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15 November 2023

## HOUSING AND WELLBEING COMMITTEE

A meeting of the Housing and Wellbeing Committee will be held in **Council Chamber, Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 23 November 2023 at 6.00 pm** and you are requested to attend.

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

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

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

Any members of the public wishing to address the Committee meeting during Public Question Time, will need to email [Committees@arun.gov.uk](mailto:Committees@arun.gov.uk) **by 5.15 pm on Wednesday, 15 November 2023** in line with current Committee Meeting Procedure Rules.

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

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

## AGENDA

1. APOLOGIES

2. DECLARATIONS OF INTEREST

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

Members and Officers should make their declaration by stating:

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

3. MINUTES

(Pages 1 - 14)

The Committee will be asked to approve as a correct record the minutes of the Residential and Wellbeing Services Committee held on 12 September 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. BUDGET MONITORING REPORT TO 30 SEPTEMBER 2023

(Pages 15 - 20)

The report sets out in further detail the Committee's Revenue and Capital programme budget performance projections to the 31 March 2024. The Housing Revenue Account forecast is the subject of a separate report on this agenda.

7. SAFER ARUN PARTNERSHIP SCRUTINY REPORT

(Pages 21 - 28)

Since the last scrutiny report was presented to the Committee on 20 June 2023, the Safer Arun Partnership has met on two occasions. This report provides a summary of those meetings and agreed actions.

8. KEY PERFORMANCE INDICATORS 2022-2026 - QUARTER 2 PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2023 TO 30 SEPTEMBER 2023. (Pages 29 - 34)

This report sets out the performance of the Key Performance indicators at Quarter 2 for the period 1 April 2023 to 30 September 2023.

9. PERFORMANCE MEASURES FOR HOUSING SERVICES - QUARTER 2 PERFORMANCE FOR THE PERIOD 1 JULY 2023 TO 30 SEPTEMBER 2023 (Pages 35 - 48)

This report sets out the performance of housing services at Quarter 2 for the period 1 July 2023 to 30 September 2023.

10. HOUSING SERVICES COMPLAINTS PERFORMANCE AND DETERMINATIONS Q2 (Pages 49 - 62)

This report provides members with an overview of the complaint handling performance in quarter 2 for the period 1 July 2023 to 30 September 2023.

11. RESIDENT ENGAGEMENT STRATEGY 2022-2026 ANNUAL UPDATE (Pages 63 - 116)

To provide members with an update on the progress against the aims of the Resident Engagement Strategy following its adoption in October 2022 and to provide members with an overview of the engagement carried out with residents since the adoption of the Resident Engagement Strategy.

12. HRA FORECAST UPDATE (Pages 117 - 126)

To update members of the Housing and Wellbeing Committee on the Housing Revenue Account "HRA" Forecast for 2023/24.

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

13. ARMED FORCES COVENANT IN THE COMMUNITY CONFERENCE IN NEWCASTLE (Pages 133 - 138)

The Committee will receive a Councillor feedback report on the Armed Forces Covenant in the Community Conference in Newcastle.

14. WORK PROGRAMME

(Pages 139 -  
144)

The work programme for the municipal year 2023/24 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 Parts 3 and 4 of Schedule 12A of the Act by virtue of the paragraph specified against the item.

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](#)