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17 January 2024

HOUSING AND WELLBEING COMMITTEE

A meeting of the Housing and Wellbeing Committee will be held in **The Council Chamber at The Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF on Thursday 25 January 2024 at 6.00 pm** and you are requested to attend.

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

PLEASE NOTE:

A live webcast of the meeting will be available via the Council's [Committee webpages](#).

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 **Friday, 19 January 2024** in line with current Committee Meeting Procedure Rules.

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 - 10)

The Committee will be asked to approve as a correct record the minutes of the Housing and Wellbeing Committee held on 23 November 2023.

4. ITEMS NOT ON THE AGENDA THAT THE CHAIR 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. LEISURE OPERATING CONTRACT ANNUAL REPORT

(Pages 11 - 48)

This report will provide members of the Housing and Wellbeing Committee with an update in respect of the Council's Leisure Operating Contract over the past 18-months and will include a presentation from the Council's Leisure Operator Freedom Leisure.

7. CONSULTATION ON SUSSEX POLICE PRECEPT 2024 - 25

(Pages 49 - 52)

The Sussex Police and Crime Panel will meet on 26 January 2024 to discuss the proposed precept for policing in Sussex for 2024-25. In taking the opportunity to discuss through this committee, Councillor Walsh will be afforded information with which to represent the Council during the panel's discussion.

8. COMMITTEE GENERAL FUND REVENUE AND CAPITAL BUDGETS AND HOUSING REVENUE ACCOUNT BUDGETS 2024/25

(Pages 53 - 62)

The purpose of the report is for this Committee to consider and recommend its revenue budget for inclusion in the Council's overall 2024/25 revenue budget. The report also considers the Housing Revenue Account (HRA) budget for 2024/25. These recommendations will be submitted to the Policy and Finance Committee on 8 February 2024 when it considers the overall revenue and capital budgets for 2024/25 so recommendations can be made to a Special Meeting of the Council on 21 February 2024 regarding the budgets to be set and level of Council Tax for the District for 2024/25.

9. BUDGET MONITORING REPORT TO 31 DECEMBER 2023 (Pages 63 - 72)
 The purpose of this report is to appraise the Housing & Wellbeing Committee of its forecast outturn against the 2023/24 budgets, which were approved by Full Council at its meeting of 9 March 2023.
10. LOCAL COUNCIL TAX REDUCTION SCHEME 2024/2025 (Pages 73 - 84)
 The purpose of this report is to present options to amend the current Local Council Tax Reduction Scheme for 2024/2025.
11. SINGLE HOMELESSNESS ACCOMMODATION PROGRAMME (SHAP) UPDATE (Pages 85 - 92)
 The Purpose of this report is for information only. We were unable to proceed with the SHAP bid because the financial modelling for the scheme identified made it financially unviable.
12. HOUSING ALLOCATIONS POLICY UPDATE - HOUSING & WELLBEING (Pages 93 - 106)
 Demand for properties in rural communities outstrips supply. To protect communities in the rural villages and parishes within Arun, a Rural Lettings Policy is required to ensure that the correct households are prioritised for housing via Arun's Choice Based Lettings Scheme.
13. HOUSING OMBUDSMAN COMPLAINT HANDLING CODE SELF-ASSESSMENT (Pages 107 - 142)
 This report shares with members the outcome of our self-assessment against the Housing Ombudsman's Complaint Handling Code.
14. TENANT SATISFACTION SURVEY RESULTS (Pages 143 - 202)
 This report sets out the results of the Tenant Satisfaction Measures survey which ran during June and July of 2023.
15. Q3 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (KPI'S) WHICH FORM PART OF THE COUNCIL'S VISION 2022-2026. (Pages 203 - 208)
 This report will set out the performance of the Key Performance indicators at Quarter 3 for the period 1 April to 31 December 2023.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

16. WORK PROGRAMME

(Pages 209 -
216)

The Committee is required to note the Work Programme for 2023/24.

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](#)