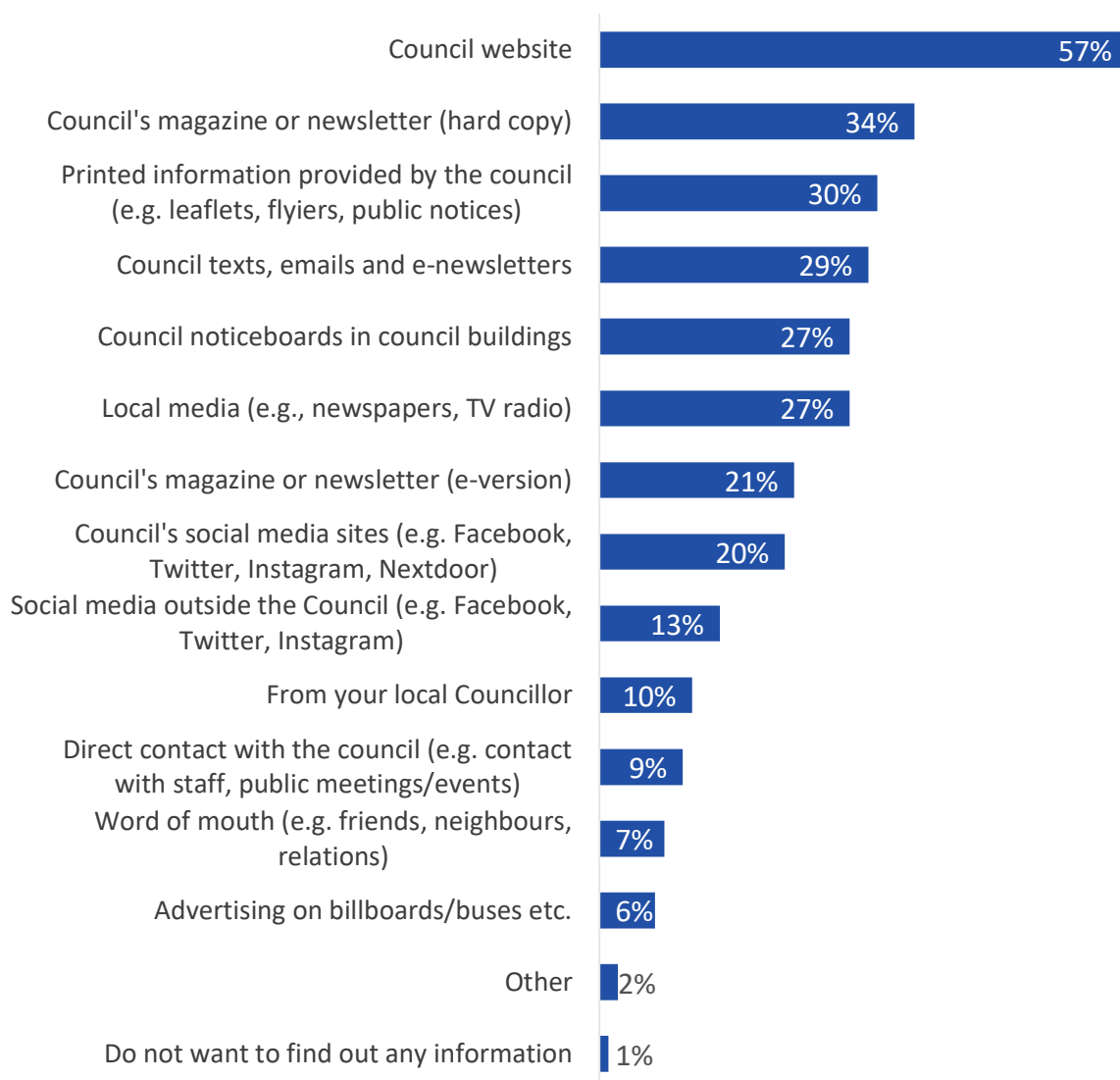
3.6 Residents' preferred channels to be kept informed

A key component of building a trusted relationship between council and residents is whether the residents feel that they are kept informed. Residents were therefore asked how they would prefer to be kept informed by the Council, in order to help the Council understand which channels of communication may work hardest for them.

Nearly three in five (57%), prefer to keep informed via the council website. The Council magazine or newsletter and printed information are indicated as preferred options by around one in three residents or more (34% and 30%). Around three in ten (29%) prefer digital communication from the Council more generally, for example through texts, emails and e-newsletters, followed by council notice boards and local media like newspapers, TV and radio (27%). One in five note and electronic council magazine or newsletter (21%) or the council's social media sites (20%).

Encouragingly, only 1% of residents said they did not want to find out any information, which suggests an appetite for communication.

Figure 14: Q5. How would you like the Council to keep you informed? (All valid responses: 828)



There are some variations by demographics, primarily by age. Those over 65 are significantly less likely to want to receive information via council texts, emails and e-newsletters (25% cf. 29%) and social media outside the council (4% cf. 13%), whilst significantly more likely to want to receive hard copies of the council's magazine or newsletter (39% cf. 34%).

By contrast, 37% of respondents aged under 44 would prefer to receive information from the council texts, emails and e-newsletters. There is also a strong appetite for direct digital communications amongst this age group and those aged 45 to 64, with a third (31% and 27%) stating that they would like to be kept informed by the Council's social media sites and social media outside the council (24% and 17%).

Interestingly, residents with children in the house also express a preference for digital communication methods: 37% would prefer the Council's social media sites and then 30% would prefer social media outside the Council. This may be influenced by the fact that respondents with young children are more likely to fall into the younger age category. The time constraints of work and family life may also make digital communication more convenient for these respondents, since it can be accessed at any time.

4 Closed survey vs. Open survey

As the open survey was available for any Arun residents to complete, the sample of this survey is made of a bias sample of those who are more likely to engage with the council and of those willing to share their feedback.

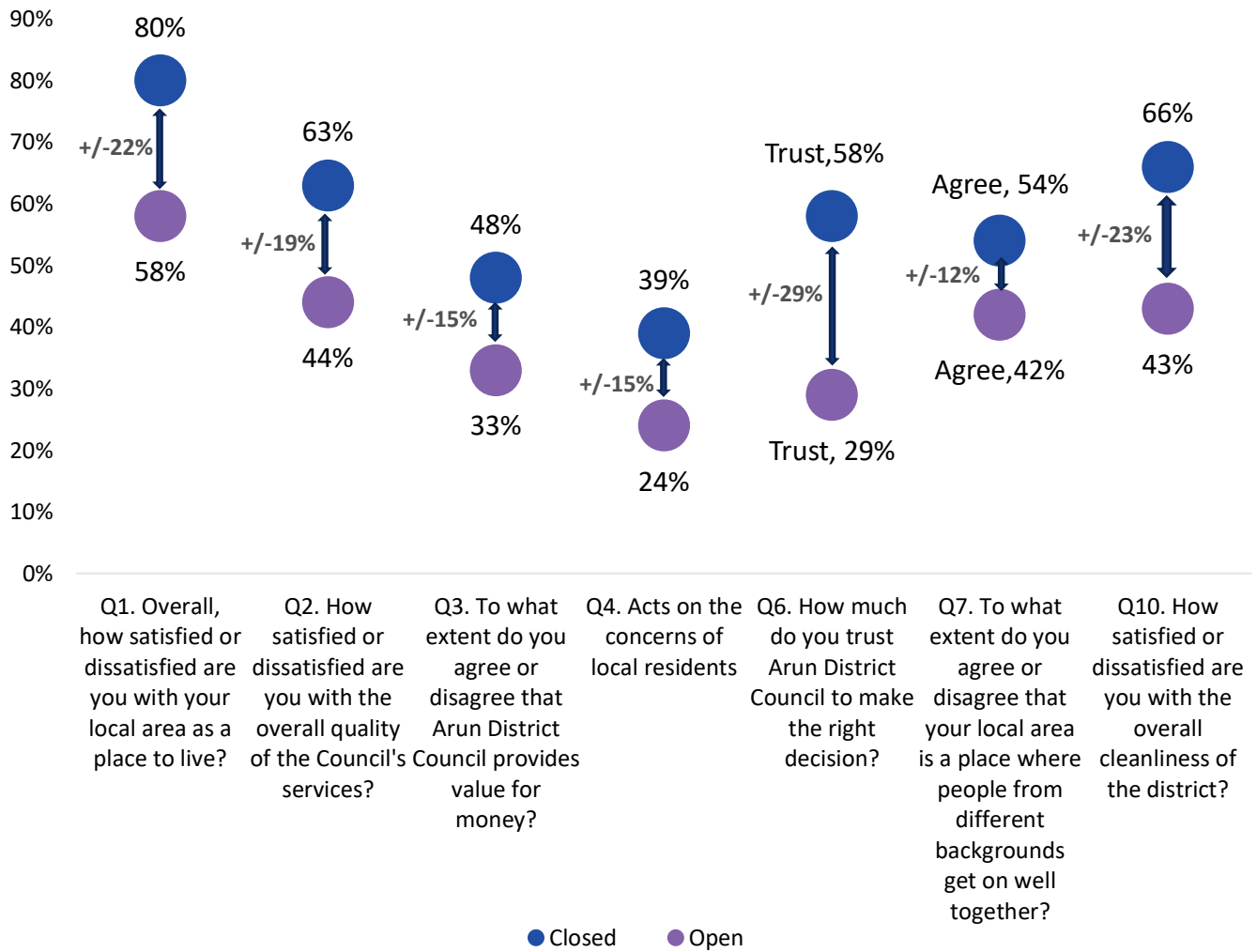
To compare the satisfaction levels between the open survey and the closed survey this section presents gap analysis between the two survey results as well as presenting the differences in the key drivers for satisfaction.

4.1 Comparison of key indicators

The following gap analysis charts showcase the difference in perceptions between the two samples, this will help to identify the largest difference in scores between the open and closed sample. In all instances, residents in the closed survey report more positive perceptions than the open survey, suggesting that residents have engaged with the open survey because they are unhappy with a certain issue or service.

As shown in Figure 15 overleaf, the biggest differences in general perceptions between the open and closed survey is trust for Arun Council to make the right decision, with 29 points differences, satisfaction with the cleanliness of the district, with 23 points difference and overall satisfaction with the local area as a place to live with 22 points of difference between the two surveys.

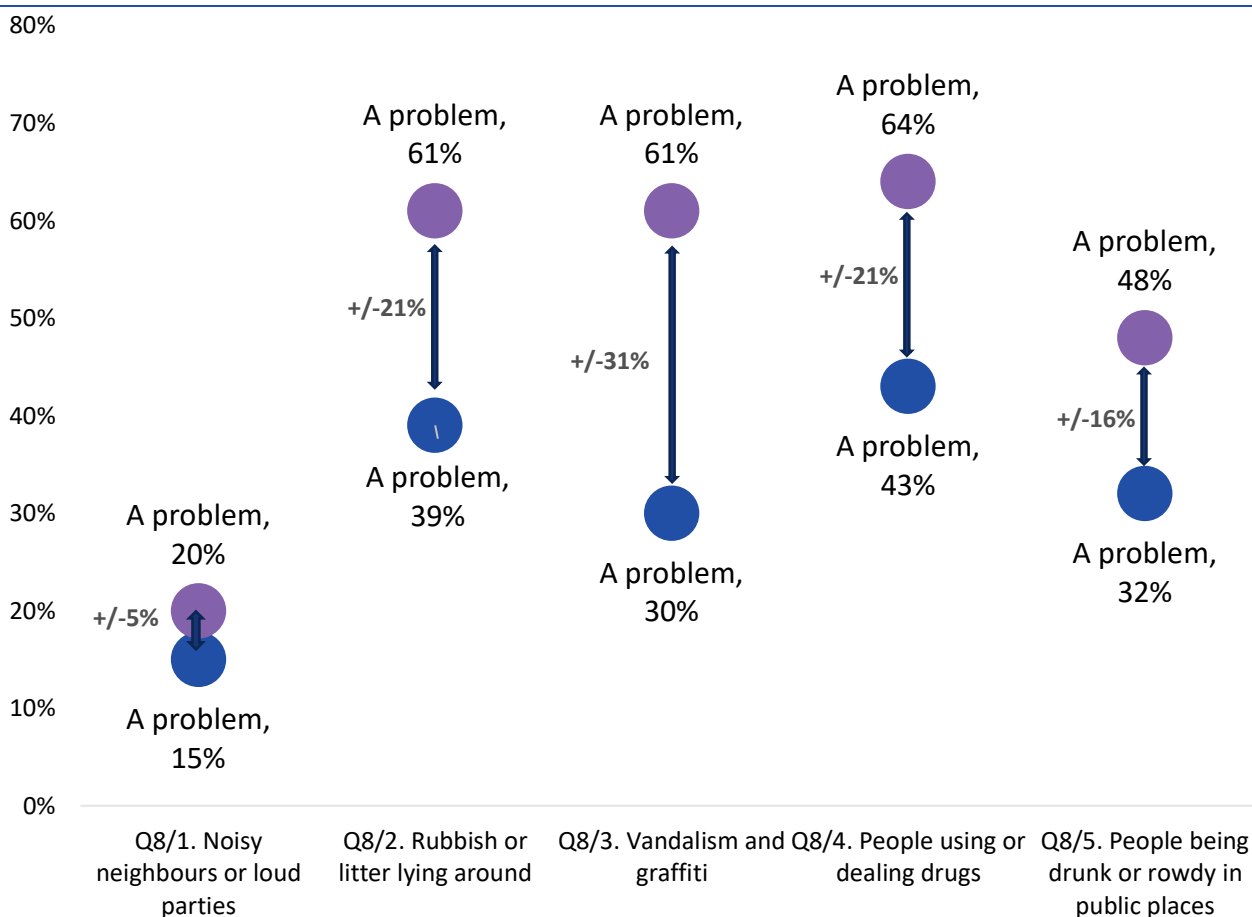
Figure 15: Gap analysis chart



*This chart is showcasing satisfaction levels, unless otherwise stated

Looking at neighbourhood problems, in both surveys rubbish or litter lying around (61%), vandalism and graffiti (61%) and people using or dealing drugs (64%) are the top three problems in the open survey mirroring the closed survey. Notably, the smallest difference in the proportion indicating a problem between the open and closed survey is for noisy neighbours (5% difference), which may suggest that residents engaging with the Council via the open survey may be due to the other problems listed. The largest discrepancy between the open and closed survey is for vandalism and graffiti which has a 31-percentage point difference.

Figure 16: Gap analysis chart (continued) - Q8. Thinking about this local area, how much of a problem do you think each of the following are?

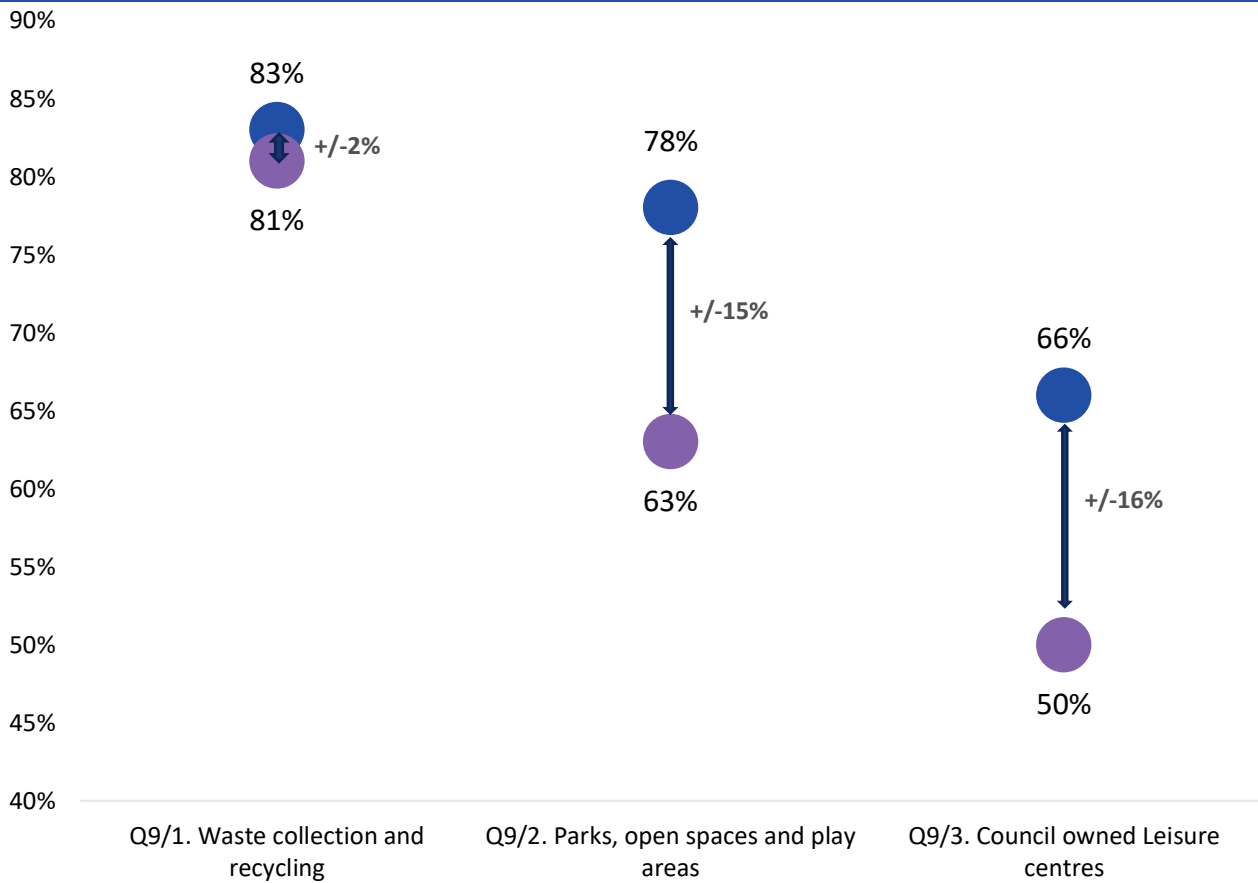


Q8. Thinking about this local area, how much of a problem do you think each of the following are?

● Closed ● Open

Residents were also asked about their levels of satisfaction with the services provided from the Council. The difference in satisfaction levels for waste collection is in line for the open and closed survey (81% cf. 83%) which indicates that Arun Council does a very good job with waste collection within the district. The difference in satisfaction for parks and open spaces and council run leisure centres between the open and closed survey is in line with one another (15 percentage point difference for parks and open spaces and 16 percentage point difference for council run leisure centres.)

Figure 17: Gap analysis chart (continued) - Q9. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance



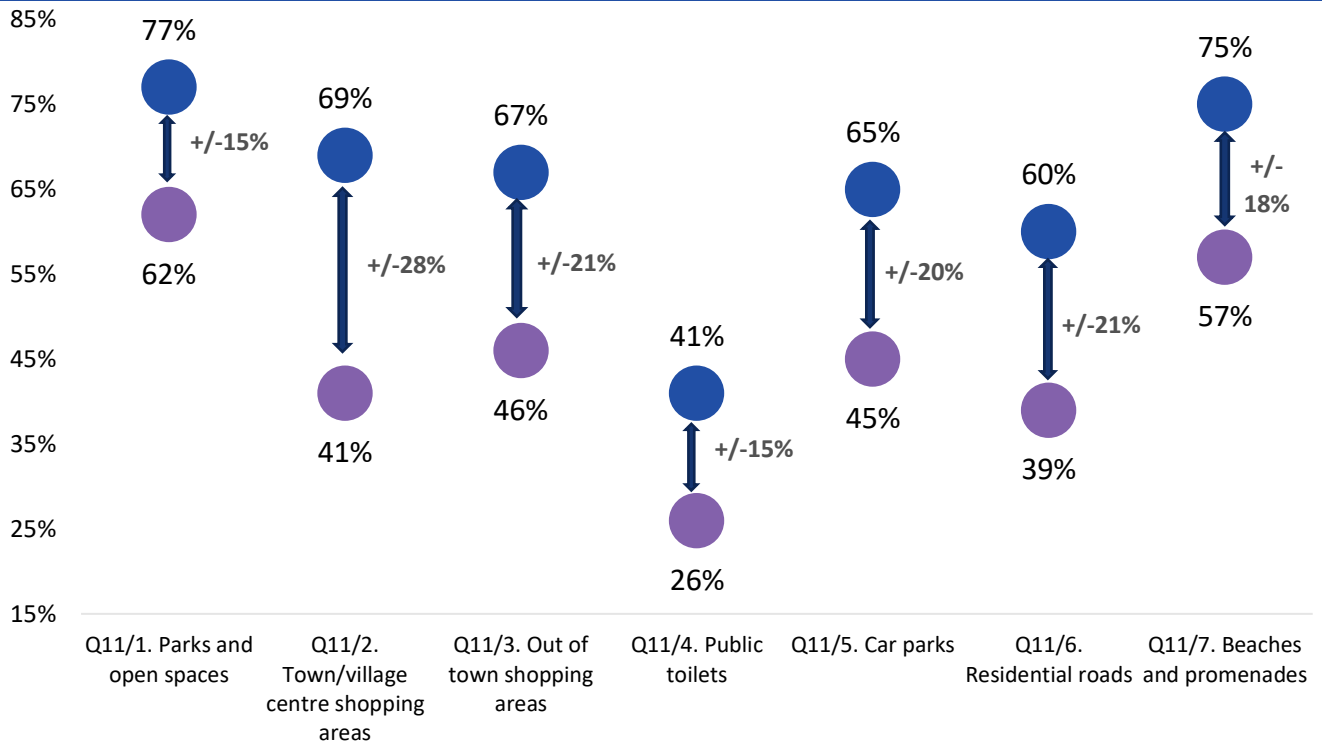
Q9. Please indicate how satisfied or dissatisfied you are overall with Arun District Council's performance

*This chart is showcasing satisfaction levels

● Closed ● Open

When looking at the satisfaction with the level of cleanliness, the biggest difference in level of satisfaction is with town or village centre shopping areas (+/-28% points), out of town shopping areas and residential roads (-/+21% points for both).

Figure 18: Gap analysis chart (continued) - Q11. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district?



Q11. How satisfied or dissatisfied are you with the level of cleanliness of the following places within the district?

*This chart is showcasing satisfaction levels

● Closed ● Open

4.2 Comparison of Key drivers for satisfaction across open and closed survey

The relative importance of the key drivers of satisfaction differs between the open and closed surveys. The two metrics of satisfaction with the local area as a place to live and satisfaction with parks, open spaces and play areas have a bigger importance for respondents in the open survey than for those in the closed survey (24% cf. 18% and 18% cf. 17% respectively).

Key drivers' relative importance for closed and opened survey

Relative importance			
	Closed survey	Open survey	Difference
Satisfaction with local area as a place to live	15%	19%	+/-4%
Provides value for money	25%	22%	+/-3%
Satisfaction with waste collection and recycling	5%	3%	+/-2%
Satisfaction with parks, open spaces and play areas	5%	10%	+/-5%
Satisfaction with the overall cleanliness of the district	10%	9%	+/-1%
Cleanliness of public toilets	6%	5%	+/-1%
Acts on the concerns of local residents	16%	16%	+/-0%
Trust Council to make the right decision	19%	17%	+/-2%

5 Appendix 1: Sample profile

	Sample:	Weighted Closed	Unweighted Closed	Weighted Open	Unweighted Open
Gender					
Male		43%	43%	44%	30%
Female		51%	53%	51%	66%
Age					
18-44		26%	10%	29%	23%
45 – 64		30%	29%	30%	47%
65+		34%	56%	34%	25%
Housing tenure					
Own outright (freehold or leasehold)		51%	67%	48%	46%
Buying on a mortgage		23%	16%	27%	30%
Rent from Arun District Council or from a Housing Association / Trust		6%	5%	7%	7%
Rent from a private landlord		14%	8%	11%	10%
Time in district					
Less than 1 year		3%	3%	3%	4%
Between 1 and 2 years		6%	6%	4%	4%
Between 3 and 5 years		8%	8%	8%	10%
Between 6 and 10 years		15%	13%	14%	13%
Between 11 and 20 years		17%	19%	17%	19%
More than 20 years		47%	20%	51%	49%
Children					
Yes		19%	11%	20%	20%
No		74%	85%	73%	75%
Area					
Western		46%	40%	44%	38%
Eastern		36%	41%	34%	43%
Downland		20%	19%	20%	18%
Employment status					
Employed		51%	35%	56%	60%
Unemployed/Sick/Disabled/Homemaker		5%	5%	5%	5%
Retired		37%	54%	29%	25%



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REPORT TO:	Policy and Finance Committee - 13 December 2022
SUBJECT:	Housing Revenue Account - Revised Budget 2022/23
LEAD OFFICER:	Carolyn Martlew – Interim Group Head of Finance & Section 151 Officer
LEAD MEMBER:	Councillor Shaun Gunner
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
Delivering the Right Homes in the Right Places	
DIRECTORATE POLICY CONTEXT:	
The Council’s Budget 2022/23 was approved by Full Council in March 2022	
FINANCIAL SUMMARY:	
The purpose of the report is to consider the projected outturn for the Housing Revenue Account (HRA) in order to make recommendations to Full Council for a revised revenue budget for 2022/23. The HRA is projected to go below a critical balance at 31 March 2023 unless the corrective actions recommended in the report are adopted. The proposed changes, which mainly relate to the financing of capital expenditure should result in an estimated outturn balance of a minimum of £600k. Additional ways of changing capital financing and accounting will continue to be explored with the Council’s external auditors as part of the Accounts Closure process for 2022/23.	

1. PURPOSE OF REPORT

1.1. The purpose of this report is for the Policy and Finance Committee to consider the financial position in relation to the Housing Revenue Account (HRA) in order to make recommendations to Full Council for a revised budget for 2022/23 for approval at its meeting on 18 January 2023.

2. RECOMMENDATIONS

1.2. The Policy and Finance Committee is requested to recommend to Full Council that the Revised HRA Revenue Budget set out in Appendix 1 is approved; and that

1.3. Any required changes to the financing of HRA capital expenditure including potential borrowing are agreed.

2. EXECUTIVE SUMMARY

2.1. The report analyses the key the issues that have led to the anticipated overspend and the resulting depletion of the HRA balance by 31 March 2023 unless the recommended action is taken. The report requests that the committee recommends a revised budget for approval by Full Council.

3. DETAIL

- 3.1. The Council approved a Housing Revenue Account (HRA) deficit budget of £1.396m for 2022/23. Since the start of the financial year the situation has deteriorated with significant budget pressure on both repairs budgets (additional £2m) and supervision and management budgets (this includes the housing transformation programme and CIVICA ICT project).
- 3.2. The budget for 2022/23 assumed significant revenue contributions to finance capital expenditure and an additional contribution to the Major Repairs Reserve to finance the 2022/23 HRA capital programme, which is not required due to slippage in the capital programme.
- 3.3. The capital element of the CIVICA ICT/ transformation programme (including the requested increase and agreed increases to the programme during 2022/23) has been reprofiled. It is assumed that the capital expenditure relating to 2022/23 will be financed through other sources of capital finance than originally planned. This will result in a reduction in revenue spend of (£933k) for 2022/23. However, it should be noted that there remains pressure on the capital budget for 2023/24 and future years which must be funded.
- 3.4. The proposed changes to the revenue budget for 2022/23 are summarised in the table below:

	£'000	£'000
Additional Expenditure on Repairs	2,003	
Additional Expenditure on Supervision and Management	600	
Shortfall in income	227	
Other	(3)	
Total estimated additional net expenditure		2,827
Changes in Capital Financing		(933)
Total Additional Estimated Net Expenditure 2022/23		1,894

- 3.5. The additional net expenditure of £1.894m results in an estimated outturn deficit of £3.290m.

The HRA Reserve Movement estimated outturn 2022/23 is summarised in the table below:

	Original Budget £'000	Revised Budget £'000
Opening Balance 1 April 2022	4,921	3,891 *
Movement in Reserve for 2022/23	(1,396)	(3,290)
HRA Balance at 31 March 2023	3,525	601

* Excludes HRA Major Repairs Reserve balance of 1 April 2022 £2,886k (capital reserve)

The original budget shows the estimated HRA opening balance on 1 April 2022. The revised budget for 2022/23 reflect the actual opening balance (Revenue and Capital Outturn Expenditure 2021/22 report to the Policy and Finance Committee on 6 September 2022).

- 3.6. The revenue expenditure of the HRA will continue to be examined for areas that meet the definition of capital expenditure. Currently an additional £200k is under consideration to be capitalised for compartmentation. The Housing Revenue Account has its own business plan and financial model. It is vital that these are updated to ensure the affordability of these changes in the capital financing recommended in this report.

4. CONSULTATION

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

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. Alternative options are not available, failure to act on the recommendations will result in failure of the HRA.

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

- 6.1. The HRA balance is at a critically low level. The HRA budget for 2023/24 and future years will be under increased pressure to fund the changes in capital expenditure.
- 6.2. The planning to bring repairs expenditure under control is critical for the long term financial sustainability of the Housing Revenue Account.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. The report identifies significant risks to the future of the HRA which must be brought under control as part of the HRA Business plan and future budgets.

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

8.1. The Housing Revenue Account is a separate account that all local authorities with housing stock are required to maintain. This account contains all transactions relating to local authority owned housing. The Local Government and Housing Act 1989 prohibits the Council operating its HRA at a deficit. The Council has a legal duty to ensure its expenditure can be met by its income, inclusive of reserves. The proposed balanced budget meets this obligation.

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

CONTACT OFFICER:

Name: Carolin Martlew

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

Contact Number: 01903 737558

BACKGROUND DOCUMENTS:

Budget Book 2022/23

Agenda Item 13

Policy and Finance Committee –Work Programme 13 December 2022 - Revised

Policy & Finance Committee	Lead Officer	Date of Meeting	Time	Full Council Meeting Date
<p>Council Vision - Quarter 1 Performance Report</p> <p>Littlehampton Seafront Project</p> <p>Equality, diversity & Inclusion Policy</p> <p>Items put forward from Service Committees</p> <p>Options for introducing further controls on the quality of House in Multiple Occupation – Financial Implications</p> <p>Budget Monitoring Report to 30 June 2022</p> <p>Revenue and Capital Outturn 2021/22 - Report</p> <p>Budget Process 2023/24</p> <p>Regis Centre Heads of terms Report – Exempt</p> <p>Strategic Options for the Regeneration of the Regis Centre – Exempt</p> <p>Work Programme</p>	<p>Jackie Follis</p> <p>Rachel Alderson</p> <p>Karen Pearce</p> <p>Carolyn Martlew</p> <p>Carolyn Martlew</p> <p>Carolyn Martlew</p> <p>Carolyn Martlew</p> <p>Neil Taylor</p> <p>Neil Taylor</p>	<p>6 September 2022</p>	<p>6pm</p>	<p>09-Nov-22</p>
<p>Update on the Council's Scope 1, 2 and 3 emissions for 2021-2022</p> <p>Littlehampton Seafront Project</p> <p>Business Rate Pooling</p> <p>Key Performance Indicators 2022-2026 – Quarter 1 Performance Report</p>	<p>Will Page</p> <p>Rachel Alderson</p> <p>Carolyn Martlew</p> <p>Jackie Follis</p>	<p>20 October 2022</p>	<p>6 pm</p>	<p>09-Nov-22</p>

Policy and Finance Committee –Work Programme
13 December 2022 - Revised

Update on the Regeneration of the Regis Centre – Presentation on the Latest Design by Mace Work Programme	Neil Taylor			
Financial Prospects 2022/23 to 2026/27 Budget Monitoring Report – Quarter 2 Arun District Council's Residents' Survey Council Vision – Quarter 2 Performance Report Littlehampton Seafront Projects – Update Report Regeneration of The Regis Centre, Bognor Regis – Update Report Feedback from Committee – Housing & Wellbeing Committee – 6 December 2022 – Housing Revenue Account Revised Business Plan and Financial Implications Work Programme	Carolyn Martlew Carolyn Martlew Jackie Follis Jackie Follis Rachel Alderson Neil Taylor Moh Hussein	13 December 2022 [Date change from 8 December meeting]	6pm	18-Jan-23
Budget Monitoring Report – Quarter 3 Committee Revenue and Capital Budget 2023/24 The council's Revenue and Capital Budgets 2023/24 Littlehampton Seafront Projects – Update Report	Carolyn Martlew Carolyn Martlew Carolyn Martlew Rachel Alderson	09 February 2023	6 pm	1 March 2023 1 March 2023

Policy and Finance Committee –Work Programme
13 December 2022 - Revised

<p>Regeneration of The Regis Centre, Bognor Regis – Update Report</p> <p>Review of Procurement Strategy</p> <p>Work Programme</p>	<p>Neil Taylor</p> <p>Carolyn Martlew</p>		
<p>Council Vision – Quarter 3 Performance Report</p> <p>Update – Climate Change and Sustainability Action Plan</p> <p>Littlehampton Seafront Projects – Update Report</p> <p>Regeneration of The Regis Centre, Bognor Regis – Update Report</p> <p>Work Programme</p>	<p>Jackie Follis</p> <p>Will Page</p> <p>Rachel Alderson</p> <p>Neil Taylor</p>	<p>7 March 2023</p> <p>6pm</p>	<p>15-March-2023</p>

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