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8 June 2023

## HOUSING AND WELLBEING COMMITTEE

A meeting of the Housing and Wellbeing Committee will be held in **Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF on Tuesday 20 June 2023 at 6.00 pm** and you are requested to attend.

Members: Councillors Birch (Chair), Haywood (Vice-Chair), Batley, Bence, Bicknell, Butcher, J English, Needs, Pendleton, Wiltshire and Yeates

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

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

Any members of the public wishing to address the Committee meeting during Public Question Time, will need to email [Committees@arun.gov.uk](mailto:Committees@arun.gov.uk) **by 5.15 pm on Tuesday, 13 June 2023** in line with current Committee Meeting Procedure Rules.

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

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

## AGENDA

1. APOLOGIES

2. DECLARATIONS OF INTEREST

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

Members and Officers should make their declaration by stating:

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

3. MINUTES

(Pages 1 - 16)

The Committee will be asked to approve as a correct record the minutes of the Housing and Wellbeing Committee held on 25 January 2023.

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. MEETING START TIMES 2023/24

The Committee are required to agree their meeting start times for the remaining meetings of the municipal year 2023/24.

7. KEY PERFORMANCE INDICATORS 2022-2026 - QUARTER 4 END OF YEAR PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2022 TO 31 MARCH 2023.

(Pages 17 - 22)

This report sets out the performance of the Key Performance indicators at Quarter 4 and end of year for the period 1 April 2022 to 31 March 2023.

8. COUNCIL VISION 2022-2026 ANNUAL REPORT (Pages 23 - 42)

The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision, we have a comprehensive set of measurable performance indicators which allow us to identify how well we are delivering across a full range of services. Two kinds of indicators were agreed at the Policy and Finance Committee on 17 March 2022. The first of these are the subject of this report, the 'Vision Indicators' and this is the first annual report on them. These annual indicators primarily update the progress against strategic milestones.

9. HOUSING MANAGEMENT SYSTEM PROGRAMME UPDATE (Pages 43 - 50)

To provide members with an update on progress with the implementation of Civica CX; the new integrated housing management system.

10. AMENDMENTS TO NEW ALLOCATIONS POLICY (Pages 51 - 100)

The purpose of this report is to update Members on a number of minor changes required to the Allocation Policy following the configuration of our new case management system: Abrisas.

11. SAFER ARUN PARTNERSHIP (SCRUTINY) (Pages 101 - 118)

This report provides the latest update information in relation to the performance of the Safer Arun Partnership to allow this committee to carry out its statutory scrutiny function.

12. PERFORMANCE MEASURES HOUSING SERVICES (Pages 119 - 132)

As a registered social housing landlord, we are required to meet all relevant government legislation. Due to recent changes in the sector, it is important that the councils performance can be scrutinised. This report sets out a new suite of performance measures that will be presented to members, executive team, and residents on a regular basis. These suites of measures are in addition to the Tenant Satisfaction Measures required by the Regulator.

13. LEISURE OPERATING CONTRACT

(Pages 133 -  
148)

As requested by the Housing & Wellbeing Committee at their meeting on the 6 December 2022, this report seeks to provide additional insight and update members on the options and risks of not providing an identified level of financial support to the Leisure Operating Contract.

**OUTSIDE BODIES - FEEDBACK FROM MEETINGS**

There are no update reports for this meeting. The Outside Bodies list has been attached with those bodies and representatives highlighted which feed into the Housing and Wellbeing Committee for members to note.

14. WORK PROGRAMME 2023/24

(Pages 153 -  
156)

The work programme for the municipal year 2023/23 is attached for members review and comment.

15. EXEMPT INFORMATION

The Committee is asked to consider passing the following resolution: -

That under Section 100a (4) of the Local Government Act 1972, the public and accredited representatives of newspapers be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act by virtue of the paragraph specified against the item.

16. INSOLVENCY COUNCIL TAX WRITE OFFS

(Pages 157 -  
162)

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

17. COUNCIL TAX BUSINESS RATES

(Pages 163 -  
168)

This report seeks Members' approval to write off outstanding business rates charges as the total debt is over £10,000 and requires committee authorisation

Note: If Members have any detailed questions, they are reminded that they need to inform the Chair and relevant Director in advance of the meeting.

Note: Filming, Photography and Recording at Council Meetings – The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. This meeting may therefore be recorded, filmed or broadcast by video or audio, by third parties. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and as available via the following link - [PART 8 - CP - Section 5 Filming Photographic Protocol](#)