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15 March 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 **Tuesday 26 March 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 **Tuesday 19 March 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 - 14)

The Committee will be asked to approve as a correct record the minutes of the Residential and Wellbeing Services Committee held on 25 January 2024.

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. SAFER ARUN PARTNERSHIP SCRUTINY REPORT

(Pages 15 - 70)

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.

7. SWIMMING POOL SUPPORT FUND PHASE 2 GRANT

(Pages 71 - 76)

To inform Members of the Housing and Wellbeing Committee of the successful application of grant funding from the Swimming Pool Support Fund Phase 2 to improve the energy efficiency of the districts swimming pools.

To seek approval to draw down the grant funding from Sport England and to distribute to Arundel and Downlands Community Leisure Trust and Freedom Leisure respectively.

8. LOCAL AUTHORITY HOUSING FUND (Pages 77 - 82)

To seek approval from Members to proceed with the acquisition of four additional temporary homes, including approval for the capital funding required to make up the remaining cost after the grant awarded is considered.

9. HOUSING POLICY & STRATEGY REVIEW (Pages 83 - 92)

This report aims to present a thorough review of new and existing strategies and policies that are required within the Housing Service.

10. TENANT SATISFACTION MEASURES ACTION PLAN (Pages 93 - 102)

To provide members with a copy of the action plan to improve tenant satisfaction in housing services.

11. PERFORMANCE MEASURES FOR HOUSING SERVICES - QUARTER 3 PERFORMANCE FOR THE PERIOD 1 OCTOBER TO 31 DECEMBER 2023 (Pages 103 - 120)

This report sets out the performance of housing services at Quarter 3 for the period 1 October to 31 December 2023.

12. HOUSING SERVICES COMPLAINTS PERFORMANCE AND DETERMINATIONS Q3 (Pages 121 - 134)

This report provides members with an overview of our complaint handling performance in quarter 3 for the period 1 October 2023 to 31 December 2023.

13. RESPONSIVE REPAIRS CONTRACT UPDATE (Pages 135 - 140)

This report provides members with an update in respect of recent agreement to end the current responsive repairs contract with Osborne Property Services Limited (OPSL) on 29 April 2024.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

Any Feedback reports that can be fed into this meeting will be circulated separately or verbally reported to the meeting.

14. WORK PROGRAMME

(Pages 141 -
148)

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](#)