



Public Document Pack

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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 **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.

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](#)

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Agenda Item 3

Subject to approval at the next Housing and Wellbeing Committee meeting

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HOUSING AND WELLBEING COMMITTEE

25 January 2023 at 6.00 pm

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

Note: The following Councillors were absent from the meeting for consideration of the following items of business Councillor Gregory Minute 599 to Minute 605 (Part) and Councillor Needs Minute 599 to Minute 604 (Part)].

599. APOLOGIES

There were no apologies.

600. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

601. MINUTES

The Minutes of the meeting of the Housing & Wellbeing Committee held on 6 December 2022 were approved by the Committee as a correct record with the Chair confirming that she would sign these at the conclusion of the meeting.

602. 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 there were no items for this meeting.

603. PUBLIC QUESTION TIME

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

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604. ARTSWORK PROJECT UPDATE

(Councillor Needs arrived at the meeting at the end of this item.)

The Wellbeing & Communities Manager introduced the report and Beccy East, Programme Manager from Arun Inspires who provided members with a detailed presentation.

The Chair thanked Beccy for her interesting and exciting presentation and invited members to ask any questions they had.

It was commented that the report and presentation contained a lot of detail, which was a joy to hear and look at.

One member queried the number of children that had access to the project and what was the advertisement plan and did this include reaching out to the wider community through parish councils. Beccy confirmed that in terms of promotion it was targeted towards those at risk through schools. Over the last 2 years they had worked 18 local primary schools across the district and the plan was to keep reaching out to new areas of the district. However, a high focus would remain with those who were vulnerable or classed as at risk. She explained that working with Care Council and other youth groups who specifically located in areas of high deprivation. It was confirmed that a target to reach 1,000 children locally year on year was in place. Alongside a further target to work with at least 100 children locally to help them achieve credited qualifications in addition to GCSEs. The aim was to spread this work over the entire district but with a priority to target those most at risk in the first instance.

The Chair stated that the work being completed through this project was really important for the young people of the district, especially after the pandemic. The work Beccy and the team were delivering was vital and she thanked them for it.

The recommendation was then proposed by Councillor Cooper and seconded by Councillor Thurston,

The Committee

RESOLVED

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

605. SUSSEX POLICE PRECEPT

(Councillor Gregory arrived at the meeting during this item.)

The Wellbeing & Communities Manager introduced the report and advised members that the scheduled Police and Crime Panel meeting to be held on 27 January 2023 would consider the precept for 2023/24 and the proposed precept report was published on the Police & Crime Panel website on 20 January 2023, she confirmed that this was circulated to Members the same day. She then outlined some key findings from the public consultation as well as confirming that there was a proposed £15 per annum household increase on Band D property. She confirmed that the Chair (Cllr Pendleton) would be in attendance at the meeting to be held on 27 January 2023 and that this was the committee's opportunity to express any views they had and provide feedback to the Chair ahead of the meeting.

The Chair then invited members to make any comments they had a summary of the points raised by Councillor Haywood is below;

- It was good to see priority 1 strengthened for local Policing most will agree it is local policing that people are worried about, particularly when it comes to youths in local areas. Parishes would welcome any physical presence of police that they can have. A local ballroom dancing club now had to lock itself in when it performs due to youth aggravation and anti-social behaviour in the area. More PCSOs to tackle this behaviour would also be welcomed.
- Support for the £15 per annum for Band D properties as it was understood that local Policing was needed.
- Overall the report contained great aspirations, however there was a fear these would not be achieved.

The Chair confirmed that Councillor Haywood had identified two important areas with her comments, and she would raise these at the meeting. She knows that more local Policing is what members and residents want, but this would be managed against the requirement to focus on national issues, eg. drug issues, it was important for the Police to break the county lines and stop cuckooing as well as being important for local residents that drug dealing in their local areas was also focused and minimised.

Councillor Thurston advised the committee that the local PCSO in her area was doing a brilliant job and had been able to respond to community concerns very quickly. Because of this she was also supportive for an increase in Police Officers. She also commented that PCSOs noticed that the Community Engagement Strategy had been very much improved.

The Chair made comment on the importance of good communication with local Police Officers, in particular understanding where they are located and what they will be doing during their time in that location. However, Councillor Yeates highlighted that she was aware of the difficulties with the 101 service, from the length of time to answer an

incoming call, to being cut off once through to an individual. It was felt that there needed to be a shift in the way people were able to contact the Police. In responding to this concern, the Chair referred to her recent visit to the call centre for 101 and 999 emergency calls. She explained that they had recently changed the way they deal with 101 contact and she assured the committee that the service had been much improved. She explained that what she saw on her visit appeared to be very effective, in particular the way they processed each call ensuring the caller ended up with the right person to provide help. She then asked the Wellbeing & Communities Manager if the council received any stats relating to the call centre, It was confirmed that not currently, however it could be requested. The Vice-Chair suggested that a question could be added to the Safer Arun Survey that asked respondents '*How easy was it for you to contact the Police*'.

In summing up the Chair raised another communication barrier was that the relationship between Parish, District and the districts local Police Officers/PCSOs was important to get right. She confirmed that she would represent this point strongly at the meeting.

The Committee then agreed to note the content of the Sussex Police and Crime Panel precept report for 2023.

606. HOUSING REVENUE ACCOUNT BUSINESS PLAN (HRABP)

The Interim Head of Housing introduced his report and advised members that the Housing Revenue Account Business Plan (HRABP) report was required to be updated annually and that the objective of the plan was to increase housing stock and ensure stock was fit for purpose. He confirmed that there were some challenges to overcome in terms of reducing cost while achieving efficiency gains. He informed members that a review of charging for services would be undertaken to increase cost recovery. He also advised that there was a need for a greater use of borrowed finance from the HRA capital programme.

The Chair then introduced Glenn Smith from Housing Finance Associates Ltd who stated that an annual update of the HRABP allowed for officers to take a longer-term view of pressures and opportunities facing the HRA. Confirming that the current position was presenting differently than previous years as the world had changed. Inflationary pressures had hit the HRA severely not just at this council but nationally. There had also been constraints placed on rents that could be charged, restricted authority ability to generate rent to pay for additional costs. There had been overspend against the budget and this had put the council in a challenging position. With all of this, it had meant that an in depth look at measures that could be taken in order to address the situation, in order to make things manageable.

He then talked members through the graphs in the report and laid out each step that would be taken to ensure that the HRA was brought back to a more comfortable position.

The Chair asked for Glenn to elaborate on the overspend, she stated that the Committee understood the national situation, however more detail was needed regarding rent capping. Glenn then explained the percentage rent increase as detailed at paragraph 4.17 showed increases within the projections. A 7% increase was the maximum increase amount, an assumption had been made that the following year would see an increase of inflation plus 1% which had been based on the predicted inflation from the Bank of England. It was confirmed that if the rent cap was not in place, the council would be looking at an 11% maximum increase. He referred to graph at paragraph 4.5 in the report and explained that the bulge showed where the spare capital could be used for the reinstatement of a larger development programme. But that other pressure would also emerge and would require consideration.

It was then queried that the bulge on the graph starts in 2038 and it was clear that this was having to be done as a measure to keep the council afloat. Many members of the committee were not happy with this and wanted reassurance that the £3m spend allocated for the decarbonisation strategy would still be completed given the legal regulations that were attributed to this.

The Head of Housing advised that an application for a grant had been completed and the council would be match funding should the application be successful. He explained that there would also be further rounds of grant funding that could be applied for. He said he was committed to continue with the strategy but caveated that with unknown future risks. Discussion was also had regarding Gas boiler replacement; members were keen to clarify that although the report showed no further expenditure after 2024 that the project would continue. The Head of Housing advised that another report on this project would be produced next year where it was hoped that the situation the council was in now, would have improved as well as further knowledge of grants that could be applied for to support this work.

The Chair then invited debate and thanked Glenn Smith for providing such a detailed explanation which unfortunately confirmed that the HRA was in a worse position than originally anticipated. One Member of the Committee outlined that she had compared last year's report with this year's report, and this confirmed that:

- New build numbers had been reduced dramatically.
- There was no money in the Capital Reserve Fund as all the Right to Buy receipts had been spent.
- The dec-carbonisation project bid of £3m had yet to be agreed with Government and still had to be match funded and following the Member Briefing held on 5 January 2023 briefing it appeared that the Council had missed first round of the bidding.
- There was £2.5m in repairs reserve but that would have to be ringfenced.
- A rental increase of 7% was being proposed for 23/24 in line with the government rent cap. Rent increases of CPI + 1% are assumed for 24/25 so if this is capped at a lesser amount the Council would be in a worse situation than projected.

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- The minimum balance threshold of £2M mentioned in section 3.2 of the report will be breached for the next few years and is then projected to return above the £2M level after 7 years.
- £6m mentioned from capital for sheltered housing improvements but what about the progress of this review and the outcomes of that baseline project could make now, allowances for additional costs. Would the council be making redundancies relating to looking after its stock? There was no safety belt which was discouraging when last year and year before was so encouraging, was there anything else that could be done?
- Referring to paragraph 4.3 of the report, it was noted that the baseline projections make no allowances for further additional costs on energy efficiency or decarbonisation on existing stock and given changes to regulations it was vital this was monitored closely to ensure the plan stayed on track.
- Further risk factors identified by way of incorrect assumptions, additional spending pressures and reactive repairs.
- The overspend on HRA was a huge concern, but clarity sought on what efficiency gains from costs of managing stock meant. Did it mean redundancies?

The Director Environment and Climate Change Services was invited to make comment on the points raised. She explained that the Council was now in a very difficult financial position and that the reason an annual review of the HRABP was in place was because it helped to forecast and model the future position, ensuring that it had the right support, regular monitoring and reporting to react to the challenging financial position. There were plans to restructure the department to ensure that it had the right people in the right place to enable a strong team that focused on strong compliance. A commitment to move to a greener infrastructure was in place alongside more sheltered housing work of which a report will be brought to the committee outlining the next stages. She advised that it was a big programme but would also come with its challenges. She confirmed that officers were not shying away from the challenging position they were in, they were focused on putting in the right measures to bring up standards and get service performance up to upper quartile.

The Chair stated that the position was a very fragile one. But she was satisfied that there was a plan in place to deal with the challenges on the table. She said that she felt it was a positive plan that would resolve the issues. However, the committee would scrutinise that process, it was clear no member was happy this was the position presented however the best plan was in place to deal with the situation.

The Vice Chair then commented that the briefing held on 5 January 2023 was helpful and covered a lot of detailed information. She asked if a 6-month update was planned to be given to the committee or were officers going to continue with just the annual update. The Head of Housing confirmed the annual report was what was planned; however, he will review with Glenn Smith throughout the year to ensure further risks and or improvements are known at their earliest, he would then be able to keep members updated in this way also.

The Chair said she would like to have an update report presented in 6 months' time and there was agreement across the committee for this also. It was then proposed by Councillor Gregory and seconded by Councillor English that a 6 monthly update report brought back to the Committee.

The recommendations in the report were then proposed by Councillor Gregory and Councillor Cooper

The Committee

RECOMMEND TO FULL COUNCIL that

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

The Committee also

RESOLVED

That an interim review of the HRA be brought back to this Committee in six months' time.

607. COMMITTEE GENERAL FUND REVENUE AND CAPITAL BUDGETS AND HOUSING REVENUE ACCOUNT BUDGETS 2023/24

The Interim Group Head of Finance and Section 151 Officer introduced the report and advised members that this was the second year of preparing the budget under the committee style of governance system. The budgets from this committee plus any growth bids would be considered at the Policy and Finance Committee as part of the overall budget on 9 February 2023 before being considered at Full Council on 1 March 2023 for approval. This committee being responsible for the General Fund and HRA.

Starting with the General Fund, it should be noted that the budget had been prepared against a backdrop of a significant budget gap for 2023/24. Only essential growth bids for 2023/24 had been put forward for the committee to approve. The growth bids listed in appendix B totalling £730k were: Support for Leisure Operator £580k (£265k current year); Events £100k and an Events Officer £50k.

The main year on year changes were: The most significant increase was in the net cost of Homelessness. The net budget had increased to £2m from £810k, which was an increase of £1.19m. Leisure contract contribution had increased by £121k – however, this had to be seen in light of the bid for £580k (£265k current year) Housing Benefit had increased by £127k. This was mainly due to assisted accommodation which attracted lower level of Housing Benefit and the move to Universal Credit

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The Chair invited comments from the committee regarding the general fund where comments were made regarding funding support for the Leisure Operator and it was confirmed that an additional report on that topic would be brought to the committee at a later date. A short discussion regarding the success of recent events over the Christmas period was also had.

Turning to HRA, the revised budget for the HRA for 2022/23 was approved at Full Council on 18 January 2023. It approved changes to accounting policies had been reflected in the projected HRA balance in paragraph 3.15 which showed the HRA balance improving steadily, and it would reach a balance of £2m by 2027/28. The projected improvement in the HRA balance was a result of the delivery of savings as part of a recovery plan to address the growing revenue costs of repairs and supervision and management costs as well as changes in accounting policies mentioned previously. The budget for next year assumed a 7% increase in rent levels resulting in an average rent level of £102.34 per week. The capital programme shown in appendix E. Shows the budget reflected the £3m match funding for decarbonisation programme and £1.6m for the first part of the sheltered housing improvement scheme.

The Chair then invited questions and comments on the HRA where more information was sought in relation to paragraph 3.9 where it referred to savings and what sought of savings would the council be expecting to receive. The Head of Housing explained that a lot is spent on emergency accommodation, however the councils recovery of funds for that income is low there was scope for this to be improved this considerably. The Chair then asked if there was a timeline for when the council would be on track with this improvement, and it was confirmed that 6-9 months should be enough time to see some improvements implemented. She then requested that the Head of Housing work with members to identify those improvement metrics that can be benchmarked against other authorities. It was agreed that an update report would be brought back to committee in 3 months' time.

The recommendations were then proposed by Councillor Gregory and seconded by Councillor Needs

The Committee

RESOLVED

- (a) Agree on the 2023/24 Revenue Budget as illustrated in Appendix A of this report;
- (b) Agree on the list of uncommitted growth items as illustrated in Appendix B of Page 39 Agenda Item 9 this report;
- (c) Agree on the 2023/24 HRA Revenue Budget set out in Appendix C of this report;
- (d) Recommends to allow the HRA Balance to remain below the minimum level of £2.0m for the period 2023/24 to 2026/27 to enable the realisation of savings in Repairs and Supervision & Management expenditure to deliver a sustainable HRA;

- (e) Recommends HRA rents for 2023/24 are increased by 7.0% in accordance with the provisions of the rent standard
- (f) Recommends that HRA garage rents are increased by 7% to give an average rent of £14.50 per week (excluding VAT) and heating and water/sewerage charges be increased on a scheme-by-scheme basis, with the aim of balancing costs with income;
- (g) Agree on the 2023/24 General Fund Capital Programme as illustrated in Appendix D of this report;
- (h) Agree on the 2023/24 HRA Capital Programme as illustrated in Appendix E of this report; and

RECOMMEND TO POLICY AND FINANCE COMMITTEE

- (i) that the General Fund Revenue Budget, list of growth items, General Fund Capital Programme, HRA Revenue Budget and HRA Capital Programme be included in the overall General Fund Budget when considering the overall budgets on 9 February 2023

Before moving on to the next agenda item the Chair took the opportunity to thank the Interim Group head of Finance and Section 151 Officer who was leaving Arun District Council at the end of February 2023. She thanked her for the support she has given to members over the years that would be missed and wished her luck with her new role at another authority.

608. ARUN WELLBEING PROGRAMME UPDATE

The Wellbeing & Communities Manager introduced the report and provided members with a brief update on the Arun Wellbeing Programme, where she advised that the team provided range of free adult health improvement programmes for residents and the wellbeing service helps people to stop smoking, reduce weight and reduce alcohol intake which is managed by the council and the service is funded through partnership agreement with West Sussex Health. In April 2022 a new 5 year partnership agreement has been entered into and this report details the outlined progress first the first 6 months of year 1. She explained that the programme has a strong focus on supporting residents with greatest health needs, working in specific areas that had been identified as the most deprived wards and with high-risk groups such as those with serious mental health and carers.

The Chair thanked Wellbeing & Communities Manager for her clear introduction and asked if members had any comments or questions.

As there were no questions from the Committee the recommendation was then proposed by Cooper and seconded by Yeates

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The Committee

RESOLVED

- 1) the Arun Wellbeing Programme and support targeted work in Arun's areas of significant health inequalities and need be endorsed.

609. PUBLIC SPACES PROTECTION ORDER (ASB)

The Community Safety Officer introduced the report and advised members that the Council's Public Spaces Protection Order (PSPO) in relation antisocial behaviour was due to expire at the end of March 2023. He confirmed that the report set out the options available to the Council in respect of the Order and that if the recommendation was accepted by committee it would be renewed for a further 3 years on the same terms as the current order.

The Chair thanked the Community Safety Officer for his introduction and confirmed to members that on page 81 of the agenda they could see the specific area locations that were being referred to. She then invited members to make any comment or ask questions where it was queried how the PSPO would help those areas that are subject to large groups of people who drink in public. It was confirmed that it would create a threshold by which officers could then deal with. The Chair stated that the Police would be required to make a judgement call as to whether anti-social behaviour was occurring.

It was then asked what action would be taken specifically when 'moving people' on from areas. The Community Safety Officer provided an example of feedback from Community Wardens. The Vice-Chair then commented that it was an extension of something members agreed and discussed at length in a member workshop not long after the 2019 Election where it was explained that managing this type of behaviour was a balancing act. The PSPO had worked for the purpose it was implemented for.

The recommendation was then proposed by Councillor Hughes and seconded by Councillor Yeates

The Committee

RESOLVED

- 1) the PSPO, as it is currently set out, be extended for a further three years with effect from April 2023.

610. HOME ENERGY ADVISOR ROLE

The Principal Environmental Health Officer to introduced the report and advised members that from the Extraordinary Committee meeting held on 3 November 2022 the decision was made that £180k be approved for a range of cost-of-living initiatives. However, £40k of that fund remained unallocated and the report and recommendations before members now proposed two options to use that £40k.

She confirmed that the role would provide direct support to residents and have a set criteria to work to alongside working with frontline staff to include consideration for referrals. This role would provide vital support to those who needed it and would assist with supporting a behavioural change. It was also explained that visiting residents in their homes would enable the council to see how people are living and would lead to being able to identify other issues where the council can also provide support.

The Chair stated that she thought this was a very proactive and useful initiative for residents and would help them to manage increasing living costs. She then invited the committee to make any comment or ask questions to the officer.

It was stated that this work and the role was crucially important and that the case studies referred to in the appendix were powerful and provided some depth to the differences that could be made. It was also commented that it was hoped the role would be considered to continue for more than a year as currently planned. Further discussion was had on the skills and qualifications required for the individual who would be recruited and was a part time role going to attract the right individual. It was confirmed that the job description was looking for an individual who had an energy efficiency qualification, however there would also be training offered and that it was hoped that because the role was being advertised as part time, this would attract more applications rather than hinder. A concern was raised regarding the safety risks of sending an employee into residents homes. It was explained that the council had robust risk assessments in place. It was also confirmed that initial contact with a resident would be via telephone along with additional information being shared from other sources such as GP's before the individual would complete a home visit.

The recommendations were then proposed by Councillor Thurston and seconded by Councillor Needs

The Committee

RESOLVED

- 1) To agree to use the £40,000 unallocated budget for cost-of-living initiatives to:
 - a. Recruit a Home Energy Advisor to be part of the Private Sector Housing and Public Health Team, part time (22 hours), on a one-year fixed term contract, at an annual cost of £21,890.

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- b. Utilise the remaining budget to support the most vulnerable residents with minor repairs and energy efficiency measures and give the Group Head of Technical Services the delegated authority to determine the criteria for this assistance.

611. HOUSING OMBUDSMAN COMPLAINT HANDLING CODE & SELF-ASSESSMENT

The Head of Housing introduced his report and drew members attention to published updated code, he advised that the council had to self- assess annually and the report before members sets out work that has been completed by officers in order to meet the regulations of the code.

The Committee noted the contents of the self-assessment completed in accordance with the requirements with the Housing Ombudsman complaint handling code and note that the self-assessment will be published on the council's website in accordance with the requirements of the Housing Ombudsman complaint handling code.

612. QUARTER 3 KEY PERFORMANCE INDICATORS REPORT

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

As there were no questions, the committee noted the report.

613. LOCAL COUNCIL TAX REDUCTION SCHEME (LCTRS) FOR APRIL 2023-MARCH 2024 (YEAR 11)

The Benefits Team Leader presented the report to members and explained that the purpose of the report was to gain approval for a minor change to current local scheme that had been previously agreed. She provided members with some background information where she referred to the previous members Working Party who had developed the scheme and updated its roll out with Universal Credit (UC) which was very complicated for customers. In 2019 a banded scheme was implemented for simplicity and the report before members was asking for the committees agreement to increase the income bands in line with September 2022's inflation increase. This would enable customers to have a bit more income and would assist those that were considered most vulnerable and on low incomes. In summing up she advised that the financial impact was £230k for the year, however this had already been budgeted and accounted for.

The Chair then asked for member to make any comments on the report, where it was asked how many people in the District were affected by this scheme. It was confirmed that the scheme had 4,342 claimants and these numbers do see regular increases and decreases as it is impacted by those eligible for UC. Clarity was sought regarding the council's share of the cost documented within the report. It was confirmed that £23,000 was the correct figure.

The recommendations was then proposed by Thurston and seconded by Gregory

The Committee

RESOLVED

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

614. OUTSIDE BODIES - FEEDBACK FROM MEETINGS

The Committee received and noted a feedback report from a meeting of West Sussex County Council's Health and Adult Social Care Committee held on 11 January 2023 attended by the Chair. This was circulated to members for information purposes and would be uploaded to the Committee's web pages following the meeting.

The Vice-Chair also confirmed that at this meeting regarding the stroke services item she asked specifically that members be consulted as Arun was on the cusp of the area affecting travel times.

No questions were raised, and no other updates were shared at the meeting.

615. WORK PROGRAMME

The Chair invited members and officers to make comment on the work programme as there were no comments the Committee then noted its work programme.

The Chair then took this opportunity to express her thanks to the Wellbeing and Community Manager who was after 17 years leaving Arun District Council. She and the Vice-Chair stated they had both enjoyed working with her and wished her well with her new role.

Housing and Wellbeing Committee - 25.01.23

616. EXEMPT INFORMATION

The recommendation was proposed by Councillor Cooper and seconded by Councillor Hughes

The Committee

RESOLVED

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

617. HOUSING BENEFIT OVER PAYMENTS

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

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

The Committee

RESOLVED

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

618. COUNCIL TAX INSOLVENCY

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

Subject to approval at the next Housing and Wellbeing Committee meeting

417

Housing and Wellbeing Committee - 25.01.23

The recommendation was then proposed by Councillor Madeley and seconded by Councillor Cooper.

The Committee

RESOLVED

- 1) To write off the outstanding council tax charges totalling £18,957.01 which are subject to insolvency action, preventing the Council from pursuing the debtor for payment.

(The meeting concluded at 8.13 pm)

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Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 20 June 2023
SUBJECT:	Key Performance Indicators 2022-2026 – Quarter 4 End of year performance report for the period 1 April 2022 to 31 March 2023.
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Carol Birch
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 Q4 and end of year 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 Q4 and end of year Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 31 March 2023. The process is described in section 4. of this report.

2. RECOMMENDATIONS

- 1.2. As this report is an information paper, there are no recommendations for the Committee to consider. This report is to be taken as read only with Members having the opportunity to ask questions at the meeting on service performance. Members can also submit questions or comments on the indicators relevant to their Committee and these will be considered by the Policy and Finance Committee on 11 July 2023.

2. EXECUTIVE SUMMARY

- 2.1. 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.

3. DETAIL

- 3.1. The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision we need a comprehensive and meaningful set of performance measures which allow us to identify how well we are delivering across a full

range of services. Two kinds of indicators were agreed at the Policy and Finance Committee on 17 March 2022. The first of these are annual indicators and will primarily update the progress against strategic milestones. In addition to this 'key performance indicators' (KPIs) will be reported to committees every quarter. These KPIs are known as our Corporate Plan.

- 3.2. A short report and appendix will go to each of the other Committees in the cycle of meetings after each quarter has ended. This appendix will only contain the indicators which are relevant to each Committee.
- 3.3. A full report showing quarterly performance against all indicators (which are measured at that quarter) will go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings. Members of the other Committees will be able to give comments or ask questions of officers about the KPI indicators that are relevant to their Committee and these can be referred to the Policy and Finance Committee for consideration if deemed necessary.
- 3.4. The Committee meetings that will receive Q4 KPI reports are as follows.

Committee meeting	2023/24 date	Indicators to receive report on
Planning Committee	7 June 2023	10 (CP26, CP27, CP28, CP29, CP30, CP31, CP32, CP33, CP34, CP35)
Planning Policy Committee	8 June 2023	1 (CP36)
Economy Committee	13 June 2023	2 (CP41, CP42)
Environment Committee	15 June 2023	10 (CP12, CP13, CP37, CP38, CP39, CP40, CP22, CP23, CP24, CP25)
Housing & Wellbeing Committee	20 June 2023	8 (CP11, CP15, CP16, CP17, CP18, CP19, CP20, CP21)
Licensing Committee	23 June 2023	1 (CP14)
Corporate Support Committee	27 June 2023	10 (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9, CP10)
Policy & Finance Committee	11 July 2023	All 42 indicators

- 3.5. This is the last quarterly report for 2022/23 covering performance from 1 April 2022 to 31 March 2023.
- 3.6. Thresholds are used to establish which category of performance each indicator is within.

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

- 3.7. There are 42 Key Performance indicators. 8 of these indicators are reportable to the Housing and Wellbeing Committee.
- 3.8. This report gives the status of all indicators at Q4. Appendix A gives full

commentary for each indicator. This appendix shows the figures for Q1, Q2 and Q3 and the figures and commentary for Q4 and end of year.

Status	Number of Key Performance indicators in this category at the end of 2023/24
Achieved target	3
Didn't achieve but within 15% range	2
Didn't achieve target by more than 15%	2
No data available	1
TOTAL	8

- 3.9. There is no data available for CP19 - Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents. You will note in the commentary for this indicator “The implementation of Abrisas, our new housing register system, is expected to be completed around October. The housing register applications will need to be re-registered on the new system, so there will be some lag before the system is in a steady state, but then the data will be available. The expectation in this will be in the 3rd quarter of this year (2023/24)”.
- 3.10. During the coming year, the individual Directors, and collective Corporate Management Team, will monitor the performance of the indicators which didn't achieve their target by more than 15% or didn't achieve their target but were within a 15% range and they will ensure that any remedial action is taking during the year, as required.

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 FINANCE/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	Service Committee to consider this	CMT Member	Assess by	Target 2022-2026	Q4/end of year Outturn	Q4/end of year Commentary	Q1 status	Q2 status	Q3 status	Q4 or End of Year status (depending on which is applicable for each indicator)	2021/22 Q4 Performance
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Philippa Dart	Higher is better	956, 650	1,165,898	End of year figure (April-March) is 1,165,898	Achieving Outturn for Q1 299,413 (accumulative)	Achieving Outturn for Q2 579,768 (accumulative)	Achieving Outturn for Q3 852,596 (accumulative)	Achieved Outturn for End of year 1,165,898 (total)	928,112
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Housing & Wellbeing	James Hassett	Lower is better	8 days	4.49 days	The Q4 figure is year to date from April 2022 to March 2023 and is 4.49 days. Lower than Q3. Both the March and end of year average figures are within the target of 8 days.	Achieving Outturn for Q1 3.6 days	Achieving Outturn for Q2 4.2 days	Achieving Outturn for Q3 4.6 days	Achieved Outturn for End of year 4.49 days	3.3
CP16	Average days to re-let all properties (key to key) excluding major voids	Housing & Wellbeing	Philippa Dart	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	Q4: 77.66 days (average over 3 months) End of year: 70.42 days (average over 12 months)	Currently over target due to contractor issues which are being worked through to resolve. Target for Q4 was 40 days so not achieving.	Not achieving but within 15% range Outturn for Q1 75 days	Not achieving Outturn for Q2 84 days	Achieving Outturn for Q3 48 days	Didn't achieve Outturn for Q4 77.66 days	114.19
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Philippa Dart	Higher is better	55%	Q4 and end of year: 56.25%	Performance exceeds the target for this indicator. The teams' focus remains on preventing homelessness wherever possible by keeping clients in their homes. The focus of the private rented sector team is to secure alternative accommodation if keeping clients in their home is not possible.	Not achieving but within 15% range Outturn for Q1 51%	Achieving Outturn for Q2 58%	Achieving Outturn for Q3 60%	Achieved Outturn for Q4 56.25%	52%
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Philippa Dart	Higher is better	35%	Q4: 30% End of year: 32%	Performance is slightly below the target. Move on from EA/TA is restricted by the delay in temporary accommodation and social housing due to contractor issues. The private rented sector remains challenging. The Prs team will continue to share the resources they secure between prevention and relief cases.	Not achieving but within 15% range Outturn for Q1 31%	Achieving Outturn for Q2 35%	Not achieving but within 15% range Outturn for Q3 31%	Didn't achieve but within 15% range Outturn for Q4 30%	This was not a KPI in 2018-2022
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Housing & Wellbeing	Philippa Dart	Higher is better	75%	No data available	The implementation of Abrisas, our new housing register system, is expected to be completed around October. The housing register applications will need to be re-registered on the new system, so there will be some lag before the system is in a steady state, but then the data will be available. The expectation in this will be in the 3rd quarter of this year (2023/24).	No data available	No data available	No data available	No data available	This was not a KPI in 2018-2022
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Philippa Dart	Higher is better	97%	Q4: 93.44% End of year: 94.46%	Consistent management and monitoring is applied to rent accounts. Direct payments are sought from Universal Credit where applicable and additional third party deductions are applied for where the tenant is in receipt of Universal Credit. Policy and Procedures are followed. A substantial number of the arrears are due to those tenants in receipt of Universal Credit. Continually monitoring. Target 97%	Not achieving but within 15% range Outturn for Q1 96.29%	Not achieving but within 15% range Outturn for Q2 94.31%	Not achieving but within 15% range Outturn for Q3 93.80%	Didn't achieve but within 15% range Outturn for Q4 93.44%	This was not a KPI in 2018-2022

CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Philippa Dart	Higher is better	90%	<p>Q4: 70.10%</p> <p>End of year: 65.19% (average)</p>	We are currently working with the contractor as resourcing issues are contributing to the drop in figures over the last quarter. We are also putting other measures in place as an alternative.	<p>Not achieving</p> <p>Outturn for Q1 24%</p>	<p>Not achieving but within 15% range</p> <p>Outturn for Q2 85%</p>	<p>Not achieving but within 15% range</p> <p>Outturn for Q3 81.68%</p>	<p>Didn't achieve</p> <p>Outturn for Q4 70.10%</p>	This was not a KPI in 2018-2022
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Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 20 June 2023
SUBJECT:	Council Vision 2022-2023 Annual Report
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>The Council Vision 2022-2026 was agreed by Full Council in 2022 and sets out the Council's priorities divided into four key themes against which to measure progress. That is:</p> <ul style="list-style-type: none"> a) Improving the wellbeing of Arun District Council b) Delivering the right homes in the right places c) Supporting our environment to support us d) Fulfilling Arun's economic potential 	
DIRECTORATE POLICY CONTEXT:	
<p>This report updates the council on progress towards key objectives within each theme for the year 2022-2023. The full report will be presented to committees as an important overview of council performance and sits alongside the key performance indicators (KPIs) for 2022-2023 which form the Corporate Plan. The relevant KPIs are presented in separate reports to committees.</p>	
FINANCIAL SUMMARY:	
Not required	

1. PURPOSE OF REPORT

- 1.1. This report is to update the committee on the end of year performance of the Vision indicators for the period 1 April 2022 to 31 March 2023. The full report will go to the committees that normally receive reports on corporate plan indicators so that members have a comprehensive overview of performance across the council. The Policy and Finance Committee has overall responsibility for performance.
- 1.2. However, it will not be possible for officers representing all areas of the council to attend each committee meeting, so members are asked to limit questions at the meetings to those areas that each committee is responsible for. Any other questions should be addressed directly to the relevant manager or to the Group Head of Organisational Excellence who will pass these on to those able to best provide the answer.

2. RECOMMENDATIONS

- 1.3. As this report is an information paper there are no recommendations for the committee to consider.

3. EXECUTIVE SUMMARY

- 1.4. 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.
- 1.5. Covered in a separate report are the Key Performance Indicators which are primarily numeric and measured and reported quarterly to committees.

4. DETAIL

- 1.6. The Vision was developed with elected members at a series of workshops and agreed by Full Council. It is an important and living document in that it sets out our goals and will guide our decision making for the period 2022- 2026. This builds on the good things that we already do and aims to make improvements where this could be better.
- 1.7. The Vision sets out four key themes with overall aims for each and more information on how we will achieve them. The Vision is attached at appendix 1. The key themes are:
- a) Improving the wellbeing of Arun District Council
 - b) Delivering the right homes in the right places
 - c) Supporting our environment to support us
 - d) Fulfilling Arun's economic potential
- 1.8. This report looks back at performance over the last year and informs members about progress towards the Vision. It is also part of a complex web of information which will help to inform work on priorities and future service decisions.
- 1.9. The committee meetings that will receive the Annual Vision Report are as follows:

Committee meeting	2023/24 date
Planning Committee	7 June 2023
Planning Policy Committee	8 June 2023
Economy Committee	13 June 2023
Environment Committee	15 June 2023

Housing & Wellbeing Committee	20 June 2023
Licensing Committee	23 June 2023
Corporate Support Committee	27 June 2023
Policy & Finance Committee	11 July 2023

- 1.10. Appendix 2 is the detail of progress against Vision indicators that were agreed by Council. The appendix shows each indicator, which Vision theme it sits under, the service area primarily responsible for its achievement, the responsible director, detailed specific targets if applicable, the end of year outturn and commentary explaining the background to the outturn.
- 1.11. There are 41 Council Vision indicators which have been set for the four-year period of the Council Vision, primarily because these are strategic in nature and will not normally be achieved in one year. In some instances, they will not be achieved within the four years, but the Council should be able to demonstrate progress towards important longer-term objectives.
- 1.12. There are also indicators on targets where work is still to be started, where this will happen within the four years, but not necessarily the first year.
- 1.13. In other instances, for example CV8, particular initiatives which relate to the indicator will emerge throughout the period. These will generally have been reported to individual committees during the year, but the annual report is a useful summary for all councillors.
- 1.14. Councillors are invited to ask questions but are reminded that these should be limited to the area of responsibility of the committee to which the report is being made.

5. CONSULTATION

- 1.15. No consultation has taken place.

6. OPTIONS / ALTERNATIVES CONSIDERED

- a. To review the report
- b. To request further information and/or action

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

None required.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1 None required.

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

9.1 None required.

10. HUMAN RESOURCES IMPACT

10.1 Not applicable

11. HEALTH & SAFETY IMPACT

11.1 Not applicable

12. PROPERTY & ESTATES IMPACT

12.1 Not applicable

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not applicable

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 Not applicable

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 Not applicable

16. HUMAN RIGHTS IMPACT

16.1 Not applicable

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 Not applicable

CONTACT OFFICER:

Name: Jackie Follis

Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

BACKGROUND DOCUMENTS: None

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Our vision: A better future

2022 - 2026

A wide-angle photograph of a rural landscape. The foreground is a golden field of tall grasses or wildflowers. The middle ground shows rolling green hills with patches of trees and small buildings. The background is a clear blue sky with scattered white clouds.

ARUN



Introduction

As Leader of the council I am delighted to share our new Council Vision 2022-2026 with you.

As a district council our role is to make Arun a better place to live, work and visit as well as delivering public services. The Vision sets out how we are going to do this.

It is divided into four key themes covering wellbeing, housing, the environment and the economy, each of which has a number of aims and statements about how we will achieve them.

It won't all happen on day one, but the important thing is that the Vision sets out our goals and will guide our decision making for the next four years. This will build on the good things that we already do and make improvements where things could be better. We not only want Arun to be a great place to live, but want to attract new businesses and job opportunities and create a great tourist destination that makes the most of our natural environment.

We'll tell you what progress we're making and continue to listen to our community and businesses.

Cllr Shaun Gunner
Leader of Arun District Council

Improving the wellbeing of Arun

Overall aims



Promote and support a multi-agency response to tackle the causes of health inequality in Arun's areas of greatest deprivation.



Champion leisure, culture and the Arts in Arun and encourage our community to embrace healthy and active lifestyles.



Work with partners to provide advice, support and activities that promote community wellbeing where it will have the greatest impact.

How will we achieve this?

- 1** Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive
- 2** Prepare an annual community engagement plan to promote healthy and active lifestyles and encourage participation in a wide ranged of wellbeing activities
- 3** Work with key partners to ensure that we deliver council wellbeing services that are complementary to their own, rather than duplicate effort
- 4** Support the NHS Clinical Commissioners to provide primary care medical and dental facilities to meet the growing needs of our community
- 5** Support the voluntary and community sector to provide services that help the most vulnerable in our community
- 6** Provide infrastructure that supports wellbeing, e.g. more opportunities for cycling and walking and easily accessible and safe greenspace
- 7** Support those who are homeless, street homeless or at risk of homelessness in emergency or temporary accommodation to improve health outcomes

Delivering the right homes in the right places

Overall aims



Provide a mixed housing economy within the district for all, regardless of age or circumstances, where different types of homes are available, and people can choose to rent or buy.



Maximise opportunities to improve the energy efficiency of homes in the District.



Support those in our community that need help, providing a safety net where necessary and working with people and organisations to meet different needs.

How will we achieve this?

- 1** Support households with complex needs to secure suitable accommodation
- 2** Maximise the delivery of affordable housing including utilising the council's own resources and commercial expertise to ensure that our social housing is energy efficient
- 3** Improve the energy efficiency of homes across all tenures
- 4** Use our expertise to influence the local housing market, working with the right partners from all sectors, to develop the housing and infrastructure that we need
- 5** Use the planning system to create great new places and improve our existing places, where new homes meet the needs of current and future generations
- 6** Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard
- 7** Continue to bring empty homes back into use for the benefit of the community

Supporting our environment to support us

Overall aims



To consider climate change, sustainability, biodiversity and the environment in everything the council is responsible for and encourage its community and local businesses to do the same.



Protect and enhance our natural environment.



Regularly review progress toward Arun's Carbon Neutral Strategy (2022-30) as set out in the annual Climate Action and Biodiversity Work Plan.



Make low carbon transport including walking, cycling, travel by public transport and electric vehicle easy, convenient and pleasant and a fundamental part of our placemaking.

How will we achieve this?

- 1** Develop and implement the Carbon Neutral Strategy and Climate Change and Biodiversity Strategies for the council and for the wider district through Planning Policy
- 2** Review the council's estate and seek to maximise the use of renewable or alternative energy generation, including the installation of Electric Vehicle (EV) chargepoints
- 3** Engage and incentivise business to commit to working practices which minimise their impact on the environment
- 4** Support information campaigns that promote carbon reduction and funding opportunities
- 5** Working with our community improve waste reduction and recycling to meet future targets of 55% recycling by 2025 and 60% by 2030
- 6** Ensure that climate change and sustainability is at the heart of all council services
- 7** Support the Sussex Bay Project to restore marine, coastal and intertidal habitats to improve the biodiversity and carbon footprints of the district

Fulfilling Arun's economic potential

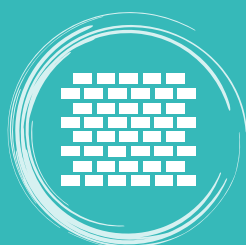
Overall aims



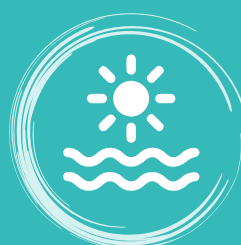
Increase opportunities for more high-quality, well-paid employment, encouraging more people to live, work, study and visit Arun.



Encourage the development of the district as a key tourist destination, supporting and enabling improvements and activities to increase visitor spend.



Use regeneration opportunities to attract new and relocating businesses to the district.



Make best use of our natural assets to help drive the economy.

How will we achieve this?

- 1** Create the conditions that will support high tech businesses including the creative digital sector and green businesses, reducing the need for the workforce to commute out of the district.
- 2** Use the planning system to set aside sites for larger business growth and support and create employment space for smaller start-ups, using Arun-owned land to stimulate the market
- 3** Encourage a digital infrastructure that will support businesses and changing ways of working, as well as the needs of local people
- 4** Work with partners to support a district-wide skills audit, to understand what businesses need and what skills we have in the community. Work with local colleges and the University of Chichester to assist them to run courses that will match local skill needs for those at all stages in their working life
- 5** Work closely with our towns and other organisations on strategies which support vibrant and attractive town centres
- 6** Positive and focused promotion of Arun's tourist destinations as more than a 'day trip'
- 7** Support the delivery of more accommodation for visitors to the district

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Arun Civic Centre
Maltravers Road
Littlehampton
West Sussex
BN17 5LF



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No.	Indicator	Council Vision Theme	Service Area	CMT Member	Target 2022-2026	April 22 - March 23 Outturn	April 22 - March 23 Commentary
CV1	Wellbeing clients satisfaction rating	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	90%	98%	Google forms survey conducted. 94 responses received. Questions asked were How satisfied were you with the advice and information given to you to improve your health and Wellbeing? Average score: 4.93/5 How satisfied were you with your experience of the Arun Wellbeing team? Average score: 4.92/5 (1 being not at all satisfactory, 5 being very satisfactory)
CV2	Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of the intervention)	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	80%	73.90%	17 people have achieved all or part of their goals out of the 23 people successfully contacted (73.9%)
CV3	Upgrade to BR Leisure Centre wetside	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		Project underway at Arun Leisure Centre and due for completion Summer 23, currently project running on time and within budget
CV4	Upgrade to Alexandra theatre	Improving wellbeing of Arun	Regeneration	Karl Roberts	Key 2022/23 Milestones	Ongoing	The project has progressed with agreement reached with Whitbreads regarding the release of the existing lease and the creation of a new hotel. Work is now progressing on the submission of a planning application and demolition of those parts which are to be replaced with new works.
CV5	Adopt public art strategy	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		Not a priority within current budget and staff resources
CV6	Develop and adopt a Wellbeing Strategy and Action Plan	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		Onhold pending arrival of Community and Wellbeing Manager, work will then progress in due course
CV7	Agree a statement on the future provision of medical and dental services across the District	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		This is not a District Council function and we have little ability to influence. Suggest that members consider removing this when indicators are reviewed
CV8	Specific initiatives with partners (Age UK, CAB, Safer Arun Partnership, Artswork, Freedom Leisure etc)?	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		A significant initiative with local partners was the cost of living responses, supported by the Council, a report went to the Nov Housing and Wellbeing committee meeting. Secured the Littlehampton Community Warden project and expansion to include an Run West scheme within parish communities. Implementation of a new project between ADC, and local domestic abuse support service My Sisters House to provide support for victim/survivors in Council provided temporary accommodation. Implementation of the Arun Community Engagement Project at Bersted Hub and Chilgrove House, local numbers accessing both centres is high with wide range of wellbeing activities on offer.
CV9	Number of council housing fraud cases prevented or properties recovered	Improving wellbeing of Arun	Housing	Philippa Dart	15 cases/properties	recovered 10 properties; prevented 4 fraudulent mutual exchanges	Total savings for the council equated to £1,302,000
CV10	Average length of stay in temporary accommodation – 15 months/64 weeks	Improving wellbeing of Arun	Housing	Philippa Dart	15 months/64 weeks	39 weeks	Based on 49 households in Temporary accommodation on 31 March 2023
CV11	Average length of stay in emergency accommodation – 3 months/12 weeks	Improving wellbeing of Arun	Housing	Philippa Dart	3 months/12 weeks	19 weeks	Based on 117 households in EA as at 31 March 2023. The number of household in EA far outstrip the supply of HRA owned temporary accommodation units (over double) with the Private rented sector becoming increasingly unaffordable and out of reach for applicants

CV12	% of council homes that are SAP C rating and above	Improving wellbeing of Arun	Housing	Philippa Dart	For social housing aim is to achieve SAP C rating by 2030. We will measure progress year on year. Start with a baseline of the number of properties that are SAP C and above and every year over the course of the corporate plan report the revised number. Milestones will be incremental increase year on year until we meet 2030 target	49.85%	129 properties have a Band B rating 1566 properties have a Band C rating 646 properties have a Band D rating 135 properties have a Band E or lower rating 924 properties have not been assessed
CV13	Complete Annual Community Engagement Plan and implement Work Plan to encourage participation completed	Improving wellbeing of Arun	Wellbing & Communities	Philippa Dart	Annual Community Engagement Plan completed and Work Plan implemented		Currently being reviewed due to staff changes
CV14	Improve our green spaces	Improving wellbeing of Arun	Environment & Climate Change	Philippa Dart	Number of green spaces improved	Improvements to 27 parks and greenspaces	the following projects have been delivered to improve 27 parks and greenspaces - Full details in separate document as too much detail to fit here.
CV15	Number of new affordable homes built or purchased per year (this will include the number of homes delivered through the Housing Revenue Account)	Delivering right homes in the right places	Housing	Philippa Dart	Number of new homes built	22	The 22 are new affordable homes built these were the last 5 on the Cinders development at Yapton and the first 17 houses at Yapton.
CV16	Number of new homes that are suitable for wheelchair users	Delivering right homes in the right places	Planning	Karl Roberts	Number of new homes that are suitable		33 wheelchair friendly homes have been secured via a planning permission over the last 2 years. Nearly 800 homes have been secured as accessible homes during the same period. Not all will be delivered because not all permissions will be implemented.
CV17	Commission reports on 5 year housing supply and Market Absorption and implement recommendations	Delivering right homes in the right places	Planning	Karl Roberts	Reports commissioned		Presented to Planning Policy Committee - Feb 23. Will be used to inform future Local Plan work
CV18	Satisfaction survey of residents in completed developments (at least 12 months)	Delivering right homes in the right places	Planning	Karl Roberts	Undertake survey of residents on selected sites		A lack of resources has meant that priority has had to be given to other matters. This will carry over as an action for 23/24.
CV19	Number of households supported with complex needs	Delivering right homes in the right places	Planning	Karl Roberts	Number of households supported		155 Disabled Facilities Grant adaptations delivered by ADC plus a number of minor adaptations and deep cleans delivered by our contractors.

CV20	Number of empty homes bought back into use	Delivering right homes in the right places	Technical Services	Karl Roberts	Number of empty homes bought back into use		Annual target of 50 has been exceeded, the recruitment of a part time Admin resource specifically for Empty Homes work in June 2022 has provided significant support to the Empty Homes Officer.
CV21	Number of Council homes that meet the current statutory minimum standard for housing	Delivering right homes in the right places	Housing	Philippa Dart	Number of Council homes that meet the required standard	3372	Based on stock total of 3400 less: 7 units at 29 New Road 21 units at Flaxmean House
CV22	Annual reduction in CO2e	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Year Annual Reduction CO2E (T) 2022-2023 1,961.9 2023-2024 1,765.7 2024-2025 2,383.7 TOTAL 7,143.8		Confirmation of the 2022-2023 (financial year) carbon emissions will be available once the annual audit review has taken place in Autumn/Winter 2023. At this stage it is predicted that the KPI will not be met due to difficulty with reducing procurement related emissions. To rectify this there will be a focus going forward on engagement with suppliers around their emissions and what can be done to reduce these, as well as undertaking a deep dive on the council's procurement emissions to highlight next steps around projects that will allow for a more significant reduction in emissions. This will take place during the 22-23 emission audit.
CV23	Achieve Green Flag awards for Council parks	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	8	6	6 Green Flags retained for the period of 2022-23. Hotham, Old Rectory, Marine Park Gardens, Mewsbrook, Brookfield and Norfolk Gardens. The agreed performance target is 8 for 2024/25 and 10 for 2026/27.
CV24	3000 trees to be planted per year	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	3000	6062	We have continued the success of year one of the Council's adopted Tree Planting Strategy with another successful planting season in year two. We have planted 62 standards, with a focus on broad leaved, native species, across 16 sites. This includes Wild Cherry, Hornbeam, Wild Service, Oak, Lime, Field Maple, Beech, Bird Cherry and Crab Apple We will have planted over 6000 whips this planting season 2022/2023 over 11 different sites. This includes Hawthorne, Blackthorne, Oak, Alder, Hazel, Field Maple, Whitebeam, Crab Apple, Dog Rose, Privet, Guelder Rose, Buckthorn, Spindle, Wayfarer, Goat Willow. All trees are locally sourced.
CV25	Inspection of all Arun District Council coastal defence assets	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Completion of an inspection programme at frequency determined by risk, reported annually		Inspections all complete and recorded, undertaken annually
CV26	Removed as a duplicate of CV12						

CV27	Climate Action and Biodiversity Work Plan	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Including any key milestones for 2022/23		The second iteration of this report has now been adopted by the council. Key milestones include: undertaking audits for a number of the council's estate (Civic Centre (including Phoenix house), Littlehampton Wave, Arun Leisure Centre, Bognor Regis Town Hall being completed). Continued support and project development has also taken place with with a consultant (Anthesis) in their Area based insetting (ABI) project. The main aim of this is looking at emission reduction opportunities within the boundary of the District. The development of a e-learning module around climate change has also taken place. Additionally the council became bronze carbon literate as Carbon Literacy training was undertaken by a number of senior officers, more training of this type has also taken place and will continue to take place throughout the year. Work has also started on hiring an additional officer to support the Climate Change and Sustainability Manager.
CV28	Recruit ecologist to support implementation of Biodiversity Net Gain and create and implement workplan	Supporting our Environment to support us	Environment & Climate Change	Karl Roberts	Successful recruitment, creation of workplan	Ongoing	In the process of preparing advertisement for an Ecology Officer post.
CV29	Other climate related strategies and milestones for 2022/23 including: <ul style="list-style-type: none"> • Engaging and incentivising businesses to commit to working practices which minimise their impact on the environment • Supporting information campaigns that promote carbon reduction and funding opportunities • Supporting the Sussex Bay Project to restore marine, coastal and intertidal habitats to improve the biodiversity and carbon footprints of the district. 	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Number of strategies created and milestones achieved		Several public events were attended, including: Angmering school career fair, Littlehampton AGM and the Arundel climate change launch. Work also continued around supporting the Sussex Bay/Sussex Kelp restoration project. Numerous comms (internal and external) around climate change and the council's activity was also shared when relevant.
CV30	Change committee report template to consider climate change and sustainability	Supporting our Environment to support us	Law & Governance	Dan Bainbridge	Reports changed and adhered to	Completed	Standard report template now includes section on Climate change and environment impact/social value

CV31	Number of Electric Vehicle Charging points installed	Supporting our Environment to support us	Technical Services	Karl Roberts	Number of sockets installed as part of county network within Arun		<p>Phase 1 car parks: No chargepoints were installed in car parks, primarily due to amendments made to the lease template which needed to be agreed by all partners and their legal teams. This delayed the installation by approximately 3 months. Installation of chargepoints started in Arun DC Car Parks, in March 2023 in Hothampton Car Park, but these are not yet commissioned as they still require the grid connection and a new meter to be installed. Regis Centre car park was taken out of scope of the project until master planning has established where future development may take place. In the first quarter of 23/24 EV chargepoints will be installed in Manor House, River Road and Surrey Street car parks in Littlehampton and Arundel & Downland Leisure Trust have been offered the opportunity to have chargepoints installed at the Lido car park.</p> <p>Phase 1 on-street: Five sites were selected for Phase 1 of the on-street chargepoint rollout in Arun, each with six chargepoints, aiming to provide an additional 30 chargepoints in Arun. Following the TRO (Traffic Regulation Order) consultation with residents and local stakeholders in November 2022, two sites received over 20 objections, and were withdrawn from the delivery plan. Three sites were approved following the TRO process, due to the low number of objections received. However, when the contractors were on-site to start the installation of the chargepoints, a significant number of residents objected and Connected Kerb decided to withdraw this site. As a result, we are only installing 12 chargepoints across two sites in Arun in the first phase of the rollout. The installation of the chargepoints at the two sites was completed in Q4 of 22/23 and both sites now await meter installations before they can be commissioned. It is anticipated that these 12 chargepoints will be commissioned by the end of April 2023.</p> <p>Phase 2 proposals (subject to further engagement with stakeholders): Up to 12 Seeking information from West Sussex County Council.</p>
CV32	Number of metres of new cycleway	Supporting our Environment to support us	Planning	Karl Roberts	Number of metres of cycleway delivered		
CV33	Amount (HA) of employment land developed for employment uses	Fulfilling Arun's economic potential	Planning	Karl Roberts	2	There has been an increase in site area (ha) of employment land developed (completed and occupied) for employment uses (Use Class B2, B8, E (g) - Formerly B1)	Checked the WSCC CILLA (Commercial, Industrial and Leisure Land Availability Survey) Commercial Land Availability Commitments and Completions data for 2020/21 and 2021/22. There has been an increase in site area (ha) of completed and occupied employment land (Use Class B2, B8, E(g) (Formerly Revoked Class B1) developed for employment uses over the last monitoring year from 0.19 ha in 2020-21 to 0.42ha in 2021-22.
CV34	Number of jobs created	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Number of jobs created	1000	As at 2021 there were 48000 employees recorded, this is a 1000 increase since 2020. This is from Business Register and Employment Survey - publicly available on Nomis
CV35	Increase to average wages and household income	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	£546.5 gross weekly pay	ASHE (Annual Survey for Hours and Earnings) 2022 data of FT workers by residence. This is the lowest in West Sussex. 2021 data shows Arun at £574.5 gross per week. Publicly available in Nomis
CV36	Increase in number of economically active population	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	83,000 or 86.7%	Oct-Sept 2022 publicly available on Nomis. This is an increase from 80,300 recorded in Jul 2021 to Jun 2022. This has been increasing year on year since Oct 2020-Sept 2021 data
CV37	Commission and carry out tourism marketing campaign	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Campaign completed	in progress	1 year Campaign commissioned - will complete June 2023. Impact / results will be evaluated and reported to Economy Committee June 2023.

CV38	Increase in number of visitors, length of stay and visitor spend	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	As in the rest of the UK, the pandemic had a negative effect on Arun's visitor economy; impacting spend and visitor numbers by approximately a third in Arun in 2021. Jobs remained slightly more robust, falling by a quarter. There is evidence that the visitor economy has been building back up with indications that 2022 looks to have delivered growth on 2021 – though still far short of where it was in 2019. Brexit and the rising cost of living are also having an impact on consumer confidence and	<p>Headline figures: 2021 vs 2019 (pre pandemic) - data is available annually in retrospect with 2022 figures available in the Autumn of 2023</p> <p>Economic Impact 2021: £247m v 2019 £380m (-35%)</p> <p>Visitors 2021: 2.8m v 2019: 4.4m (-35%)</p> <p>Average length stay (nights x trip) 2021: 3.37 v 2019: 3.61 (-6.7%)</p> <p>Source: Economic Impact Study (2021) plus the recently commissioned Hotel Study (2022) and soon to be published Visitor Strategy (2023)</p>
CV39	Number of new hotel and new holiday accommodation beds provided	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	No new hotel or holiday accommodation beds provided (C1 Use Class)	<p>Hotel / Accommodation study completed. One new hotel Premier Inn Bognor Regis (102 beds) planning permission expected spring 2023.</p> <p>239 accommodation establishments offering over 16,000 bedspaces, and 344 other visitor economy linked businesses. Source: the recent (2022) Tourism Hospitality & Visitor Economy Study and associated reports to PPC & Economy Committees</p> <p>Checked the WSCC CILLA Commercial Land Availability Commitments and Completions data for 2020/21 and 2021/22. No new hotel or new holiday accommodation beds (C1 Use) provided according to data.</p>
CV40	Develop business support programme to move to digital and modern ways of working	Fulfilling Arun's economic potential	Organisational Excellence	James Hassett	Workplan achieved		This programme would be supported through the business rates pooling game - research is being undertaken to identify the priorities to be supported in partnership with other local authorities in the County
CV41	Review town centre masterplans and support high streets	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Spend of allocations in annual budget	ongoing	work has been delayed by other priorities

Agenda Item 9

Arun District Council

REPORT TO:	Housing and Wellbeing Committee - 20 June 2023
SUBJECT:	Housing management system programme update
LEAD OFFICER:	Moh Hussein – Interim Head of Housing
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

The housing management system will support the following aims of the council vision.

Improving the wellbeing of Arun

- Support those who are homeless, street homeless or at risk of homelessness in emergency or temporary accommodation to improve health outcomes.

Delivering the right homes in the right places

- Support households with complex needs to secure suitable accommodation
- Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard.
- Continue to bring empty homes back into use for the benefit of the community.

DIRECTORATE POLICY CONTEXT:

Civica CX will provide housing with a new integrated housing management system, improving residents access to our services and allow more opportunities for residents to self-serve. It will provide increased efficiencies in respect of replacing paper and manually intensive processes.

This will support officers in the work they do allowing us to give an improved customer experience for our residents, it will also give greater oversight of day-to-day activities in housing ensuring we are meeting service requirements.

Our Resident Engagement Strategy has a specific aim 'Engage Digitally' the implementation of a customer portal through this project will help us to utilise and develop digital platforms to provide effective two-way communication with our residents.

FINANCIAL SUMMARY:

Please find below the financial position of housing management system programme as at 30/04/2023.

Budget overview

Budget	1,820,000	
Less ongoing revenue	-204,000	
Less subject matter experts and trainees charged to revenue	-369,000	
Add additional assets	37,500	
	<hr/>	1,284,500
Expenditure to 30/04/2023 - Capital		
Software	-36,828	
Asset Mgmt System	-168,970	
Project Management	-345,540	
Project Team	-203,414	
Contingency	-13,210	
Other Professional Fees	-49,225	
Property & Estates Contribution to date	43,670	
	<hr/>	-773,517
Balance as at 30/04/2023		510,983
Commitments:		
Software		-36,470
Asset Mgmt System		-12,290
Project Management		-184,160
Project Team		-213,795
Contingency		
Other Professional Fees		
P&E Cont. to date		27,330
		<hr/>
		-419,385
Uncommitted budget as at 30/04/2023		91,597
		<hr/>

The summary above shows that as at 30/04/2023 the project budget is on track. A report will be brought back to committee in this financial year setting out the project timeline for the phase 2 implementation which will commence on go live of phase 1 in May 2024. The asset management system which is the main element of phase 2 has already been accounted for in the budget summary above.

Our Property, Estates, and Facilities department make a financial contribution to the Civica project, their contributions to date are detailed above. The agreement for ongoing contributions is set out below.

<u>Capital</u>	
Software	£15,000.00
Services	£55,875.00
Total Capital	£70,875.00
<u>Revenue (p/a)</u>	
Annual Maintenance	£3,000.00
Annual Hosting	£5,000.00
Total Revenue p/a	£8,000.00
Total Contract Costs Over Four (2+1+1) Year Term	£102,875.00

1 PURPOSE OF REPORT

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

2 RECOMMENDATIONS

- 2.1 It is recommended that the Housing and Wellbeing Committee
- 2.2 Note the progress of the project.

3 EXECUTIVE SUMMARY

- 3.1 This report provides members with an update on the progress of implementation of Civica CX; the new integrated housing management system.
- 3.2 It sets out an overview of the project timeline and the progress to date.

4 DETAIL

- 4.1 A report was taken to committee in July 2022 setting out changes to the approach, resources, and timescales for the implementation. These changes were made to ensure the most effective implementation, supporting our ambition to offer our residents an improved customer experience and bring increased efficiencies in reducing manually intensive processes.

4.2 Project timeline

- 4.3 Phase 1 of the implementation is planned to go live in May 2024 this includes the following modules

- Rents
- Contractor portal

- Repairs
- Anti-social behaviour
- Complaints
- Right to buy
- Customer portal
- Choice based lettings
- Homelessness
- Allocations and voids
- Mobile forms

4.4 Phase 2 of the implementation will commence afterwards and will include asset management, service charges, compliance modules, further development of the customer portal.

4.5 Whilst it was originally anticipated that delivery of a fully implemented system would be in May 2024, it has been necessary to delay the phase 2 implementation due to the reasons stated below.

4.6 The asset management module is a relatively new module and is continuing to be developed so this module sits in phase 2, when we come to implement, we will be able to use the learnings from other organisations on how this module is best utilised and configured.

4.7 The modules selected for phase 1 are those that will have a large impact for our residents and staff in improving the way we work and offering more self-service opportunities.

4.8 There were delays in Arun being provided an updated project plan following the project restart, and delays with Civica providing the correct configuration of Abris for us to commence user acceptance testing.

4.9 We have also opted to extend the go live date of phase 1 from February 2024 to May 2024 to ensure we do not go live over our financial year end period as this would complicate matters further. If progress permits, then we will commence with configuration of parts of the phase 2 modules.

4.10 Module updates

4.11 Abris

4.12 This is the housing needs software that will manage our housing register, choice-based lettings, housing advice and homelessness.

- 4.13 The first phase of this to go live is the housing register application and choice-based lettings. This part of the system has been configured and user acceptance testing commenced on 26 April 2023.
- 4.14 Some minor amendments are required to our Allocations policy ahead of going live, once these changes are made and amended in the system, we will then be moving forward with our go live plan for this aspect.
- 4.15 The second phase of Abris which is the housing advice and homelessness module will go live by May 2024
- 4.16 Progress has been made with configuring other key modules including rents, right to buy, anti-social behaviour, complaints, and repairs.
- 4.17 A data pass has been completed and tested by users to ensure the data is migrating correctly, and a further data pass is scheduled for July 2023.
- 4.18 Project resource
- 4.19 There are now 4 FTEs seconded onto the project until April 2024, this ensures we have a dedicated resource within housing to implement the new system.
- 4.20 These roles have been backfilled by offering fixed term contracts internally and externally.
- 4.21 We have Civica experienced project management and specialist technical support in place to support and guide the system implementation which will be in place until May 2024. The original company contracted to carry out the project management DTL Creative limited went into liquidation and the contract was novated to 3C consultants who are providing these services for us.
- 4.22 Further assessments will take place after going live in May 2024 in regard to the resources required to implement phase 2.
- 4.23 Business process mapping
- 4.24 Customer and staff workshops were held in November and December 2022 to map out three key processes (repairs, anti-social behaviour, and complaints) these workshops gave us areas for improvement in these processes.
- 4.25 Delays were experienced in the delivery of process maps due to external factors. This project is now being delivered internally and we are making good progress. The delivery of re-designed processes will ensure staff are working in a consistent way, and that the processes run as efficiently as possible removing manual and duplicate tasks, which will in turn lead to an improved customer experience.

4.26 Risks and issues

4.27 A comprehensive risk register is regularly reviewed and monitored to ensure we are capturing and mitigating risks associated with the project.

4.28 One of the key risks is that there are delays with the project that mean we will not implement in the projected timescale. This risk is continually monitored, and we have taken steps to further improve the governance of the project, so the project board have greater oversight of progress, risks, and issues. This will allow us to identify any problems at an early stage and take steps to mitigate these.

5 CONSULTATION

5.1 None required

6 OPTIONS/ALTERNATIVES CONSIDERS

6.1 This report is for noting only

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

7.1 The total net cost of this project is estimated to be about £1,285,500 and has been included in the approved HRA capital programme

8 RISK ASSESSMENT CONSIDERATIONS

8.1 The housing management system programme is on the corporate and operational risk registers so is monitored closely. There is also a risk register for the project itself so we can monitor individual project risks and take steps to mitigate these.

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

9.1 This report is for noting and there are no specific legal and governance implications.

10 HUMAN RESOURCES IMPACT

10.1 No impact identified.

11 HEALTH & SAFETY IMPACT

11.1 There are no direct health and safety impacts associated with the proposals. However, the Civica CX project should help to support effective management of health and safety risks associated with our housing, in particular through the repairs, complaints, compliance and asset management modules.

12 PROPERTY & ESTATES IMPACT

12.1 Property, Estates, and Facilities will be using Civica CX to manage the Councils General Fund property portfolio and are continuing to work with Housing Services to develop and configure their use of the system.

13 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not required for this report

14 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 No impact identified

15 CRIME AND DISORDER REDUCTION IMPACT

15.1 The new housing management system will allow greater oversight of our anti-social behaviour cases and the case management associated with this and allowing us to analyse trends in cases.

16 HUMAN RIGHTS IMPACT

16.1 There are no implications identified.

17 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no implications identified

CONTACT OFFICER:

Name: Moh Hussein
Job Title: Interim Head of Housing
Contact Number: 01903 737718

BACKGROUND DOCUMENTS:

Appendix 1: Link to committee report dated 21 July 2022
[AGENDA ITEM NO \(arun.gov.uk\)](https://www.arun.gov.uk)

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Arun District Council

REPORT TO:	Housing & Wellbeing Committee – 20 June 2023
SUBJECT:	Allocation Policy Amendments
LEAD OFFICER:	Jayne Knight, Housing Options Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>The Allocation Policy supports the Council’s objective of delivering the right homes in the right places by supporting those in our community that most need help, providing a safety net where necessary and working with people and organisations to meet different needs.</p>	
DIRECTORATE POLICY CONTEXT:	
<p>All Local Authorities are required by law to have an up-to-date Allocation Policy which sets out how housing applications are assessed, and how social housing vacancies are allocated.</p>	
FINANCIAL SUMMARY:	
None	

1.0 PURPOSE OF REPORT

- 1.1 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.

2.0 RECOMMENDATIONS

- 2.1 To approve the changes to the Allocation Policy set out in this report and to give delegated authority to the Group Head of Housing Services to make minor changes to the policy and any amendments necessary to reflect legislative changes.

3.0 EXECUTIVE SUMMARY

- 3.1 The Allocation Policy approved by Committee in December 2021 is yet to be implemented as it is linked to the configuration and delivery of our new case management system, Abrisas.
- 3.2 During the course of the configuration process, a number of queries have arisen with regard to the Allocation Policy, in particular around the number of reasonable refusals an applicant can make, how adapted properties are allocated and how we deal with management moves within Arun District Council stock.
- 3.3 The Allocation Policy needs updating to reflect these changes.

4.0 DETAIL

- 4.1 Demand for social housing in Arun far outstrips the supply and it is therefore critical that we ensure that the right properties are allocated to the right people.
- 4.2 There are four areas of the Allocation Policy which need updating in order to achieve this aim:-

- The number of reasonable refusals an applicant is permitted to make
- How adapted properties are allocated
- The priority for managed moves within our own Housing Stock
- The ability to refuse an application based on the applicant lacking the Mental capacity to hold a tenancy

4.2 Reasonable Refusals

- 4.3 At present, there is no limit on the number of properties that an applicant can reasonably refuse which can raise expectations of what is realistically available. This also creates an additional administration burden on the service which can be challenging. The proposal is that should an applicant refuse two reasonable offers of accommodation, their application can be reviewed and may be removed from the housing register. Applicants will be able to submit supporting evidence as to why they are refusing a property, it will be for the Housing Options Manager to determine whether or not the refusal is reasonable. Applicants will have the right to request a review of any decision to remove their application from the register.
- 4.4 It should be noted that we operate a Choice Based Lettings system and that the applicant places bids on properties themselves. The only occasion that Officers may place bids on behalf of applicants is when they are unable to do so themselves, or they are homeless and in temporary accommodation and have not been placing bids themselves.

4.5 Adapted Properties

4.6 We want to ensure that adapted properties are allocated to people who need adaptations. In order to achieve this, the shortlisting process needs to be changed to allow preference to be given to those applicants who need adapted properties. Other applicants will still be able to apply, however the shortlisting process will put applicants needing those adaptations at the top of the shortlist.

4.7 Managed Moves

The policy does not currently give existing tenants the opportunity to move unless they have a housing need. There may be occasions where a tenant needs to move to a property of the same type and size, even though they don't have a housing need. This would need to be agreed by the Housing Options Manager.

4.8 Exclusion from the register for applicants lacking the mental capacity to hold a tenancy

To ensure that applicants who do not have the ability to understand their tenancy rights or obligations and who would not manage a tenancy in general needs setting. Applicants lacking the capacity to hold a tenancy shall be referred to West Sussex County Council Adult Social Care team for assistance.

5.0 CONSULTATION

5.1 None required

6.0 OPTIONS / ALTERNATIVES CONSIDERED

6.1 To approve the recommended changes to the Allocation Policy

6.2 To not approve the changes. However, this would mean that the council's housing stock, and the stock of our registered provider partners would not be allocated in the fairest way possible.

7.0 COMMENTS BY THE GROUP HEAD OF FINANCE & SECTION 151 OFFICER

7.1 None

8.0 RISK ASSESSMENT CONSIDERATIONS

8.1 None

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

9.1 None

10.0 HUMAN RESOURCES IMPACT

10.1 None

11.0 HEALTH & SAFETY IMPACT

11.1 None

12.0 PROPERTY & ESTATES IMPACT

12.1 None

13.0 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 None

14.0 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 None

15.0 CRIME AND DISORDER REDUCTION IMPACT

15.1 None

16.0 HUMAN RIGHTS IMPACT

16.1 None

17.0 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 None

CONTACT OFFICER:

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BACKGROUND DOCUMENTS:



HOUSING ALLOCATIONS POLICY

Policy Date	
Approved by	
Review Date	



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1.0 Introduction

1.1 The Allocations Policy sets out the priorities and procedures for the allocation of social housing in the Arun District. It applies to applicants joining the housing register for the first time and current Arun District Council (ADC) or Registered Provider tenants wanting to transfer.

1.2 ADC is committed to the principles of Choice Based Lettings, enabling people to make well-informed decisions about their housing options. Registered applicants can bid for properties suitable for their housing needs and in their chosen location. Choice helps to improve tenancy and community sustainment and encourage residents to have a stake in their community.

1.3 This Allocations Policy helps us to:

- Fulfil our obligations in S167 of the Housing Act 1996 to allocate in accordance with an Allocations Policy
- Use the additional qualifying criteria discretion provided by the Localism Act 2011 in deciding who will be allowed to register for social housing
- Meet the requirements of Part VI Housing Act 1996 (as amended); the Localism Act 2011; and the Homelessness Reduction Act 2017 by giving reasonable, but not always overriding, preference to applicants in greatest need
- Achieve the requirements of the Regulator of Social Housing's Tenancy Standard
- Deliver the ADC Tenancy Strategy, Housing Strategy and Homelessness Strategy
- Deliver our Domestic Abuse Policy and those of our Registered Provider partners
- Meet the requirements of the Government's Statutory Guidance for allocations, homelessness, and improving access for members of the Armed Forces

1.4 The Policy is based on key principles shared by the Council and our Registered Provider partners:

- Meeting our Corporate Plan objectives to create sustainable communities having regard for local circumstances
- Allocating housing fairly, consistently, and carefully and to ensure that our decisions are transparent
- Removing barriers to accessing social housing for homeless households
- Meeting the emergency and long-term housing needs of people fleeing domestic violence and abuse

- Meeting the housing needs of people leaving care
- Improving access to suitable homes for people with disabilities
- Allocating housing in a way which complements the ADC Tenancy and Lettings Policy and the tenancy policies of our Registered Provider partners
- Ensuring vulnerable households can navigate the allocations process by providing clear and easy to understand information
- Enabling applicants to express choice in selecting their accommodation wherever possible
- Ensuring the Housing Register better reflects housing need than housing demand through effective management of the register
- Improving the way the Council and our Registered Provider partners work together to ensure the effective allocation of social housing
- Providing appropriate advice to applicants ADC is unable to house, including accurate and timely referrals to other agencies
- Providing a high-quality service with clear standards
- Reducing the cost and use of emergency interim accommodation by providing advice and assistance to prevent homelessness and by making sure that homeless people and those threatened with homelessness are housed as soon as possible
- Making the best use of the affordable housing in the district ensuring that vacant homes are let quickly and efficiently
- Reviewing the policy regularly and when prompted by changes in the law, Government Guidance and Regulation and to ensure continuous improvement

1.5 The Allocations Policy applies to ADC as a provider of social housing and our Registered Provider partners which currently include:

- Worthing Homes
- Arun Housing
- Vivid
- Sage
- Sanctuary Housing
- Southern Housing
- Hyde
- Places for People
- Clarion
- Hastoe
- Stonewater
- Saxon Weald
- Guinness Homes

1.6 In framing the Allocation Policy, ADC has had regard to:

- Housing Act 1996 as amended
- Housing Act 1985
- Localism Act 2011
- Homelessness Reduction Act 2017
- Domestic Abuse Act 2021
- Allocation of Accommodation: Guidance for local housing authorities in England
- Homelessness Code of Guidance
- Improving access to social housing for members of the Armed Forces statutory guidance
- Equality Act 2010
- Human Rights Act 1998
- Freedom of Information Act 2000
- Data Protection Act 2018
- Welfare Reform Act 2012

2.0 Choice

2.1 There is a very high demand for social housing in the area and we will balance providing choice and housing need to ensure that housing is offered in a way that helps to best manage the housing stock.

2.2 The properties are advertised online and will provide valuable information about the property, together with links to information about the local neighbourhood, helping applicants to make informed decisions about which accommodation they want to be considered for

2.3 Whilst the aim of the Council and our Registered Provider partners is to provide choice in the allocation of social housing in Arun, there will be a number of exceptional situations where this will not be possible. In such cases the home will be let as a direct offer and not advertised in the policy. See sections 93-101 of this policy for more information.

2.4 We will support people who do not qualify to join the register or may have a long time to wait for an offer with advice on other housing options including:

- Use of the private sector
- Home ownership
- Intermediate housing
- Build to rent
- First Homes

- Local Housing Companies
- Mutual exchange

3.0 Equality and diversity

3.1 The Public Sector Equality Duty requires public bodies and others carrying out public functions to have due regard to the need to eliminate discrimination, to advance equality of opportunities and foster good relations.

3.2 Our Allocations Policy promotes equal opportunities in the services it provides. Our aim is to implement and maintain services which ensure that no potential or current applicant is treated less favourably on the grounds of age, disability, race, colour, religion, ethnicity, gender, sexuality, family status, transgender or transsexuality, nor is disadvantaged by the application of a rule, condition, or requirement, which has a discriminatory effect which cannot be justified by law.

3.3 Access to the policy may be more difficult for people with a disability, sight, or hearing impairment and for those who do not speak English as a first language. We are committed to helping all those who need assistance to access the policy particularly by working closely with other agencies and our Registered Provider partners.

3.4 The letting of property will be subject to the individual Equality and Diversity policies of the Council and our Registered Provider partners.

3.5 A summary and a full copy of the Allocations Policy are available online. The Council will provide a full copy of the Allocations Policy on request.

4.0 Roles and responsibilities

4.1 Exceptional Circumstances

4.1.1 The Allocation Policy may be overridden where the Housing Options Manager considers that an individual's exceptional circumstances warrant a departure from any part of this policy, has recorded reasons for that decision, and has the written or emailed agreement of the Housing Options Manager.

4.1.2 The Group Head of Housing Services can make minor amendments to the Allocations Policy to address changes in legislation, statutory guidance, and local need.

4.2 Housing Options Team

Role	Responsibility
Assistant Housing Options Officers	<p>Managing the Housing Register including eligibility, qualification, verification, assessment, registration, banding, allocation, and nomination</p> <p>Assisting vulnerable applicants with registration and bidding</p> <p>Housing options advice for people who are unable to join the Housing Register</p>
Housing Options Officers	<p>Managing homelessness cases including prevention and relief</p> <p>Assisting vulnerable applicants with registration and bidding</p> <p>Housing options advice for people who are unable to join the Housing Register</p>
Housing Options Team Leaders	Main duty and direct allocation decisions, appeals on decisions made by Assistant Housing Options Officers and Housing Options Officers
Housing Options Manager	Overall responsibility for the Housing Register; homelessness decisions; appeals; exceptional circumstances and direct allocations
Residential Services Manager	Minor changes to the Allocations Policy

4.3 Safeguarding

4.3.1 In any situation where there is evidence a child or adult may be at risk, the Council will act promptly and in accordance with our safeguarding policies and procedures and those of our Registered Provider partners.

4.4 Data Protection

4.4.1 The Council regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between employees, residents and partners. More information about how we deal with personal information is in our Data Protection Policy.

4.4.2 Personal information will be handled in accordance with the Data Protection Act 2018 and will be subject to appropriate confidentiality. Applicants have the right to see the information held about them and receive a copy of the information held on computer, or on paper file.

4.5 Data is retained whilst the client is on the Housing Register

4.5.1 If the client does not qualify to be included on the Housing Register:

- if there is no homeless application data is retained for six months from the date of removal.
- if there is a homeless application data is retained in accordance with the Homelessness data retention policy.

4.5.2 If the client requests removal from the Housing Register:

- if there is no homeless application data is removed within one calendar month.
- if there is a homeless application data is retained in accordance with the Homelessness data retention policy.

4.5.3 If the client is given a tenancy in an Arun property data will be retained in accordance the Neighbourhood data retention policy.

5.0 The Housing Register

5.1 Joining the register

5.1.1 To join the Housing Register applicants must have a local connection within the Arun district and either be in one of the reasonable preference categories or have a housing need. Local connection, reasonable preference and housing need are described in more detail below and at Finding a home | Arun District Council

5.1.2 All applicants must complete an online application form to join the housing register. Help will be provided to complete an application form by request from the applicant, a partner agency supporting the applicant or where it is clear an applicant is being disadvantaged by the online process. Details can be found on the Council's website.

5.2 Applications from Under 18s

5.2.1 Anyone over the age of 16 can join the housing register, although acceptance for offer will not normally be an option until they are over 18.

5.3 Joint Applications

- 5.3.1 Applications from partners, including same sex couples, who are cohabiting can be registered as joint applications giving both parties joint and several rights and responsibilities for any future tenancy.
- 5.3.2 If one partner is ineligible due to their immigration status, the other partner will be registered as the sole applicant.
- 5.3.3 Other adults who are not partners of the applicant (such as residential carers) can only be made joint applicants based on evidence of need.
- 5.3.4 If joint applicants ask to change to sole applications (for example, due to relationship breakdown) but want to remain registered, each sole applicant will retain the original application date as long as they are still eligible to join the housing register in their own right. The applicant with residency and parenting responsibilities for children may include them on the application. The other applicant may not include the children, even if there is shared custody or access arrangements. Any change in banding will be applied from the date of the change in circumstances.

5.4 Transferring tenants

- 5.4.1 Tenants of the Council may apply to transfer to another property if they meet the criteria to join the housing register.
- 5.4.2 A reference will be provided by the Neighbourhood Housing Team to verify that there are no grounds for exclusion described below.
- 5.4.3 Our Registered Provider partners operate their own transfer Policies and their tenants can apply to join the Housing Register subject to the provisions below.

5.5 Assessment

- 5.5.1 Applications will be assessed based on the information provided on the application form. It is the applicant's responsibility to ensure that the form has been completed accurately.
- 5.5.2 The Council may request additional information or evidence where the details provided are not clear or not relevant to the information requested.
- 5.5.3 Incorrect information could result in a change in priority at any stage of the process. False information could result in exclusion from the Housing Register.

- 5.5.4 Further evidence will be required at nomination and offer stage depending on the separate requirements of the Council and its Housing Provider partners as described in their Tenancy/Lettings Policies.
- 5.5.5 Applicants from abroad will be required to provide proof of their nationality and immigration status which will be verified.
- 5.5.6 Applicants with medical, mental health or care needs which may be improved or relieved by a move should include these details on the housing register application form.
- 5.5.7 The Council will require specialist evidence to assess current medical, mental health and care need and the effect of a move to alternative accommodation on their condition. Advice may be needed from a medical professional, social services or other individuals or agencies with a detailed knowledge of the condition. The assessment will determine the medical priority of the application.
- 5.5.8 Responsibility for obtaining the information and any cost is with the applicant. The Council may seek its own specialist advice to determine medical, mental health or care needs. A home visit may be carried out to inform the assessment.

5.6 Local Connection

- 5.6.1 Subject to the exemptions list below, joining the Housing Register requires a local connection. Local connection is defined as:
- 5.6.2 The applicant or their partner are currently living in the Arun district and have lived in the Arun district permanently for at least 3 years immediately prior to the application date; or are currently living in the Arun district and have lived permanently in the Arun District for 5 years out of the last 10 years.
- 5.6.3 The applicant or their partner has worked on a full or part time basis (16 hours per week) in the Arun District for the past 2 years and remains in employment in the Arun District.
- 5.6.4 The applicant or their partner needs to be in the Arun District to give or receive regular daily support from or for a close relative (parents, adult children, brother and/or sister). This support must be required on an ongoing long-term basis and cannot be provided by other family members or available support agencies. The family member must be permanently resident in Arun District and have lived here permanently for at least 10 years immediately prior to the application date.

- 5.6.5 An applicant has been accepted as being owed the main homeless duty. The Homelessness main duty is defined as the main duty under Part 7 of the Housing Act 1996 (as amended).
- 5.6.6 A young person who is owed a 'leaving care' duty by West Sussex County Council (WSCC) under section 23C of the Children Act 1989.
- 5.6.7 The Council will not disqualify the following applicants on the grounds that they do not have a local connection with the local authority:
- 5.6.8 Members and former members of the Armed Forces where the application is made within five years of discharge
- 5.6.9 Bereaved (or divorced or separated) spouses and civil partners of members of the Armed Forces leaving services family accommodation following the death of (or divorce or separation from) their spouse or partner
- 5.6.10 Serving or former members of the Reserve Forces who need to move because of serious injury, medical condition or disability sustained because of their service
- 5.6.11 People who have experienced domestic abuse as defined by the Domestic Abuse Act 2021 and have established accommodation in refuge or other temporary accommodation located in the local authority area and it is safe to remain in the Arun District.
- 5.6.12 People over 60 for sheltered accommodation only and where there is no housing need

6.0 Exclusions from the Housing Register

- 6.1 Applicants will not qualify to join the Housing Register if one or more of the following criteria apply to their household:

6.2 People from abroad

- 6.2.1 People from abroad cannot be allocated accommodation if they are ineligible under Part 6 of the Housing Act 1996. There are two categories in S160ZA; a person under immigration control and a person other than a person under immigration control. The regulations are subject to change and are all explained in detail in the Allocation of Accommodation statutory guidance. Council staff can advise people from abroad on the regulations and how they affect their application.

6.3 People guilty of unacceptable behaviour

- 6.3.1 The Council will exclude an applicant from the register where the applicant, or a member of the household, has been guilty of unacceptable behaviour within the past 5 years in any type of tenure, which if the applicant was a

tenant of the Council would entitle the Council to a possession order (Part 1 of Schedule 2 of the Housing Act 1985).

6.3.2 Unacceptable behaviour can include:

- Serious proven breach of tenancy conditions including harassment, nuisance and violence including serious nuisance or annoyance to neighbours such as eviction, Demoted Tenancy, Civil Injunctions, Criminal Behaviour Orders, Community Protection Notices or Noise Abatement Notices
- Perpetrators of domestic abuse
- Conviction of using the accommodation or allowing its use for immoral or illegal purposes
- Allowing the property to be seriously damaged by the tenant or other residents or visitors which has resulted in an evidenced claim for the Council or another landlord
- Conviction of an arrestable offence committed in the locality relating to violence or threats of violence
- Conviction of an arrestable offence relating to violence or threats of violence against Council staff.

6.3.3 Applicants excluded because of unacceptable behaviour will remain excluded for a period of 5 years from the date of the unacceptable behaviour incident or offence. Applicants may re-apply to the housing register after this period of exclusion.

6.3.4 Applicants who successfully bid for a property will be subject to a further review by the Council or the Registered Provider making an offer in accordance with their Tenancy/Lettings Policy.

6.4 Rent arrears and housing related debt

6.4.1 Applicants with rent arrears or housing related debts to the Council or other Registered Provider will not be accepted onto the register. Housing related debt includes:

- Current rent and service charges
- Rent bonds and deposits
- Any recoverable payments made on behalf of the applicant in respect of homelessness
- Debts in relation to previous tenancies with the Council or our Registered Provider partners
- Council Tax debt
- Housing benefit overpayment

- Storage and removal costs
- Rechargeable repairs
- Support charges
- Legal costs

6.4.2 An applicant who has maintained a regular repayment plan for a minimum of twelve months may be accepted onto the housing register and enabled to bid however, their housing related debts will be further reviewed by the Council or Registered Provider at the point of offer and in accordance with their Tenancy/Lettings Policy.

6.4.3 Applicants with housing related debts due solely to the social sector size Criteria (bedroom tax), will qualify to join the housing register where there is a housing need to downsize to a smaller property and where the debts will be cleared by qualification for the under-occupation incentive Policy.

6.4.4 Council staff will carry out verification of housing related debts and will exempt any debts which result from benefit delay and the applicant will remain excluded from the housing register until the debt is cleared in full.

6.5 Homeowners

6.5.1 Applicants and household members who own their own home in the UK or abroad will not qualify to be included on the housing register if that home is affordable to them and it meets their needs in terms of their health and/or disability. The following exceptions apply:

- People who are in financial difficulty because their home is being repossessed.
- People who meet the criteria for older persons housing
- People who require specialist housing because they have a disability or a medical condition where their current accommodation cannot be adapted
- People who are fleeing domestic abuse and where a homeless duty has been accepted

6.5.2 Applicants with sufficient income and/or savings to secure alternative housing

6.5.3 Main and joint applicants (including partners of the main and joint applicants) with a combined gross annual income in excess of £50,000 per year (not including means tested benefits) will not qualify to be included on the Housing Register.

6.5.4 Main and joint applicants (including partners of the main and joint applicants) with combined savings in excess of £16,000, or £50,000 for applicants eligible for sheltered housing will not qualify to be included on the Housing Register. Savings are also taken to mean accessible equity within a property.

6.5.5 The income and savings criteria do not apply to current tenants of the Council wanting to downsize.

6.5.6 Armed Forces compensation payments will not be considered in calculations of financial resources.

7.0 Registration

7.1 Once an application is verified and needs are assessed, the Council will register the application and apply a registration date. The registration date is the date the application is fully verified, or in the case of homeless applicants to whom a full duty is accepted, it is the date that the Council accepts a duty to accommodate, if this is earlier.

7.2 Verification will include the following, however, the Council may request further information as required:

- Personal ID for all members of the household (e.g. birth certificate, passport, driving license or similar)
- Proof of the right to reside in the UK

7.3 Arun District Council will aim to:

- Register applications within 14 working days of the receipt of all verification documents
- Process changes in circumstances within 14 working days
- Reply to letters within 10 working days
- Answer phone calls within 30 seconds
- Provide advice to applicants to help them with bidding choices by phone, email and in person

7.4 An applicant is required to:

- Provide information to verify any application within 14 days of the application being made
- Keep the Council informed of any changes of circumstances
- Ensure that the Council have an up to date address
- Reply to requests for information as quickly as possible
- Treat Arun District Council staff with courtesy

- Give accurate information regarding personal circumstances

7.5 The applicant will receive written confirmation of their registration date, their priority status and reason for it and the property size for which they can bid.

7.6 If an applicant disagrees with their registration date, their priority band, or the assessment of their needs, they can appeal as described in the Review and Appeal section below.

8.0 Change of circumstances

8.1 All applicants are required to inform the Council immediately when their housing circumstances change. A change in circumstances may mean an application is moved up or down a band, or local connection or local priority is altered. If any change results in a band change the Council will write to inform the applicant of the new band, their new priority date if applicable and their right to appeal.

8.2 If an applicant is moved into a higher band, then their priority date will be the date they were accepted into the higher band. If an applicant is moved to a lower band then their priority date will be their original acceptance date.

8.3 Additional adults will not be added to an application where this results in the need for larger accommodation than the applicant's household was originally eligible without evidence of an overriding medical, mental health, mobility, or care need as agreed by a Housing Options Team Leader.

8.4 Applicants who require an additional bedroom to enable full time (24 hour) care, or couples who need to have separate bedrooms, may include this on their application subject to evidence of need.

8.5 An applicant or member of their registered household expecting a child or children will be able to include the child or children on their application from 6 months into the pregnancy and have their housing need and housing requirements reassessed accordingly.

8.6 Intentionally altering circumstances and false information

8.6.1 Applicants have a responsibility not to intentionally worsen their circumstances to join the housing register or to progress to a higher band including:

- If an applicant has voluntarily given up accommodation which is suitable for their needs

- Where a deliberate act results in the worsening of overcrowding or other housing circumstances without good reason; or the applicant has failed to take the Council's advice regarding their housing need

8.7 The Council may assess the application based on previous circumstances and applicant's housing need at their previous accommodation prior to the intentional act. This may result in the application being excluded or removed from the housing register.

8.8 It is an offence under section 171 of the Housing Act 1996 to intentionally provide false information or intentionally withhold information that should have been given to the Council. If an applicant intentionally provides false information or withholds information when applying to the Council for housing, the Council will exclude the application from the housing register for a period of 5 years. the Council may also take legal action against the applicant. This could include a fine of up to £5000.

8.9 If the applicant has already been granted a tenancy, and false information was used to obtain it, the Council may take action using the powers of the Housing Act 1996 and the Prevention of Social Housing Fraud Act 2013.

8.10 Allocations of accommodation made to employees of Arun District Council or to Arun District Councillors, or to members of their family where these family links are known to the Council, will be checked and authorised by the Group Head of Residential Services to ensure these allocations comply fully with the Allocations Policy.

9.0 Renewing Applications

9.1 The Council will write to an applicant on or after the anniversary of their application to establish whether an applicant wants to remain on the housing register. If no application will be cancelled in one week if they fail to make contact. The Council will make additional contact with vulnerable applicants. No further contact will result in the application being removed from the Housing Register.

9.2 Applicants who do not bid during a twelve-month period will be subject to the same review process, however account will be taken of the supply of any suitable properties becoming available for bidding.

10.0 Removals from the housing register

10.1 An application may be removed from the Housing Register in the following circumstances:

- An applicant does not respond to correspondence within 28 days
- An applicant asks the Council to cancel their application
- An applicant accepts the tenancy of a property provided by the Council or another social housing landlord
- An applicant accepts the offer of a home purchase by shared ownership
- An applicant no longer qualifies for the Register
- An applicant successfully moves under the mutual exchange Policy
- An applicant is no longer eligible to be on the housing register

11.0 Housing Need Bandings

11.1 Reasonable Preference

11.1.1 The Council is required to give reasonable preference to the following categories of person:

11.1.2 Those who are threatened with homelessness (to whom the Council owes a 'Prevention' duty); or homeless (to whom the Council owes a 'Relief' duty); or to whom a main homelessness duty has been accepted. These definitions are set out within the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017. These applicants are placed in Band A as defined by Priority A10, Band B, as defined by Priorities B2 & B3; and Band C, as defined by C2.

11.1.3 Those in unsanitary or overcrowded housing or living in unsatisfactory conditions. (These applicants are placed in Band A, as defined by Priority A7; and Band C, as defined by C8).

11.1.4 Those who need to move on medical or welfare grounds, including a disability. (These applicants are placed in C1)

11.1.5 Those who need to live in a particular locality in the district, where failure to meet that need would cause hardship to themselves or others. This includes social housing tenants who need to move for work-related reasons. (These applicants are placed in Band C, as defined by Priority C6).

11.1.6 Applicants may fall into more than one of these categories. In such cases, the highest Priority Band will apply.

11.2 Once an application is fully assessed it will be placed in a one of the subcategories defined within each priority reflecting the housing need of the application, including reasonable preference.

11.3 There are four priority bands:

- Band A: Emergency and high priority

- Band B: High priority including reasonable preference
- Band C: Medium priority
- Band D: Low or deferred priority

11.4 Band A

Band code	Criteria	Definition	Bidding requirement
A1	Medical A	<p>The applicant or a member of the household has an emergency or life-threatening medical or mental health condition which makes the current accommodation unsuitable to continue to occupy and is essential to rectify urgently.</p> <p>The condition, why the current accommodation is unsuitable, an explanation of how this can only be improved in alternative suitable accommodation and the type of accommodation required must all be confirmed by a specialist medical professional</p>	<p>We may override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation. If no successful bid has been made within 6 months the banding will be reviewed.</p> <p>If this allocation is refused, the priority of the case will be reviewed and may be down-banded or removed from the housing register.</p>
A2	Under-occupying 1+ bedroom	Applicants living in Council or Registered Provider accommodation within the Arun District who are under-occupying one or more bedrooms.	No required timescale for bidding.
A3	Disabled adaptations	Applicants releasing an adapted property or to make best use of adapted stock where the tenant does not require adaptations.	No required timescale for bidding.
A4	Successors	Statutory and discretionary successors living in Council properties, where the Neighbourhood Housing Manager has agreed to rehouse an applicant to more suitable accommodation than that	Applicants required to bid within 12 weeks of being placed in Band A. However, the Council may override the choice based lettings process to

Band code	Criteria	Definition	Bidding requirement
		currently occupied by the applicant	make a reasonable direct allocation of suitable alternative accommodation.
A5	Overcrowding Notice or Prohibition Order	An Overcrowding Notice or Prohibition Order has been served by the Council's Private Sector Housing Section as a result of statutory overcrowding; or disrepair; and where there is an imminent risk to the household; or it would be impossible to remain in the property whilst remedial works are carried out.	The Council will override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation. This may include an offer of suitable accommodation in the private rented sector, which will discharge the main unintentional duty.
A6	Emergency priority	Severe housing need for exceptional circumstances, in crisis situations which warrant emergency priority as agreed by the Housing Options Manager. This excludes homeless applicants to whom the Council has a duty under Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002).	The Council may override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation.
A7	Additional priority for ex Armed Forces personnel, where the assessed need falls within Band B	The following categories will be awarded one Band higher priority than their assessed need: <ul style="list-style-type: none"> • former members of the Regular Forces. • serving members of the Regular Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service. • bereaved spouses and civil 	No required timescale for bidding.

Band code	Criteria	Definition	Bidding requirement
		<p>partners of members of the Regular Forces leaving Services Family Accommodation following the death of their spouse or partner.</p> <ul style="list-style-type: none"> • serving or former members of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service 	
A8	Homeless (owed the main duty)	<p>The priority will be awarded to applicants who are owed a full homelessness duty by Arun District Council under Section 193(2) of the Housing Act 1996 (as amended), except those who are owed this duty because of the inclusion of a 'restricted person' in their household.</p> <p>Priority A8 includes homeless applicants owed the main (unintentional) duty by Arun District Council, who qualify for a 'reasonable preference' as per the Housing Act 1996, Part 6 and the Homelessness Reduction Act 2017, and to whom the local connection criteria of the allocations Policy do not apply.</p>	<p>For homeless applicants placed in emergency or temporary accommodation: the Council will make one reasonable direct allocation of suitable alternative accommodation.</p> <p>An applicant owed a duty under Section 193(2) of the Housing Act 1996 (as amended), and who subsequently refuses a suitable final offer of accommodation made under Section 193(7) or a private sector offer made under Section 193(7AA) of this Act, will no longer be owed a homelessness duty, and will be from the housing register for 6 months. The decision</p>

Band code	Criteria	Definition	Bidding requirement
			<p>to end a homelessness duty will be made by a Housing Options Officer.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.</p>
A9	Homeless (making own arrangements)	<p>Homeless households owed the main (unintentional) duty by the Council and making their own temporary arrangements. Main unintentional duty is defined as in Section 193 Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017).</p> <p>Arrangements will be subject to home visit and safeguarding checks by the Council's staff</p> <p>Priority A9 includes homeless applicants owed the main (unintentional) duty by the Council, who qualify for a 'reasonable preference' as per the Housing Act 1996, Part 6 and the Homelessness Reduction Act 2017, and to whom the local connection criteria of the allocations Policy do not apply.</p>	<p>Homeless applicants making their own housing arrangements while bidding for permanent accommodation, Band A will apply for a maximum period of 6 months. Applicants will only be permitted to remain in Band A if no suitable properties have been advertised</p> <p>The Council may make a reasonable direct allocation of suitable alternative accommodation.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the</p>

Band code	Criteria	Definition	Bidding requirement
			Council's main unintentional duty.
A10	Homeless (Relief stage) and owed the s188 interim accommodation duty	Applicants who have been placed in emergency accommodation and are owed the s.188 interim accommodation duty and the relief duty. The household must be actively engaging with the Local Authority to relieve their homelessness and be working to achieve the agreed actions within their personal housing plan.	<p>Band A will apply until a main duty decision is made on the application.</p> <p>The Council may make a reasonable direct allocation of suitable alternative accommodation.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.</p>

11.5 Band B

Band code	Criteria	Definition	Bidding requirement
B1	Medical B	<p>The applicant's or a member of the applicant's household's medical condition, mental health, learning disability or care needs will only be able to substantially improve or be met by suitable alternative accommodation.</p> <p>Evidence is required from a specialist medical professional of:</p> <ul style="list-style-type: none"> The medical or mental health condition, learning difficulty, 	Where an applicant fails to bid successfully within 6 months, the priority of the case will be reviewed, which may result in down-banding or the removal of the application. This will not apply where no suitable properties

Band code	Criteria	Definition	Bidding requirement
		<p>or unmet care need.</p> <ul style="list-style-type: none"> • The effect of the current accommodation • How suitable alternative accommodation will support an improvement 	<p>have been advertised for bidding.</p> <p>However, the Council may override the choice based lettings process to make a reasonable direct allocation of suitable alternative accommodation.</p>
B2	Homeless (Relief stage) and not owed the s188 interim accommodation duty	Applicants who are defined as homeless under Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017), prior to the main (unintentional) homelessness duty being determined.	<p>Band B will apply until a main duty decision is made on the application, the application will then be reviewed and re-banded accordingly</p> <p>The Council may make a reasonable direct allocation of suitable alternative accommodation.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.</p>
B3	Returning homeless after being accommodated in the private rented sector	Previously homeless households accommodated in the private rented sector (which discharged the Council's main unintentional duty) who have become unintentionally homeless again within 2 years. Main unintentional duty is defined as in Section 193 Part 7	For homeless applicants making their own housing arrangements while bidding for permanent accommodation: no required timescale for bidding.

Band code	Criteria	Definition	Bidding requirement
		<p>of the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017).</p> <p>In these cases, the local connection criteria of the allocations Policy does not apply.</p>	<p>For homeless applicants placed in emergency or temporary accommodation: the Council may make a reasonable direct allocation of suitable alternative accommodation.</p> <p>This may include an offer of suitable accommodation in the private rented sector, which will discharge the Council's main unintentional duty.</p>
B4	Lacking rooms	<p>Applicants with dependent children lacking 1 bedroom <u>and</u> lacking kitchen or bathroom; or sharing kitchen or bathroom with non-family members (as defined by S.113 Housing Act 1985); or lacking 2 bedrooms. This excludes households in interim or temporary accommodation provided by the Council</p>	No required timescale for bidding
B5	Fostering or adoption	<p>To enable fostering or adoption where an assessed need and an agreement has been reached between Social Services and the Housing Options Manager to provide</p>	No required timescale for bidding

Band code	Criteria	Definition	Bidding requirement
		permanent accommodation prior to any placement taking place	
B6	Threatened with homelessness or homeless (Prevention)	Applicants who are defined as threatened with homelessness under Part 7 of the Housing Act 1996 (as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017), prior to either the relief duty or the main (unintentional) homelessness duty being determined.	<p>Where an applicant fails to bid successfully within 6 months, the priority of the case will be reviewed, which may result in down-banding or the removal of the application. This will not apply where no suitable properties have been advertised for bidding.</p> <p>The Council may make a reasonable direct allocation of suitable alternative accommodation which may include an offer of suitable accommodation in the private rented sector</p>
B7	From supported housing	Applicants moving on from care or supported housing, as authorised by the Housing Options Manager	Where an applicant fails to bid successfully within 6 months, the priority of the case will be reviewed, which may result in down-banding or the removal of the application. This will not apply where no suitable properties have been advertised for bidding.

Band code	Criteria	Definition	Bidding requirement
B8	Additional priority for ex Armed Forces personnel, where the assessed need falls within Band C	<p>The following categories will be awarded one Band higher priority than their assessed need:</p> <ul style="list-style-type: none"> • former members of the Regular Forces. • serving members of the Regular Forces who need to move because of a serious injury, medical condition or disability sustained because of their service. • bereaved spouses and civil partners of members of the Regular Forces leaving Services Family Accommodation following the death of their spouse or partner. • serving or former members of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained because of their service 	No required timescale for bidding.
B9	Additional preference for people fleeing domestic abuse	Applicants, including out of District applicants, who are being accommodated in a refuge or temporary accommodation	<p>No required timescale for bidding</p> <p>The Council may override the choice based lettings bidding process to make a reasonable direct allocation of suitable alternative accommodation</p>
B10	Additional preference for young people	West Sussex County Council has a corporate parenting responsibility where a young	Where an applicant fails to bid successfully within 6

Band code	Criteria	Definition	Bidding requirement
	leaving local authority care	<p>person who has been looked after, fostered, or accommodated and has had a duty of care accepted under the Children Act in West Sussex, and is ready for independent living. To enable a planned move on to independent suitable accommodation providing a support plan is in place the following criteria will apply:</p> <ul style="list-style-type: none"> • they are ready and prepared to move to independent settled accommodation • they have the life skills to manage a tenancy • they have a support package and appropriate Pathway Plan • they have not, or have not previously, been a tenant of a registered provider as a result of being granted this priority In exceptional circumstances priority may be given to former relevant children (up to the age of 25) who have completed higher education funded by WSCC 	months, the priority of the case will be reviewed, which may result in down-banding or the removal of the application. This will not apply where no suitable properties have been advertised for bidding.

11.6 Band C

Band code	Criteria	Definition	Bidding requirement
C1	Medical C	The applicant's or a member of the applicant's household's medical condition, mental health, learning disability or care	No timescales for bidding

		<p>needs will only be prevented from worsening or achieve a gradual improvement or be met by suitable alternative accommodation.</p> <p>Evidence is required from a medical professional of:</p> <ul style="list-style-type: none"> • The medical or mental health condition, learning difficulty, or unmet care need. • The effect of the current accommodation • How suitable alternative accommodation will prevent worsening or promote an improvement <p>Priority C1 includes applicants who qualify for a 'reasonable preference' on medical or welfare grounds, as per the Housing Act 1996, Part 6, and the Homelessness Reduction Act 2017, and to whom the local connection criteria of the allocation Policy do not apply.</p>	
C2	Lacking 1 bedroom	Households lacking one bedroom.	No required timescale for bidding.
C3	Sharing kitchen/bathroom with family members	Applicants with dependent children living with, and sharing a kitchen or bathroom with, family members (as defined by S.113 Housing	No required timescale for bidding.

		<p>Act 1985) who are not part of the immediate household and not part of the housing application .This excludes households in interim or temporary accommodation provided by the Council .</p>	
C4	<p>Give or receive support; or to take up employment</p>	<p>Applicants who need to move to a particular area within Arun to give support, which cannot be met by others; or to receive support or specialised medical treatment, which is not available in the current location; and where failure to meet that need would cause hardship; and where the distance from the applicant's current location is significantly impacting on the ability to deliver or receive that support. The housing need within Arun to be confirmed by a healthcare professional or other statutory agency.</p> <p>Existing social housing tenants who need to move into Arun, or to a particular area within Arun, for permanent employment and who cannot fulfil their contract of employment in their current accommodation after making reasonable adjustments.</p>	<p>No required timescale for bidding.</p>

		<p>Before applying to the Arun housing register, applicants must make reasonable adjustments to remain in their current accommodation when taking up new employment. These may include arranging transport to work or organising the care of dependents. Band C4 will only apply when the employment cannot be fulfilled, even after making such adjustments.</p> <p>Applicants will need to provide proof of their current social tenancy; their employment start date and work location and to demonstrate why reasonable adjustments are not possible.</p> <p>Priority C4 includes applicants who: i) qualify for a 'reasonable preference', as per the Housing Act 1996, Part 6, and the Homelessness Reduction Act 2017;</p> <p>or</p> <p>ii) need to move for employment reasons, as per the Qualification Criteria for Right to Move Regulations 2015; and</p> <p>iii) to whom the local connection criteria of the</p>	
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		<p>allocation Policy do not apply.</p> <p>People who are homeless including those who have not made an application (within the meaning of Part 7 of the 1996 Housing Act as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017). This includes people who are intentionally homeless and those who are not in priority need.</p> <p>People who are owed a (homeless) duty by ANY local authority under section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985). The letter detailing the outcome of a homeless application will specify whether one of these sections applies.</p>	
C5	Housing for Older People	Applicants for housing for older people over 60 where there is no higher housing need.	No required timescale for bidding
C6	Insanitary or overcrowded housing	<p>Applicants living in insanitary or overcrowded housing.</p> <p>For C6 priority, 'insanitary housing' will contain Category 1 hazards as assessed under the Housing Health & Safety</p>	No required timescale for bidding.

		<p>Rating System (HHSRS), as confirmed by the Council's Private Sector Housing team or the Neighbourhood Housing team; and where there is no planned remedial or improvement works or enforcement action.</p> <p>'Overcrowded housing' is defined by the statutory standard set out in the Housing Act 1985, sections 324 to 326, as confirmed by the Council's Private Sector Housing team or the Neighbourhood Housing team; and where there is no planned remedy or enforcement action to resolve the overcrowding.</p> <p>Priority C6 includes applicants who qualify for a 'reasonable preference' on the grounds of insanitary or overcrowded housing, as per the Housing Act 1996, Part 6 and the Homelessness Reduction Act 2017, and to whom the local connection criteria of the allocation Policy do not apply.</p>	
C7	Management transfer	Applicants living in Arun District Council accommodation requiring a transfer to properties of the same size & type for significant reasons, as	No required timescale for bidding. However, the Council may override the choice based lettings bidding process to make a

		agreed by the Neighbourhood Services Manager	reasonable direct allocation of suitable alternative accommodation. Where such direct allocations are refused, the Council will review the priority of the case and consider removal of the priority and removal from the housing register.
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11.7 Band D

Band code	Criteria	Definition	Bidding requirement
D1	Older People's Housing with no Local Connection and no housing need	Households qualifying for housing for older people who are deemed to have no local connection may be considered for hard to let sheltered accommodation.	Households in this band will be able to bid for properties but their bids will only be considered after all bids from households who do meet the local connection requirements have been dealt with. Any bids placed for properties other than housing for older persons will be considered as ineligible bids and not considered for nomination
D2	Community Land Trust Allocations	Community Land Trust properties are subject to a separate allocations Policy which provides affordable housing for	Applicants accepted onto the housing register for the specific reason of applying for CLT properties will be

		<p>residents of a specific parish.</p> <p>Band D2 will awarded to applicants who would not ordinarily be eligible to join the housing register but would meet the qualification criteria of the CLT allocation policy</p>	<p>restricted to bid on said properties only. They will be excluded from bidding on any other general needs properties.</p>
D3	Reduced priority – no bids in six months	<p>The decision to reduce priority for applicants who are not bidding in any band will be made on the basis that they will be demoted to Band D for a period of 6 months unless there is a significant change in circumstances. Exceptions may be considered depending on the availability of suitable accommodation and personal circumstances of the applicant. At the end of the 6-month period applicants can request their application is reassessed. An application will only be re-instated if in accordance with the assessment process above. Applicants can appeal a decision to reassess.</p>	<p>Applicants in Bands A and B have 6 months from the date of assessment to place a bid. If they do not place a bid on properties which will meet their needs during that time, they will be reassessed to Band D for six months unless they continue to qualify in Band C. This will not apply to applicants owed a homelessness duty.</p>

11.8 Priority within bands

11.8.1 The subcategories in each band do not reflect priority within the band. Priority between applicants within bands is determined by:

11.9 **Local Lettings Plans**

11.9.1 A local lettings plan is an agreement between the Council or Registered Provider and local tenants and residents which restricts lettings in the area to certain households. This is done to tackle a specific issue or problem that has been identified locally at block, street, estate or neighbourhood level, or to achieve a sustainable community on a new development.

11.9.2 Local lettings plans allows the Council or Registered Providers to deliver better outcomes and improve life chances for current tenants and future residents.

11.9.3 Recommendations for local lettings plans may include but are not limited to:

- Establishing and sustaining a mixed, stable, and sustainable community on a new the development to foster a sense of ownership and community.
- Ensuring new tenants can sustain their tenancies.
- Setting a maximum or minimum age limit for certain properties;
- Giving preference to tenants/applicants with a local connection or who already live or work in that area or ward;
- Preference to tenants /applicants who are giving or receiving support to or from family/extended family, voluntary work, day care, playgroups or other support from locally-based organisations;
- Preference to people who are employed;
- Preference to other household types who would not normally be eligible under the Allocations Policy – e.g. this could be couples without children, where there is a high density already in the area of families with children;
- Preference to people who are under occupying or who are overcrowded in their current home in the local vicinity;
- Sensitivity around the letting of homes to vulnerable people;
- Once adopted, a local lettings plan will override the Allocations Policy;
- Any properties subject to a plan will be clearly labelled when advertised for lettings.
- Community Land Trust Developments
- Rural Housing
- Right to Manage Policy's

11.9.4 All Local Lettings Plans will be published for transparency; Local Lettings Plans will be agreed by Senior Officer(s) at the Council in conjunction with Senior Officer(s) at the relevant Registered Provider. This will be agreed in accordance with the Equalities Act 2010.

12.0 Bidding and selection

12.1 Direct Allocations

12.1.1 Where the Housing Options Manager has agreed that an applicant's housing needs are immediate as well as exceptional, the Manager may agree to offer an applicant accommodation ahead of other people on the Housing Register.

12.1.2 Examples include but are not limited to:

- Neighbourhood Housing Services needs to make an urgent management move or to decant a tenant from a property requiring major works
- The requirement to make a direct offer to deal with an emergency case
- The requirement to make a direct offer to meet the needs of a disabled applicant
- To discharge any of the Council's homelessness duties

12.2 Applicants accepted as being owed a prevention, relief or main housing duty will be expected to bid on each suitable property that becomes available otherwise the Council may take action that includes making a direct offer of accommodation or reducing prioritisation by lowering the applicant's band.

12.3 If a homeless applicant who is subject to Section 193(2) Housing Act 1996 refuses an offer of suitable accommodation, the Council duty is discharged.

12.4 In cases where the Council need to make decisions outside the policy there will be delegated authority to a Housing Options Team Leader to make a decision with a final appeal to the Housing Options Manager. These cases include but are not limited to the refusal of an offer of suitable accommodation.

12.5 Advertising vacant properties

12.5.1 Vacant properties will be advertised on the Choice Based Lettings website. Eligibility criteria will be included in the advertisement such as:

- Size of household
- Whether the property is suitable for children
- Age limitations
- The mobility group, if applicable
- The level of care and support available
- Whether pets are allowed

- Whether it is available for cross boundary bids (the Council may advertise properties outside the Arun district where there is little or no demand for a particular property)
- Whether it is sheltered accommodation
- Who owns the property i.e. council or Registered Provider?
- The weekly rent including any other charges
- An estimate of the date the property will be ready for occupation
- Whether a local lettings policy applies
- Whether it is a rural property and a local connection criterion applies

12.5.2 The property advert will state the rent charge, which will vary according to the landlord and whether an 'affordable' or a 'social' rent is being applied. Applicants may exercise choice regarding the properties for which they bid. However, if the applicant is subject to bidding time limits, they will be expected to bid for both social and affordable rented homes as both will be considered suitable.

12.5.3 The Council needs to ensure that all properties are used as effectively as possible and will advertise and allocate social housing vacancies properties with a bedroom entitlement for each of the following:

- Every adult, married or cohabiting couple or single parent
- Every person aged 16 years or more
- Two children aged 10-16 years of the same sex (sharing a room)
- Two children aged under 10 years regardless of sex (sharing a room)

12.5.4 Bedroom entitlement is further clarified by:

- The Council may allocate properties outside these size criteria to larger households, or where a bedroom is too small for more than one occupant.
- A single parent household is entitled to the same size accommodation as a two parent household with the same number of children.
- Households that include a pregnant woman are normally assessed as if the baby has already been born (i.e. the baby is counted as a child), where the expected date of delivery is within 3 months.
- Where there is evidence of a need for a member of the household to have a separate bedroom (for example, for medical reasons, or because of behavioural issues), then an additional bedroom need can be allowed.
- A child must live at the address as their main home for them to be classed as a permanent resident. Usually the care giver at this address will be the person in receipt of child benefit or tax credits. Exceptions will be considered, for example in circumstances where the child resides away from the Applicant on a temporary basis but their permanent home is with the Applicant.

- Where an applicant has care or support needs that require overnight assistance on a permanent or casual basis, then the need for an additional bedroom can be awarded to permit this. This can include prospective foster carers, on evidence that Children’s services will approve the Applicant as a foster carer subject to availability of suitable size accommodation.
- Applicants awarded priority on the basis of having a bedroom shortage may be by-passed if they bid successfully on a like-for-like property. For example, if an applicant lives in a 3 bedroom house but only requires a 2 bed house and bids successfully on another 3 bedroom house, they will be bypassed on the shortlist for that property.
- Large families (i.e. those with five or more children) may be given additional priority over smaller households for properties with four or more bedrooms.

	Single Person	Single Person with access to children (1)	Couple	Couple or Lone Parent Plus 1 Other	Couple or Lone Parent Plus 2 others	Couple or Lone Parent Plus 3 Others	Couple or Lone Parent Plus 4 or More Others
Studio	✓	✓					
1 Bedroom Flat	✓	✓	✓				
1 Bedroom House	✓	✓	✓				
1 Bedroom Bungalow	✓	✓	✓				
2 Bedroom Flat			✓	✓	✓		
2 Bedroom House				✓	✓		
2 Bedroom Bungalow	✓ (2)		✓	✓	✓ (2)		
3 Bedroom House					✓	✓	✓
3 Bedroom Flat or Maisonette					✓	✓	✓
3 Bedroom Parlour House					✓	✓	✓

	Single Person	Single Person with access to children (1)	Couple	Couple or Lone Parent Plus 1 Other	Couple or Lone Parent Plus 2 others	Couple or Lone Parent Plus 3 Others	Couple or Lone Parent Plus 4 or More Others
4 Bedroom House						✓	✓
5 Bedroom or More House							✓

(1) Single person with children who do not live with them on a permanent basis

(2) Depending on medical, mental health, mobility, or care needs

12.6 Non-Resident Children

12.6.1 Anyone with access to children will need to demonstrate their involvement and the care and supervision of the child.

12.6.2 A Senior Officer within the Local Authority will give consideration to factors including regularity of contact, who claims the relevant benefits for the child and any residency orders as well as legislation, codes of guidance and case law in determining which parent has primary responsibility for the children.

12.6.3 Therefore, unless there is an exceptional circumstance, it is unlikely that a family home will be provided where the applicant not the primary carer for the child, even if they have 50% access rights to their child.

12.7 Applicants will be allowed to bid for the size and type of property as shown in the table below. In some circumstances the opportunity may be given to bid for larger properties where they are in low demand.

12.8 The Council may allocate properties outside these size criteria for households who are threatened with homelessness (to whom the Council owes a 'Prevention' duty); or homeless (to whom the Council owes a 'Relief duty); or those to whom the Council owes the main duty; and where it has been assessed that the property is reasonable for the household's needs. This offer of accommodation will discharge the Council's duty under Part VII Housing Act 1996 (as amended).

- 12.9 The Council may allocate up to one additional bedroom above the size criteria where there is an overriding, proven medical need to support the request. The need will need to be evidenced in accordance with the procedures described above.
- 12.10 Our Registered Provider partners have their own size criteria for their properties, which may vary from the criteria stated above. This will be made clear in their advertisements.
- 13.0** Adapted properties will be advertised with a mobility classification as below, with additional information if there is the potential for further adaptation:
- 13.1 **Suitable for wheelchair- user indoors and outdoors**
- 13.2 Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the time.
- Suitable for people who are independent but can only manage one or two steps.
- 13.3 Transfer applicants may be entitled to the Under-Occupation Incentive Policy if they move to a smaller property.
- 13.4 Where an age restriction applies and there are no eligible bidders, applicants without children may be considered.
- 13.5 Details of recent allocations, the number of bidders for each property and the band and priority date of the successful applicant are published on the Council's website.
- 14.0 Bidding**
- 14.1 The Council will advertise empty properties. Eligible applicants can make bids for properties by bidding online via the choice-based lettings website. Full details of how to bid are set out on the website.
- 14.2 The Council is aware that some vulnerable applicants may need assistance to complete the bidding process. The Council seeks to address this issue in the following ways:
- By providing regular training and awareness events for agencies who support vulnerable people to help them guide their clients through the process of registration and bidding.
 - By giving direct advice and assistance to applicants, support staff and agencies during office hours either in person or by phone and by providing information on the Council's website.

- By providing information in a variety of formats and languages on request.

- 14.3 Where necessary bids can be made by the Council staff on behalf of applicants, proxy bidding by support staff, friends or family of a vulnerable person is also possible on request.
- 14.4 All bids for property will be checked against the eligibility criteria. Ineligible bids are excluded from consideration. The Council will contact and advise applicants who regularly bid for properties for which they are not eligible.
- 14.5 The applicant has the choice to refuse an offer of accommodation if it has been allocated via the choice-based lettings system. The applicant may bid for other properties in subsequent choice-based lettings adverts.
- 14.6 Refusals of properties offered by a direct allocation may lead to a discharge of homelessness duty, or to a review of the priority banding, with the possibility of down-banding or removal from the housing register. Details of the bidding and direct allocation requirements are listed against each Priority Band criteria.
- 15.0 Selection**
- 15.1 Qualifying bids for each property are placed in priority order. Priority is decided by specific qualification criteria where one applies, then by band then by date within the band.
- 15.2 If there are no eligible bidders for a property the Council may decide to make a direct allocation or to re-advertise the property.
- 15.3 Offers will normally be made to the applicant at the top of the shortlist subject to verification checks and acceptance of a nomination.
- 15.4 The Council and our Registered Provider partners will require applicants to provide further verification of their housing circumstances and/or carry out a property inspection of the applicant's current home prior to making the offer. Registered Providers may reject an applicant for a particular property if accepting the applicant would conflict with their own policies and procedures.
- 15.5 The Council's Tenancy and Lettings Policy requires that before offering a tenancy within the Council's housing stock will undertake:

- Vulnerability risk assessment – we will risk assess all applicants to identify any support needs. Where we identify a need, we will need to be satisfied that adequate support is in place.
- Affordability assessment – applicants will be asked to complete an affordability assessment including proof of income and expenditure and full details of any debts. We will also seek permission to carry out credit checks. Where applicants have housing-related debts, they will need to demonstrate that they have arrangements in place to repay them. If it is evident that the applicant cannot afford the tenancy, an offer of a tenancy may be withdrawn.
- References – we will seek references for all applicants to ensure they are able to maintain a tenancy, including condition of property, acceptable behaviour and rent payments. If there is evidence of previous significant tenancy breaches, we will withdraw an offer.

15.6 The Council will not normally make an offer of a tenancy where the applicant:

- Has breached the terms of a previous tenancy where if action had been taken possession would have been mandatory. This includes rent arrears, anti-social behaviour and tenancy fraud.
- Has behaved unacceptably toward Council staff or partner agencies. This includes verbal abuse, harassment, and intimidation, threatening behaviour or abusive language.
- Was evicted from a previous tenancy or failed a probationary tenancy.
- Has knowingly given false or misleading information or has refused to provide information requested in Has housing-related debts and cannot evidence that they have either repaid or significantly reduced the debt over a sustained period.
- Has recently been subject to an anti-social behaviour injunction, an anti-social behaviour order, an injunction, a demotion order, a closure order, or a community protection warning/notice.
- Has been identified as unable to sustain the tenancy without additional support and there is no evidence that a support or care package is in place.
- Has been identified as needing adaptations that cannot be provided and that would put them at risk if not in place.

15.7 The Council wants to promote responsible pet ownership and will not disadvantage owners of assistance dogs; emotional assistance dogs and lifetime pets owned by people living alone at the point of offer for its own accommodation where pets would not normally be allowed. The decision will depend on the type and number of pets and the likelihood for nuisance and annoyance to neighbours. Our Registered Provider partners will make

decisions regarding pets in accordance with their policies and tenancy conditions.

- 15.8 The Council will arrange accompanied viewings, advise on any non-essential repairs to be completed after the tenancy start date and give a target date for the completion of these repairs.
- 15.9 The Council will offer the successful applicant the option to accept the offer of a property and arrange for them to sign for the tenancy agreement. If an applicant refuses the offer the the Council will re-shortlist the existing bidders to allow an offer to be made to the next highest priority applicant.
- 15.10 Should an applicant refuse two reasonable offers of accommodation, their application can be reviewed and may be removed from the housing register. Applicants will be able to submit supporting evidence as to why they are refusing a property, it will be for the Housing Options Manager to determine whether or not the refusal is reasonable. Applicants will have the right to request a review of any decision to remove their application from the register.

16.0 Review and Appeal

- 16.1 In certain circumstances an applicant may request a review of the Council decision concerning their housing application. A first appeal will be to a Housing Options Team Leader. A final appeal will be to the Housing Options Manager.
- 16.2 Homelessness decisions are subject to the right of review under Section 202 of the Housing Act 1996 (as amended by the Homelessness Reduction Act 2017). The allocated property will not remain available to the applicant pending the outcome of the review process.
- 16.3 Applicants may request a review in the following circumstances:
- Applicant disagrees with the decision to change their joint application to a sole application
 - Applicant disagrees with the decision to exclude, suspend, or remove their application
 - Applicant disagrees with the assessment of their housing need, local priority, and local connection
 - Applicant disagrees with the assessment of need following a change in their housing circumstances

- Applicant disagrees with the Council direct allocation to them
- Applicant disagrees with a decision to reassess to a lower Band

- 16.4 A request for a review must be made within 21 days from the day on which the applicant received notification of the decision. The Council has the discretion to extend the time limit if it considered that this would be reasonable.
- 16.5 Requests for a review must be made in writing by email or letter. Applicants will be asked to explain why they consider the Council decision to be unreasonable, and to provide any additional evidence as required.
- 16.6 At the first stage of the review a Housing Options Team Leader will reassess the Council's decision by checking the actions. The Team Leader will respond to the applicant within 2 weeks of the review request. Applicants will be advised if the decision is going to be delayed for any reason.
- 16.7 If the applicant disagrees with the Team Leader's reassessment, they can request a final review by the Housing Options Manager who will carry out the second stage review and respond to the applicant within 8 weeks of the review request being received. Applicants will be advised if the decision is going to be delayed for any reason.
- 16.8 Any request for an appeal must be on the basis that the Allocation Policy has not been applied correctly to the household's circumstances. If the applicant wishes to challenge the Allocations Policy itself, they are advised to seek independent legal advice.
- 16.9 If the applicant remains dissatisfied with the decision, they will be advised that they have the right to refer their case to the Local Government and Social Care Ombudsman details of which can be found at Home - Local Government and Social Care Ombudsman.

17.0 Performance and monitoring

17.1 Review

- 17.1.1 The Allocation Policy will be subject to review a minimum of five years from its implementation and on publication of any significant change in legislation, Codes of guidance or the Regulatory Standards.

17.2 Service Standards

17.2.1 The Council has service standards for the allocations Policy. These are included in the housing service standards agreed for and with the Council's tenants. The Council will review and publicise its performance against these standards annually.

17.3 The Council will aim to:

- Register applications within 14 working days from the date that all verification documents are received.
- Process change in circumstances within 14 working days
- Reply to letters within 10 working days
- Answer phone calls within 30 seconds
- Provide advice to applicants to help them with bidding choices by phone, e-mail and in person
- Wear ID at all times including when visiting
- Deal with all enquiries in a fair and sensitive manner
- Advertise vacant properties for a minimum of 5 days
- Provide reliable information on when a property will be available to let
- Advise you of your right to request a review of a decision in accordance with the details contained within Appendix 3

17.4 An applicant is required to:

- Keep the Council informed of any changes of circumstances
- Ensure the Council have an up to date address
- Reply to requests for information as quickly as possible
- Treat Council staff with courtesy
- Give accurate information regarding personal circumstances

17.5 Monitoring

17.5.1 The Council will publish waiting list numbers and lettings outcomes on its website at (to be confirmed when our new system is in place)

Arun District Council

REPORT TO:	Housing and Wellbeing Committee - 20 June 2023
SUBJECT:	Safer Arun Partnership (scrutiny) report
LEAD OFFICER:	Dax O'Connor, Community Safety Officer
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
IMPROVING THE WELLBEING OF ARUN: Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive	
DIRECTORATE POLICY CONTEXT:	
The Council has a duty under the Crime and Disorder Act 1998 (Section 5) to review and scrutinise the decisions made, or other action taken, in connection with the discharge of crime and disorder functions by the Safer Arun Partnership.	
FINANCIAL SUMMARY:	
Not applicable to this external body scrutiny report.	

1. PURPOSE OF REPORT

- 1.1. This report provides 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.

2. RECOMMENDATIONS

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

3. EXECUTIVE SUMMARY

- 3.1. **Appendix A** to this report is the partnership's most recently reviewed and updated partnership plan.
- 3.2. This partnership plan has been agreed to run for a period of 3 calendar years (2023-2025) rather than the previous annual plan which resulted in insufficient time for plans to be developed and implemented. By adopting a longer time frame, the partnership believes that it will be able to embed its work streams more successfully and monitor outcomes.

4. DETAIL

- 4.1. A strategic review of the Safer Arun Partnership was completed by officers of Arun District Council's community safety team at the end of 2022. This review looked at whether the partnership was meeting its statutory obligations, following a meeting which failed to meet the quorum threshold and where partners had not engaged sufficiently to sign off the year's strategic plan.
- 4.2. The outcome of the review proposed a number of recommendations to the partnership:-
- To adopt a three-year strategic partnership plan.
 - That it becomes the responsibility of each partner agency to provide regular written updates on the work they have carried out in relation to the partnership plan.
 - Partnership meetings continue to be held quarterly and all partners provide a commitment for an appropriate level senior officer to attend.
 - An annual review of the partnership plan must be undertaken, to include:
 - comparison of baseline data from year to year
 - provision of a clear summary from agencies regarding the work they have undertaken in direct correlation to the plan, outcomes, and key achievements.
 - analysis of the strategic intelligence assessment for Arun (as provided by WSCC).
 - a review of the partnership plan's priorities to ensure that they remain relevant. Should additional areas of priority arise, or current priorities be discharged, the decision will be recorded, and the plan updated accordingly.
 - Updating the partnership's terms of reference and governance to reflect these recommendations.
- 4.3. Each of the recommendations were accepted by the partnership on 24 January 2023.
- 4.4. In setting its priorities and formulating the 2023-2025 partnership plan, partners gave consideration to the following:
- Strategic Intelligence Assessment (2022)
 - Safer Arun Partnership resident community safety survey (2022)
 - local professional knowledge and insights
 - outcomes of the SAP community group workshop (October 2022)

- 4.5. Four strategic priorities have been agreed for 2023-2025:-
- Serious violence
 - Reducing drug and alcohol related harm
 - Tackling anti-social behaviour
 - Building community resilience
- Details of these and the partnership's aims can be found on page 5 of the partnership plan (Appendix A).
- 4.6. The Safer Arun Partnership agreed two bids for funding during the financial year 2022/23 totalling £2,001.65 for the following projects:-
- Target hardening at Yapton Village Hall following significant ASB issues (£1,016.65)
 - Provision of 300 bike security marking kits for Community Wardens (£985.00)
- It should be noted that these were the only bid applications received during the year.
- 4.7. At the time of writing, the allocation of passported funding from The Office of the Sussex Police and Crime Commissioner has not been confirmed for 2023/24. On receipt of this, partners will work closely to identify areas of work or related community safety projects, in-line with the partnership plan, where funds can be assigned.
- 4.8. It should be noted that the Safer Arun Partnership will not carry out the scheduled meeting at the end of April 2023 which falls within the pre-election period. The partnership is chaired by district councillor who is standing for re-election and so it is felt to be inappropriate to make further decisions during this period.

5. CONSULTATION

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

6. OPTIONS / ALTERNATIVES CONSIDERED

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

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

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

8. RISK ASSESSMENT CONSIDERATIONS

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

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

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

10. HUMAN RESOURCES IMPACT

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

11. HEALTH & SAFETY IMPACT

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

12. PROPERTY & ESTATES IMPACT

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

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

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

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

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

15. CRIME AND DISORDER REDUCTION IMPACT

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

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

16. HUMAN RIGHTS IMPACT

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

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

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

CONTACT OFFICER:

Name: Dax O'Connor
Job Title: Community Safety Officer, Wellbeing and Communities
Contact Number: x37834

BACKGROUND DOCUMENTS:

Appendix A Safer Arun Partnership – partnership plan 2023-2025

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Safer

ARUN

PARTNERSHIP

Community Safety Partnership Plan 2023 - 2025



What is the Safer Arun Partnership?

The Crime and Disorder Act 1998 makes local community safety partnerships (CSP) a statutory requirement. Representatives of the relevant local authorities, police force, fire and rescue service, probation and health services are all obligated to participate.

In the Arun district, the community safety partnership is known as the **Safer Arun Partnership**.

The responsible authorities will work together to deal with local issues such as crime, anti-social behaviour, re-offending, and misuse of drugs and alcohol. The Safer Arun Partnership recognises that no individual authority can deal with these issues in isolation. By coming together, and sharing knowledge and resources, we can assess the concerns of our residents, businesses, and visitors cohesively and set a plan about how to tackle them.

The strategic vision of the partnership is to:

- Reduce the risk of harm to our communities by creating a safer place for people to live, work, and visit.
- Take a proactive approach to reducing crime and nuisance behaviour.
- Consider the concerns of local people and to deliver against their priorities as well as those at county and national level.
- Work together and make best use of partnership resources.

To achieve this shared vision, the partnership undertakes an annual review of its priorities. This is done by considering the [Strategic Intelligence](#)

[Assessment \(2022\)](#) for Arun, alongside the insights of our partners, both statutory and within the community and voluntary sector.

In addition to the aforementioned review process, the partnership held a workshop in October 2022 where a range of partners and 'on the ground' service providers came together to share their own experiences. This approach was new to the Safer Arun Partnership but was hugely beneficial in gaining a wider understanding of what is going on in our communities, and what can be done to address these issues.

Historically, the Safer Arun Partnership's strategic priorities have been set and reviewed on an annual basis. However, this has resulted in proposed work plans having insufficient time to be developed and carried out. Therefore, the partnership has agreed that this community safety partnership plan will be adopted for a period of three calendar years, **January 2023 to December 2025**.

Further details about the Safer Arun Partnership can be found on the district council's webpage [Safer Arun Partnership | Arun District Council](#).

Key findings of the 2022 Strategic Intelligence Assessment (SIA)

Crime

10,521 recorded offences in Arun during 2021: **+10** crimes when compared to previous year. This is second highest level across West Sussex.

Drugs trafficking and supply **+19%** from 2020.

54% of recorded crime in Arun classified as violent crime: **+9%** from 2020.

Sexual offences **+2%** compared to 2020.

Domestic abuse crime in Arun **-1%** from 2020 but **+8%** from 2019.

29% of all knife-related crime in West Sussex recorded in Arun. One third of knife crimes in Arun committed by suspects under the age of 25.

36% of youth violence committed by repeat offenders.

£921,500 lost to cyber enabled fraud in Arun during 2021.

Anti-social Behaviour (ASB)

4,041 police recorded ASB offences in Arun: **+1%** from 2020.

- Environmental ASB offences: 163
- Personal ASB offences: 319
- Nuisance ASB offences: 3,532

Arun District Council's ASB team recorded 153 individual perpetrators of anti-social behaviour. 12 of which reoffended¹ = 8% reoffending rate.

Significant community tensions arose as a result of youth related ASB in town centres .

Our communities

164,800 residents in Arun².

14% of children in Arun are living in poverty.

6 wards in Arun are considered to be among the top 20% most deprived areas in England and Wales.

At the time of compilation, the SIA made reference to the emerging cost of living crisis and the impact this may have on our communities. Social inequality was identified as likely having an adverse effect on the quality of life for individuals, families, communities, and society as a whole.

Since then, inflation, food, fuel, and energy prices have all risen considerably. Additionally, the impact on wages, taxes, and benefits have led to significant reductions in people's income. It is anticipated that the effects will include a rise in acquisitive crime and be detrimental to public health .

¹ Assessed against compliance with Acceptable Behaviour Contracts or higher enforcement

² Census 2021 data

Key findings of the 2022 resident community safety survey

The Safer Arun Partnership reached out to the district's residents and sought their views on crime and disorder by way of a community safety survey. This is an approach that the partnership aims to build on and run similar surveys on an annual basis.

Crime

Of the 437 responses received, almost 81% of people indicated that they had not been a victim of crime during the past 12 months. Despite this, when asked how much of a problem people thought crime was in their local area, the average score out of 5³ = 3.42

Overall, respondents indicated that they felt drug dealing and drug taking are equally problematic. Responses show that violence in a public place is seen as less prevalent.

Anti-social behaviour (ASB)

ASB was seen as more of a problem than crime, with the average score = 3.82.

The most regularly experienced ASB issues were reported to be anti-social driving, dog fouling, public drunkenness, and visible drug use and dealing.

The least often seen ASB issues were aggressive begging, environmental nuisance, selling of alcohol to intoxicated people, and noisy neighbours.

Main concerns

Respondents were asked to select the 3 main issues that concerned them the most in their local area:

Top 5		Bottom 5	
1.	Youth anti-social behaviour	16.	Violence
2.	Speeding	17.	Robbery (mugging)
3.	Drug taking or dealing	18.	Domestic abuse
4.	Burglary	19.	Hate crime
5.	Vehicle crime	20.	Racial abuse

Additional commentary

The survey allowed for free text comments to be added regarding crime and disorder within the district. Of the 203 comments made:

31% referenced the word 'Police'

20% referenced 'drugs'

18% referenced the word 'roads'

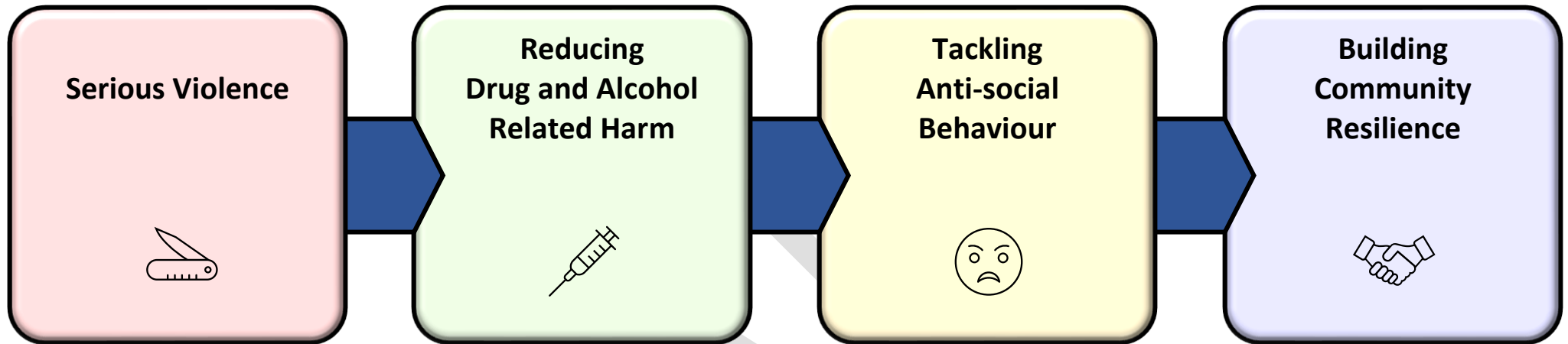
11% referenced the term 'anti-social behaviour'

The Safer Arun Partnership

72% of the 437 replies stated that they had never heard of the Safer Arun Partnership prior to the survey.

³ 1 no problem at all - 5 a very big problem

The strategic priorities for 2023-2025



What we want to achieve

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- Reduce incidents of weapon-related crime.
- A reduction in reoffending rates of adults and juveniles.
- An increased sense of people feeling safe.
- Fewer victims of violent crime.
- VAWG work to result in improved support for victims and confidence in reporting.
- Less children being drawn into violence and associated crime.
- Reduce school exclusions as a result of violent behaviour.

- Reduction in visible drug taking and dealing.
- Increased access to support services.
- Less drug related deaths.
- Protect young people from exploitation by County Lines.
- Create effective pathways for dual diagnosis treatment.
- Reduce homelessness related to drug and alcohol use.

- Reduce the number of repeat ASB offenders.
- Reduce cases where repeat victims are targeted.
- Develop a complete ASB profile for the district to inform future tactics.
- Reduce the negative impact of anti-social driving in communities.
- Utilise HASBRAC to reduce number of high risk cases.
- A reduction in deliberate fires causing damage to community assets.

- Improved confidence in reporting crime and anti-social behaviour.
- Increase awareness of the Safer Arun Partnership.
- Improve partner engagement activity with communities.
- Improve the feeling of Arun being a safe place.
- Reduce incidents and financial loss through fraud.
- Improve public perception that crime and ASB is dealt with by agencies.

Priority: Serious Violence

What is the definition of serious violence?

Violence that includes specific crime types that cause or are intended to cause serious injury, and includes homicide, knife crime (including knife possession), personal robbery and gun crime, where these occur in a public place.⁴

Why is this a strategic priority?

- The Police, Crime, Sentencing and Courts Act 2022 introduced a new Serious Violence duty. As a result, changes were made to section 6 of the Crime and Disorder Act 1998, requiring Community Safety Partnerships to formulate and implement a strategy to prevent and reduce serious violence.

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Serious violence causes significant harm to individuals and to communities.

- 54% of recorded crime in Arun during 2021 was violent crime.
- Increased risk of young people being exploited and being drawn into criminal activity.
- A need to safeguard vulnerable adults and children from being taken advantage of through modern-day slavery, sexual exploitation, and County Lines⁵ activity.
- To counter the rise in domestic abuse and to improve the support on offer to victims.

- Violence Against Women and Girls (VAWG) is a national issue with local implications; there is a real need for females to feel safe in Arun.
- To protect children and young people from becoming victims of serious violence.

What can we do to reduce serious violence?

- Adopt a public health approach, considering violence as a result of societal risk factors that may be preventable i.e. adverse early life experiences or other harmful social circumstances.
- Follow the West Sussex contextual safeguarding approach to understand and respond to young people's experiences of harm outside their family setting.
- Embed a multi-agency early response process to incidents of serious violence involving young people.
- Support the work of the Sussex Violence Reduction Partnership and influencing the need for localised intervention work where it is identified by partners.
- Develop strategies to address domestic abuse within the local area and support wider WSCC led initiatives.
- Extend youth outreach provision and diversionary activities.
- Carry out meaningful engagement with young people to understand the risks they are exposed to and the reasons why they engage in serious violence and criminal activity.

⁴ As defined by the Sussex Violence Reduction Partnership.

⁵ County Lines is the practice of criminal gangs running illegal drugs from inner cities to other areas, often using children and vulnerable adults as carriers.

- Work closely with community and voluntary organisations to reduce VAWG.
- Improve partnership intelligence sharing practices to ensure that incidents of serious violence, and the concerns of residents, are reported at the earliest opportunity.
- Lead educational programmes in schools and reduce exclusions as a result of violent behaviour.
- Utilise the Arun Peer Group Conference to identify high risk individuals and undertake a multi-agency approach to early intervention.
- Reduce number of individuals who repeatedly reoffend in acts of serious violence.

Which organisations have a key role to play?

Sussex Violence Reduction Partnership

Office of the Sussex Police and Crime Commissioner

Sussex Police

Probation Service

West Sussex County Council; Communities and Wellbeing, Children and Adult social care teams

Arun District Council; Community Safety, Safeguarding, and ASB teams

Priority: Reducing Drug and Alcohol Related Harm

Why is this a strategic priority?

- The use of drugs is often a driver for crime and creates prolific offending.
- Our residents have told us that drug related activity is one of their top concerns.
- County Lines activity causes great harm to individuals and the wider community.
- Open drug use or dealing creates an unpleasant environment for residents and visitors, creating 'no go' areas.
- An increase in cannabis amongst adolescents leads to behavioural issues and exposure to crime as a way to pay for supply.
- Admissions for alcohol-related conditions are rising in Arun, including a rise in admission rates of under 18s.
- Drug debt increases vulnerability and risks to individuals.

What can we do to reduce drug and alcohol related harm?

- Increase access to support services.
- Deliver targeted education programmes for young people.
- Support the West Sussex Combatting Drugs Partnership, especially where recommendations develop from the [Understanding & Reducing Drug Demand: Bognor Regis report](#).
- Develop and communicate clear pathways for accessing service provision.
- Utilise the family safeguarding model to connect services around families.

- Work closely with British Transport Police to identify County Lines activity coming into the district.
- Implement a pathway for dual diagnosis support to provide holistic approach for those in need.

Which organisations have a key role to play?

West Sussex County Council; drug and alcohol commissioning, and public health teams

West Sussex Combatting Drugs Partnership

Change Grow Live

Public Health

National Health Service

British Transport Police

Sussex Police

Probation Service

Priority: Tackling Anti-social Behaviour (ASB)

Why is this a strategic priority?

- Anti-social behaviour is seen as more of a problem locally than crime; the community safety survey saw youth related ASB ranked as resident's top concern.
- ASB leads to breakdown of community and family relationships.
- There are significant cost implications where ASB related damage is caused i.e. street furniture, play equipment.
- Creates a feeling of being unsafe in specific locations linked to ASB.
- Repeat victimisation results in declining mental and physical health, and a sense of isolation.

Residents told us that anti-social driving and speeding is a high priority for them and an issue they want dealt with.

What can we do to tackle anti-social behaviour?

- Embed early intervention practices to reduce reoffending; Arun District Council's ASB team have an annual target of achieving a 5% or less reoffending rate.
- Follow the West Sussex contextual safeguarding approach to understand and respond to young people's experiences of harm outside their family setting.
- Utilise the Hate and ASB Risk Assessment Conference (HASBRAC) multi-agency forum to identify high risk cases and collaboratively reduce harm.
- Put victims at the forefront of our approach.

- Monitor ASB reports to identify hotspot locations and undertake timely intervention.
- Implement the Arun and Chichester Road Safety Action Group as a means of tackling anti-social driving.
- Work in partnership to reduce deliberate fire setting.
- Identify seasonal trends and produce targeted messaging.
- Work with schools to provide awareness information and talks to children.

Which organisations have a key role to play?

Arun Neighbourhood Policing team

Arun District Council ASB team

Registered Social Housing providers and landlords

Youth outreach providers

Schools

Community Wardens

West Sussex Fire & Rescue Service

Sussex Safer Roads Partnership

Community Speedwatch co-ordinator, Arun NPT

Priority: Building Community Resilience

Why is this a strategic priority?

- Resilient communities are better equipped to deal with adversity.
- There is a need to address public perceptions around the fear of crime vs actual risk and understand the issues that residents are most concerned about.
- A need to build confidence and the trust of our communities in the work of the community safety partnership.
- Communities where crime and anti-social behaviour goes unchecked will deteriorate and leave people isolated.

The cost of living crisis will expose communities to harmful experiences. We can learn from the way communities came together during the early part of Covid-19 lockdowns to show unity and look out for one another, improving cohesion.

What can we do to build community resilience?

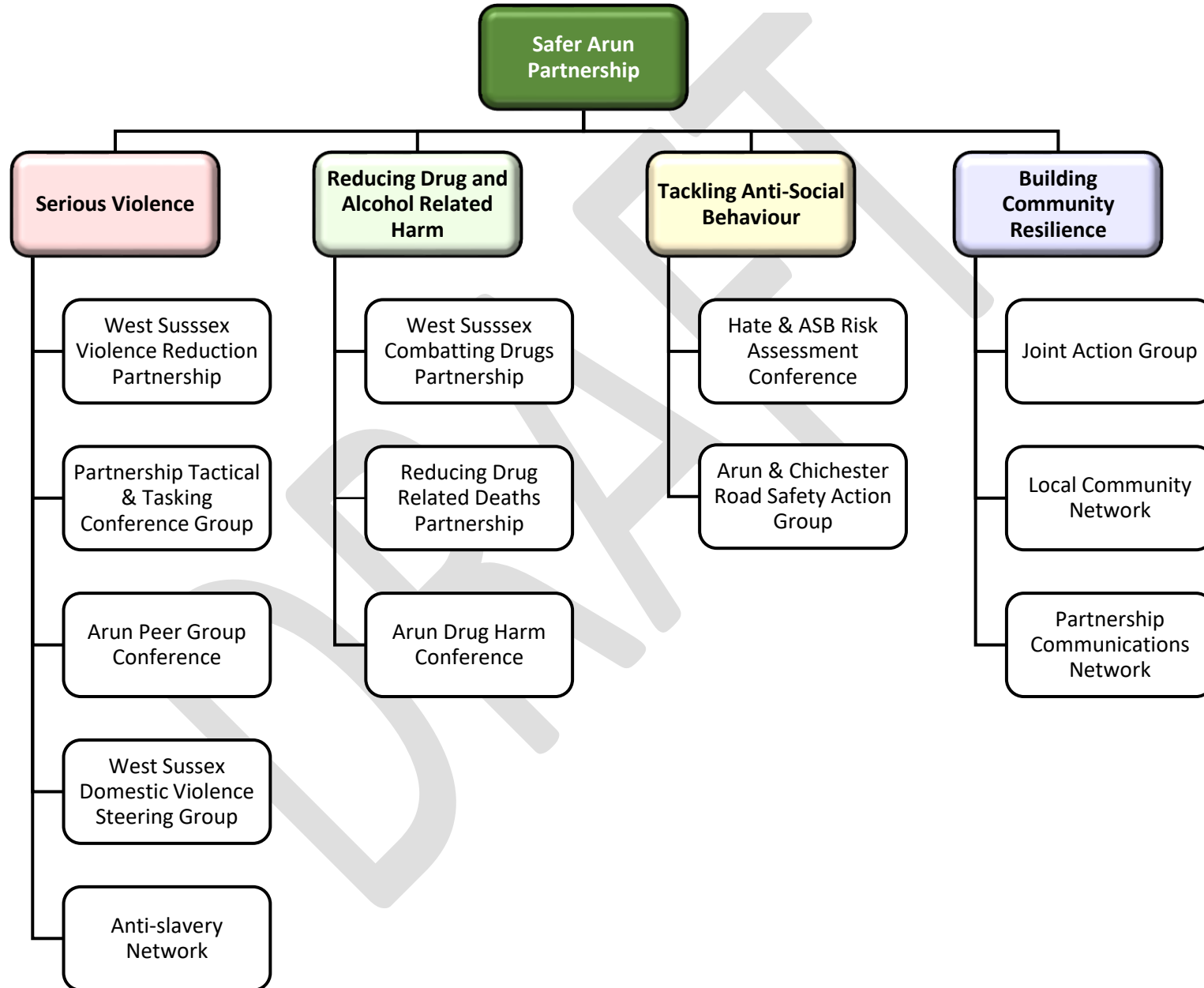
- Engage better with communities, especially those experiencing on-going and widespread difficulties.
- Encourage timely reporting of crime and ASB by promoting clear and effective pathways.
- Reach out to communities and vulnerable groups to host fraud awareness talks and advice.
- Through the Joint Action Group, work in partnership with town and parish councils to identify place based concerns and provide feedback to communities.
- Provide a visible presence in hotspot areas to reassure residents.

- Improve public understanding of what ASB is and the processes for dealing with it.
- Hold an annual residents community safety survey to compare year on year responses to determine factors such as:
 - How safe people feel in their neighbourhood
 - Perceptions and experiences of crime and ASB
 - The issues that concern residents the most
 - How residents feel about SAP and its performance
 These results are important in directing actions and partnership responses, ensuring that the needs of our residents are met.
- Carry out effective scrutiny of the Safer Arun Partnership and hold partners to account for their actions and participation.
- Further embed the Community Engagement Project in Bersted and Wick to enhance social inclusion.

Which organisations have a key role to play?

- Arun District Council Community Safety team; inc. community wardens, community engagement projects at Chilgrove House and Bersted Green
- Arun Neighbourhood Policing team
- Town and parish councils
- Neighbourhood Watch
- Community and voluntary sector groups
- Local Community Network

Partnership Working



Partnership Working *cont./*

In addition to the responsible authorities who have a statutory duty to participate in the Safer Arun Partnership, the CSP works closely with a wide range of departments and community and voluntary sector organisations.

Although the work to reduce crime, nuisance behaviour, and community harm is led through the CSP, other organisations have their role to play.

We will endeavour to involve the following⁶ in the work we undertake:-

- Office of the Sussex Police and Crime Commissioner
- Multi-Agency Safeguarding Hub (MASH)
- Public Health
- Youth Justice Service
- Town Councils
- Parish Councils
- Crimestoppers
- Schools
- Local Community Network
- Business and traders partnerships
- Youth service providers
- Registered Social Landlords
- Homelessness support organisations
- Change Grow Live
- Voluntary Action Arun and Chichester

⁶ This list is not exhaustive; the CSP recognises that local stakeholders are beneficial in helping to achieve its aims and will work with stakeholders as required.



Arun District Council

REPORT TO:	Housing and Wellbeing Committee - 20 June 2023
SUBJECT:	Performance measures for housing services
LEAD OFFICER:	Sasha Hawkins – Interim Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>The performance measures will support the Council’s vision and will allow the council to have visibility of how housing is performing as a service.</p> <p>It will support the following aim.</p> <p>Delivering the right homes in the right places</p> <ul style="list-style-type: none"> • Ensuring the existing housing stock in the district (private sector and council owned) is maintained to a high standard • Continue to bring empty homes back into use for the benefit of the community 	
DIRECTORATE POLICY CONTEXT:	
<p>The Social Housing White Paper sets out that tenants should be able to hold their landlords to account and know how their landlord is performing on repairs, complaints, and safety.</p> <p>The Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.</p> <p>Our Resident Engagement Strategy has a specific aim ‘Be Accountable’ and we set out in this our commitment to publishing performance measures.</p> <p>The performance measures set out within this report will ensure we are continuing to meet the requirements of The Regulator and deliver on the aims of our strategy</p>	
FINANCIAL SUMMARY:	
<p>There are no direct financial implications to this report, however within the proposed set of performances measures are 4 indicators for us to monitor the financial performance of the HRA, and how we compare against similar sized landlords on these metrics.</p> <p>This will allow greater oversight of the expenditure within the HRA.</p>	

1 PURPOSE OF REPORT

- 1.1 To seek approval for the performance measures set out in Appendix 1
- 1.2 To seek approval for the reporting template set out in Appendix 2

2 RECOMMENDATIONS

It is recommended that the Housing and Wellbeing Committee

- 2.1 Approve the suite of performance measures for housing services set out in appendix 1.
- 2.2 Approve the reporting template set out in Appendix 2

3 EXECUTIVE SUMMARY

- 3.1 As a registered social housing landlord, we are required to meet all relevant government legislation in the delivery of our housing services. Recent changes in the sector including the introduction of the Tenant Satisfaction Measures standard and when enacted the Social Housing Regulation Bill have shown how important it is that our performance can be scrutinised and that residents can hold us to account for this.
- 3.2 The Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.
- 3.3 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.
- 3.4 By having an additional agreed suite of performance measures, we can ensure there is a consistent and agreed approach to reporting on our performance as a service, ensuring that our residents can hold us to account and that members have regular assurance on our performance.

4 DETAIL

- 4.1 The upcoming changes in regulation and the adoption of our Resident Engagement Strategy presented an opportunity for us to review our current performance indicators to ensure we are measuring what is important to our residents and presenting meaningful data to members and the executive team.

- 4.2 New consumer regulation will be implemented in April 2024 and the Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.
- 4.3 In our Resident Engagement Strategy adopted in October 2022 we have an aim 'Be accountable' under this aim we committed to working with our residents to understand what performance measures are important to them and being open and transparent in information about our services. We committed to having a set of performance measures that will be published on our website.
- 4.4 Whilst the proposed measures in this report are not mandated by the Regulator of Social Housing, the Regulator has made clear to the sector their expectations on landlords to provide regular performance information to their residents, members, and executive teams so that they can be held to account for their performance.
- 4.5 By introducing this suite of measures, we will ensure that there is regular oversight of our performance and the ability to benchmark our performance against other organisations.
- 4.6 Appendix 1 sets out the proposed performance measures, these measures have been developed by a combination of input from residents, staff, and consideration of current and future changes in legislation and best practice within the sector. They cover the key areas of our service ensuring members have oversight of how we are performing.
- 4.7 It is proposed that a report will come to committee every six months to report on these measures. Annually members will also receive a report on the satisfaction survey carried out with residents, and in line with regulatory requirements they will also receive a report on the Tenant Satisfaction Measures.
- 4.8 Historically we have not been able to accurately benchmark our performance against other providers within the sector. In June 2022 we joined Housemark who are a data insight company for the UK housing sector. This membership allows us to analyse our performance and compare it to that of other providers in the Sector, highlighting areas for improvement, sectors trends, best practice, and insights.
- 4.9 The HRA performance measures set out in Appendix 1 are measures used in Housemark, allowing us to show members and residents how we are comparing against other housing providers on key areas of the service. We will also be able to determine which quartile of performance Arun is in in and

set out what upper quartile performance is. This will ensure we are always striving for upper quartile performance. For homelessness we will compare our performance to that of other West Sussex local authorities using live table data.

4.10 At Appendix 2 a template has been set out to show how we will present the performance information. This template has been developed using examples from Housemark to ensure that the data is presented in a clear, consistent, and meaningful way.

4.11 In Housing we want to ensure that our residents and members have the information they need to hold us to account for our performance, these measures will give oversight of how we are doing as service and give clear targets for us to strive to achieve.

5 CONSULTATION

5.1 In order to develop these performance measures we wanted to find out what services in Housing were most important to our residents.

In August 2022 we carried out a survey and asked residents to rank their top 12 priority areas of housing.

We received 245 responses to this survey and residents ranked the following areas in as their top 12 priorities ranked in order of importance

1. Repairs
2. Anti-Social Behaviour
3. Complaints
4. Minor adaptations
5. Helping single people and families who become homeless
6. Electrical safety
7. Gas Safety
8. Moving residents who are at risk
9. Mutual exchanges
10. Voids
11. Checking, monitoring, and removing asbestos
12. Estate inspections

We used this information to help produce the set of proposed measures to ensure we are reporting on the things that are important to our residents. We also worked with staff to identify our high-volume processes in housing to ensure we are reporting on measures that have a large impact on the running of housing services.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 Not to approve the performance measures and reporting template. If the measures are not approved, we will not be able to benchmark our performance against other providers as the other key performance indicators are not linked to housemark measures. We will also not be reflecting all the key areas that residents have told us are important to them.

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

- 7.1 No comments from a finance perspective

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1 There are no implications identified

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

- 9.1 The Social Housing Regulation Bill is expected to become law in 2024. The Bill provides the legal basis for many of the measures set out in the 2020 social housing white paper. The intention is to empower residents, provide greater redress, better regulation and improve the quality of social housing.

- 9.2 The Bill contains measures;

- introducing Awaab's Law which requires social landlords to investigate and fix reported hazards in their homes within a specified time frame or rehouse tenants where a home cannot be made safe.
- providing new powers for the Housing Ombudsman to help social landlords improve performance by instructing them to self-assess against guidance during a complaint investigation.
- enabling the Social Housing Regulator to set a standard relating to information and transparency requiring social landlords to provide residents with information on how they can make a complaint against them.
- To require all social housing managers to have a professional qualification. The aim of this change is to help to protect residents and raise standards, ensuring residents receive a high level of service and are treated with respect at all times.

- 9.3 This report deals with standard setting and monitoring performance which has been imposed by the Regulator from 1 April 2023. In short, the Council must collect and provide information to support effective scrutiny by tenants of their landlord's performance in managing their homes and neighbourhoods.

10. HUMAN RESOURCES IMPACT

10.1 No impact identified.

11. HEALTH & SAFETY IMPACT

11.1 There are no direct health and safety impacts associated with the proposals. However, establishing, monitoring and reporting on performance measures, which include repairs and compliance issues, should help support effective management of health and safety risks associated with our housing.

12. PROPERTY & ESTATES IMPACT

12.1 The recommendations of this report have no impact on the Councils General Fund Portfolio or the delivery of Property, Estates, and Facilities functions.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not required for this report

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 No impact identified

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 No impact identified

16. HUMAN RIGHTS IMPACT

16.1 There are no implications identified.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no implications identified

CONTACT OFFICER:

Name: Sasha Hawkins

Job Title: Interim Business Improvement Manager

Contact Number: 01903 737656

BACKGROUND DOCUMENTS:

Appendix 1 – Table of performance measures

Appendix 2 - Example reporting template

Appendix 3 – Current KPI measures for housing

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Appendix 1

Service area	Performance measure
Repairs	Number of non-emergency and emergency repairs completed within target timescale
Repairs	Resident satisfaction with repairs
Repairs	Average cost of a responsive repair
Voids	Average re-let time in days
Voids	Average cost of void repair
Voids	Void loss (as a percent)
Voids	Resident satisfaction with lettings service (to be developed)
Compliance	% of domestic properties with a satisfactory EICR
Compliance	% of homes with a valid gas safety certificate
Anti-social behaviour	Resident satisfaction with handling of anti-social behaviour
Complaints	Proportion of Stage 1 and Stage 2 complaints responded to within the Housing Ombudsman complaint handling code timescales, including the number of complaints overall
Complaints	Resident satisfaction with complaint handling
Housing options	Average number of days households are spending in B&B and how many are spending over 6 weeks
Housing options	Average number of days households spend in TA
Housing options	How many people on waiting list in different bands and different bed sizes
Housing options	Proportion of cases where homelessness prevented
Financial measure	Arrears %

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Appendix 2

*** The measures represented below are dummy figures and do not represent our performance***

Column A	Column B	Column C	Column D	E	Column F	Column G	Column H	Column I	Column J
Repairs	Data source	4-month trend (Oct 22 – Jan 23)	Current performance		Target?	Previous performance	Direction	ADC Quartile	Upper quartile
Total Emergency repairs completed	Monthly Local performance		325		N/A	567		N/A	N/A
% achieved in time	Monthly Local performance		75%		100%	98.04%		3	100%
Total non-emergency repairs completed	Monthly Local performance		7535		N/A	7279		N/A	N/A
% achieved in time	Monthly Local performance		54%		90%	81.71%		4	90%
Satisfaction with repairs	KWEST Monthly Transactional survey		85.5%		90%	75%		2	90%
MANAGER COMMENTS:									

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Column A	Individual measures	Brief description of each performance measure
Column B	Data source	Explanation of where the measure comes from. Most will be data that we extract from a relevant housing system, some might come from survey data and others may come from Housemark or government tables
Column C	Trendline	Visual display of the recent trajectory of each measure (where applicable); covers the last 4-month period
Column D	Current performance	Most recent performance data, could be monthly, quarterly, or annually
Column E	RAG status	Red, Amber and Green colours to show if performance is above target, on target or below target. Determined by the figures in column D and F
Column F	Target	Target for each performance measure and used in conjunction with column D to calculate RAG status
Column G	Previous performance	Previous performance data, could be monthly, quarterly or annually
Column H	Direction	Will show red or green arrows in an upward or downward direction to show difference between current and previous performance (columns G and D). The direction of the arrow shows whether the current performance figure is higher or lower than previously, the colour indicates whether that direction is good or bad.
Column I	ADC quartile	This comes from our Housemark subscription. Will display as a number and a background colour. The number represents which quartile our last submission places us in, with Quartile 1 being the top performing position and Quartile 4 being the lowest performing position.
Column J	Upper quartile	This shows what figure we'd need to achieve to get into quartile 1 (based on last submission information).

Appendix 3
KPI's currently in place

CP16	Average days to re-let all properties (key to key) excluding major voids	Delivering right homes in right places	Housing & Wellbeing
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Delivering right homes in right places	Housing & Wellbeing
CP18	Of homeless cases owed a relief duty, % positively relieved	Delivering right homes in right places	Housing & Wellbeing
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

CP20	Rent collected as a proportion of rent owed (dwellings)	Delivering right homes in right places	Housing & Wellbeing
CP21	Percentage of non-emergency repairs completed within 20 working days	Delivering right homes in right places	Housing & Wellbeing

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 20 June 2023
SUBJECT:	Leisure Operating Contact
LEAD OFFICER:	Oliver Handson, Environmental and Strategy Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	ALL
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
IMPROVING THE WELLBEING OF ARUN: To plan services, resources, amenities, activities, and places to help our community thrive.	
DIRECTORATE POLICY CONTEXT:	
To regularly monitor and review the performance of contracts.	
FINANCIAL SUMMARY:	
This report recommends Members note £205,255 of financial support from the 23/24 budget, to support the increased energy costs required to operate the Council's leisure facilities.	

Not for publication

Note: The public and press are likely to be excluded from the meeting during consideration of the appendices/background papers within this report as it contains exempt information as defined in Part 3 of Schedule 12a to the Local Government Act 1972.

1. PURPOSE OF REPORT

- 1.1. Following on from a previous report to the Housing & Wellbeing Committee on the 6 December 2022, this report provides further insight and an up to date position of the current financial pressure impacting on the Council's leisure operating contractor, Freedom Leisure. This report recommends an appropriate level support to ensure the sustainability of the contract and the continuance of services to the public.

2. RECOMMENDATIONS

That the Housing and Wellbeing Committee:

- 1.2. Note the contents of this report in relation to work undertaken by officers and our external consultants The Sports Consultancy, who have reviewed the current operating cost pressures faced by Freedom Leisure, linked to the global energy crisis.
- 1.3. Note the work undertaken by Freedom Leisure to secure a better energy deal to improve the financial outlook for 23/24 and therefore reduce the level of support recommended.
- 1.4. Support the use of £205,255, which has been included in the 2023/24 budget to support Freedom Leisure's continued operation of the Leisure Operating Contract as a one off non-contractual financial assistance.

2. EXECUTIVE SUMMARY

- 2.1. 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.

3. DETAIL

- 3.1. Freedom Leisure is the trading name of Wealden leisure Ltd, a not-for-profit leisure trust. Freedom Leisure was awarded a ten-year contract to operate the Council's leisure facilities in April 2016. Under the terms of the contract Freedom Leisure is responsible for the operational costs and expenditure associated with the delivery of the service. They retain any income generated but pay an agreed annual management fee to the Council. An additional one-year extension was granted on the basis of the ceasing of trading due to Covid.
- 3.2. The global situation in relation to the energy crisis escalated in the mid to latter part of 2022, and current energy costs remain high. The impact on Freedom Leisure as a not-for-profit trust with almost no assets and minimal financial reserves is currently unsustainable. In December 2022 Members agreed a level of financial support for 2022/23 and agreed that it was necessary to support Freedom to ensure the continued viability of the Leisure Operating Contract. Members of the Committee can view further details in the background papers to this report.
- 3.3. The income generated by Freedom Leisure is still behind the pre-pandemic levels, even though there have been price rises since 2020.
- 3.4. Increased energy costs are being felt nationally across many sectors, but leisure services/centres are particularly hard hit due to the high energy demands. Links to articles published by the Local Government Association indicating the scale of the issue may be found in the background papers section of this report.

- 3.5. In response to the residual impact of Covid on income levels, the increase in energy costs and rising inflation, Freedom Leisure introduced mitigating measures aimed at improving the financial position of the contract. These measures included increasing prices, reducing pool operating temperatures, staffing adjustments and service programme changes. Members of the committee noted in December that the Director of Environment and Communities and the Interim Group Head of Finance and Section 151 Officer were authorised to implement mitigating measures and make revisions and changes to the leisure operating contract based on energy matters affecting the facilities.
- 3.6. Freedom Leisure have been closely monitoring the utility market prior to the contract renewal process for both Gas (October 22) and Electricity (November 22). Due to the extremely volatile nature of wholesale prices at the time, Freedom decided to opt for shorter term contracts of 6 months for Gas and 5 months for electricity. This was based on broker advice in the hope that the market would settle over the months ahead. The short-term contracts signed at that time were broadly 6 times the previous tariffs, but these were reduced to only 3 times after the impact of the Governments Energy Bills Relief Scheme.

In late February 2023, new contracts were negotiated and signed, on the basis of a 2-year fixed Electricity contract and 3-year flexible Gas contract. These have resulted in an improved position where prices are now roughly 2 times the tariffs prior to October 22, resulting in an improved forecast for 23/24. The reason for taking the flexible contract for Gas was to allow Freedom Leisure to benefit from the forecasted drop in wholesale prices. Unfortunately, at the time of needing to sign the new contracts, there was not a Flexible Electricity contract available from any supplier.

4.6.1 Freedom Leisure are continuing to monitor the wholesale market, especially for gas, and are taking advice from their brokers on buying periods for the coming 3 years to ensure opportunities for reduced pricing are taken.

- 3.7. In addition to the above, the Council and Freedom Leisure are exploring all opportunities, including external grant funding schemes to reduce the future costs and energy consumption of the Leisure Centres, to ensure a more sustainable position for the future. This currently includes:

3.7.1. The inclusion of significant Photo Voltaic (PV) roof array at the Arun Leisure Centre as part of the wet change refurbishment project.

3.7.2. Submission of expression of interest to the governments £63million swimming pools support fund to support projects designed at reducing energy consumption.

3.7.3. An Initial bid for further decarbonisation scoping works through the Low Carbon Skills Fund.

- 3.8. Following the Committee's substantive recommendations from the December meeting, officers alongside industry specialists The Sports Consultancy have undertaken further review and scrutiny based on the current situation. The latest data and financial information available from Freedom Leisure are used to inform

recommendations in this report and the report produced by The Sports Consultancy. They represent a proportionate and shared approach to risk between the Council and Freedom Leisure.

3.8.1. Option 1

The Council provide financial support of £205,255 in 23/24 to meet the continued impact of the energy price increase, based on the further work undertaken by The Sports Consultancy

3.8.2. Option 2

Without appropriate support, Freedom Leisure will need to undertake critical mitigating action to offset the additional cost of utilities. These measures could include closure of satellite sites, the closure/ceasing of certain activities, reduced opening hours, further price increases and the removal of free swimming for certain age groups.

3.9. The Committee is recommended to support Freedom Leisure as a key partner, for the significant and unforeseen increased cost of keeping the leisure facilities and services available to the community. The mitigation noted in paragraph 4.5 has impacted on the service and any further actions as detailed in 4.8.2 would adversely disadvantage those members of the community the Council most wish to support in the greatest areas of need and would severely reduce Freedom's reach and affordability.

3.10. In conclusion and in full consideration of the further review undertaken by officers, The Sports Consultancy and Freedom Leisure, it is recommended that the Council provides the outlined financial support in 2023/24 for the increase in costs directly relating to the significant rise in energy costs.

4. CONSULTATION

4.1. Full review/appraisal of financial support undertaken with industry experts The Sports Consultancy.

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

6.1 Full Council approved the 2023/24 revenue budget on the 9 March 2023, including an increase in financial support of up to £580,000 to Freedom Leisure. The costs of £205,255 outlined in this report will be funded from that increase.

6.2 Any further financial support will need to be reviewed with the Finance Group and reported to this Committee. No further support without Officer review with Finance, then reporting back to H&W.

6. RISK ASSESSMENT CONSIDERATIONS

- 6.1. The risks of not providing support are significant. Freedom Leisure may feel unable to continue with the contract which would require the Council either to retender the leisure operating contract, run the services in-house or set up a Direct Service Organisation. If the Council was to retender the leisure operating contract there would be a significant lead into the tender and at the current time operators would price in a significant element of risk resulting in a much lower operating fee payable to the Council. If the Council were to consider running the services or setting up a Direct Service Organisation, this would require significant time to deliver and there is insufficient capacity within the organisation to deliver this project. The Council would be unlikely to benefit from the economies of scale and purchasing power that Freedom Leisure can provide across multiple contracts and sites.

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

- 7.1. The parties entered into a Leisure Operating Contract in respect of Littlehampton Swimming & Sports Centre, Arun Leisure Centre, Bersted Park Community Centre and Windmill Theatre & Cinema dated 31 March 2016 for the provision of leisure and associated services, as varied from time to time (the 'Agreement'). The agreement has been varied a number of times to add the Wave and to remove the Littlehampton Swimming and Sports Centre. It has also been varied to amend the indexation provisions and also to allow for Covid support under PPN/20 which expired in 2021. This new proposed support is not under PPN/20 and is not a proposed variation of the contract.
- 7.2. By section 19(1) of *the Local Government (Miscellaneous Provisions) Act 1976*, a local authority may provide, inside or outside its area, such recreational facilities as it thinks fit and the Act further declares that the powers conferred by this subsection to provide facilities include powers to provide buildings, equipment, supplies and assistance of any kind. Subsection 19(3) then goes on to provide that (3)A local authority may contribute— (a)by way of grant or loan towards the expenses incurred or to be incurred by any voluntary organisation in providing any recreational facilities which the authority has power to provide by virtue of subsection (1) of this section; and in this subsection “*voluntary organisation*” means any person carrying on or proposing to carry on an undertaking otherwise than for profit.
- 7.3. Accordingly, this provision would normally allow the Council to provide financial assistance to Freedom Leisure which is a “non- profit” organisation. This proposal however concerns an organisation with which the Council already has a contractual relationship covered by the *Public Contract Regulations*. Further from 4 January 2023 the new *Subsidy Control Act 2022* has replaced the provisions of the now repealed “State Aid” post Brexit. Legal Services has reviewed the terms of the Subsidy Control Act 2022 and believes that this proposal is compliant.

8. HUMAN RESOURCES IMPACT

8.1. None

9. HEALTH & SAFETY IMPACT

9.1. None

10. PROPERTY & ESTATES IMPACT

10.1. None

11. EQUALITIES IMPACT ASSESSMENT (EIA)

11.1. The council seeks to provide a range of opportunities for residents to participate in sport and community activities across the district. Sports facilities are fundamental to that provision.

11.2. If facilities close there will be an impact and loss of a host of numerous targeted sessions currently offered by Freedom Leisure.

12. CLIMATE CHANGE & ENVIRONMENTAL IMPACT

12.1. There are current projects including the delivery of a PV array (solar) at the Arun Leisure Centre and other potential projects which seek to improve the energy efficiency of the leisure centres and reduce the carbon footprint of operations. Exploration of these opportunities and partnership delivery of these project relies on a sustainable operating position and effective contract between the Council and Freedom.

13. CRIME AND DISORDER REDUCTION IMPACT

13.1. None

14. HUMAN RIGHTS IMPACT

14.1. None

15. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

15.1. None.

CONTACT OFFICER:

Name: Oliver Handson
Job Title: Environmental Services & Strategy Manager
Contact Number: 01903 737955

BACKGROUND DOCUMENTS:

1. Chief Leisure Officer Bulletin 04/11/2022: Leisure centres in 40% of council areas at risk of closure [ukactive survey](#)
2. [LGA Briefing Note for councils - the impact of rising energy costs](#)
3. [LGA: UK's public leisure centres facing 'crisis point'](#)
4. [Soaring energy bills leave leisure centres 'teetering on brink'](#)
5. 6 December 2022 report to Housing & Wellbeing Committee (**NB Exempt report**) [Leisure Operating Contract Exempt \(modern.gov.co.uk\)](#)

Appendix B - Sports consultancy report – EXEMPT

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of the Local Government Act 1972.

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REPRESENTATION ON OUTSIDE BODIES – 2023-24

NO	BODY	CURRENT REP	TERM OF OFFICE	RELEVANT COMMITTEE	RELEVANT LEAD OFFICER
1	Littlehampton Harbour Board	Cllr Walsh, Haywood, Roger Spencer [already appointed – 17 March 2021] Cllr Bicknell	4 year until 31 March 2025	Environment	Karl Roberts
1a	Littlehampton Harbour Board – Advisory Group	Butcher	19 May 21 – to May 2024	Environment	Karl Roberts
3	West Sussex Mediation Service	May	1 yr – to Sept 2024	Housing & Wellbeing	Mo Hussein
4	Court of the University of Sussex	Penycate	1 yr–to 31 July 2024	Policy & Finance	Chief Executive
5	Action in Rural Sussex	Nash	1 yr - to Oct 2024	Economy	Denise Vine
6	South-East Employers	Oppler and Warr (sub) Nash (sub) Lawrence	1 yr - to July 2024	Corporate Support	Jackie Follis
7	Tourism South East Sussex	Walsh	1 yr - to May 2024	Economy	Denise Vine
9	South Downs National Park Authority	McAuliffe	4 yrs – May 2019 to May 2024	Planning Policy	Neil Crowther
10	Conservation Area Advisory Committee	Lury and Yeates (sub) Huntley (sub) McAuliffe	1 yr - to May 2024	Planning Policy	Neil Crowther
11	Keystone Centre Management Committee	Northeast	1 yr - to May 2024	Housing & Wellbeing	Philippa Dart
12	St Mary's Community Centre, Felpham – Management Committee	Stainton	1 yr - to May 2024	Corporate Support	Antony Baden
13	Bognor Regis Regeneration Board and Bognor Regis Regeneration Steering Group	Stanley	1 yr - to May 2024	Economy	Denise Vine
14	Arun Wellbeing and Health Partnership	Birch and May	1 yr - to May 2024	Housing & Wellbeing	Philippa Dart
15	West Sussex Health and Adult Social Care Committee	Needs	1 yr – to May 2024	Housing & Wellbeing	Philippa Dart

REPRESENTATION ON OUTSIDE BODIES – 2023-24

16	LGA's Coastal Issues Special Interest Group – [Appointment made by the LGA]	Wiltshire	1yr to Sep 2024	Environment	Nat Slade
18	Coastal West Sussex Partnership Board (Formerly Coastal West Sussex Area Investment Framework Board)	Lury Sub - Nash	1 yr - to May 2024	Economy	Denise Vine
20	Police and Crime Panel	Haywood Sub - Birch	1 yr – to May 2024	Housing & Wellbeing	Philippa Dart
21	Rural West Sussex Partnership	Nash	1 yr – May 2024	Economy	Denise Vine
22	Safer Arun Partnership	Butcher Sub Cooper [Alison]	1 yr to May 2024	Housing & Wellbeing	Philippa Dart
23	Coastal West Sussex Planning Board	Nash	1 yr to May 2024	Planning Policy	Karl Roberts
24	Coast to Capital Strategic Joint Committee	Leader of the Council Sub: Deputy Leader	1 yr to May 2024	Policy & Finance	Denise Vine
26	West Sussex Fire & Rescue Services Inter Authority Fire & Rescue Liaison Group	Yeates	t.b.c.	Housing & Wellbeing	Philippa Dart
28	Arun Hub Partnership Board [formally known as Integrated Prevention and Earliest Help (IPEH) Board]	Birch	1 year to May 2024	Housing & Wellbeing	Philippa Dart
30	Greater Brighton Economic Board	Leader of the Council – Sub: Deputy Leader –	1 year to May 2024	Policy & Finance	Denise Vine
31	Inter Authority Air Quality Group	Worne [Amanda]	1 year to May 2024	Environment	Nat Slade
32	South East Coastal Group Monitoring Meeting	This is an Officer Group to which the Councillor appointed is invited to attend once per year Wallsgrove	1 year to May 2024	Environment	Nat Slade
33	A27 Arundel Improvements Consultation Group NOTE: This group was disbanded and reformed at Council on 17 March 2021	Leader of the Council plus 3 other Cllrs – Birch McAuliffe Wallsgrove	March 2021 to TBC	Policy & Finance – as a major partnership function	Jackie Follis

REPRESENTATION ON OUTSIDE BODIES – 2023-24

34	Angmering Advisory Group	All Ward Members – Bicknell Cooper [Andy] - Chair Worne [Amelia]	1 year to May 2024	Planning Policy	Neil Crowther
35	North Littlehampton Advisory Group	May Northeast [Chair] Tandy	1 year to May 2024	Planning Policy	Neil Crowther
36	Yapton, Ford & Clymping Advisory Group	All Ward Members Jones - Chair Worne [Amanda]	1 year to May 2024	Planning Policy	Neil Crowther
37	Barnham, Eastergate and Westergate Advisory Group (BEWAG)	All Ward Members Ayling Lawrence Wallsgrove - Chair	1 year to May 2024	Planning Policy	Neil Crowther
38	Aldwick West & Pagham Advisory Group	Hamilton [Chair] Huntley Needs Purser	1 year to May 2024	Planning Policy	Neil Crowther
39	West Bersted Advisory Group	All Ward Members Greenway Lury Yeates - Chair	1 year to May 2024	Planning Policy	Neil Crowther
40	Civil Military Engagement Events Group and Military Champion for Arun District Council [through WSCC]	Turner	1 year to May 2024	Housing & Wellbeing	Philippa Dart
41	WSCC – Joint Climate Board	O'Neill	1 year to May 2024	Policy & Finance	Philippa Dart
42	Arun Integrated Prevention & Earliest Help [IPEH] Hub Partnership Advisory Board	Birch	1 year to May 2024	Housing & Wellbeing	Joy Bradbury Ball
43	Parking and Traffic Regulations Outside London Adjudication Joint Committee - NEW	Warr	1 year to May 2024	Environment	Nat Slade/Lisa Emmens
44	Arun UK Shared Prosperity Fund – Partnership Group - NEW	Leader of the Council Deputy Leader of the Council Chair of Economy	1 year to May 2024	Policy & Finance	

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Agenda Item 14

Housing and Wellbeing Committee Draft Work Programme 2023-2024

HOUSING & WELLBEING SERVICES COMMITTEE	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Meeting 1		20 June 2023		19 July 2023
KPI's – Q4	JF			
Council Vision	JF			
Leisure Operating Contract	OH			
Housing Management System Programme Update	MH			
Amendments to new Allocations Policy	JK			
Safer Arun Partnership (scrutiny)	D o'C			
Performance Measures	SH			
Exempt Items				
Council Tax Insolvency				
Council Tax Business Rates				
Housing Benefit Overpayments				

Housing and Wellbeing Committee Draft Work Programme 2023-2024

HOUSING & WELLBEING SERVICES COMMITTEE	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Meeting 2		12 Sept 2023	18:00	8 Nov 23
Complaints performance and determinations	SH			
Housing performance	SH			
Homeless Strategy extension	JK			
Safer Arun Partnership (Scrutiny)	Do'C			
Exempt Items				
Council Tax Insolvency				
Council Tax Business Rates				
Housing Benefit Overpayments				
HOUSING & WELLBEING	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council</u>

Housing and Wellbeing Committee Draft Work Programme 2023-2024

SERVICES COMMITTEE				<u>Meeting Date</u>
Meeting 3		23 Nov 2023	18:00	13 Mar 2024
Safer Arun Partnership (Scrutiny) Exempt Items Council Tax Insolvency Council Tax Business Rates Housing Benefit Overpayments	D o'C			
HOUSING & WELLBEING SERVICES COMMITTEE	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Meeting 4		25 Jan 2024	18:00	13 Mar 2024
Sussex Police Precept Exempt Items Council Tax Insolvency Council Tax Business Rates Housing Benefit Overpayments				
HOUSING & WELLBEING	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council</u>

Housing and Wellbeing Committee Draft Work Programme 2023-2024

SERVICES COMMITTEE				<u>Meeting Date</u>
Meeting 5		26 Mar	18:00	9 May
Safer Arun Partnership (Scrutiny) Exempt Items Council Tax Insolvency Council Tax Business Rates Housing Benefit Overpayments	D o'C			

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