



Public Document Pack

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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](#)

Agenda Item 3

Subject to approval at the next Housing and Wellbeing Committee meeting

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HOUSING AND WELLBEING COMMITTEE

25 January 2024 at 6.00 pm

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

Apologies: Councillors J English

552. APOLOGIES

Apologies for absence were received from Councillor English who was substituted by Councillor Elkins.

553. DECLARATIONS OF INTEREST

Councillor Bence declared a Personal Interest in agenda item 14 as a West Sussex County Council member of the West Sussex County Council Fire and Rescue Service Scrutiny Committee.

554. MINUTES

The minutes of the Housing and Wellbeing Committee held on 23 November 2023 were approved and signed by the Chair.

555. 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

There were no urgent items for consideration.

556. PUBLIC QUESTION TIME

There were no urgent items for consideration.

557. LEISURE OPERATING CONTRACT ANNUAL REPORT

The Wellbeing Business Manager was invited to present the report. He explained that the report provided members with an overview of Freedom Leisure's trading and performance from April 2022 to September 2023, which had covered a period of rising energy costs and high inflation. He advised that discussions were taking place with Wealden Leisure, trading as Freedom Leisure to discuss the optional extension of the Council's Leisure Operating Contract 5 years, from 1 April 2027 to 31 March 2032.

The Wellbeing Business Manager then introduced those in attendance from Freedom Leisure who gave a detailed presentation to members.

Matt Eden, Arun Area Manager provided an introduction to the Leisure Operating Annual Contract, explaining that Freedom Leisure was a 'not for profit' organisation. He provided an update on the pressures experienced during this period of rising energy costs, high inflation and other pressures experienced by the leisure industry and was pleased to report that the financial situation was improving, which it was hoped provided some reassurance to the Committee. He extended an invitation to the members of the Committee to visit the Leisure Centre to see it operating on a day by day basis.

Matt Wickham, Chief Operating Officer provided a presentation on the Leisure Operating Contract Annual Report April 2022 to September 2023 that covered the following topics

- Area Insight
- Throughput summary
- Energy Saving Measures
- Investments
- Feedback
- Incidents to Users Ratio
- Finance Summary April 2022-March 2023
- Finance Summary 2023 – September 2023
- Team in Arun
- Marketing
- Social Media Coverage
- Testimonials
- Our Year in Numbers

Charlotte Simpson, Healthy Communities Manager provided a presentation on Healthy Communities Arun that covered the following topics:

- What is Healthy Communities and what do we do?
- Healthy Communities (For Families and Young People/Ageing Well/Affordability & Accessibility)
- Investment
- Healthy Communities in Pictures!
- Healthy Communities Team
- Testimonials
- Case Study: Exercise Referral Classes
- Case Study: healthy Walks in Arun

The Chair invited questions and comments from members:

- Responding to a question concerning the suspension of the Friday Night project because of anti-social behaviour, it was advised that a number of lessons had been learned. The Leisure Centre had been able to access a range of resources from other agencies who had given observations to assist them in dealing with any further anti-social behaviour. Going forward, a

meeting was due to take place with the Council's Wellbeing and Community Safety Manager to assist in making improvements to ensure the issue did not happen again. A member asked if they could observe one of the sessions when the project reopened.

- As regards to transport issues, discussions were taking place with the Council's Wellbeing and Community Safety Manager on the provision of a bus service, including how it could be funded. Any suggestions from the members of the Committee on the provision of transportation to encourage those not otherwise able to get to the Leisure Centre.
- It was explained that the Windmill Theare financial figures had not been included in the report, as they were commercially sensitive, and the request of the Windmill had not been provided to Freedom Leisure. He undertook to contact the Windmill to see if the information could be provided to the Committee. A member commented that investment in improved facilities when the Windmill contract was renegotiated and any grants that may be available applied for.
- A non-member of the committee was allowed to make comment and ask questions. He raised the issue of maintenance at the Wave and broken equipment and the impression that gave to the public, and the difficulty of finding the cost to swim etc on the website. It was acknowledged that there were improvements to be made. However, in some instances there had been a delay due to difficulties in obtaining parts.
- With regards to capacity the aim was to achieve the pre-Covid pandemic figures, which the Arun Leisure Centre had already achieved after one year. As regards to the viability and sustainability, it was confirmed that Freedom leisure would continue to meet their contractual obligations, utility prices had reduced and the financial report for the previous six month was improving.

The Committee

1. Noted the contents of the report and presentations provided by Arun District Councils Leisure Contractor Freedom Leisure, and
2. Noted the pressures and work undertaken by Freedom Leisure to continue to mitigate against the rising energy costs.

558. CONSULTATION ON SUSSEX POLICE PRECEPT 2024 - 25

The Wellbeing & Communities Manager was invited by the Chair to introduce the report and advised that the Police and Crime Panel meeting on 26 January 2023 would consider the precept for 2024-25. The precept had been circulated to all members for comment by 24 January 2024 and proposed a 5.4% increase in the Sussex Police Precept. Councillor Walsh would be in attendance at the meeting to provide the members comments.

The Chair invited questions and comments from the Committee. Councillor Walsh advised he intended to raise the issue that a number of residents were concerned about the lack of police presence in the District and of calls to the Police

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not being dealt with. A comment was made that the lack of policing was impacted by the number of vacant posts that had not been filled and of the need for an improvement in community policing.

The Committee then agreed to note the content of the Sussex Police and Crime Panel precept report for 2024.

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

The Group Head of Finance and Section 151 Officer was invited by the Chair to present the report. The report recommended this Committee's Revenue, Capital and Housing Revenue Account (HRA) budgets to the Policy and Finance Committee on 8 February 2024, as part of the overall revenue and capital budget. He highlighted some key points from the report advising that the revenue budget in overall terms had decreased by approximately £151k from 2023-24 and included financial strategy savings of £580k. He explained that it was expected that the HRA balance would remain below £2 million until 2027-28. However, the balance was expected to increase to £1 million during 2024-25. The HRA surplus for 2024-25 had been budgeted at £530k and included an increase for 7.7% in rents and garage rents. Referring to the Capital Programme, he reported that the Sheltered Accommodation and Carbonisation projects continued to be delayed. Turning to the Revenue budget he advised that the financial forecasting continued to be difficult in the current financial climate due to the high inflation rates, although they were expected to reduce in the coming months. There was no growth in the budget proposals, only cost increases, with the council continuing to provide the same level of service. He drew attention to the table at paragraph 4.4 that provided details of the net change in the revenue budget between 2023-24 and 2024-25. In particular he explained that the 'Supported Accommodation' budget increase had arisen because the subsidy set by the Department for Work & Pensions often did not cover the cost of the rent. The budget of £590k for financial support to Freedom Leisure was not required in 2024-25. Attention was drawn to the table at 4.5 with details of the savings and the risks associated with them, in particular the Emergency Accommodation and Temporary Accommodation savings. It was noted that the Council will receive additional homeless prevention grant funding during 2024-25, which it was hoped would help absorb some of the financial pressures the council was facing in this respect.

The Group Head of Finance and Section 151 Officer said that whilst he expected that members may have questions on some elements of the budget, he explained that if any amendments were made to increase the total budget for the Committee would create additional financial pressure on the Council's revenue reserves.

The recommendations were proposed by Councillor Walsh and seconded by Councillor Yeates.

The Chair invited members to make comment or ask any questions where and a full debate was had where a number of points were raised including the following, which were responded to by officers:

- Information was sought regarding the increasing Voids costs, where the Committee was advised that there would always be a number of voids due to tenancy changes. However, this was the beginning of a voids plan to improve the situation. Included in the figures were a number of long-term vacant properties, designated for regeneration or redevelopment, which had affected the figures.
- Concern was raised about the lack of progress on the sheltered accommodation review and the effect of this on the District's most vulnerable residents. It was explained that work had now started with a detailed options appraisal prepared. A member briefing would be arranged in the next few weeks to provide members with details of the proposals.
- It was confirmed the vacant Community Warden post would be re-advertised.
- The impact on the housing stock if used for Emergency accommodation costs
- The impact on the Council's housing waiting list if emergency accommodation costs were reduced by using the Council's housing stock. It was agreed that this was a challenging saving. An emergency accommodation action plan would be developed, as well as ways to increase the HRA housing stock. Although the demand could not be controlled action could be taken to reduce the costs, in particular reducing the use of nightly paid accommodation.
- With regards to the LAHF scheme intended to support Afghan refugees, discussions were taking place with West Sussex County Council to identify those in need.
- A member sought reassurance that savings would be achieved in respect of temporary accommodation and voids, the Group Head of Housing advised that there would be a range of actions that would contribute to this aspiration. He acknowledged they were ambitious and some were statutory functions that the Council had no choice over the demand for them. A suite of measures would go into the Emergency Accommodation Reduction Plan with a suite of measures to deliver the savings set out in the report. He confirmed that none of the staffing posts, listed at paragraph 4.5, related to the management of void properties within the housing estate. He would provide more information on the voids under the key performance indicators item.

Three non-members of the committee were allowed to make comment and ask questions as follows:

- A non-member identified a number of typographical errors in the report and made other comments, which were responded to by the Group Head of Finance and Section 151 Officer. Clarification was then sought regarding the proposed savings in respect of the Community Wardens Service, the proposal to introduce Service Charges, Emergency Accommodation and the LAHF scheme and clarification was sought, which the Director of Environment and Communities advised officers would provide a response, outside of the meeting.

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- A non-member congratulated officers on the budget and encouraged members to submit questions in advance of the meeting to aid a constructive debate. He congratulated the Group Head of Housing on the ambition in putting forward the savings. Unfortunately the council was in a position where Government funding had been reduced. The council was in a good financial position and this budget sought for that to continue. He welcomed the Committee to agree the budget and asked that if they had opposing views to put them forward.
- A non-member also paid tribute to officers and welcomed the level of information that had been provided to them on the budget, which he recommended the Committee to commend. The budget was trying to minimise the financial impact on the council's residents and should be commended.

Councillor Pendleton was given permission to provide a personal explanation.

A request was made by Councillor Pendleton for a recorded vote to be completed.

The Chair recognised the challenging times the officers were currently facing and believed they were working very hard to rise to these challenges.

Councillor Walsh, as proposer, urged the Committee to support the budget.

Councillor Yeates, as seconder, fully supported the budget.

The Committee:

RESOLVED to

- (a) Agree the 2024/25 Revenue Budget as set out in Appendix A of this report;
- (b) Agree the 2024/25 HRA Revenue Budget set out in Appendix B of this report;
- (c) Agrees to allow the HRA Balance to remain below the minimum level of £2.0m for the period 2024/25 to 2027/28 to enable the realisation of savings in Repairs and Supervision & Management expenditure to deliver a sustainable HRA;
- (d) Recommend HRA rents for 2024/25 are increased by 7.7% in accordance with the provisions of the rent standard;
- (e) Recommend that HRA garage rents are increased by 7.7% to give an average rent of £15.60 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;
- (f) Agree on the 2024/25 Capital Programme as illustrated in Appendix C of this report;

RECOMMENDS TO POLICY AND FINANCE COMMITTEE THAT

- (g) The General Fund Revenue Budget, HRA Revenue Budget and Committee Capital Programme be included in the overall General Fund Budget when considering the overall budgets on 8 February 2024.

Those voting for the recommendations were Councillors Birch, Butcher, Haywood, Long, Walsh, Wiltshire and Yeates (7) those abstaining were Bence, Bicknell, Elkins and Pendleton (4). There were no votes against the recommendation.

560. BUDGET MONITORING REPORT TO 31 DECEMBER 2023

The Chair invited the Group Head of Finance and Section 151 Officer to introduce the report. He drew members' attention to the anticipated Revenue Budget overspend of £158k, but advised that this would be countered by other areas of underspend across the council's consolidated budget that would be reported to the Policy and Finance Committee on 8 February 2024. He drew members attention to the situation concerning the HRA outturn overspend which had deteriorated by £351k since quarter 2, mainly due to the £230k spend on the repairs and maintenance budget due to increasing demand and continuing inflation rises. It was predicted that the HRA balance would fall to £551k by the end of the financial year. He reminded members of the £2million minimum balance that the council had set itself for the HRA reserve, and also explained that the statutory requirement was that the balance should not fall below zero. He confirmed that once the procurement framework had been implemented that should have a positive impact on the HRA balance and was expected to reduce costs.

The Chair invited questions and comments from members. A member queried the reasons for the Repairs and Maintenance account's adverse forecast, in respect of service demand and inflation, as well as the impact of planned maintenance works. The Group Head of Housing acknowledged that a lack of investment for planned works would have an incumbent impact on the responsive repairs budget, which was currently happening to a certain extent. Officers were in the process of developing a programme of works, which required an increase in investment built into the 2024-25 budget. It was important that the Council had a proper understanding of the condition of the council's stock. In order to achieve this a census stock condition survey would be carried out. It was likely that the Committee would be asked to consider a report during 2024-25 that asked them to agree further investment over the next few years to improve the condition of the housing stock. He agreed to keep members updated on the progress officers made in understanding the condition of the housing stock. Responding to a comment made about the accuracy of past assessments, he advised that the previous stock condition survey data is not considered robust enough for new regulatory requirements. Had the data been maintained at the rate of 20% per year over the past 5 years, we might be in a different position, but a new census stock condition survey was required.

The Committee noted the report.

561. LOCAL COUNCIL TAX REDUCTION SCHEME 2024/2025

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The Chair invited the Group Head of Finance and Section 151 Officer to introduce the report, which sought an increase in the Local Council Tax Reduction Scheme 2024-25 (Working age) banding widths of 6.7%, in line with inflation based on the September 2023 rate of CPI.

The recommendation was proposed by Councillor Walsh and seconded by Councillor Yeates.

The Committee:

RESOLVED to approve

The increase in the income banding widths of the Local Council Tax Reduction Scheme in line with the Consumer Prices Index (Year 12) from 1 April 2024.

562. SINGLE HOMELESSNESS ACCOMMODATION PROGRAMME (SHAP) UPDATE

The Chair invited the Housing Options Manager to present the report to members. Details were provided of the reasons why it had not been possible to proceed with the SHAP bid as the financial modelling undertaken showed the scheme to be unviable. Several other options had been considered for purchase as well as the re-development of existing stock but following investigation were unviable.

A request was made by a member, that road names in reports should include details of the town they were located.

The Committee noted the update report.

563. HOUSING ALLOCATIONS POLICY UPDATE - HOUSING & WELLBEING

The Chair invited the Housing Options Manager to introduce the report. The report sought agreement to the inclusion of an addendum incorporating the Rural Strategy into the Housing Allocations Policy adopted in June 2023, as it had been omitted. Members noted that the implementation of the Policy had been delayed due to the delay in implementing the Abris housing registration software during the testing process. Due to the new software requiring the re-registration of all applicants the Policy will not be implemented until that time. During the re-registration period additional temporary resources may be needed including providing advice to anyone that had difficulty applying online.

The recommendation was proposed by Councillor Walsh and seconded by Councillor Pendleton.

The Chair then invited questions and comments from members. Responding to a question regarding the local connection criteria set out at paragraph 4.2, bullet point 4

of the report and how an 'important service' was defined the Housing Options Manager advised that, whilst not an exclusive list, it included those employed as teachers, doctors and the support services. The Interim Business Improvement Manager advised that the implementation of the new system was within budget with the maintenance costs for the old system similar to those of the new system.

A non-member of the committee was allowed to make comment and ask questions. Clarification was sought regarding those residents living in a rural parish that did not have any council properties and how that would affect their eligibility in respect of the criteria for the Rural Lettings Policy. The Housing Options Manager explained that the rural lettings criteria ensured that residents who already had a rural connection to a parish could obtain accommodation within that parish. In parishes where there were no council properties there would be the opportunity to bid for housing via a social housing provider. In instances where the waiting list was exhausted because no one had bid for a property it would go out to the wider register. It was noted that the criteria did not stop anyone from bidding for these properties, as they would be shortlisted depending on the criteria for the Rural Lettings Policy.

The Committee:

RESOLVED

1. To adopt the Rural Lettings Policy which sets out the procedure for letting properties advertised on our Choice Based Lettings scheme, which are located in the villages and parishes of the district where additional local connection criteria are applied, giving priority to current residents or members of their families.
2. (a) To note that the implementation of the Allocations policy adopted at the Housing and Wellbeing Committee in June 2023 has been delayed alongside the implementation of the Abris software (part of the CIVICA project, and

(b) To agree that the new Allocations Policy takes effect on the implementation of the Abris Software.

564. HOUSING OMBUDSMAN COMPLAINT HANDLING CODE SELF-ASSESSMENT

The Chair invited the Interim Business Improvement Manager to present the report to members. The report provided details of the outcome of the council's Housing Service self-assessment against the Housing Ombudsman's Complaint Handling Code and the requirement to publish the results on the council's website. The council remained compliant with the code and met most of the best practices. Details were provided of the introduction of a new joint Code adopted by the Housing Ombudsman and the Local Government and Social Care Ombudsman following the Social Housing

Regulation Act 2023 placing the Complaint Handling Code onto a statutory footing and a requirement on the Ombudsman to monitor compliance with the Code.

The Chair then invited members to make comment or ask questions. A member sought and asked if this applied to third parties. The Interim Business Improvement Manager responded to a request for clarification on the Code Requirement at Section 1.2, page 113, as to the use of the word 'complaint' and confirmed that, as well as residents, a third party acting on behalf of a resident would not be required to use the word 'complaint' either for it to be treated as such.

The Committee noted that the self-assessment will be published on our website in accordance with the requirements of the Complaint Handling Code and note that the self-assessment will be published on the council's website in accordance with the requirements of the Complaint Handling Code.

565. Q3 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (KPI'S) WHICH FORM PART OF THE COUNCIL'S VISION 2022-2026.

The Group Head of Housing was invited to introduce the report updating the Committee with the Quarter 3 Performance Outturn for the Key Performance indicators for the period 1 April 2023 to 31 December 2023. He drew attention to CP16 (average days to re-let all properties (key to key) excluding major voids) and reported that although this key performance indicator was not currently achieving there had been a slight improvement since Quarter 2. He explained that some of the incumbent issues within the Housing Service during the year had run into quarter 3. He provided details of the steps being taken to improve the situation, which included a new contractor being in place following a tender of the void works contract; and the re-establishment of the key to key meetings to look at the full journey of empty properties from the time the keys are handed in to being handed to new tenants to bring the hand over times down to acceptable levels. An internal audit of the voids process been requested to review the actions taken already and to see if they had any additional recommendations to improve the situation. Referring to the voids figures previously reported to the Committee, he advised that he intended to carry out a check of these figures, as he thought they included the 'without exceptions' figures, which would have affected the results. He advised if this was the case, these figures would have a detrimental impact on the KPI target, as would have included those properties not planned to come back in stock, as they were earmarked for regeneration or re-development. Going forwards two sets of figures will be reported to the Committee, one with exceptions and one without, so that members can see a clear picture of what was happening with those properties that will come back into the housing stock to be let and the impact of the loss of rent. He reported that during the week before, the number of void properties stood at 37 but this had increased to 43.

The Chair then invited questions and comments from members. A member made reference to the two new KPIs he had requested that had been agreed at the committee meeting held on 12 September 2023, in respect of incidences of subletting tenancy fraud and the non-payment of service charges for communal areas by owners of flats sold under the Council's right to buy scheme. The Interim Business

Improvement Manager, advised that the fraud figures had been added but it was accepted that they would not be included in the corporate performance figures, as that would require them to be reported to the Policy and Finance Committee. They had therefore been added to the quarterly Housing Services performance measures report and had been reported for the first time to the previous Committee meeting. As regards to leaseholders, this information had also been included in the report.

Members expressed their support for the steps being taken to reduce outturn for the number of voids and looked forward to seeing the improvements.

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The Committee noted the report.

566. TENANT SATISFACTION SURVEY RESULTS

Councillor Bence declared a Personal Interest in in respect of this item as a West Sussex County Council member of the West Sussex County Council Fire and Rescue Service Scrutiny Committee.

The Chair invited the Group Head of Housing to present the report to members who provided details of the results of the Tenant Satisfaction Survey 2023-24, the results of which had been disappointing in respect of satisfaction levels. He explained the survey had been carried out in accordance with the new consumer regulations standard of tenant satisfaction measures. The survey methodology used was different to that used by other social housing providers, the majority having undertaken telephone surveys, whilst in this instance it was undertaken through a postal questionnaire with the option to fill out survey online instead. He explained that the methodology chosen for surveys had an impact on the results and research suggested that the negative impact of the methodology used equated to broadly 15%. Therefore, following analysis of the results that showed that no rating above 60% satisfaction was achieved against any measure when taking the negative impact of the methodology used into account. The next steps would be to set up a series of online and in person tenant focus groups, particularly to discuss tenants' dissatisfaction with the repairs service, communication, and of not listened to and acting on their views. An improvement plan had been implemented that included a range of actions set out at paragraph 4.3.2 of the report. He informed the Committee that officers were keen to implement the improvements in order to improve the service offered to tenants and he expected that in a year's time he would be able to provide a more positive report to the Committee.

The Chair then invited members to make comment or ask any questions. Responding to a request for further information on who would facilitate the focus groups, the Group Head of Housing advised that the sessions would be arranged by the council's Resident Engagement Officer and facilitated by himself. The session were planned to take place during March 2024. He would be in attendance as he wanted to hear firsthand the issues that tenants were experiencing and what was driving their dissatisfaction. Members made comment regarding complaints made by tenants in respect of the quality of repairs and maintenance works. They expected a positive response from contractors to assist in increasing tenant satisfaction and expected

action to be taken in respect of substandard or delayed work. The Group Head of Housing confirmed that this was the case. A member suggested a mixture of methodology for future surveys, to include the same methodology used for this survey, to show some 'like for like' enabling the level of any improvements to be assessed against the previous survey. The Group Head of Housing advised that he would not necessarily recommend a mixed approach, as the survey was not the only means of engaging with tenants. A programme of transactional surveys was being implemented that included surveying of tenants when requesting repairs, using the complaints procedure, when taking up a new tenancy and when raising issues concerning anti-social behaviour. Whilst he understood the request for 'like for like', the methodology used was not in line with 78% of the social landlords who had undertaken telephone surveys. He explained that the reason the survey would not be submitted to the Regulator of Housing until Summer 2024, as the Regulator required all housing providers to submit their data in the same format at the same time and afforded the opportunity for some housing providers to carry out their survey during Quarter 4 if done on a quarterly basis. A member raised concern about the condition of a number of green spaces in Bognor Regis caused by vehicles parking on these areas and the negative visual impact. He advised he would welcome the opportunity to provide pictorial evidence of the issues to the Group Head of Housing.

Two non-member were allowed to make comment and ask questions:

- A non-member expressed his disappointment regarding the survey results, especially in respect of responsiveness and repairs. He asked that members be provided with the detail of the improvement plan, so they have assurance that the issues will be dealt with, and the situation improved. The Group Head of Housing confirmed that he wanted to see improvements as well and agreed to share the detail so the improvement plan to all members of the council.
- A non-member stated that following the comments of the Group Head of Housing made during the meeting he was re-assured that improvement to the housing service would happen.

The Committee having discussed the survey results and offer comment on the actions being taken to improve tenant satisfaction, noted that the results will be submitted to The Regulator of Social Housing (RSH) in the Summer of 2024 and presented to tenants through Arun at Home.

567. WORK PROGRAMME

The Committee noted the work programme for 2023-24.

The following items were agreed to be added to the work programme:

- Voids Policy: Following the review of the new voids process it was request that the Voids Policy be brought to the Committee for approval.
- Housing Policies: A list of the policies, their review dates and locations would be useful for members to have. The Group Head of Housing advised that the Housing Management Team had developed a framework of all strategies, to

Subject to approval at the next Housing and Wellbeing Committee meeting

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identify any gaps and the dates for review. A report would be reported to a future meeting of the Committee, possibly March and members would be asked which of them they wanted the Committee to consider and which ones they were happy for officers to progress outside of the Committee.

(The meeting concluded at 8.46 pm)

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Arun District Council

REPORT TO:	Housing and Wellbeing Committee - 26 March 2024
SUBJECT:	Safer Arun Partnership Scrutiny Report
LEAD OFFICER:	Dax O'Connor, Community Safety Officer
LEAD MEMBER:	Councillor Carol Birch, Chair of Housing and Wellbeing Committee
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. Since the last partnership scrutiny report was presented to Committee in November 2023, the results of the latest community safety consultation have been collated and reviewed. A summary of the responses is provided as **Appendix A** of this report.
- 3.2. Summary details of the partnership meeting held on 30 January 2024 can be found at 4.6 – 4.10 of this report.

4. DETAIL

- 4.1. The partnership ran its latest residents community safety consultation from 18 September to 3 November 2023.
- 4.2. West Sussex County Council hosted the consultation on behalf of all Community Safety Partnerships in the County, utilising their specialised survey platform. On evaluating the responses, a 'you said, we did' update has been provided by the partnership. A link to this is provided within the background documents section at the end of this report.
- 4.3. A total of 338 responses were received to the consultation. It is acknowledged that this may mean that results are not wholly representative of everyone who lives in Arun, but it does give agencies an idea of what local people are concerned about.
- 4.4. The top 5 issues that respondents felt that the Safer Arun Partnership should focus on were -

1. Anti-social behaviour (e.g. drunk/rowdy behaviour, neighbour nuisance)
2. Drugs (e.g. drug dealing, drug use, discarded drug paraphernalia)
3. Street community issues (e.g. street drinking/begging, rough sleeping)
4. Road safety (e.g. collisions, anti-social driving)
5. Serious acquisitive crime (e.g. burglary, vehicle crime, robbery)

This mirrors the main issues raised during the 2022 consultation and were included at the heart of the 2023-2025 partnership plan. The latest survey responses confirms that the partnership is on the right track and trying to tackle the most important concerns of residents.

- 4.5. Other key factors identified within the feedback given is the results to questions 49, 50, and 51.

Q49 confirms that 82% of respondents had experienced crime or anti-social behaviour, either personally, as a witness, or both.

Q50 highlighted that 64% of those did not report the incident.

Q51 helps to identify the reasons why people did not report the incident. The Safer Arun Partnership acknowledges that "I don't think anything would be

done about it” as the main response is acceptable and that work to change this view needs to be undertaken. Action to address this will have to be led by individual agencies responsible for actioning reports.

The partnership also recognises that the other responses to this question indicate a need to improve the confidence of residents in how to report crime and anti-social behaviour. If reports are not made, agencies do not have the full picture of what is happening and will be hampered in deploying appropriate resources. As a result, the partnership is launching a public appeal to encourage reporting so that data held more accurately reflects what is allegedly happening in our communities.

- 4.6. The partnership’s most recent meeting took place on 30 January 2024. All partners are requested to share an update of their work in relation to the partnership plan ahead of the meeting. On this occasion, the only report update report submitted was from the district council’s Community Safety team. This is attached as **Appendix B** of this report.

All partners were reminded of the need to provide these reports as a way of providing feedback to this committee and the public.

- 4.7. A funding application received from the owners of The Arcade in Littlehampton for match-funding to install CCTV cameras was considered. Partners unanimously approved the request for £675.50.

- 4.8. The Safer Arun Partnership currently holds a budget of £28,463.

- 4.9. A presentation was given by Public Health in relation to their Drug Demand Analysis project. This is led by the WSCC Combatting Drugs Partnership with projects taking place across all districts, and builds on the initiative developed in Bognor Regis in 2021 and endorsed by the Safer Arun Partnership. A link to the 2021 pilot is provided at the background documents section of this report.

This project looks to understand the demand and drivers of drug use in our district, with the final analysis being used to influence strategic, operational, and tactical responses including the commissioning of services.

All partners have committed to participating in this project as it aligns with the strategic priority of reducing drug and alcohol related harm.

- 4.10. Serious Violence and the risk of criminal exploitation of young people remains a topic that the partnership regularly addresses as a priority. The Safer West Sussex Partnership are analysing risks and trends at a local level and will share with the Safer Arun Partnership. Partners are keen to obtain such data and insights as they will be invaluable to embedding targeted local actions, such as the proposed Arun Youth Engagement Programme, funded by Safer Arun Partnership and led by the Council’s Community Safety team.

In addition to the statutory contributors to the partnership, British Transport Police, Southern Rail, and local youth services have confirmed their willingness to contribute to this work.

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 Community Safety Consultation (2023) results

Appendix B Partnership Update (Arun District Council)

[2023 Community Safety Consultation | Your Voice West Sussex](#)

[Bognor Regis Drug Demand Analysis 2021](#)

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Community Safety consultation

SURVEY RESPONSE REPORT

18 September 2023 - 03 November 2023

PROJECT NAME:

Community Safety Consultation

FILTER BY:

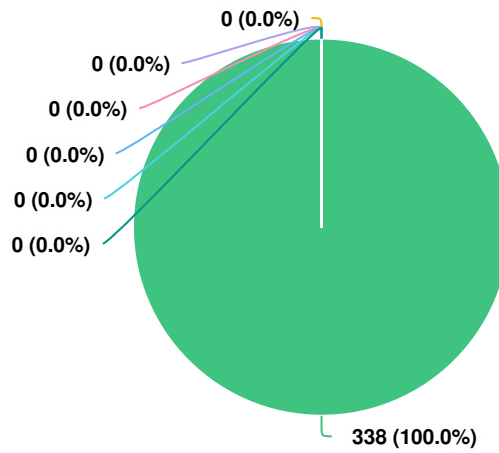
Which district or borough area do you live in?

Answered : Arun



SURVEY QUESTIONS

Q1 Which district or borough area do you live in?



Question options

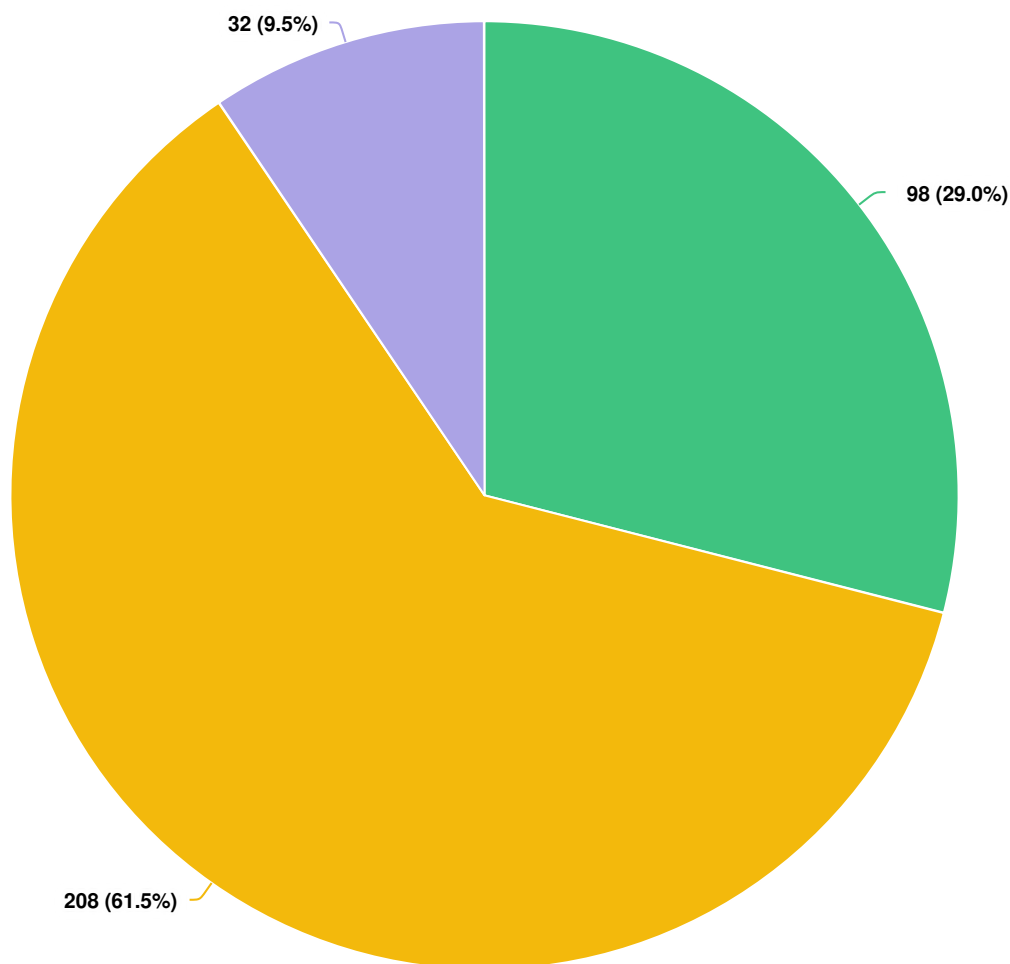
- Arun
- Adur
- Chichester
- Crawley
- Horsham
- Mid Sussex
- Worthing

Mandatory Question (338 response(s))

Question type: Radio Button Question

Filtering by: Which district or borough area do you live in? Arun

Q8 Prior to this survey, had you heard of the Safer Arun Partnership?



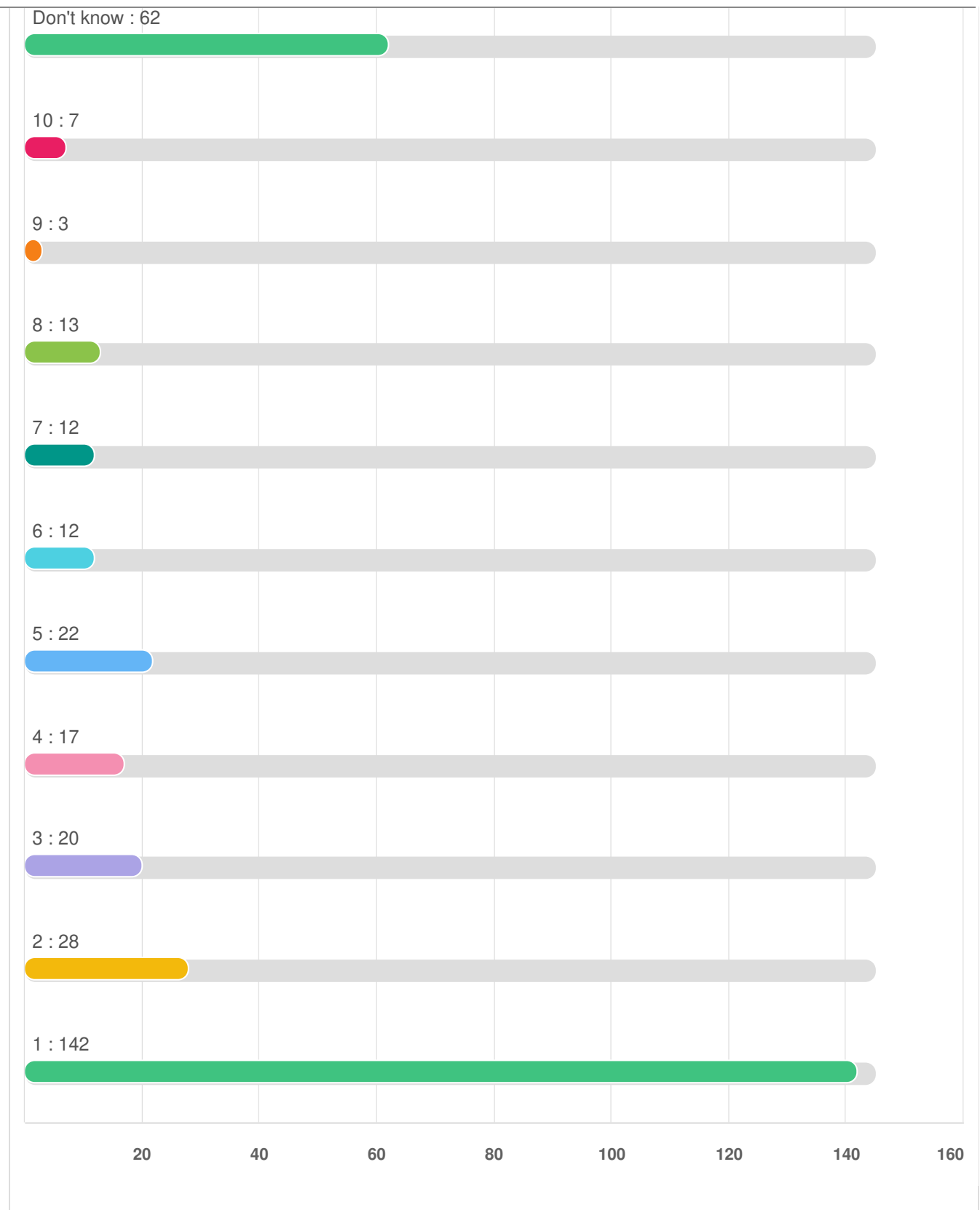
Question options

- Unsure
- No
- Yes

Mandatory Question (338 response(s))
Question type: Radio Button Question
Filtering by: Which district or borough area do you live in? Arun

Q9 | On a scale of 1 - 10...(with 1 meaning you don't know a lot/not at all effective and 10 meaning you know a great deal/extremely effective)

How much do you know about what the Safer Arun Partnership does to reduce crime and disorder?



How effective do you think the Safer Arun Partnership is at addressing and reducing crime and disorder?

Don't know : 134



10 : 2



9 : 0



8 : 4



7 : 10



6 : 7



5 : 22



4 : 19



3 : 18



2 : 26

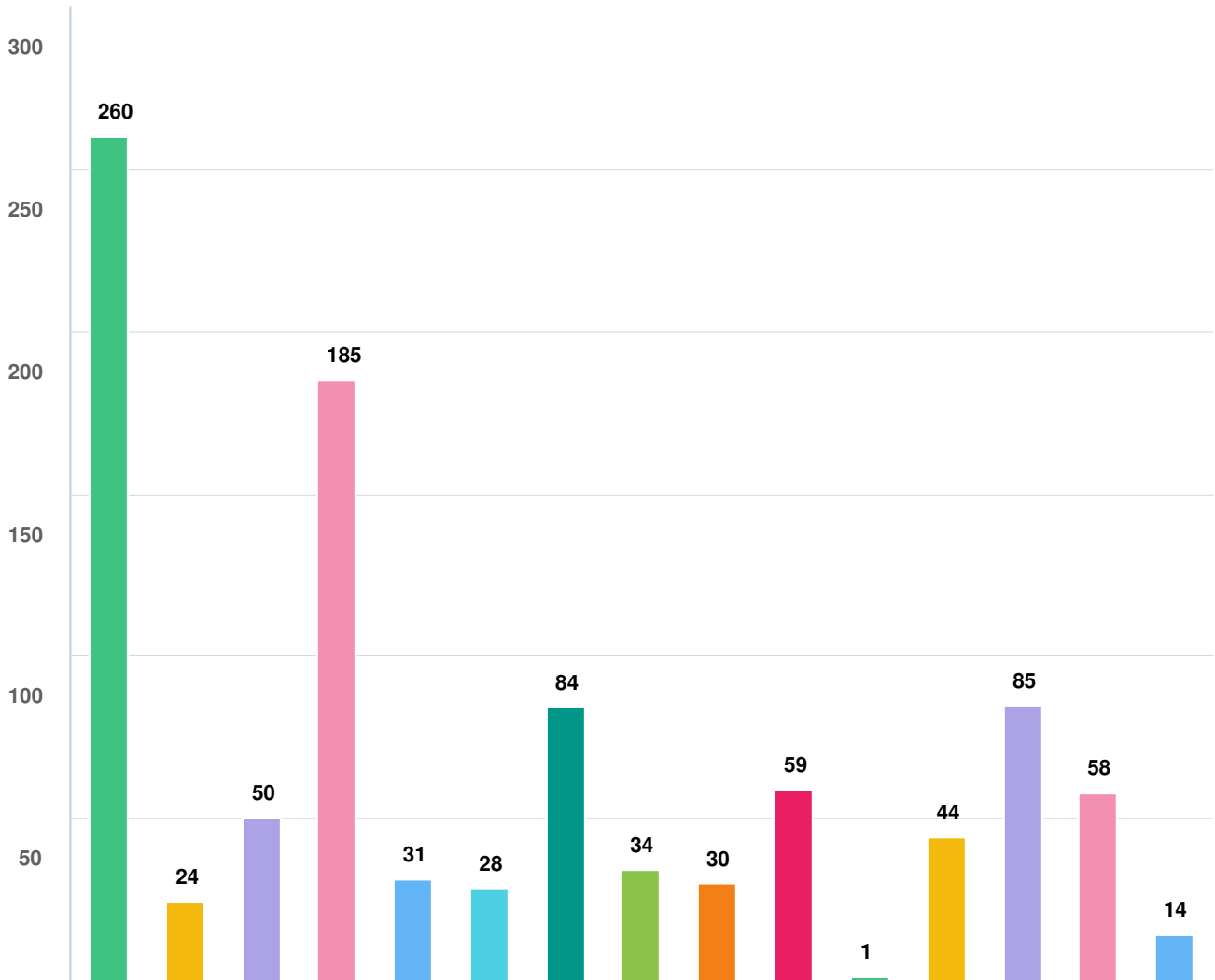


1 : 96



20 40 60 80 100 120 140 160

Q10 In your view, what should the Safer Arun Partnership focus on? (select up to 3)



Question options

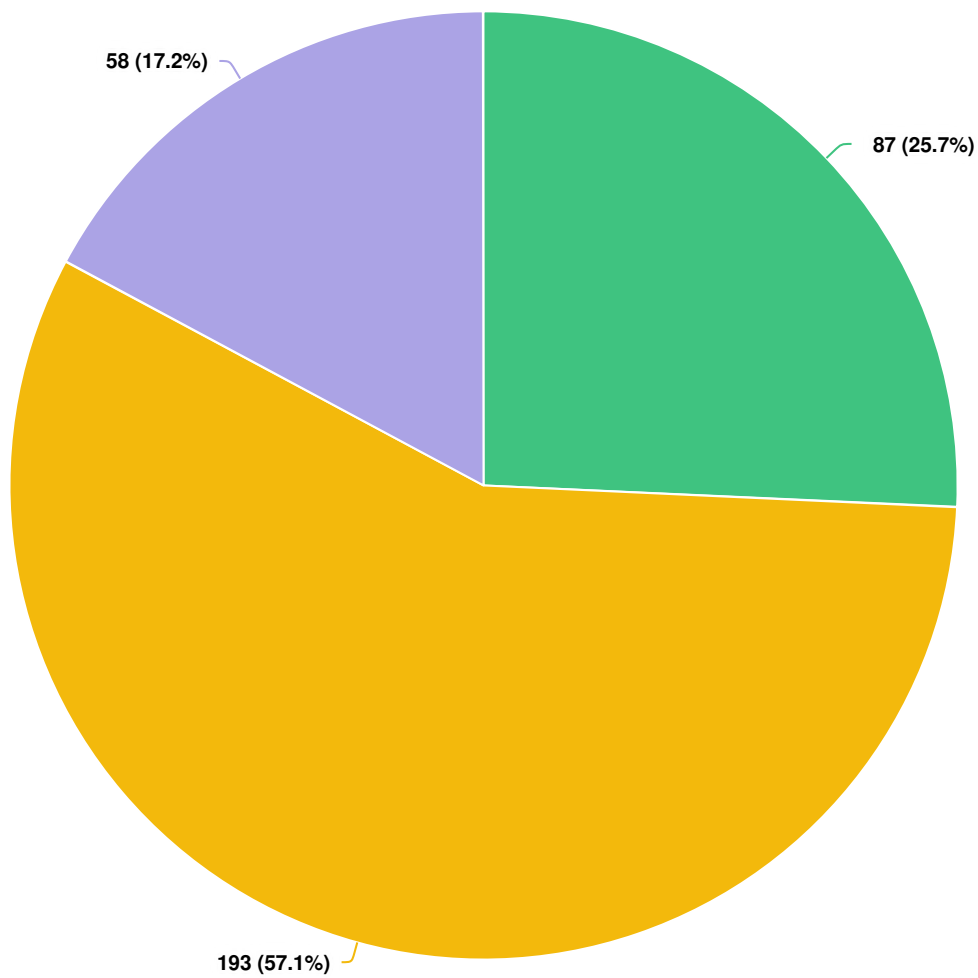
- Other (please specify) ● Violent crime (e.g. alcohol/drug related assaults, sexual violence)
- Street community issues (e.g street drinking/begging, rough sleeping)
- Violence Against Women and Girls (e.g. rape and other sexual offences, stalking, domestic abuse, 'honour'-based abuse (including female genital mutilation, forced marriage and 'honour' killings), 'revenge porn' and 'upskirting')
- Stalking ● Serious acquisitive crime (e.g burglary, vehicle crime, robbery)
- Safeguarding (eg. protecting vulnerable individuals from exploitation, radicalisation or extremism)
- Rural crime (e.g. agricultural, equine, wildlife, heritage. It can also fall under environmental crime, which covers illegal waste dumping, fly tipping, polluting watercourses and land)
- Road safety (e.g. speeding, collisions, anti-social driving) ● Hate incidents (e.g. racist or homophobic graffiti, verbal abuse etc)
- Fraud/scams (e.g. cold calling, postal scams, online fraud) ● Drugs (e.g. drug dealing, drug use, discarded drug paraphernalia)
- Domestic abuse (e.g controlling, coercive or threatening behaviour, violence or abuse)
- Business crime (e.g theft, criminal damage, burglary against a business)
- Anti-social behaviour (e.g drunk/rowdy behaviour, neighbour nuisance)

Mandatory Question (338 response(s))

Question type: Checkbox Question

Filtering by: Which district or borough area do you live in? Arun

Q12 | If you wished to inform the Safer Arun Partnership about any anti-social behaviour or any community safety issues do you know how to do this? More details on how to report anti-social behaviour or community safety issues can be found on the Arun Di...

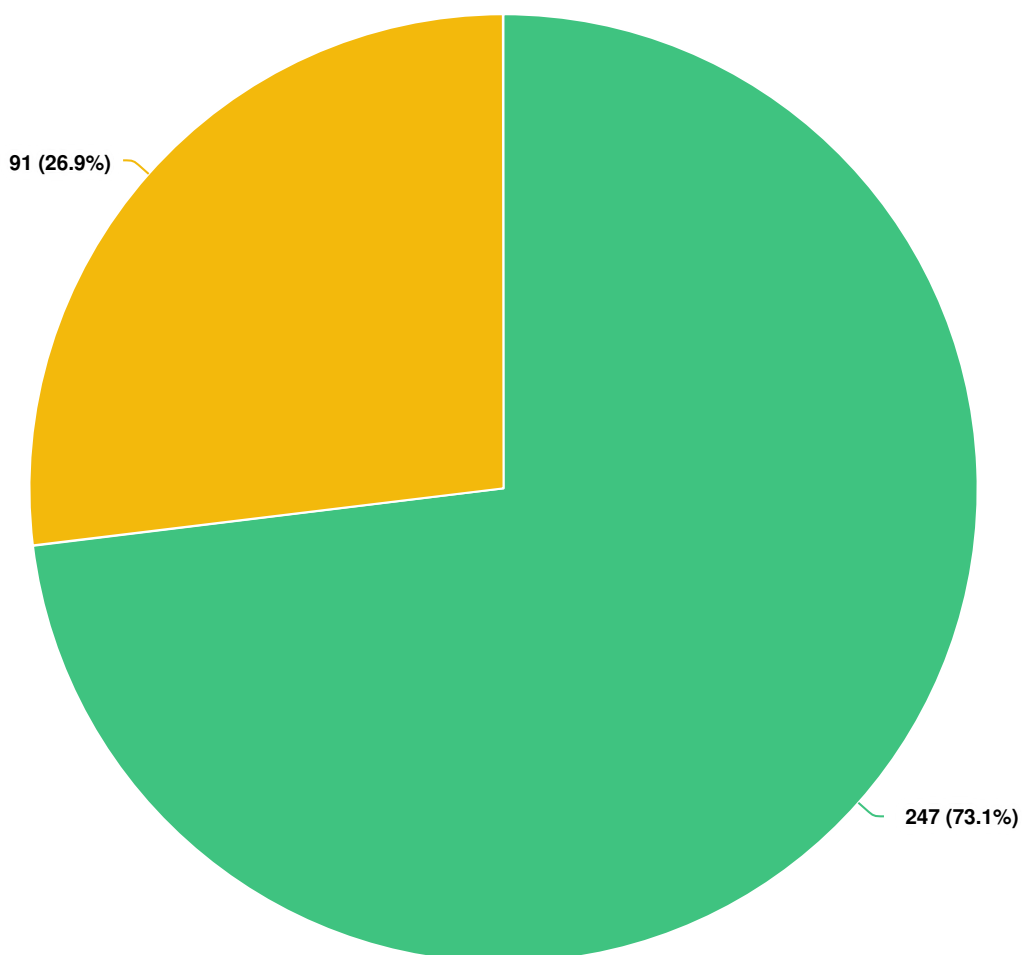


Question options

- Unsure
- No
- Yes

Mandatory Question (338 response(s))
Question type: Radio Button Question

Q38 Do you feel safe out and about in your local neighbourhood during the day?



Question options

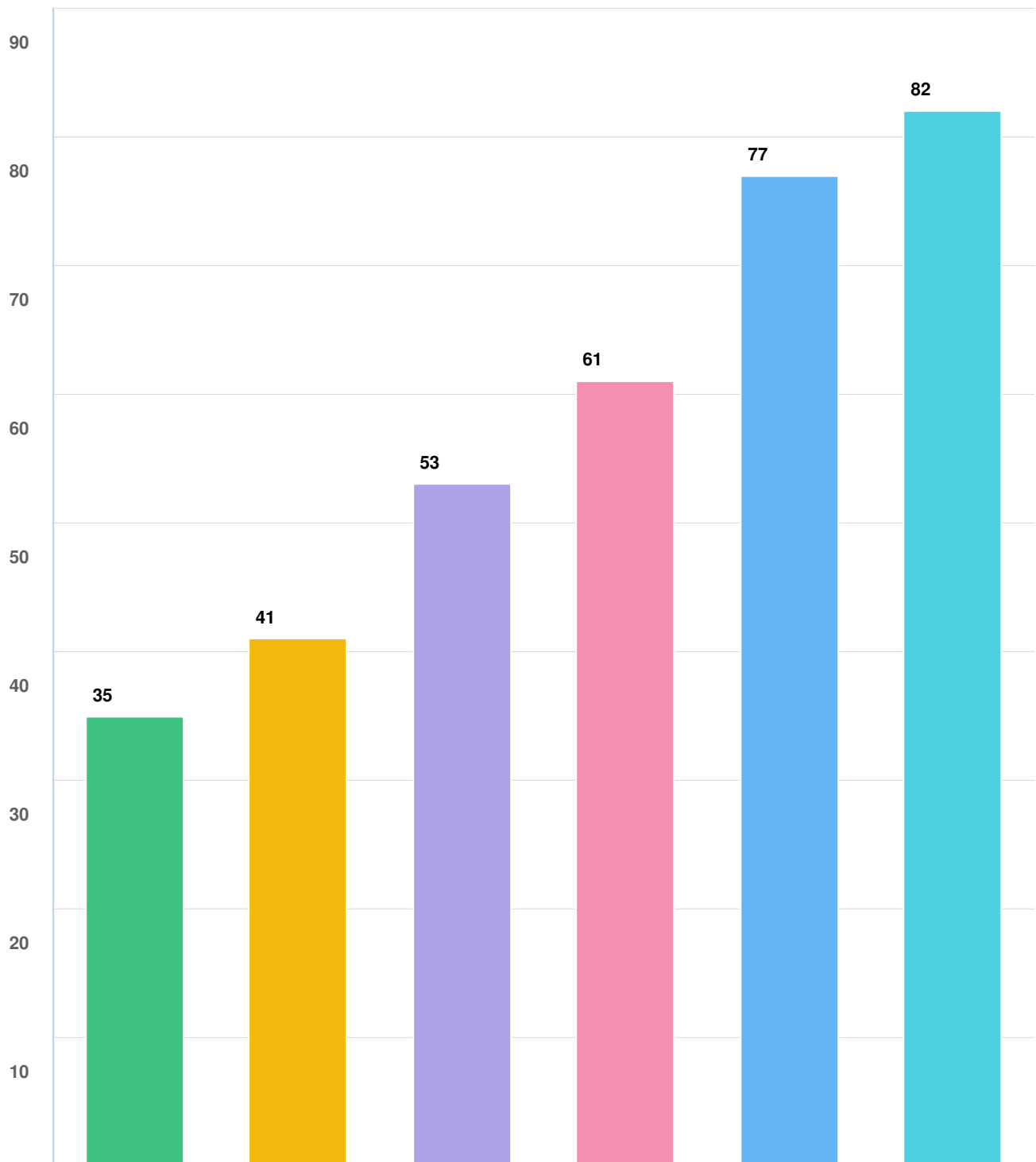
- No
- Yes

Mandatory Question (338 response(s))

Question type: Radio Button Question

Filtering by: Which district or borough area do you live in? Arun

Q41 Is there a particular time of day? (please tick any times when you feel unsafe in those locations)



Question options

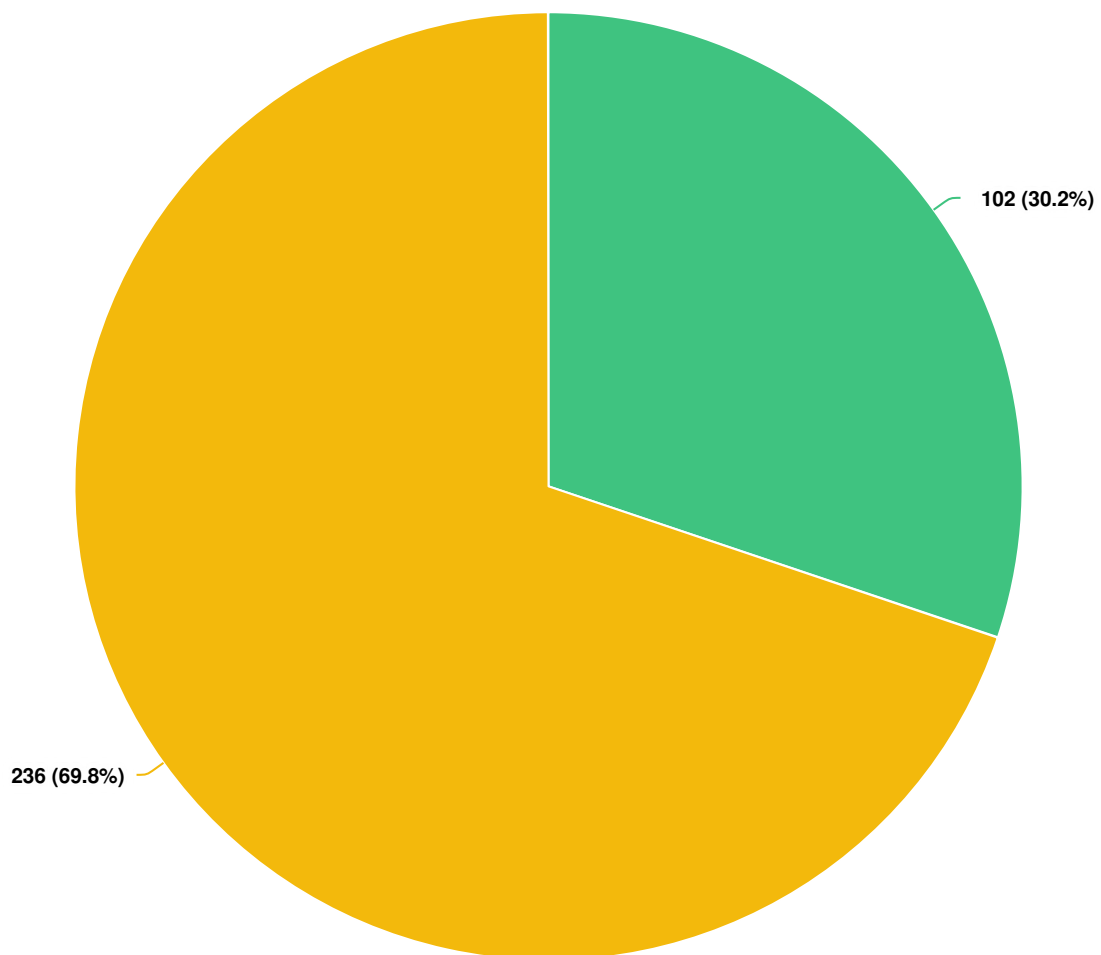
- 5.01pm - 7pm
- 3.01pm - 5pm
- 1.01pm - 3pm
- 11.01am - 1pm
- 9.01am - 11am
- 7am - 9am

Mandatory Question (91 response(s))

Question type: Checkbox Question

Filtering by: Which district or borough area do you live in? Arun

Q42 Do you feel safe out and about in your local neighbourhood at night?



Question options

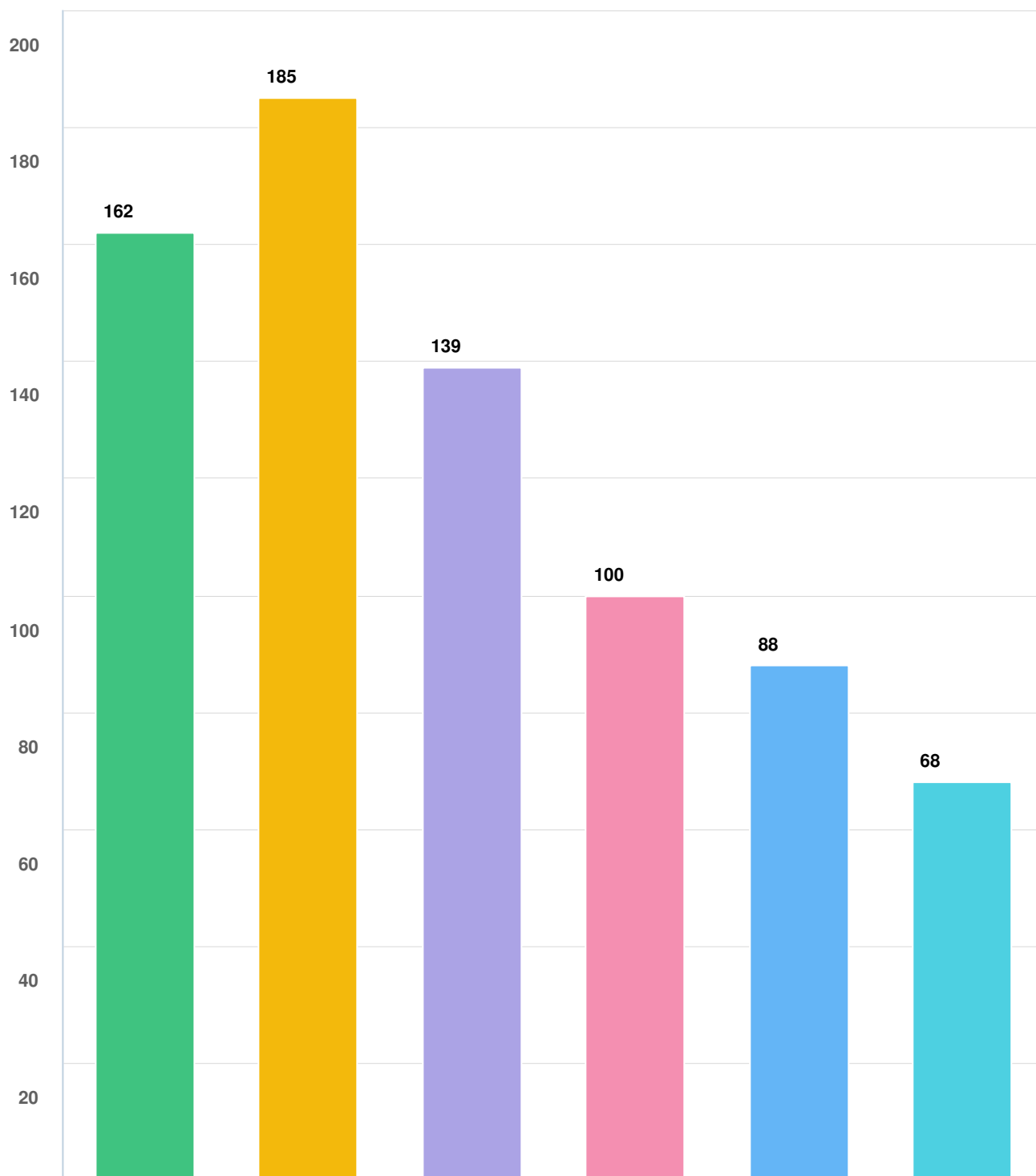
- No
- Yes

Mandatory Question (338 response(s))

Question type: Radio Button Question

Filtering by: Which district or borough area do you live in? Arun

Q45 Is there a particular time of night?(please tick any times when you feel unsafe in those locations)



Question options

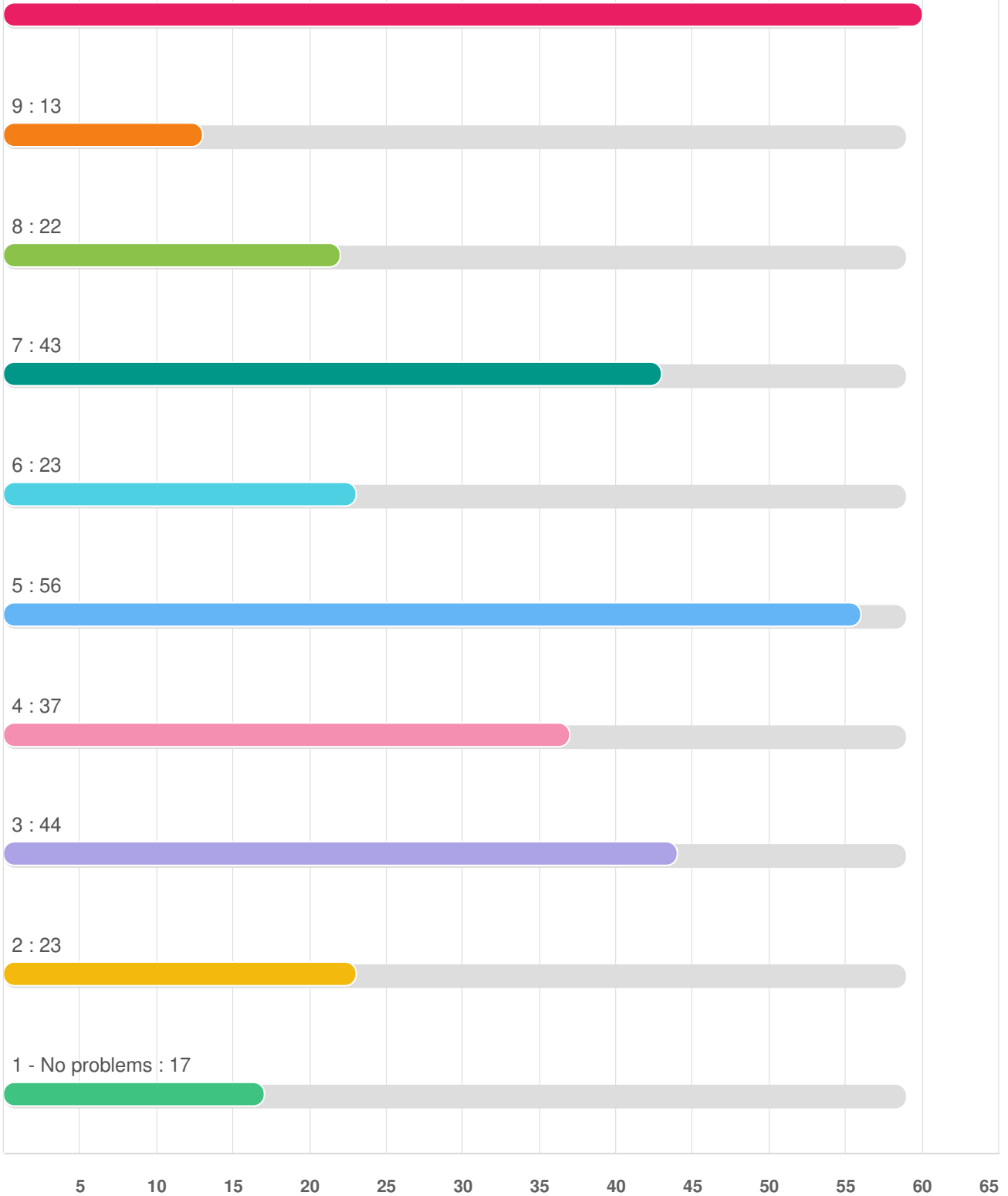
- 5.01am - 7am
- 3.01am - 5am
- 1.01am - 3am
- 11.01pm - 1am
- 9.01pm - 11pm
- 7pm - 9pm

Mandatory Question (236 response(s))
 Question type: Checkbox Question
 Filtering by: Which district or borough area do you live in? Arun

Q46 | On a scale of 1 - 10...

How much of a problem do you feel crime is in your neighbourhood?

10 - Lots of problems : 60



How much of a problem do you feel anti-social behaviour is in your neighbourhood?

10 - Lots of problems : 78



9 : 29



8 : 51



7 : 46



6 : 24



5 : 33



4 : 23



3 : 19



2 : 22

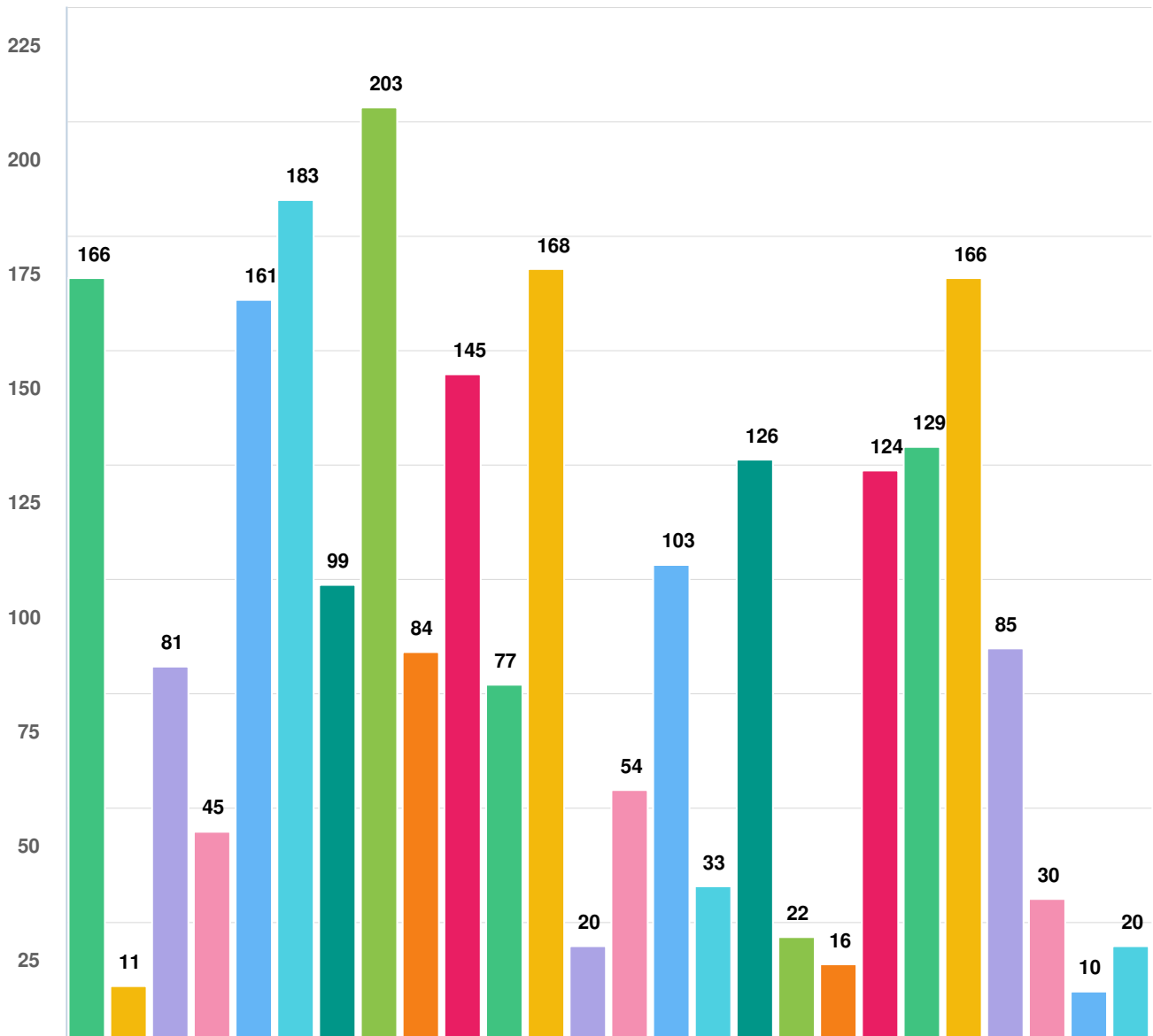


1 - No problems : 13



10 20 30 40 50 60 70 80 90

Q47 Which of the following criminal and anti-social behaviour issues are a problem in your local neighbourhood? (please tick all that apply)



Question options

- Other (please specify)
- I don't feel there are any criminal or anti-social behaviour issues in my neighbourhood
- Violent crime
- Vehicle theft/crime
- Speeding
- Street drinking during the evening/night time
- Street drinking during the day
- Rural crime (e.g. agricultural, equine, wildlife, heritage)
- Personal fraud - tricked or scammed out of money or something else valuable
- Noise issues related to cars
- Knife crime
- Noise issues
- Neighbour disputes
- Hate crime
- Littering
- Graffiti
- Environmental crime (e.g. illegal waste dumping, fly tipping, polluting watercourses and land)
- Drug litter in public places
- Drugs – people using or dealing
- Criminal damage
- Driving – risky or anti social
- Dog fouling
- Business crime (e.g. theft, criminal damage, fraud, burglary against a business)
- Burglary
- Arson
- Abusive or threatening behaviour

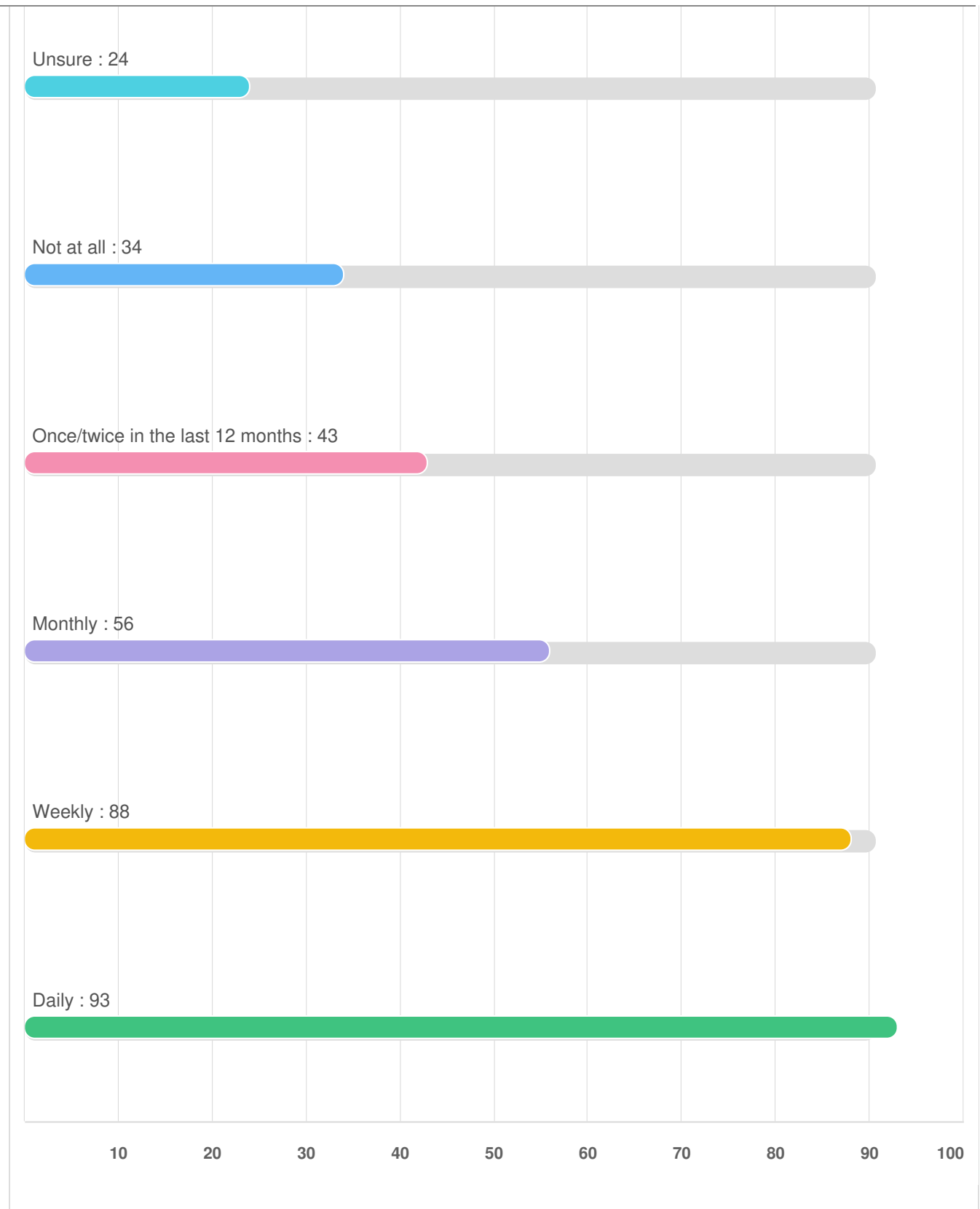
Mandatory Question (338 response(s))

Question type: Checkbox Question

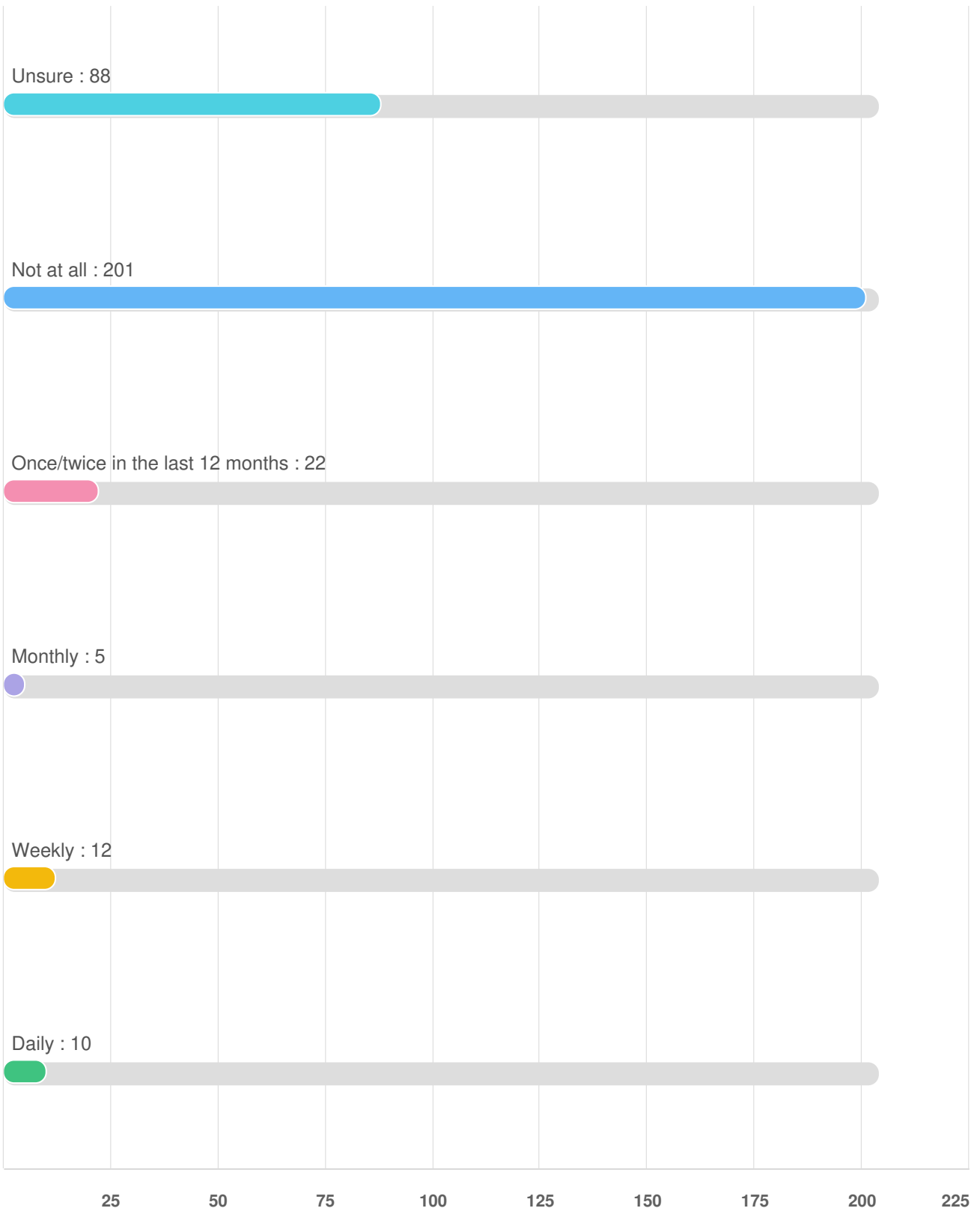
Filtering by: Which district or borough area do you live in? Arun

Q48 | Over the last 12 months, how often, if at all, have you experienced or witnessed any of the following in your local neighbourhood:

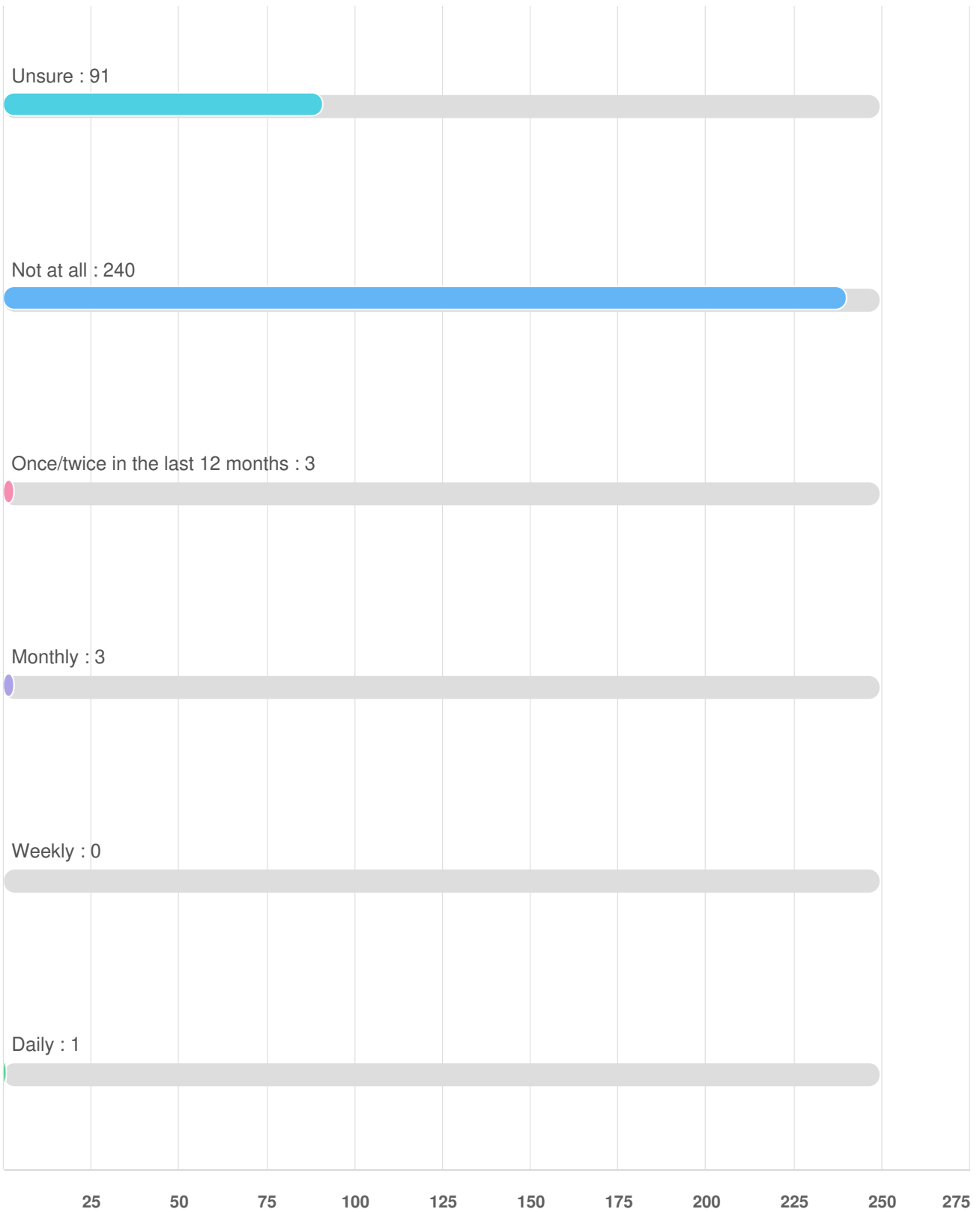
Anti-social driving/road safety (e.g. street racing, street cruising, riding unlicensed powered vehicles, misusing vehicles off-road or performing stunts and tricks)

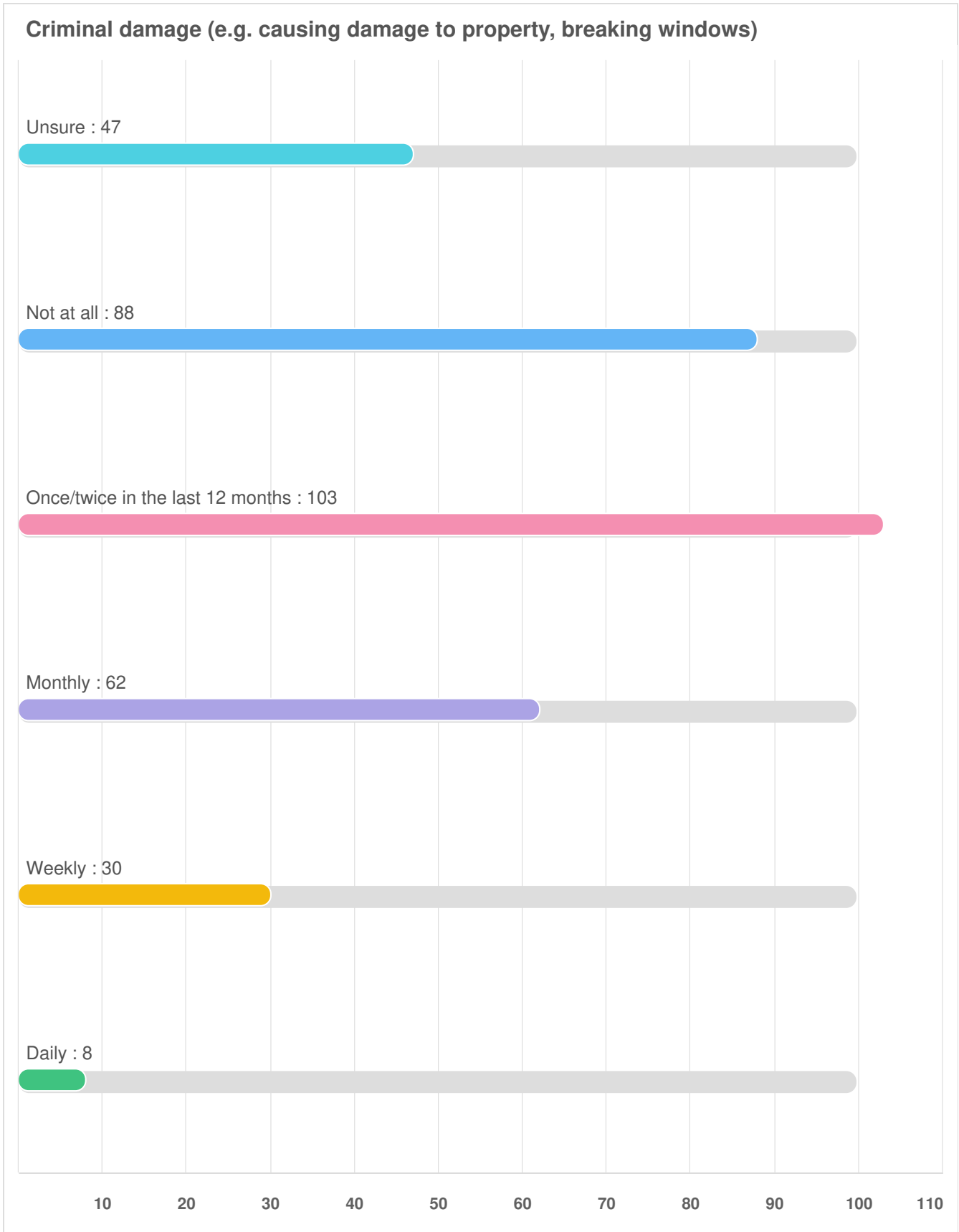


Child criminal exploitation (e.g. forcing or manipulating a child under 18 into committing a crime including selling drugs)

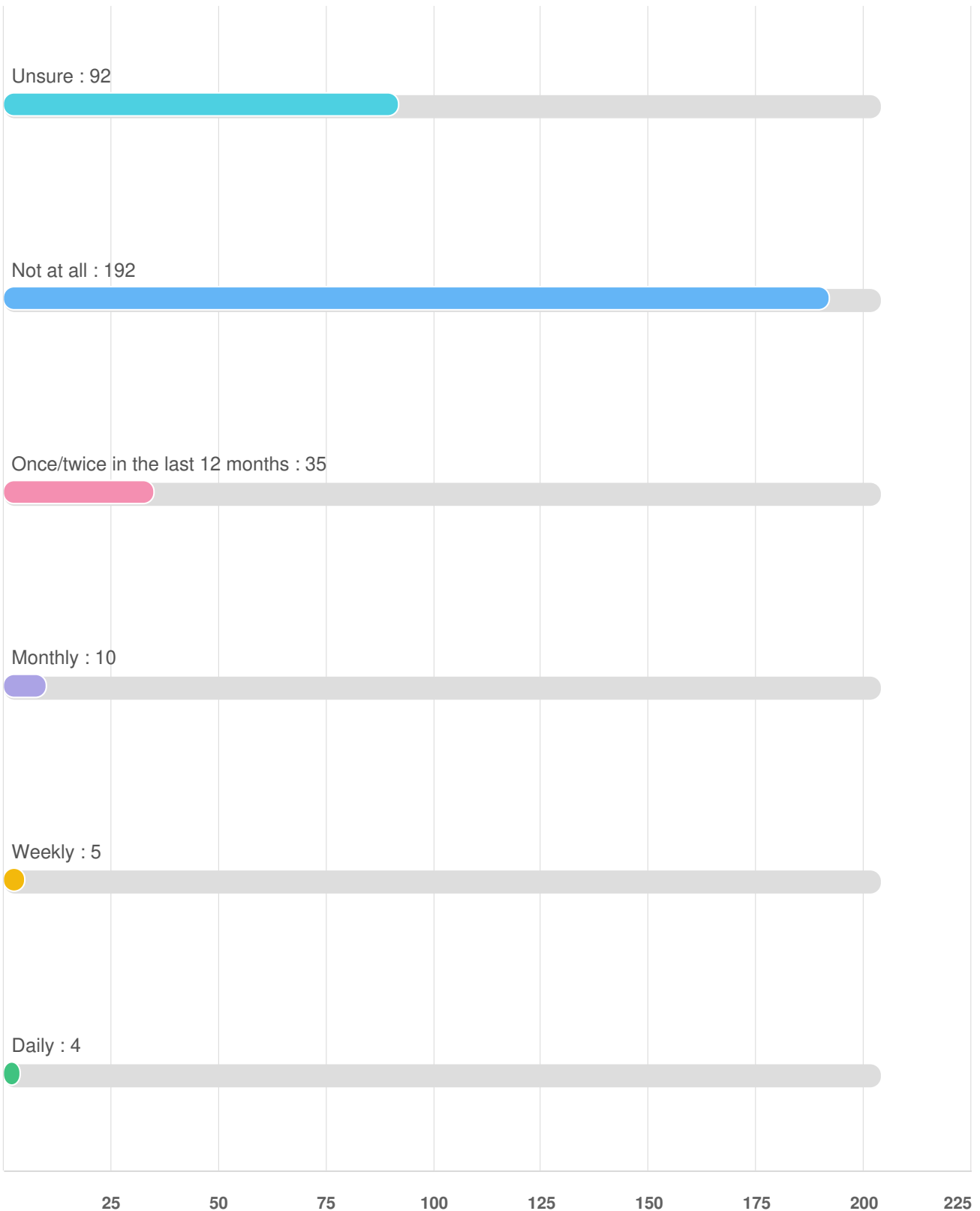


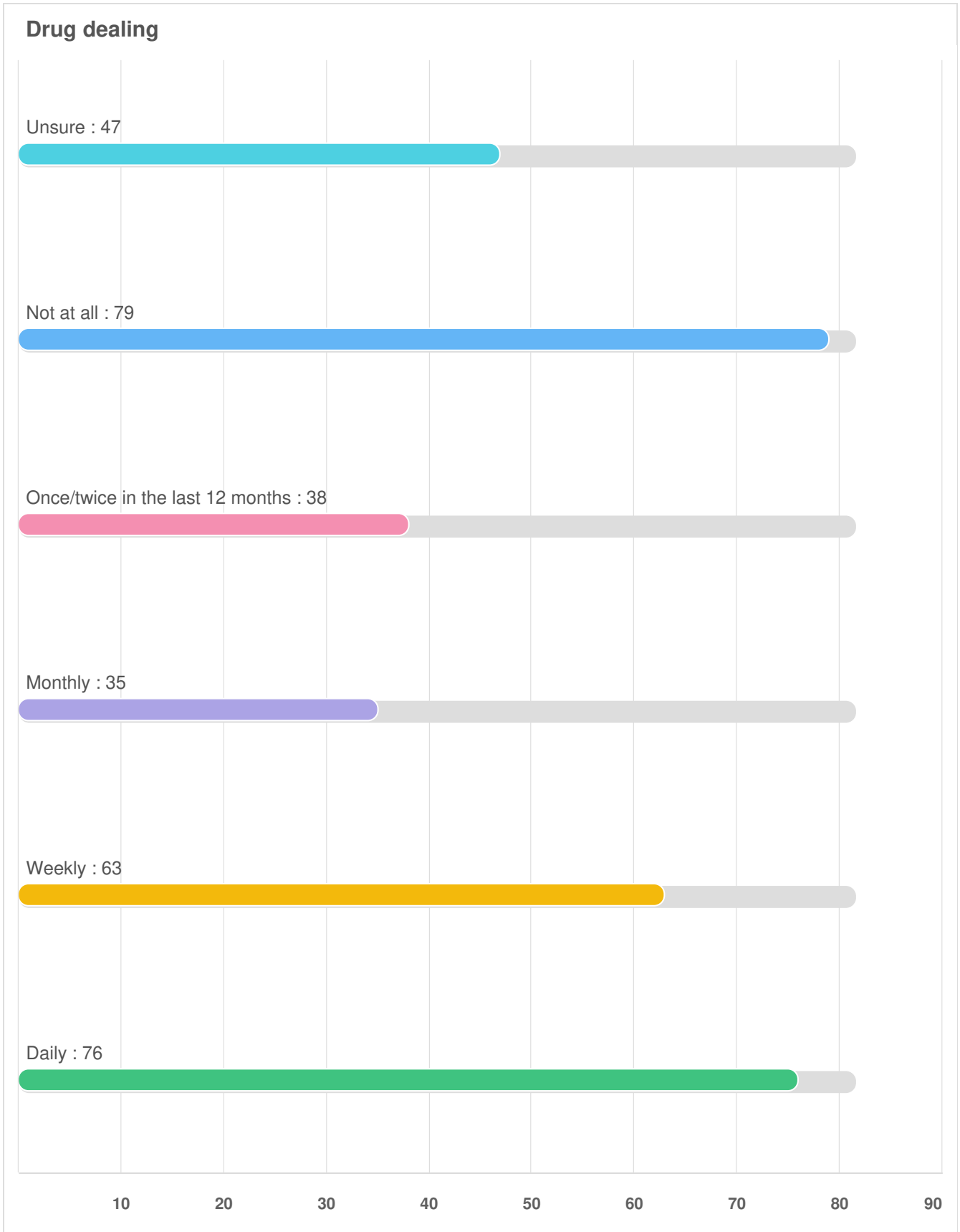
Child sexual exploitation (e.g. forcing or manipulating a child under 18 into sexual activity including taking pictures or videoing themselves)



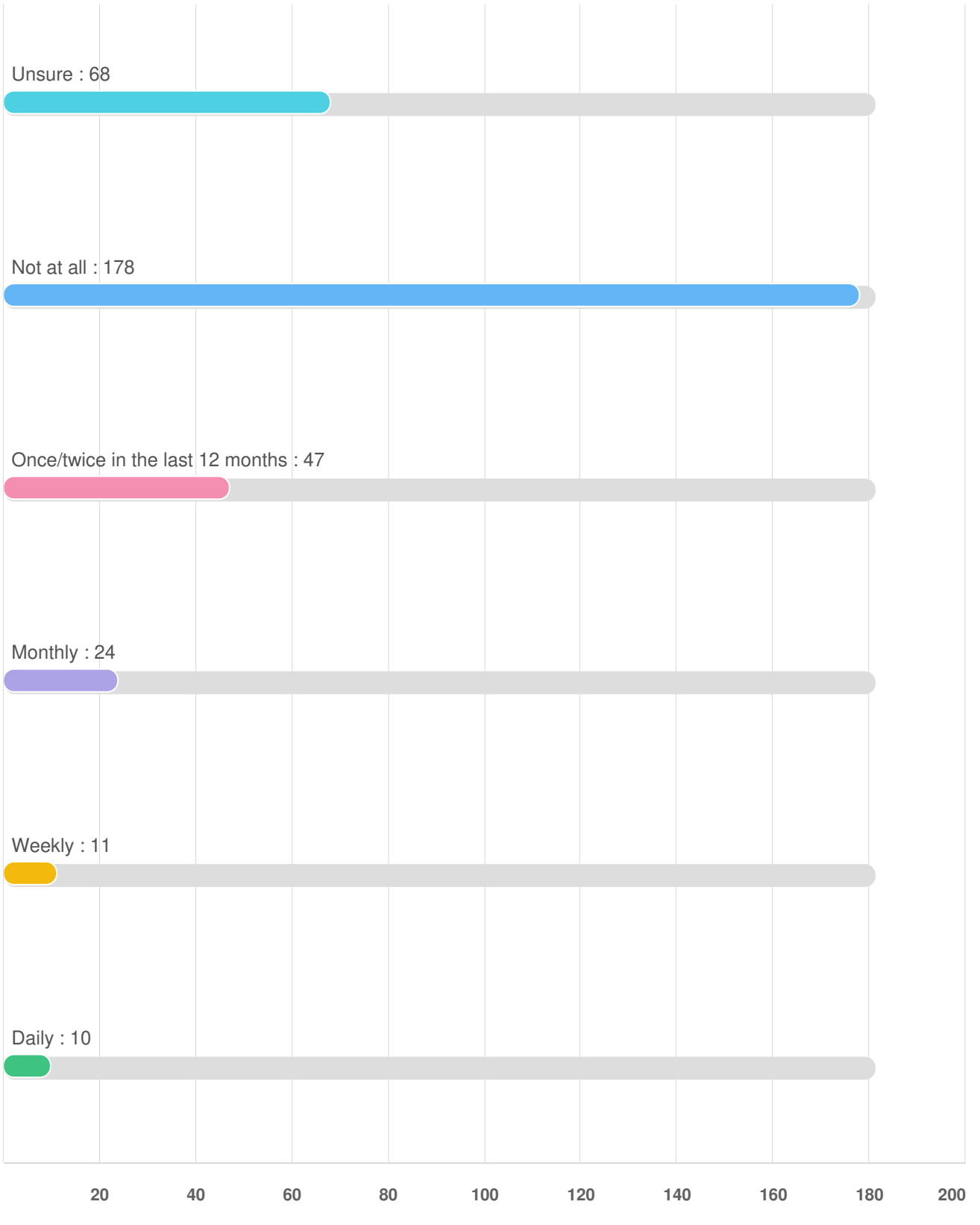


Domestic abuse (e.g. being emotionally, physically or financially abused by a partner, ex-partner or family member)

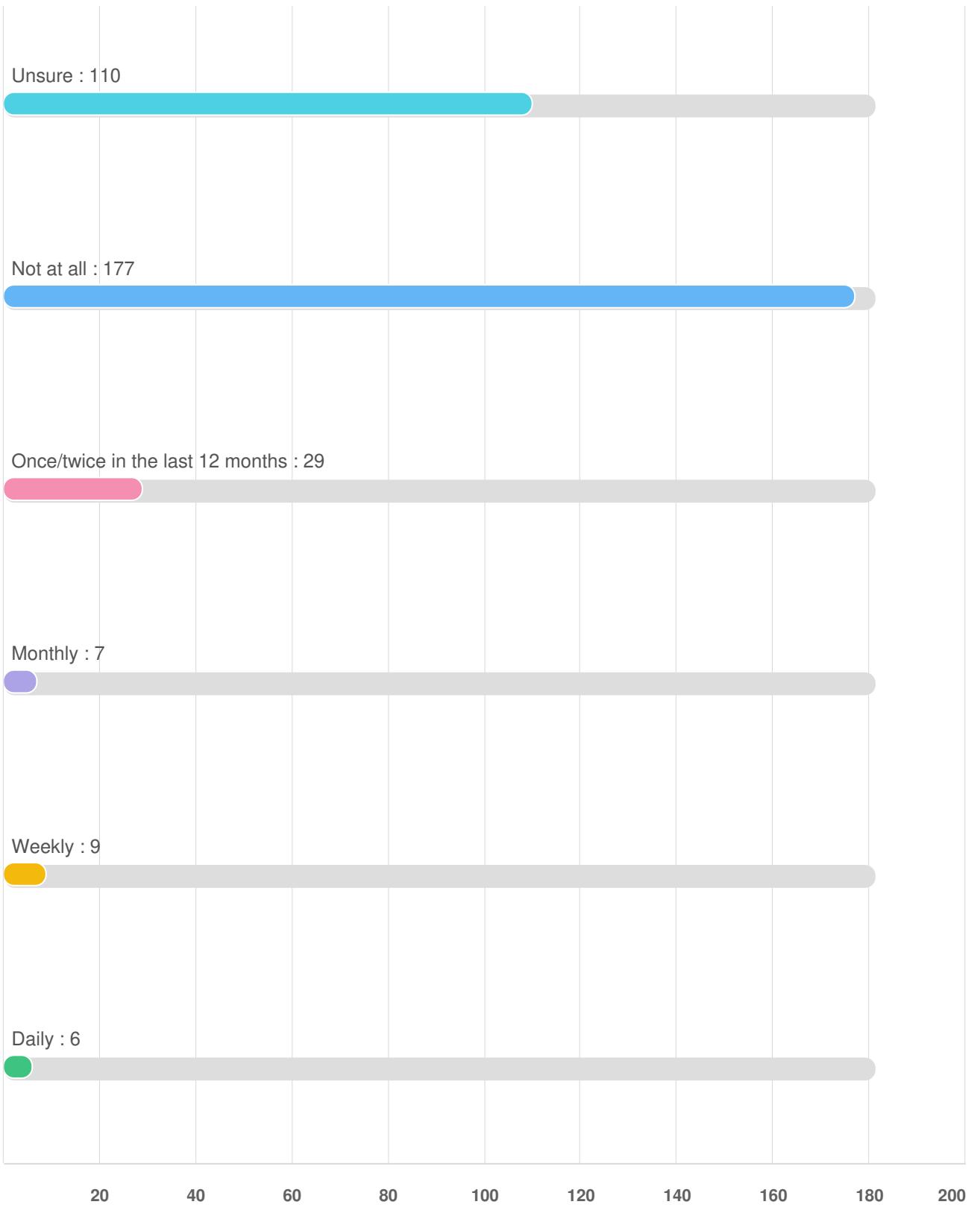




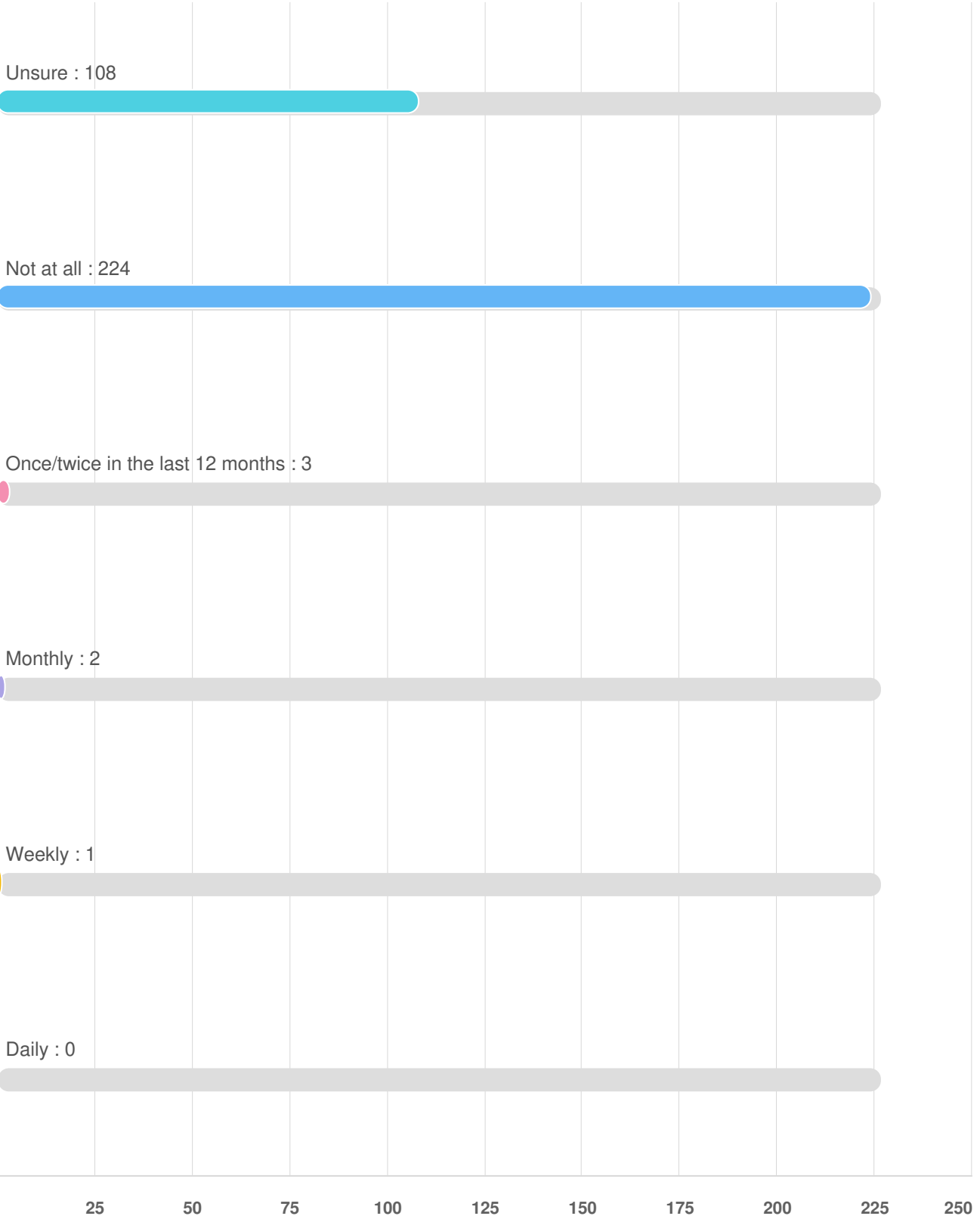
Hate crime (being verbally abused, hurt or attacked on the basis of your disability, ethnicity, religion, sexual orientation or transgender status)



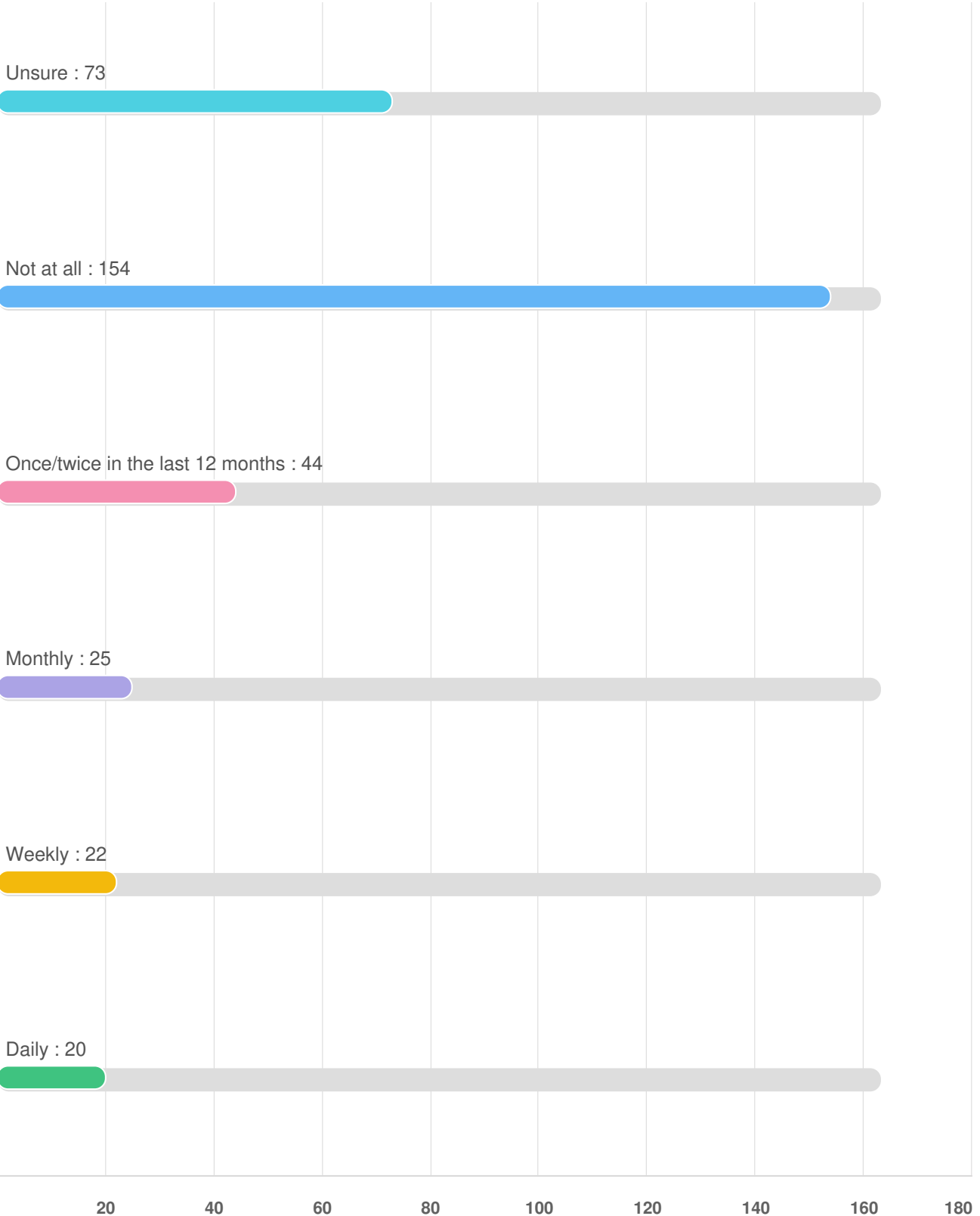
Knife carrying or knives being used to commit crime

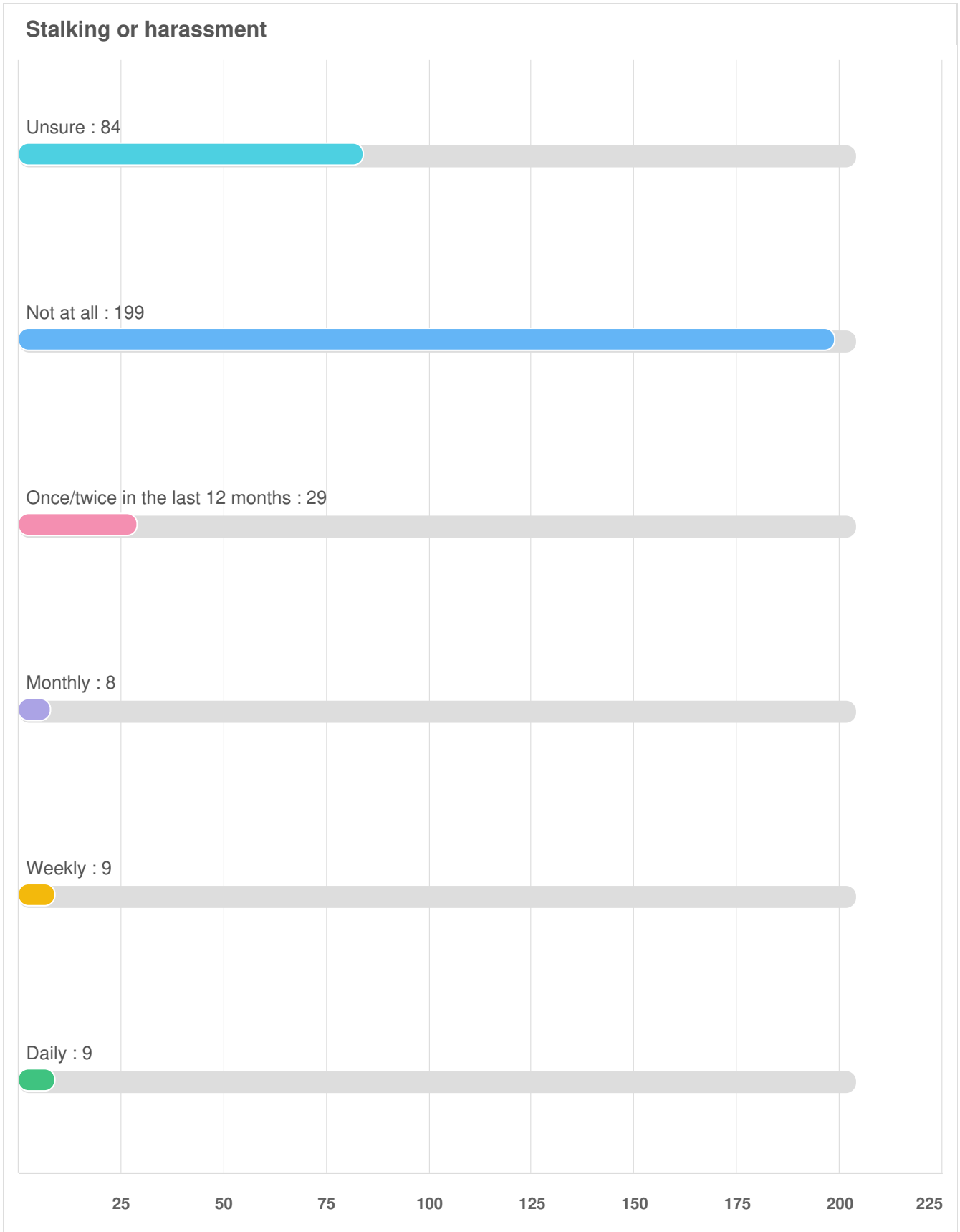


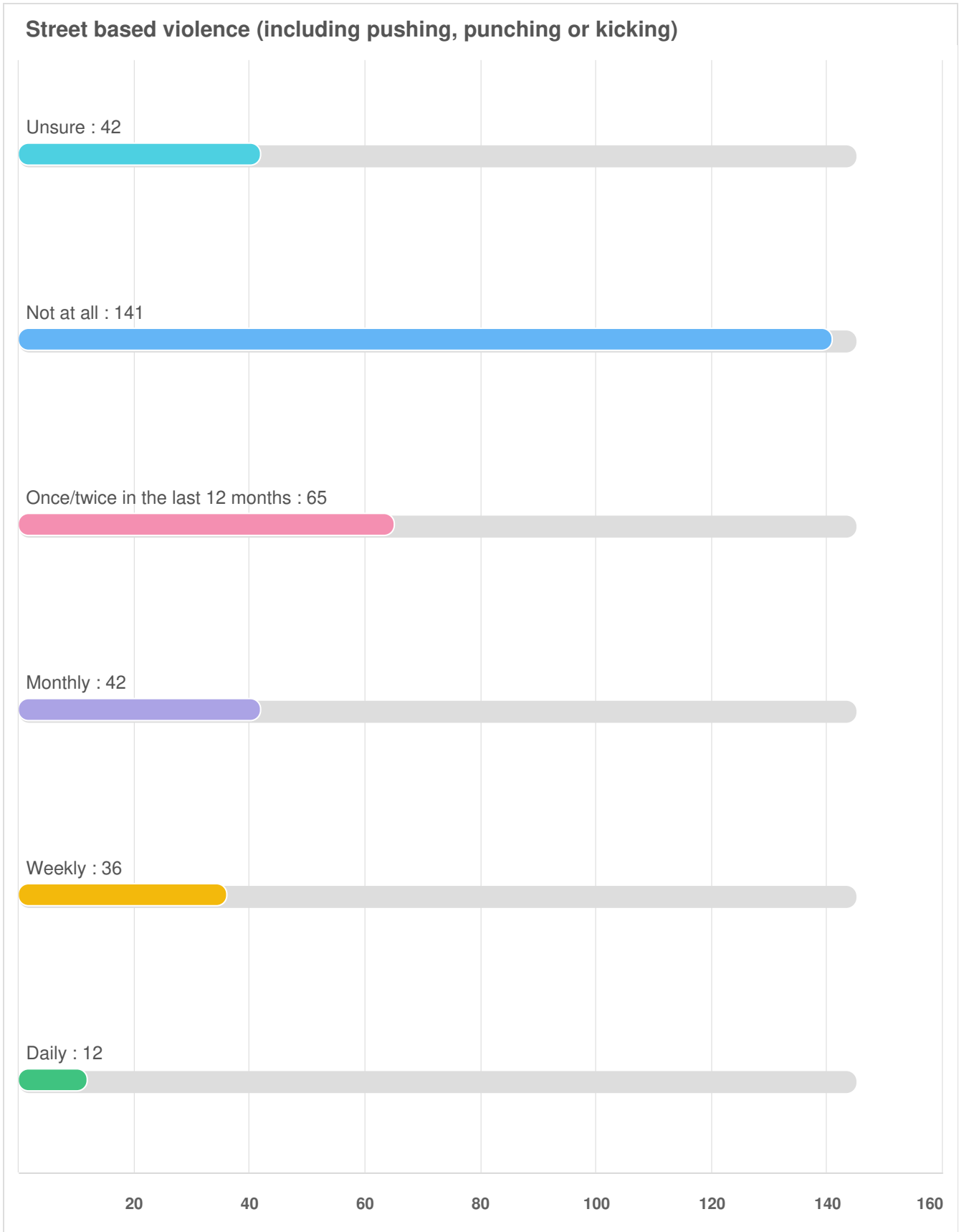
Modern slavery (e.g. being forced or manipulated into work such as nail bars, fruit picking, car washing, construction, domestic labour)



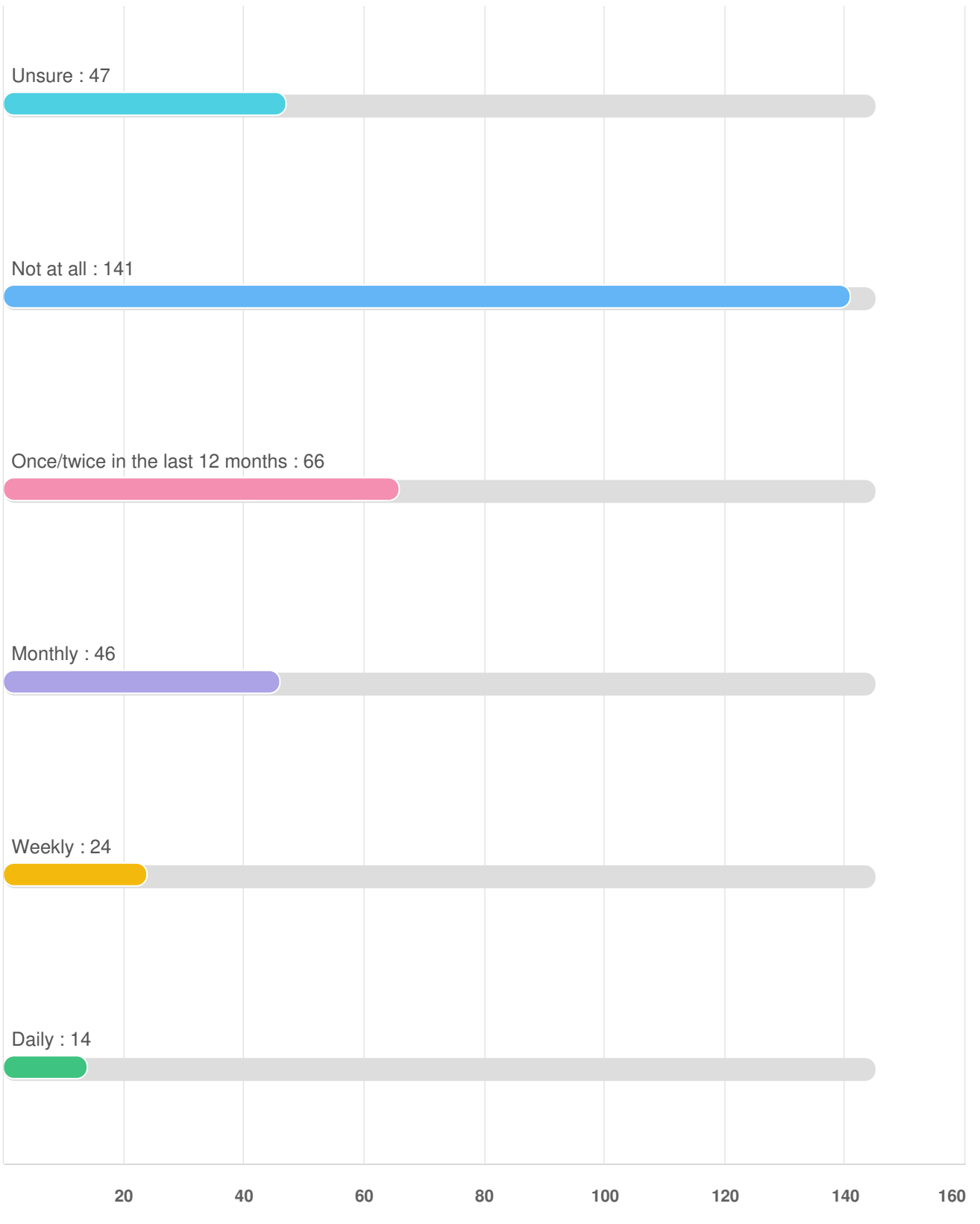
Online crime (e.g. someone using the internet or technology to bully, stalk or harass you or commit crime against you such as fraud and scams)



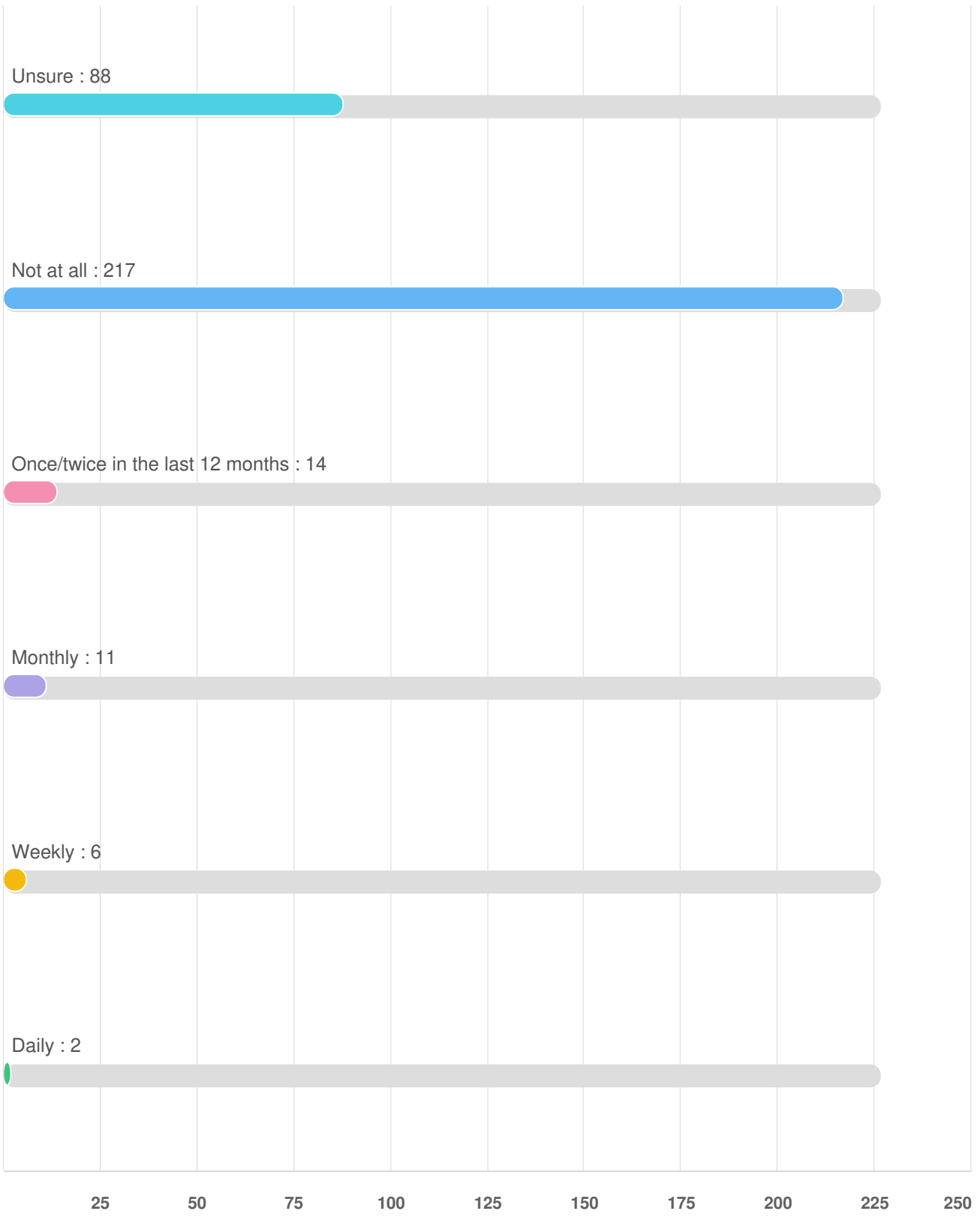




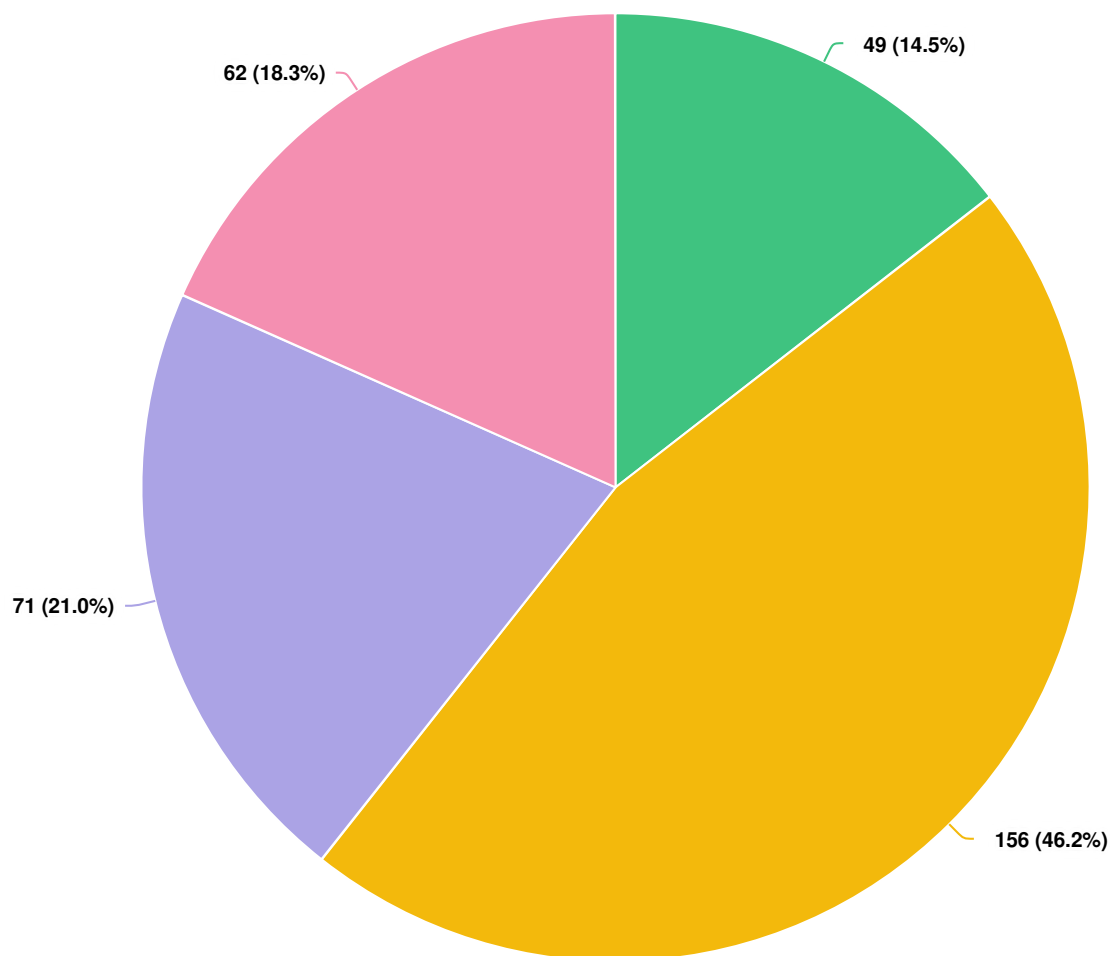
Threatened with violence or verbal abuse (e.g. someone making threats to hurt, damage property)



Violence Against Women and Girls (e.g. rape and other sexual offences, stalking, domestic abuse, 'honour'-based abuse (including female genital mutilation, forced marriage and 'honour' killings), 'revenge porn' and 'upskirting')



Q49 | If you did experience any criminal or anti-social behaviour, was it personally or as a witness?



Question options

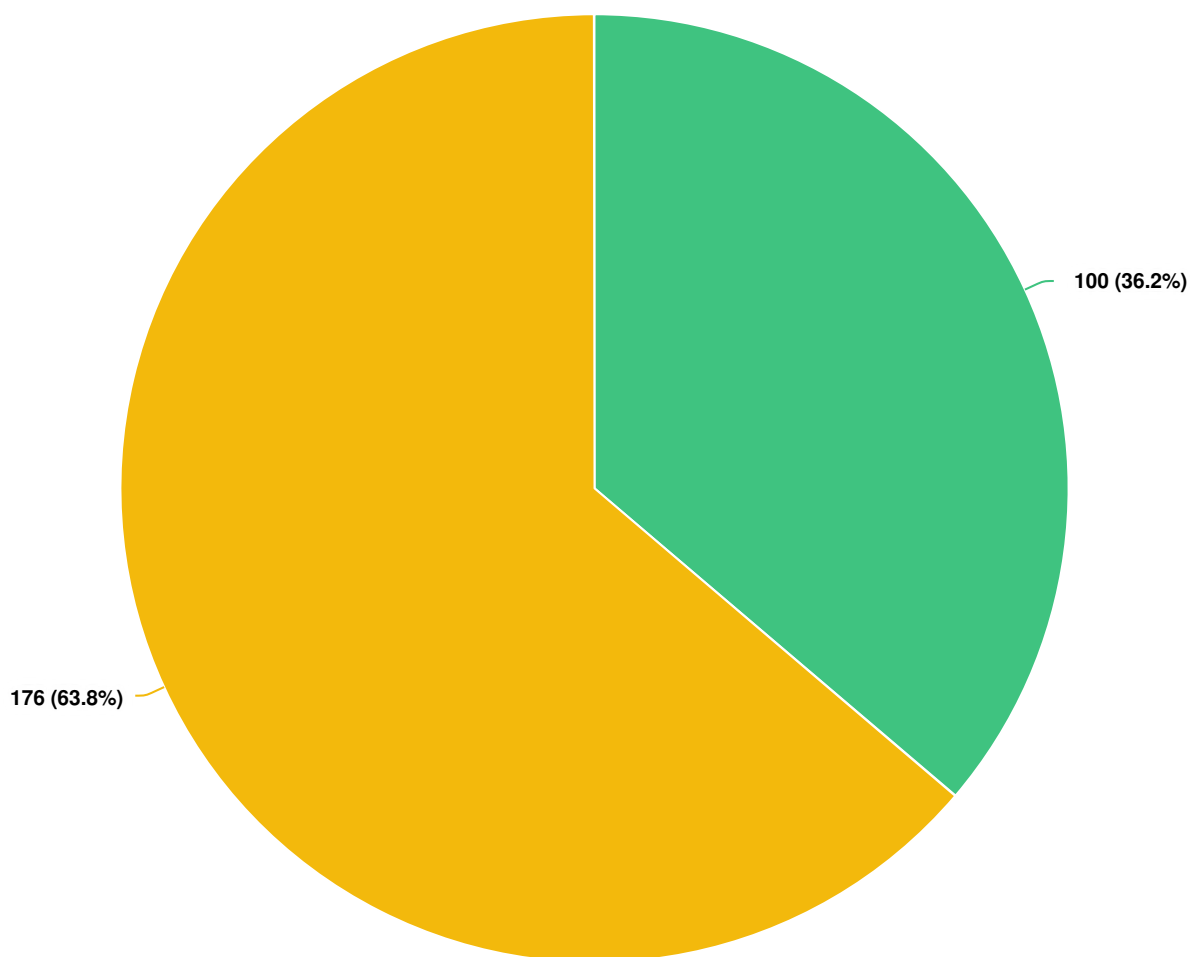
- I haven't experienced any criminal or anti-social behaviour
- Both
- Witnessed
- Personally

Mandatory Question (338 response(s))

Question type: Radio Button Question

Filtering by: Which district or borough area do you live in? Arun

Q50 Did you report the incident you were involved in or witnessed?

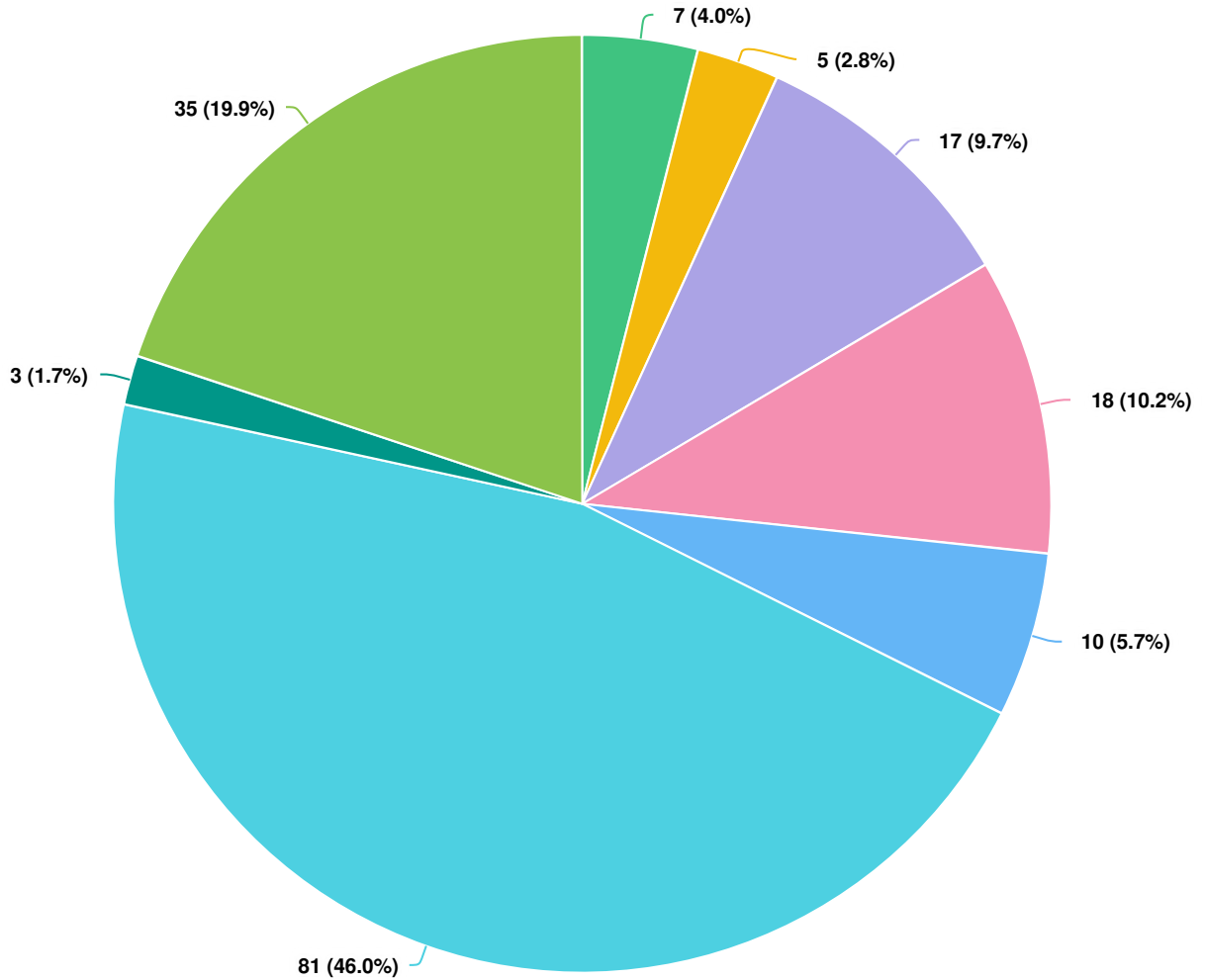


Question options

- No
- Yes

Mandatory Question (276 response(s))
Question type: Radio Button Question
Filtering by: Which district or borough area do you live in? Arun

Q51 | If you didn't report it, why not?

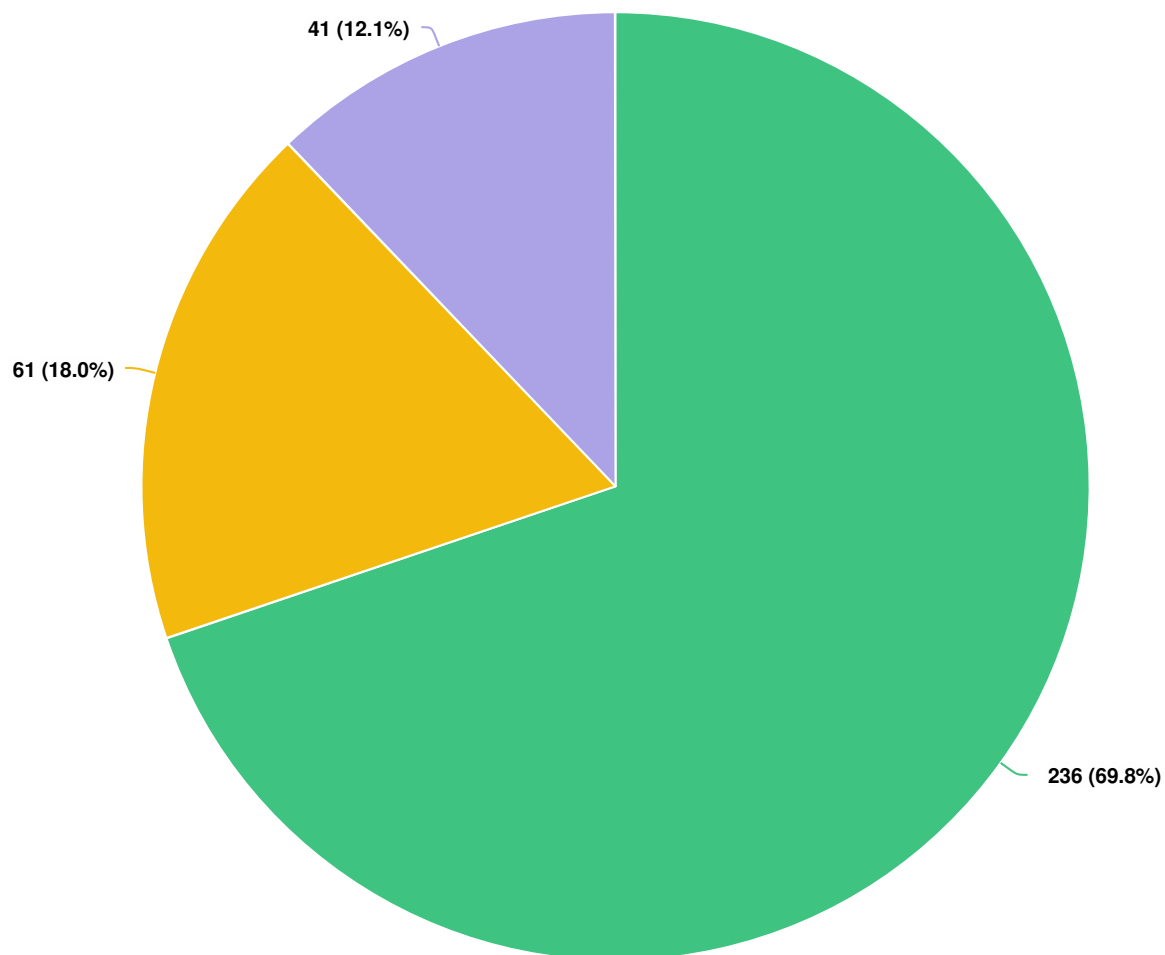


Question options

- Other (please specify)
- I couldn't be bothered
- I didn't think anything would be done about it
- There were lots of people about and I thought someone else would report it
- I didn't know the best place to report it
- I didn't want to get involved
- I didn't think it was my business
- I was scared to

Mandatory Question (176 response(s))
Question type: Radio Button Question
Filtering by: Which district or borough area do you live in? Arun

Q53 Do you have anyone who could support you if you needed help?

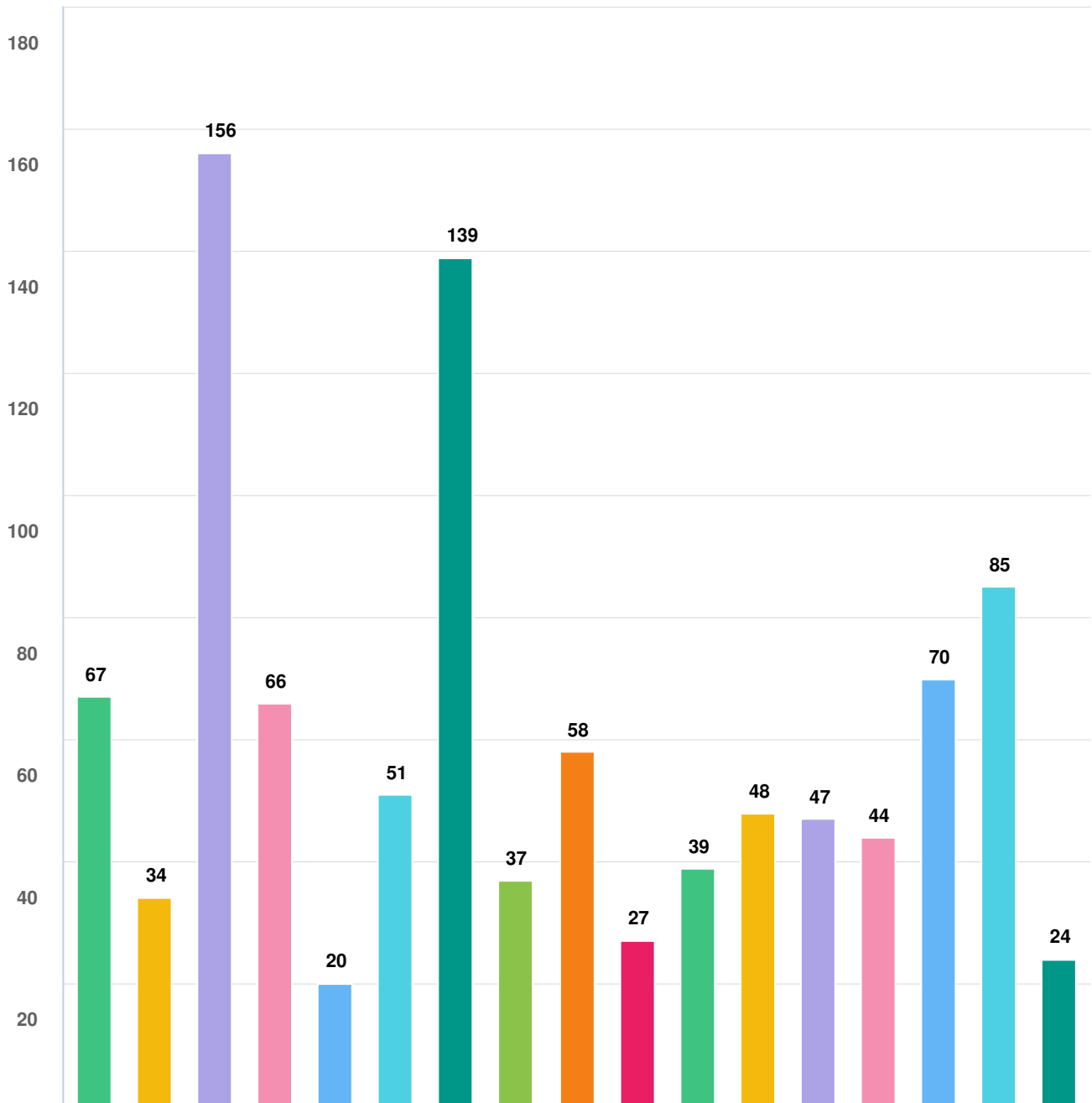


Question options

- Unsure
- No
- Yes

Mandatory Question (338 response(s))
Question type: Radio Button Question
Filtering by: Which district or borough area do you live in? Arun

Q54 Where do you get your information from on crime or anti-social behaviour in your neighbourhood? (pick as many that are relevant)



Question options

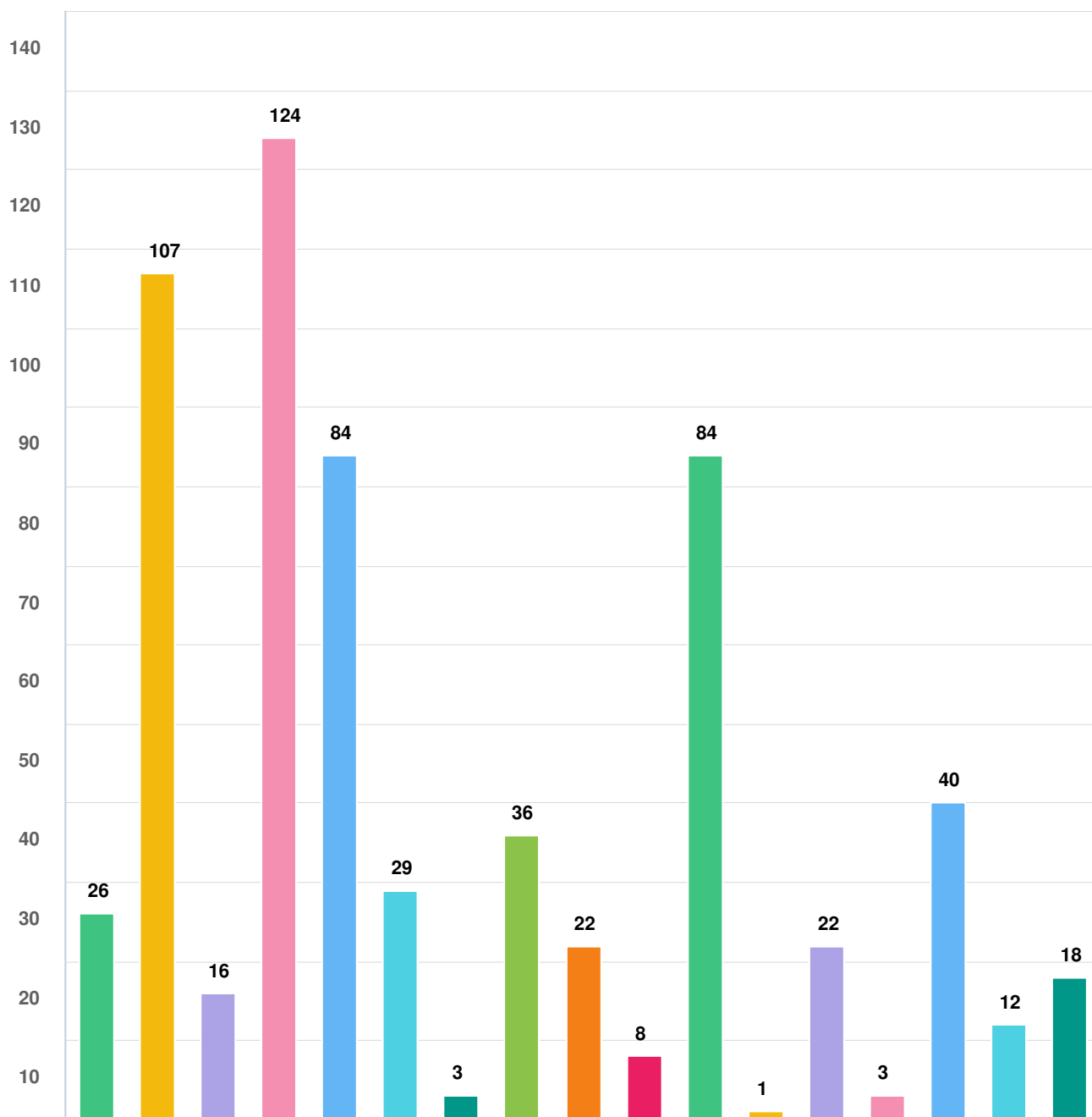
- Other (please specify)
- Sussex Police
- Television
- Radio
- I don't get/receive information on crime and anti-social behaviour
- Sussex Police and Crime Commissioner
- Newspaper - online
- Local Whatsapp group
- Nextdoor
- Newspaper - printed
- Local Facebook group
- Local council social media
- Local council printed magazine
- Local council newsletter
- Friends/neighbours
- County Council social media
- County Council newsletter

Mandatory Question (338 response(s))

Question type: Checkbox Question

Filtering by: Which district or borough area do you live in? Arun

**Q55 | How do you prefer to be kept updated on crime and safety issues, news and events?
(tick all that apply)**

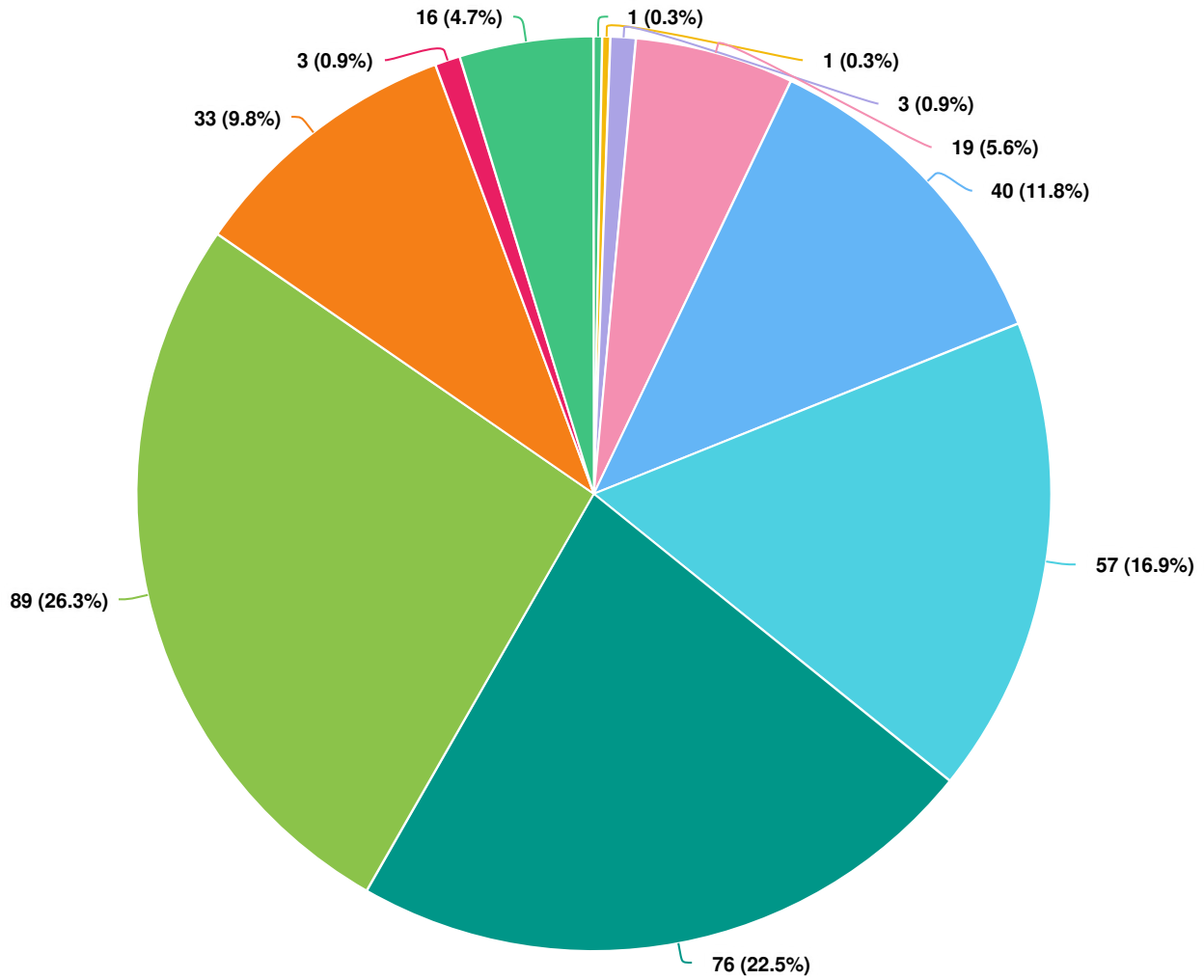


Question options

- Other (please specify) ● X (formerly known as Twitter)
- I don't want to be kept updated on crime and safety issues, news and events ● TikTok ● Whatsapp ● Snapchat
- Updates on local council website ● Short YouTube video updates ● Printed update on Town & Parish noticeboards
- Printed magazine ● Podcast ● Nextdoor ● Neighbourhood Watch alerts ● Monthly newsletter sent to my inbox
- Instagram ● Facebook ● Drop-in session at local community events

Mandatory Question (338 response(s))
 Question type: Checkbox Question
 Filtering by: Which district or borough area do you live in? Arun

Q59 | Age

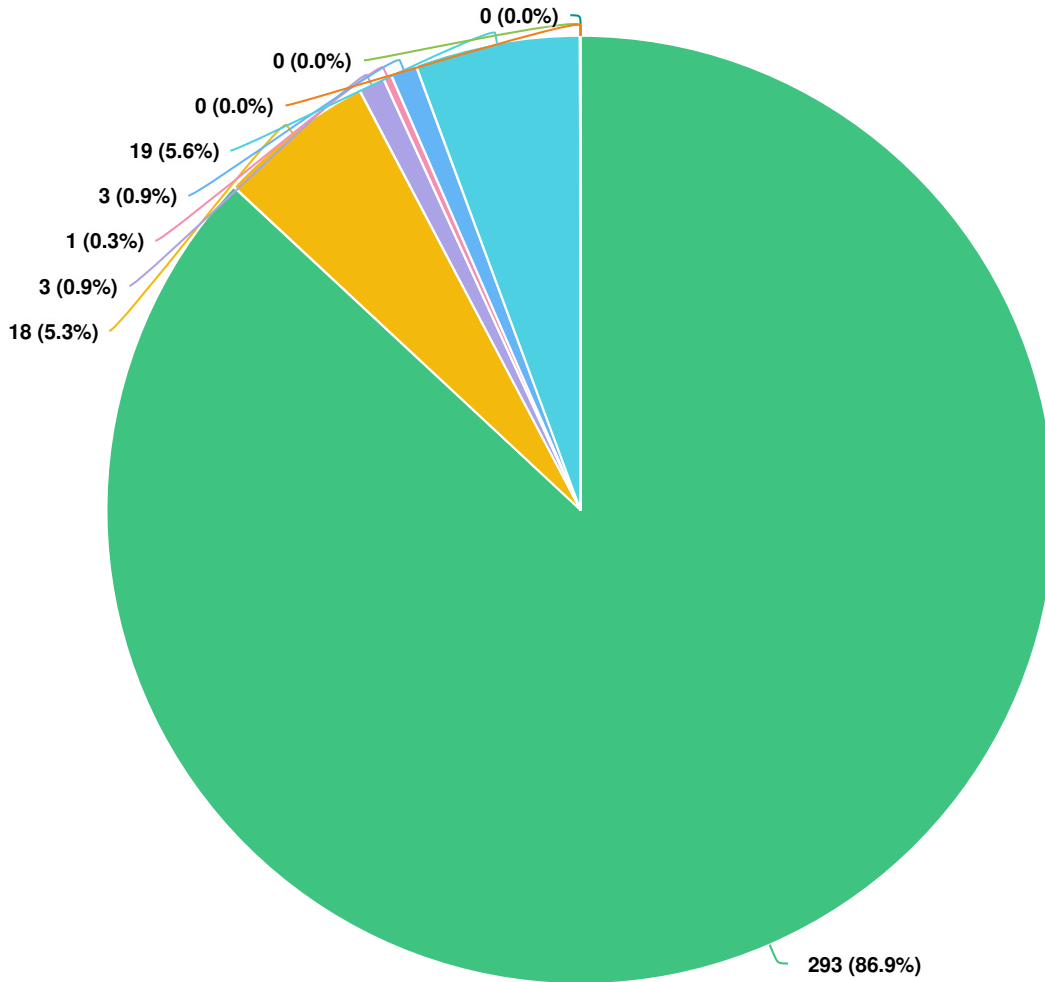


Question options

- Prefer not to say ● 84+ ● 75-84 ● 65-74 ● 55-64 ● 45-54 ● 35-44 ● 25-34 ● 20-24
- 13-19 ● 12 and under

Mandatory Question (338 response(s))
 Question type: Radio Button Question
 Filtering by: Which district or borough area do you live in? Arun

Q60 Ethnic group

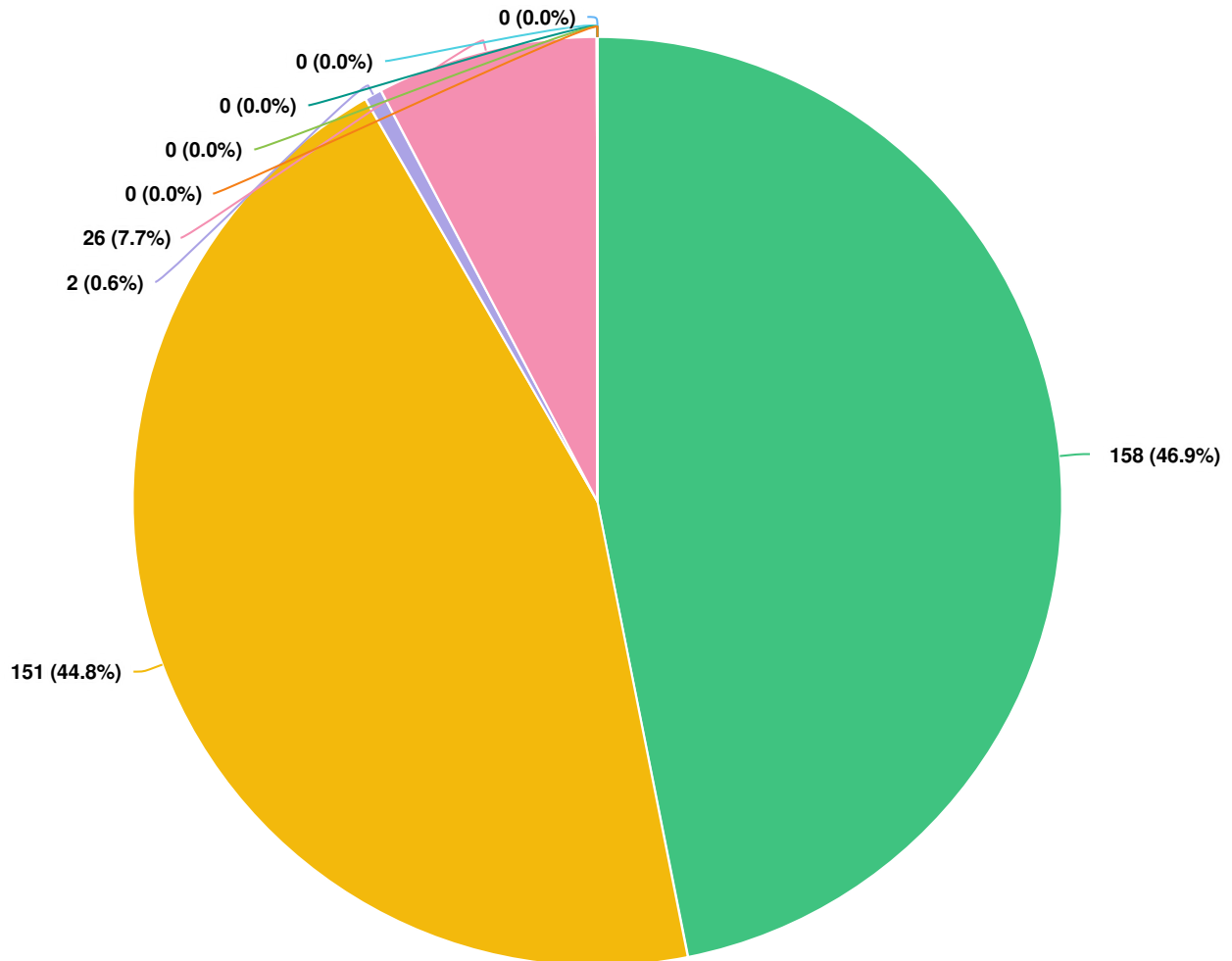


Question options

- Chinese
- Asian
- Black
- Prefer not to say
- Other
- Gypsy/Irish/Roma Traveller
- Mixed
- White other
- White British

Mandatory Question (337 response(s))
Question type: Radio Button Question
Filtering by: Which district or borough area do you live in? Arun

Q61 What is your religion?

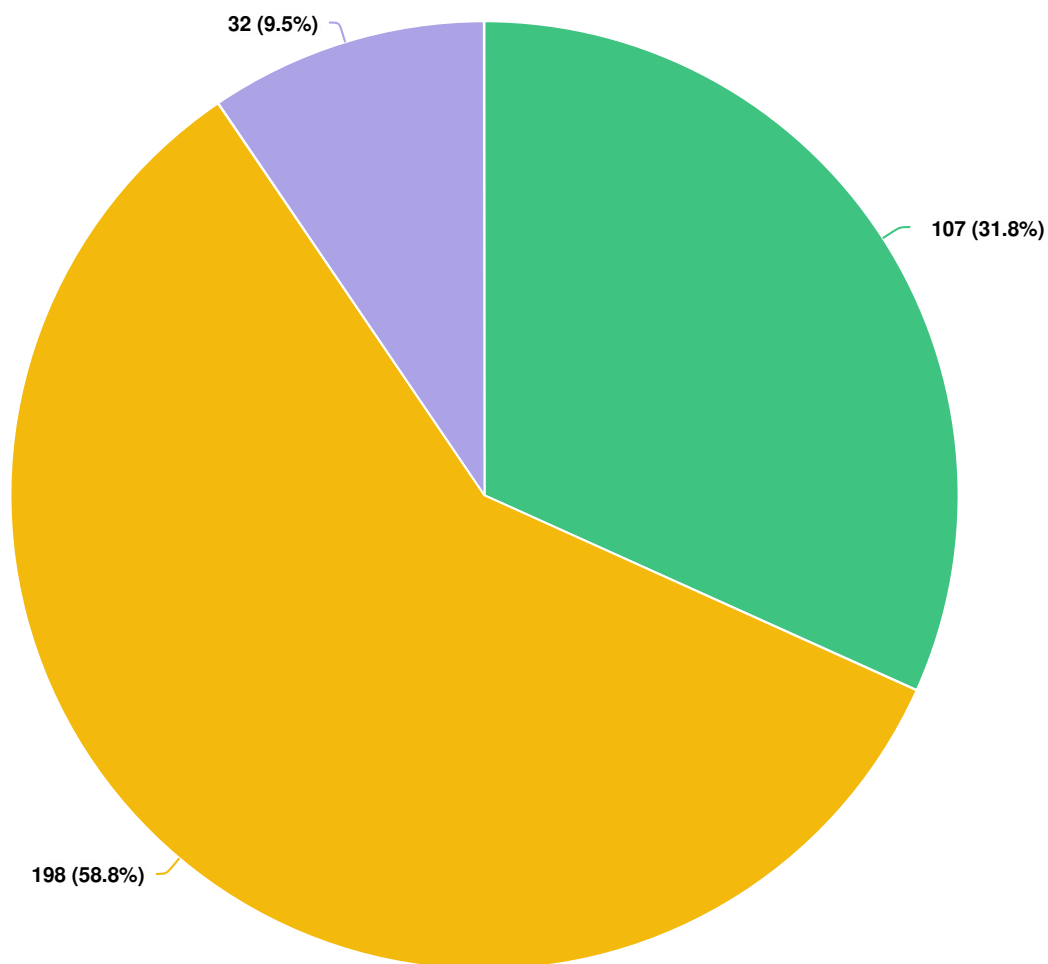


Question options

- Sikh
- Muslim
- Jewish
- Hindu
- Buddhist
- Prefer not to say
- Any other religion
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- No religion

Mandatory Question (337 response(s))
Question type: Radio Button Question
Filtering by: Which district or borough area do you live in? Arun

Q62 Do you consider yourself to have a disability or long-term illness?



Question options

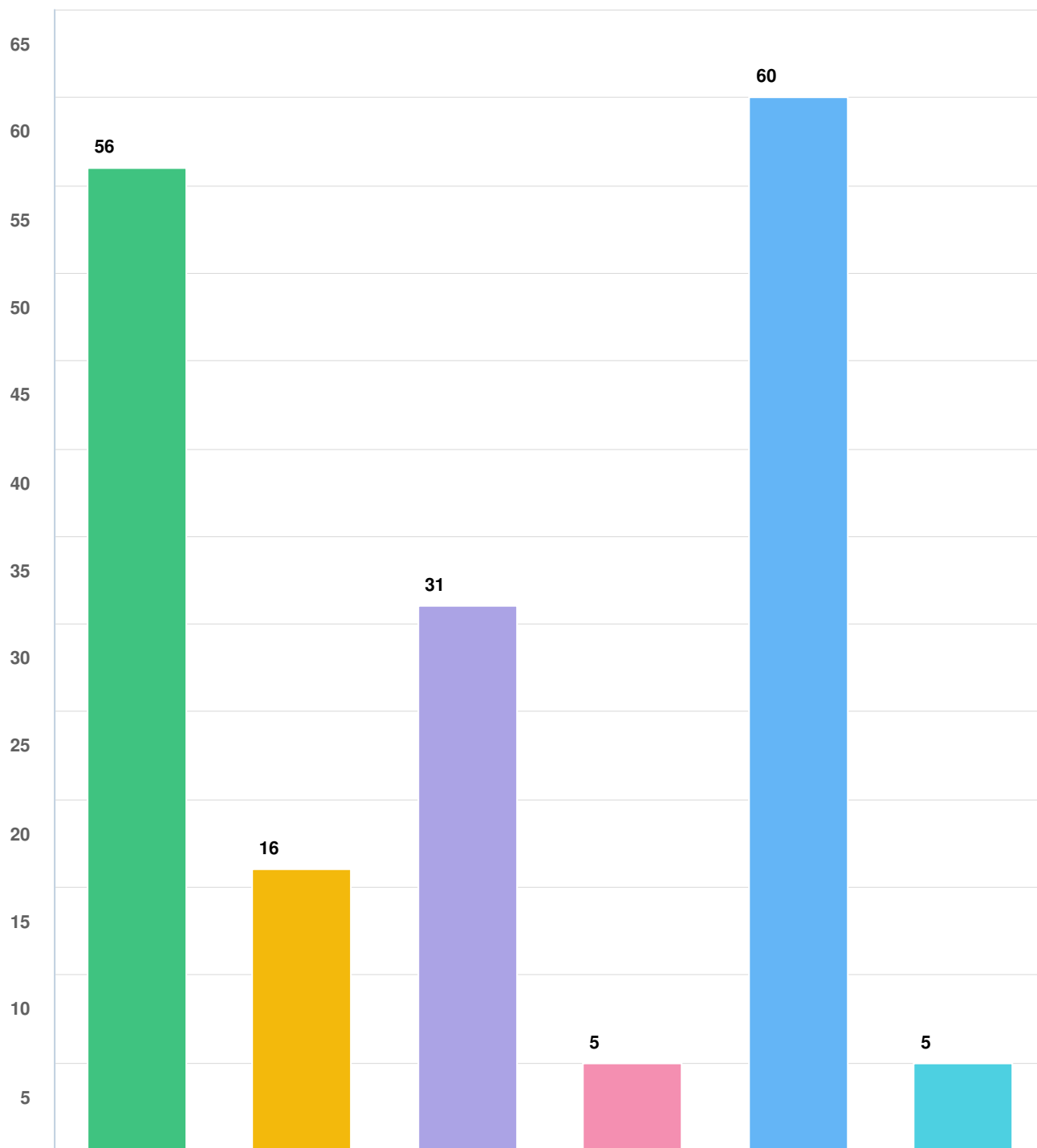
- Prefer not to say
- No
- Yes

Mandatory Question (337 response(s))

Question type: Radio Button Question

Filtering by: Which district or borough area do you live in? Arun

Q63 If yes, please state what your disability is: (Tick all that apply)

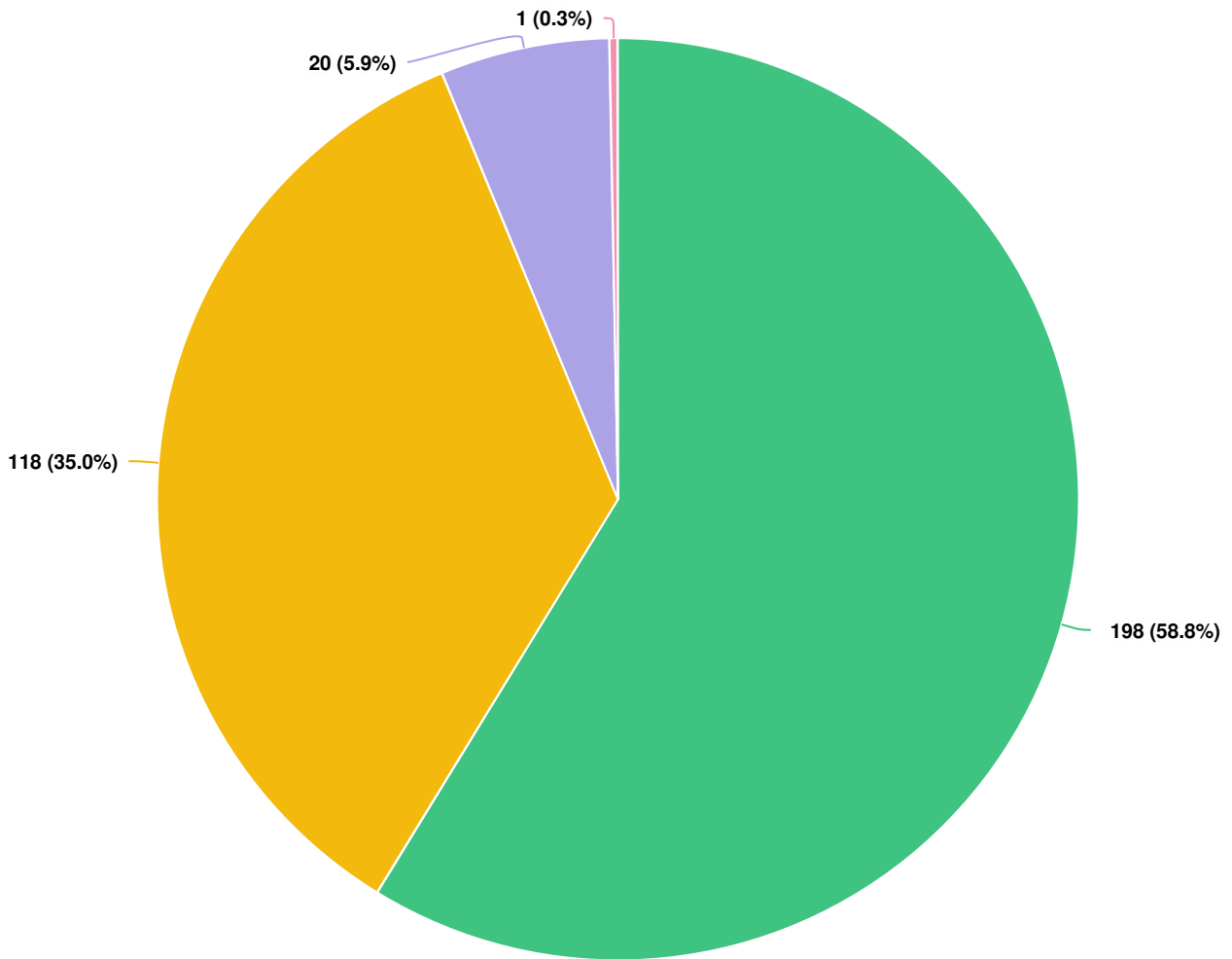


Question options

- Other (please specify)
- Long-term illness
- Learning disability
- Mental health issue
- Sensory impairment
- Physical impairment

Mandatory Question (107 response(s))
 Question type: Checkbox Question
 Filtering by: Which district or borough area do you live in? Arun

Q64 | Are you?



Question options

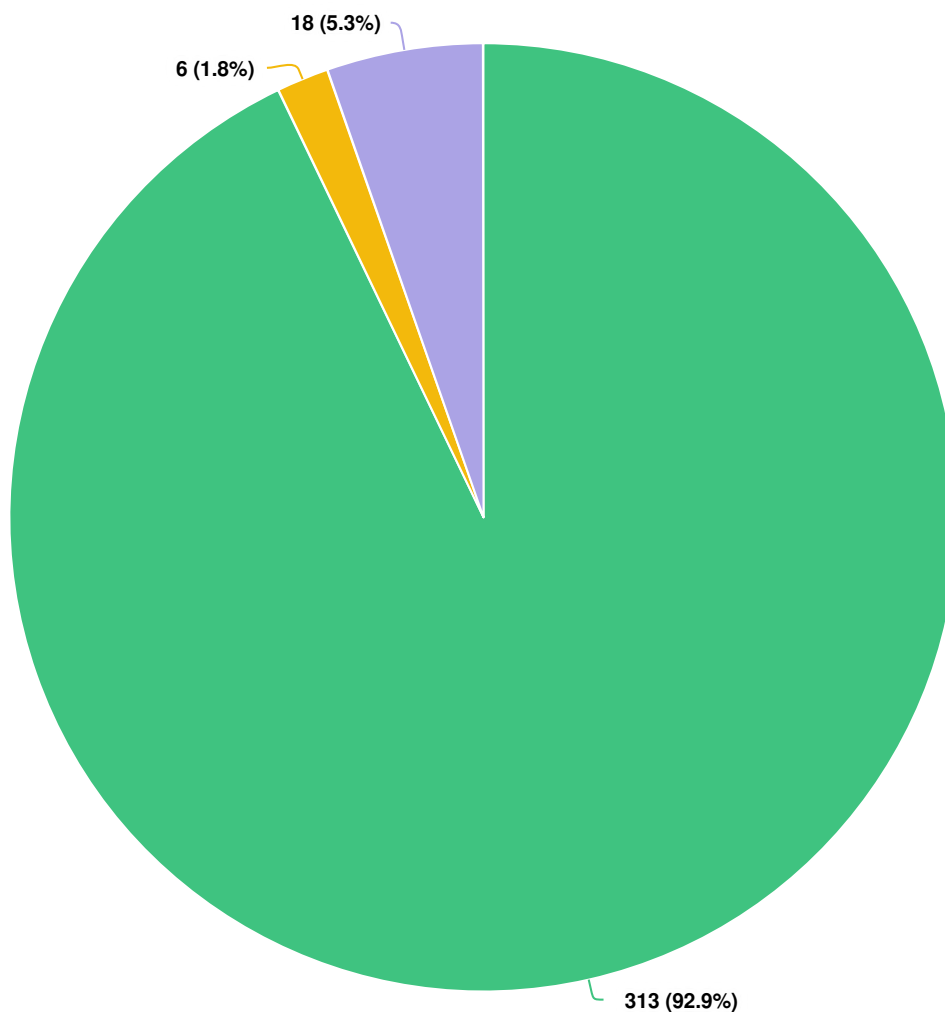
- Other (please specify)
- Prefer not to say
- Male
- Female

Mandatory Question (337 response(s))

Question type: Radio Button Question

Filtering by: Which district or borough area do you live in? Arun

Q65 | Is your gender the same as assigned/registered at birth?



Question options

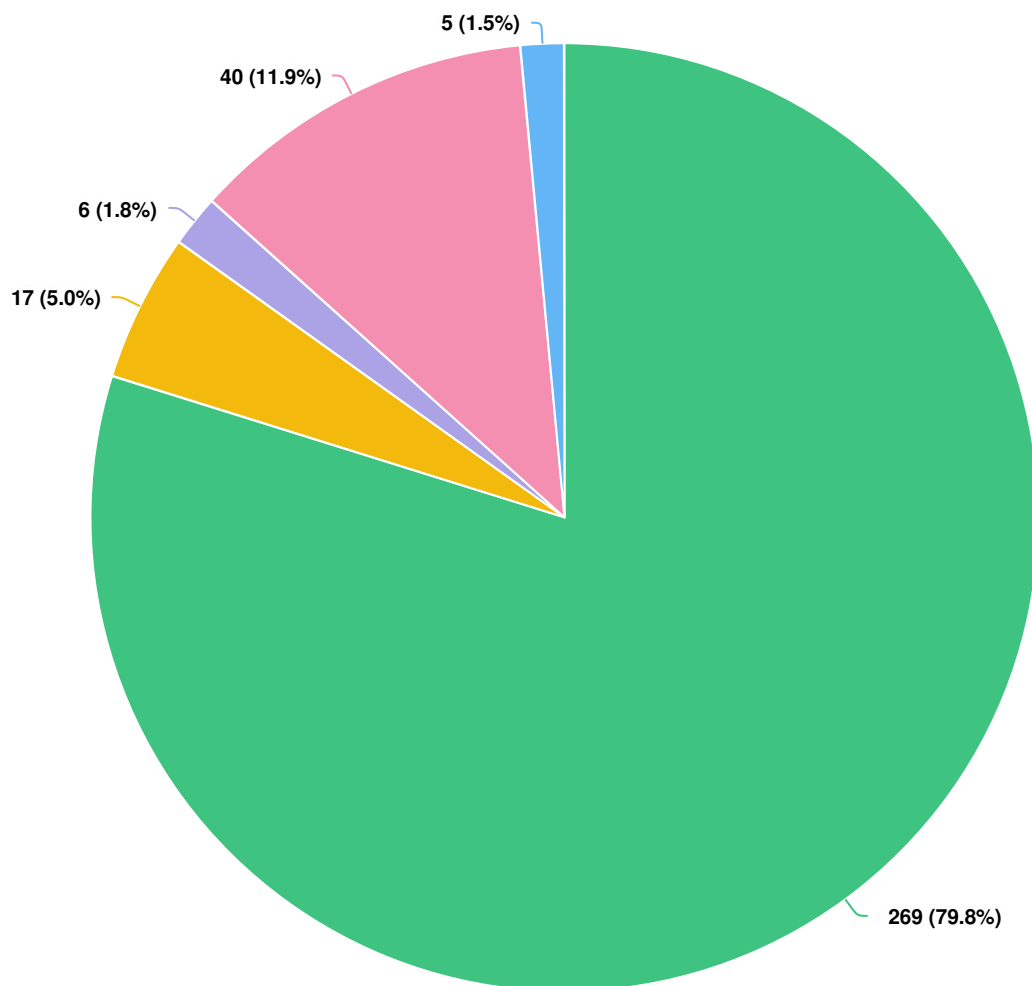
- Prefer not to say
- No
- Yes

Mandatory Question (337 response(s))

Question type: Radio Button Question

Filtering by: Which district or borough area do you live in? Arun

Q66 Which of the following best describes your sexual orientation?



Question options

- Other (please specify)
- Prefer not to say
- Bisexual
- Gay or Lesbian
- Straight / Heterosexual

Mandatory Question (337 response(s))
Question type: Radio Button Question
Filtering by: Which district or borough area do you live in? Arun

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Safer Arun Partnership update

Responsible authority:	Arun District Council
Lead officer:	Dax O'Connor
Date of update:	9 January 2024

Strategic Priority:	Serious violence
<p>Please use this space to detail actions and work undertaken by your agency in response to the above strategic priority in correlation with the partnership plan. Leave blank if none.</p> <ul style="list-style-type: none"> • 6 of 7 secondary schools have indicated they are keen for their Year 7 pupils to participate in proposed Safer Schools Event. Community Safety Officer pursuing venue, speakers, and travel arrangements. • SAP funds allocated to support VAWG work have been utilised to provide <u>Arun Angels</u> with a stock of foil blankets and flip-flops to aid their work across the nighttime economy in Bognor Regis. • 10 x PAYG mobiles and 3 x ring doorbells have been purchased and supplied to <u>My Sister's House</u> for use by clients. My Sisters House have advised they do not have current budget to provide door braces, this is something that will be raised at police VAWG meeting to see if any joint funding can be provided in addition to SAP funds. Currently awaiting to purchase PAYG phones for Police Safeguarding unit at Littlehampton. • Involvement with Sussex Police MATAC (Multi Agency Tasking and Co-ordination) process which looks at high harm serial/ repeat perpetrators. • Scoping listening circle with ADC CS team and Ukrainian wellbeing advisor, Sussex Police VAWG navigator and My Sisters House to look at raising awareness of Domestic Abuse amongst Eastern European communities. • Identified need to arrange training with Hourglass to raise awareness of abuse and neglect of older people (to include Domestic Abuse). 	
Strategic Priority:	Reducing drug and alcohol related harm
<p>Please use this space to detail actions and work undertaken by your agency in response to the above strategic priority in correlation with the partnership plan.</p> <ul style="list-style-type: none"> • Through the Littlehampton Local Action Team, agreed action for ASB team and CGL to link in and carry out a form of proactive outreach engagement with known users (drugs and alcohol) to ensure they are aware of services and can access. 	

- WSCC Drug Demand analysis programmes underway across the county. This follows up from the SAP endorsed 'Understanding & Reducing Drug Demand: Bognor Regis Analysis 2021' project and seeks to extend across the whole district.
Are all SAP partners participating? Public Health Analyst invited to next SAP meeting to promote project and encourage participation.

Strategic priority: **Tackling anti-social behaviour**

Please use this space to detail actions and work undertaken by your agency in response to the above strategic priority in correlation with the partnership plan.

- Early education of ASB being undertaken; Community Safety team developed a presentation (what is ASB, who does it affect, types of ASB) and has so far been delivered to 4 local primary schools (year 6). Further talks have been diarised at 3 additional schools.
Neighbourhood Youth Officers (Police) follow up with more consequence led talks.
- Evening patrols of Littlehampton town centre undertaken by Community Safety team in response to reports of ASB. See Local Action Team under Community Resilience.
- Ongoing participation in the Arun & Chichester Road Safety Action Group to identify anti-social driving issues.
- Monthly HASBRAC meetings continue to be held, chaired by Senior ASB Caseworker. Due to number of cases, spilt into East and West meetings.
- Ongoing work with the police to highlight, monitor and target resources to hotspot locations across the district. This includes continued work to liaise with the public and businesses to identify opportunities to both target harden and ID perpetrators for follow up interventions.
- Multi-agency work around two specific addresses (1x Littlehampton, 1x Bognor) to identify ways in which to reduce ASB impact and risks at these locations through collaborative work and intelligence sharing.
- Weekly detached youth work currently taking place in Littlehampton with Arun Youth Projects. A minimum of 2 sessions a week taking place in and around the Town Centre. Reports being shared with the Community Safety Team to inform future partnership working.

Strategic priority: **Building community resilience**

Please use this space to detail actions and work undertaken by your agency in response to the above strategic priority in correlation with the partnership plan.

- In partnership with WSCC, the annual community safety consultation was completed during 2023. Results are to be discussed at the SAP meeting in January, with reflection given to the findings and our partnership plan.
- An increase in visible partnership presence around Littlehampton High Street took place across October, November, and December 2023 in response to reported ASB, street drinking, and begging. Community Wardens, Community Safety team, and Arun NPT all carried out increased patrols at targeted times.
- Local Action Team, focused on Littlehampton town centre, embedded. Multi-agency approach being taken with 'feet on the ground' officers present to provide proactive responses based on own insights. Agreed actions provided to the Town Centre Action Group and published on LTC webpage; latest action plan can be found here [Littlehampton Local Action Team](#).

Additional information:

Please use this space to detail any additional information that you want to share; this may include examples of what is working well, any barriers you are experiencing, future plans, or where you need support from SAP partners.

- It should be noted that WSCC have created a Fraud Prevention Working Group to include multiple agencies across the county. The Government's Fraud Strategy states that fraud accounts for over 40% of all crime.

The Partnership Plan 2023-25 includes "reduce incidents and financial loss through fraud" as an aim under Building Community Resilience. Community Wardens are delivering fraud awareness presentations to community groups and raising awareness of scams through general engagement.

What are partners currently doing to address this, and what more can we do?

- The Council's ASB team are increasingly receiving reports concerning shoplifting, with village areas featuring as well as town centres. Retailers are routinely encouraged to report to the Police, but routinely say they feel unsupported and do not receive updates.

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REPORT TO:	Housing & Wellbeing Committee – 26 March 2024
SUBJECT:	Swimming Pool Support Fund – Phase 2 Grant
LEAD OFFICER:	Fraser Kidd – Wellbeing Business Manager
LEAD MEMBER:	Cllr Carol Birch
WARDS:	Arundel and Walberton and Beach
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>IMPROVING THE WELLBEING OF ARUN: To plan services, resources, amenities, activities, and places to help our community thrive.</p> <p>SUPPORTING OUR ENVIRONMENT TO SUPPORT US: Support information campaigns that promote carbon reduction and funding opportunities.</p>	
DIRECTORATE POLICY CONTEXT:	
Improve and support the Council’s target to become carbon neutral by 2030	
FINANCIAL SUMMARY:	
<p>On 30th January 2024, the Council received notification of a Capital Grant Award of £135,470 from the Swimming Pool Support Fund. This amount is split as below:</p> <ul style="list-style-type: none"> • Funding source from the Exchequer of £45,070 awarded to Littlehampton Wave for Photo Voltaic (PV) Panels. • Funding source from National Lottery of £90,400 for Arundel and Downland Community Leisure Trust (Arundel Lido). Split £13,400 for Main Pool Cover and £77,000 for PV Panels. 	

1. PURPOSE OF REPORT

- 1.1 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.
- 1.2 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.

2. RECOMMENDATIONS

That the Housing and Wellbeing Committee:

- 2.1 Approve the drawdown of Sport England Swimming Pool Support Fund Phase 2 grant funding and subsequent distribution to the Arundel and Downlands Community Leisure Trust and Freedom Leisure.
- 2.2 Approval for the Council to enter into the grant funding agreement between Arun District Council and Sport England
- 2.3 To note the addition to the capital programme in order that we can fund the two organisations prior to claiming the cost back retrospectively through the grant.

3. EXECUTIVE SUMMARY

- 3.1 This report will provide members of the Housing and Wellbeing Committee an overview of the Swimming Pool Support Fund process and application work by officers, and representatives from Freedom Leisure and Arundel Lido to achieve the funding.
- 3.2 An urgent report was submitted to the Policy and Finance Committee on 7 March 2024 asking it to recommend to Full Council on the 13 March 2024 that £135,470 to be added to the Council's Capital Programme for 2024/25. This was approved.

4. DETAIL

- 4.1 In the 2023 Spring Budget, the chancellor announced the Swimming Pool Support Fund (SPSF), making available £60 million support for swimming pool providers. All funding requests were coordinated by local Council officers.
- 4.2 The funding was distributed into two phases: Phase 1, offering £20 million to alleviate immediate cost pressures (due to well documented energy price increases) by providing revenue support. Phase 2 allocated £40 million to capital investment to enhance the energy efficiency of facilities and help secure their financial stability for the future. This capital investment is accompanied by an additional £20 million made available from National Lottery funding to complement the £40 million which increased the number of facilities being successful with their funding applications.
- 4.3 Arun District Council were required to lead the application process for their own assets and voluntary sector applications. The Council on the behalf of Arundel Lido applied for Phase 1 of the fund with a bid of £26,300 being submitted on 11 August 2023. Unfortunately, this bid was unsuccessful with Sport England stating that the applications were nearly four times the value of the awards and they were forced to make difficult decision. On this occasion there were stronger applications that more closely aligned to the fund's objectives and priorities. Freedom Leisure were unable to apply for phase 1 due to the financial support the Council has provided over the past 18-months.
- 4.4 Phase 2 funding launched on 14 August 2023 with an application deadline of Tuesday 17 October 2023. Sport England received 726 applications for this fund alone.

- 4.5 Arun District Council led on the application for phase 2, which included bids for Littlehampton Wave of £63,944 split £45,070 for Photovoltaic Panels (PV) (successful) and £18,924 for swimming pool hall destratification fans (unsuccessful).
- 4.6 Arundel Lido applied for £231,700. This was split £77,000 for PV, and £13,400 for a main pool cover (both successful) with the remaining funding for plant room insulation and a combined heating and power (CHP) unit which were both unsuccessful.
- 4.7 A bid was also submitted for Arun Leisure Centre which was unsuccessful for £85,497 split £62,838 for triple glazed windows and £22,659 for destratification fans within the pool hall. We understand this was due to heavy weighting and focus on PV installations as part of the application decision making.
- 4.8 Arundel Lido, operated by Arundel and Downlands Leisure Trust is a unique community asset, located in the heart of the South Downs. The facility includes a heated 25 metre fully accessible main pool and a heated children's pool. In the late 1990's the facility was closed due to funding cutbacks. However, a dedicated group of volunteers raised the required funds to reopen the facility as a standalone charity in 2003. Their ambition is to build a gym and multipurpose hall to help with the facility being open all year round. With being in the heart of the South Downs, anything they can do to reduce their carbon fuels and switch to renewable energy will make a real impact on the wildlife and surroundings.
- 4.9 Littlehampton Wave, operated by Wealden Leisure Ltd, trading as Freedom Leisure opened in 2019 and hosts an eight-lane swimming pool with a separate multi use pool with variable depths. It also has a large gym, a four-court sports hall, three studios with one being dedicated to indoor cycling and a meeting room space. The impact of PV's being installed on the swimming pool roof will not only reduce carbon emissions but produce an expected saving to the leisure operator of a little over one thousand pounds per month based on current electricity costs. This saving will be discussed with Freedom Leisure at monthly partnership meetings on how they use the money saved to improve the facilities.
- 4.10 The risk to the council financially is low due to the grant adherence agreement having "grant security". This allows the Councils' legal team to apply for a legal charge notice registered against Freedom Leisure and Arundel Lido to complete the works prior to retrospective payments from Sport England are received.

5. CONSULTATION

5.1 Council officers consulted with representatives of Freedom Leisure and Arundel Lido throughout the process. The consultations included providing:

- Administrative information
- Details of the facility
- Details of energy saving capital interventions which have already been implemented.
- Details of the energy saving capital interventions being applied for
- Operational data including participation and energy usage over the past three years.
- A narrative of why the funding was requested, how the interventions will reduce energy consumption and in turn deliver reductions in carbon emissions, why the proposed interventions wouldn't happen without the funding, and how the interventions will be delivered within the timescales of the fund.

5.2 Members of the Housing and Wellbeing Committee were made aware of the grant funding bid within the Freedom Leisure 18-month report brought to committee on 25 January 2024.

6. OPTIONS / ALTERNATIVES CONSIDERED

6.1 Other funding streams have been considered, though swimming pool specific funding is rare. Officers have been successful in applying to the fourth wave of the low carbon skills fund (LCSF) in 2023, which has helped provide financial support in developing a heat decarbonisation plan for Arun Leisure Centre. If/when additional funding is made available further applications will be made for Council owned buildings, which potentially would include taking the heat decarbonisation plan for Arun Leisure Centre to detailed design.

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

7.1 There are no additional financial implications to the Council arising from the recommendations in this report.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 Without continued good relations and continued investment with our leisure facilities within the district there would be a greater risk of contract failure in Freedom Leisure's case and permanent closure for Arundel Lido. The grant agreement contains a sliding scale based on the amount achieved for the facility owner to commit to keep the facility open for. There is a commitment of three years based on the amounts awarded for both Arundel Lido and Littlehampton Wave.

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

9.1 The legal funding agreement will be prepared with the support of the Council's Legal Services Team.

10. HUMAN RESOURCES IMPACT

10.1 None

11. HEALTH & SAFETY IMPACT

11.1 The management of Health Safety is in accordance with the facilities procedures. All contractors' documents will be checked by the facility operator pre working taking place. These will include (RAMS) Risk Assessments and Method Statements. Council officers will work closely with the operators to ensure completion of the works.

12. PROPERTY & ESTATES IMPACT

12.1 None

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 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. Freedom Leisure and Arundel Lido are inclusive to all residents with a focus on sport, women & girls, low socio economic, older adults, special educational needs and disability, young people and ethnically diverse.

13.2 This report and its recommendations does not impact on those with identified protected characteristics under the Equalities Act.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 This funding will support the Council in reaching its 2030 carbon neutral target and reduce the emissions generated from running the two facilities who were successful with their applications.

14.2 Littlehampton Wave award for the installation onto the swimming pool roof, consists of 97 panels which will have a capacity of 40.26 kWp, allowing for an output of 38,811 kWh pa. This will save an estimated 8.24 tonnes of CO₂. Leisure Centres are the Council's second largest emitter, sitting at 6% (or 1,0009 Tco_{2e}), therefore it is essential for the Council to support our leisure provider in reducing their emissions to ensure we can reach our 2030 target.

Arundel Lido award includes the installation of PV onto the roof of the facility and the installation of a main pool cover. Current predictions indicate that this will allow for 151 panels to be installed, with a capacity of 65.69 kWp, allowing for an annual output of 69.03 MWh. This will save an estimated 13.35 TCo2e. Though this will not directly support the Council's journey to 2030, it will support this local charity who manage the facility.

Outside of emission savings there will also be co-benefits of this work, including helping reduce grid dependency, supporting the generation of local renewable electricity and protecting these providers from surging electricity prices.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 None

16. HUMAN RIGHTS IMPACT

16.1 None

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 None

CONTACT OFFICER:

Name: Fraser Kidd

Job Title: Wellbeing Business Manager

Contact Number: 01903 737927

BACKGROUND DOCUMENTS:

Urgent Report to Policy & Finance Committee – 7 March 2024

[Urgent Report – Swimming Pool Support Fund – Phase 2 Grant](#)

Minutes from Policy & Finance Committee – 7 March 2024

[Minutes](#)

Arun District Council

REPORT TO:	Housing & Well Being Committee
SUBJECT:	Local Authority Housing Fund
LEAD OFFICER:	Jayne Knight, Housing Options Manager
LEAD MEMBER:	Councillor C Birch
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>The Local Authority Housing Fund will support the following aims of the Council Vision.</p> <p>Improving the wellness of Arun</p> <ul style="list-style-type: none"> • Support those who are homeless, street homeless or at risk of homelessness in emergency or temporary accommodation to improve health outcomes. <p>Delivering the right homes in the right places</p> <ul style="list-style-type: none"> • 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:	
<p>The Local Accommodation Housing Fund (LAHF) (3) will provide up to 40% of funding towards the cost of purchasing three additional Temporary Accommodation homes, and 1 home for the Afghan Resettlement Scheme.</p> <p>These additional homes will be new, high standard properties that provide better than value than the alternative, which is expensive emergency accommodation.</p>	
FINANCIAL SUMMARY:	
<p>The Department of Levelling Up, Housing and Communities (DLUHC) allocated up to £624,000 of grant to Arun District Council to acquire or develop three additional temporary accommodation homes to fulfil our statutory homeless duties, and one additional property to be used for the Afghan Resettlement Scheme. The allocation provides for up to 40% of the cost and will require ADC to fund the remaining 60%, up to a maximum of £936,000. The scheme will provide a positive contribution to the HRA from year 1.</p> <p>Our intention is to use this award, along with our contribution, to purchase four 3-bedroom homes. Our contribution towards the scheme costs will be funded through a combination of unallocated S.106 commuted sums and additional borrowing.</p>	

1.0 PURPOSE OF REPORT

- 1.1 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.

2.0 RECOMMENDATIONS

2.1 It is recommended that Housing and Wellbeing Committee:

- a) Approves progression of the LAHF award of £624,000 to acquire three additional homes for use as temporary accommodation and one for the Afghan Resettlement Scheme.
- b) Approves allocation of a combination of unallocated commuted sums (circa £400,000) and the use of HRA borrowing (circa £536,000) as match funding of a minimum 60% (up to £936,000).
- c) Subject to recommendation (d), approves the acquisition of four new homes for up to a maximum total cost of £1,560,000 for use as temporary accommodation and for the Afghan Resettlement Scheme and in accordance with the LAHF grant conditions; and
- d) Delegates authority to the Group Head of Finance (Section 151 Officer), in consultation with the Leader, Opposition Leader and Chair of this Committee, to provide final written approval of the acquisition subject to the Group Head of Finance being in receipt of a positive financial appraisal.
- e) Notes that an appraisal of the LAHF scheme will be brought to this committee once it is completed and in use.
- f) Request that Policy & Finance Committee include this scheme within the Council's capital programme at a total cost of £1,560,000, with £624,000 to be funded from central government grant and £936,000 to be funded by the Council through a combination of unallocated commuted sums and additional borrowing.

3.0 EXECUTIVE SUMMARY

- 3.1 DLUHC have nominally allocated £624,000 of LAHF funding for Arun District Council to acquire three additional homes for use as temporary accommodation, and one for the Afghan Resettlement Programme. The LAHF scheme is intended to relieve our existing homelessness pressures and support Afghan refugees currently occupying bridging hotels.
- 3.2 Arun DC has been allocated up to £624,000 of grant funding conditional on the Council match funding at least 60%, being £936,000. The funding is also conditional on having the properties ready for use by 31st August 2024.

3.3 The grant application has already been submitted as the deadline was 15 January, but this does not commit us to proceeding with the application.

3.4 The proposal is to purchase: Four 3-bedroomed houses on a local development.

4.0 DETAIL

4.1 Presently there are over 221 Arun households living in temporary accommodation of which 178 are in expensive nightly paid accommodation provided by private suppliers. The cost of temporary accommodation to the local authority this year is expected to be in region of £3.6 million.

4.2 Homelessness is a statutory service, and we are obligated to offer temporary accommodation to eligible households. At a time of nationally increasing homelessness, we are seeing increasing numbers of households in temporary accommodation. Our only flexible source of supply is expensive, nightly paid emergency accommodation. Increasing our own portfolio of temporary accommodation reduces that reliance and offers a better quality, more sustainable and cheaper alternative.

4.3 There are unallocated commuted sums available which can be utilised to contribute to the capital cost of this project and enable a strong business case, including generation of HRA surplus (after borrowing) of circa £23,000 per annum (exact figures will be unavailable until the properties have been identified and the purchase price confirmed). Additionally, savings will be generated through reduced reliance on nightly paid emergency accommodation.

5.0 CONSULTATION

5.1 There has been consultation with DHLUC and Finance in developing these proposals.

6.0 OPTIONS / ALTERNATIVES CONSIDERED

6.1 There was consideration given to building new properties on land owned by Arun District Council. This was dismissed, as the delivery timetable is by 31 August 2024 and therefore not long enough to enable such an approach.

6.2 There was the option not to apply for this grant, and this was also dismissed as:

6.2.1 DLUHC were strongly supportive of our application.

6.2.2 This scheme will provide high-quality, energy efficient new temporary homes for homeless families.

6.2.3 These properties will both generate an income and off-set the alternative cost of emergency accommodation.

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

7.1 The total costs of the proposals in this report are £1,560,000 of which £936,000 will need to be funded by the Council through a combination of borrowing and use of commuted sums, ultimately generating a surplus for the HRA and reduced expenditure on expensive nightly paid emergency accommodation.

7.2 It is important for Members to note that no acquisitions will be made unless a business case is developed, which demonstrates affordability and value for money. The proposals in this report are expected to generate a net yield of at least £23,000 per annum for the HRA. The final costs will be reported to this committee once the property purchases have been completed.

8.0 RISK ASSESSMENT CONSIDERATIONS

8.1 The authority will be increasing its HRA debt. Whilst this increases our debt exposure risk, this is mitigated by the ownership of the properties, which will be 40% grant funded.

8.2 There is a degree of reputational risk through not taking up the grant allocation, however the scheme will not proceed without a clear business case which demonstrates affordability and value for money. If we are unable to meet any of the grant obligations, including the required timescale for purchasing the properties our application will be withdrawn. Officers are, however, confident that this will not be necessary.

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

9.1 Appropriate legal agreements will need to be prepared and put in place to govern both the use of the funding and the acquisitions. Advice will be required from the Council's Legal Services team and/or its external legal advisors as a part of the project.

10.0 HUMAN RESOURCES IMPACT

10.1 There are no implications identified.

11.0 HEALTH & SAFETY IMPACT

11.1 There are no implications identified.

12.0 PROPERTY & ESTATES IMPACT

12.1 There are no implications identified.

13.0 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 This brings additional social value to the community providing suitable temporary accommodation for 3 additional households in the district and 1 to be used for the Afghan resettlement scheme

14.0 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 All 4 properties purchased, will be newly constructed, to the most up to date build standards.

15.0 CRIME AND DISORDER REDUCTION IMPACT

15.1 There are no implications identified.

16.0 HUMAN RIGHTS IMPACT

16.1 There are no implications identified.

17.0 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no implications identified.

CONTACT OFFICER:

Name: Jayne Knight
Job Title: Housing Options Manager
Contact Number: 01903 737708

BACKGROUND DOCUMENTS:

[Local Authority Housing Fund: Round 2 prospectus and guidance - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

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Arun District Council

REPORT TO:	Housing & Wellbeing Committee – 26 March 2024
SUBJECT:	Housing Policy & Strategy Review
LEAD OFFICER:	Richard Tomkinson, Group Head of Housing
LEAD MEMBER:	Councillor Birch
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>By reviewing housing’s policies and strategies and assisting the housing team with expediency to manage the identified gaps and reviews will support the following areas in the corporate vision:</p> <p>Delivering the right homes in the right places:</p> <ul style="list-style-type: none"> • This approach will support our tenants, leaseholders, and service users to ensure that staff are guided by policy whilst making operational decisions within the day-to-day activities of the housing and homelessness services. <p>Improving the wellbeing of Arun:</p> <ul style="list-style-type: none"> • Having policies and strategies in place will ensure a more consistent service delivery and decision-making approach. • Protect all parties within interactions that take place within Housing and Homelessness service delivery. This includes legal and legislative alignment, ensuring officer decisions are based on policy guidance. 	
DIRECTORATE POLICY CONTEXT:	
<p>The Group Head of Housing presents a collaborative review of existing and absent policies within the Housing Service and seeks approval to implement and review policies and strategies at pace.</p> <p>This request aims to support the overall effectiveness of the Housing Service and will assist with the successful implementation of our new IT housing management system.</p> <p>Members of the Housing Management Team have undertaken a gap analysis of policies that are in place and those that require minor review and updates, which is outlined in Appendix 1.</p>	
FINANCIAL SUMMARY:	
None	

1.0 PURPOSE OF REPORT

- 1.1 This report aims to present a thorough review of new and existing strategies and policies that are required within the Housing Service.
- 1.2 The goal is to ensure alignment with current best practices, legal and regulatory requirements, and evolving customer needs.
- 1.3 Importantly, we will address the critical need for the creation of policies and strategies in areas where they currently do not exist, leaving us exposed to potential finding of non-compliance with the consumer standards through the new pro-active approach to social housing regulation.

2.0 RECOMMENDATIONS

- 2.1 Committee is asked to approve the programme of policy reviews for 2024-25, as detailed in Appendix 1, which identifies those of most importance to bring through the committee process (high-level/strategic) and those which can be delivered through delegated authority to the Group Head of Housing (operational).

3.0 EXECUTIVE SUMMARY

- 3.1 The Housing Service has undergone significant changes since the adoption of its existing strategies and policies.
- 3.2 To ensure their continued effectiveness and relevance, a comprehensive review framework has been developed to identify areas for improvement, set a programme of policy reviews to update outdated policies, and introduce new policies and strategies where gaps exist, to ensure regulatory compliance, build resilience and consistency of service delivery and to ensure that efficiencies are maximised through the implementation of Civica CX.

4.0 DETAIL

- 4.1 The review encompasses a range of focus areas, including:
- 4.2 **Legal and Regulatory Compliance:** Ensuring all policies align with the latest legislative and regulatory requirements.
- 4.3 **Service Challenges and Community Needs:** Assessing the current and future service challenges, along with evolving needs of our community and adjusting strategies to address changing dynamics.
- 4.4 **Best Practices:** Benchmarking our policies against current best practices within the housing sector.

4.5 **Critical Gaps:** Identifying areas where policies and strategies are lacking, leaving us exposed to potential finding of non-compliance with the consumer standards through the new pro-active approach to social housing regulation.

5.0 CONSULTATION

5.1 The programme detailed in Appendix 1 highlights those policies and strategies which will be subject to wider consultation.

6.0 OPTIONS / ALTERNATIVES CONSIDERED

6.1 This review and decision-making process will provide a transparent gap identification which is pivotal for ensuring that our housing service remains adaptive, legally sound, and responsive to the needs of customers.

6.2 Approving delegated authority on some of the policies and strategies, will ensure that there is sufficient time within the Housing & Wellbeing Committee meetings to focus on those policies and strategies of most important to Committee i.e. those policies and strategies deemed to require collaborative input.

6.4 Not providing delegated authority on some policies and strategies to the permanent Group Head of Housing, will result in all policies contained within Appendix 1, needing to be presented to Committee for individual approval and this will delay policy and strategy implementation.

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

7.1 All strategies and policies contained within Appendix 1 are core requirements of the Housing Service and are contained within base budgets.

8.0 RISK ASSESSMENT CONSIDERATIONS

8.1 **Individual Policy Reviews:** Each policy and strategy due for implementation will undergo individual risk assessments before being presented to the committee or the Group Head of Housing for approval. This assessment will ensure a comprehensive evaluation of potential risks associated with the policy, including legal compliance, financial implications, and operational challenges.

8.2 **Streamlining Decision-Making Process:** In an effort to implement policies and strategies quickly to mitigate exposure to reputational and other risks, delegated authority is being requested to make decisions within shorter timeframes. This will allow us to enhance our responsiveness in addressing housing challenges.

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

9.1 The Housing and Wellbeing Committee is responsible for exercising the Council's functions in relation to the Housing Revenue Account and Homelessness and for approving any service area policies within those services that do not require a Full Council decision under the Policy Framework (currently only the Housing Revenue Account Business Plan).

- 9.2 The Committee is then able to delegate to officers the function of approving service area policies that it considers should be prepared and approved under that delegated authority.
- 9.3 This report sets out for members the full range of policies and strategies that fall within the functions of the Housing Service, together with a plan for bringing all of those up-to-date and ensuring they are reviewed at the appropriate frequency (as all policies and strategies should be), and seeks the Committee's decision on which of those policies and strategies should be approved by the Committee and which should be approved under delegated authority.
- 9.4 The Committee should be concerned to ensure that it is responsible for policies and strategies that carry a high-level strategic function, while officers should be responsible for those policies and strategies that are operational in nature. This is the accepted and well-established approach to such document development and ensures that the Committee and its members have sufficient time across each annual and four-yearly cycle to focus on the Council's strategic needs.

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 In considering the implementation of housing policies and strategies, we will continue to conduct EIAs within the implementation process, which will ensure that our initiatives promote fairness, inclusivity, and diversity within the housing and homelessness community. By systematically evaluating the potential impact of our policies on different client groups, we will identify and address any disparities or barriers to access, whilst fostering a more equitable housing environment for all residents.
- 13.2 Furthermore, incorporating social value considerations into our housing initiatives allows us to consider the positive social, economic, and environmental outcomes for our community. We will review social values and ensure our housing policies meet the needs of our residents and contribute to broader goals to running a more efficient Housing and Homelessness service.

13.3 This focus on equalities impact and social values will enhance the effectiveness of our housing and homelessness strategies and reinforce our commitment to creating inclusive communities.

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:

Name: Richard Tomkinson
Job Title: Group Head of Housing
Contact Number: 01903 737719

BACKGROUND DOCUMENTS:

Appendix 1 – Policy & Strategy List

Arun District Council

Appendix 1

Key:

DA	Delegated Authority
E	Existing Policy/Strategy – requires review/update
GT	Gill Taylor – Development Consultant
IH	Ian Hippach – Compliance Manager
JK	Jayne Knight – Housing Options Manager
JB	Johanne Batty – Neighbourhood Services Manager
KF	Keith Francis – Repairs & Maintenance Manager
N	New Policy/Strategy – requires development
NA	Not Applicable
Q	Quarter – refers to quarters within the financial year
RT	Richard Tomkinson – Group Head of Housing
SH	Sasha Hawkins – Business Improvement Manager

Policy & Strategy List:

Policy/Strategy	Lead Officer	New or Existing	Policy Development	Resident Engagement	H&WC Date/Delegated Authority?	Comments
Access Policy	KF/JB/IH	E	Q1 24/25	N/A	DA	To support access for compliance.
Aids & Adaptations Policy	KF	N	Q3 23/24	N/A	DA	To set out the Council's approach to the provision of aids and adaptations in our homes.

Policy/Strategy	Lead Officer	New or Existing	Policy Development	Resident Engagement	H&WC Date/Delegated Authority?	Comments
Allocations Policy	JK	E	Approved 06/23	N/A	DA	Small annual updates to existing policy.
Anti-Social Behaviour Policy	JB	E	Q1 24/25	Q2 24/25	21/11/24	Required by HA 2004.
Asbestos Policy	IH	E	N/A	N/A	N/A	Due for review 2025
Asset Management Strategy	KF/IH	N	Q1 24/25	Q2 24/25	21/11/24	To guide the council in the efficient and effective management of its homes.
Chargeable Repairs Policy	KF/JB	N	Q2 24/25	N/A	DA	Ready for implementation in 25/26 financial year.
Communal Areas Policy	JB/KF	E	Q2 24/25	Q3 24/25	DA	Update existing policy.
Compensation Policy	SH	E	N/A	N/A	N/A	Due for review 2025
Compliance Strategy	IH	E	N/A	N/A	N/A	Due for review 2025
Damp & Mould Policy	KF	N	Q1 24/25	Q1 24/25	18/6/24	In development.
Data Strategy	SH	N	N/A	N/A	DA	2025 development
Decant Policy	JB	E	Q1 24/25	N/A	DA	Update existing policy.
Domestic Violence and Abuse Policy	JB/JK	N	Q2 24/25	Q3 24/25	08/01/25	Will aspire to incorporate Domestic Abuse Housing Alliance.
Electrical Safety Policy	IH	E	N/A	N/A	N/A	Due for review 2025
Estate Management Policy	JB	N	Q2 24/25	Q3 24/25	DA	To achieve a high level of performance and quality in Estate Management and Inspections.
Fire Safety Policy	IH	E	N/A	N/A	N/A	Due for review 2025

Policy/Strategy	Lead Officer	New or Existing	Policy Development	Resident Engagement	H&WC Date/Delegated Authority?	Comments
Garage Allocations and Management Policy	JB/KF	E	Q2 24/25	N/A	DA	Update existing policy.
Gas and Heating Policy	IH	E	N/A	N/A	N/A	Due for review 2025
Homelessness Strategy	RT/JK	E	In development	Q4 23/24	18/6/24	Already part of committee work programme.
Housing Strategy	RT	E	In development	Q4 23/24	18/6/24	Already part of committee work programme.
HRA Business Plan	RT	E	N/A	Q3 24/25	26/3/25	Requires updating annually.
Income Recovery Policy	JB	E	Q2 24/25	Q3 24/25	DA	Update existing policy.
Introductory Tenancy Policy	JB	N	Q1 24/25	Q2 24/25	10/09/24	Currently included tenancy and lettings policy.
Leasehold Management Policy	SH	N	Q2 24/25	Q3 24/25	08/1/25	S.20, asset management and income recovery requirements.
Lift Safety Policy	IH	E	N/A	N/A	N/A	Due for review 2025
Major Works Recharge Policy	JB/KF	N	Q2 24/25	N/A	DA	Consider inclusion in Service Charges Policy.
Mobility Scooters Policy	JB/IH	N	Q1 24/25	Q2 24/25	DA	Storage, compliance & resident engagement to be considered.
Mutual Exchange Policy	JB	N	Q1 24/25	Q2 24/25	DA	Currently included tenancy and lettings policy.
Pets Policy	JB	E	Q1 24/25	Q2 24/25	DA	Update existing policy.

Policy/Strategy	Lead Officer	New or Existing	Policy Development	Resident Engagement	H&WC Date/Delegated Authority?	Comments
Repairs Policy	KF	N	Q1 24/25	Q2 24/25	DA	Drawing together repairs handbook, right to repair and repairs priorities.
Resident Engagement Strategy	SH	E	N/A	N/A	N/A	Due for review 2026
Service Charges Policy	JB/SH	N	Q4 23/24	On-going to implementation	18/6/24	Will be developed with introduction of service charges.
Self-Neglect and Hoarding Policy	JB	N	Q2 24/25	Q3 24/25	DA	Policy to address specific operational issues.
Social Housing Decarbonisation Strategy	RT/KF	E	N/A	N/A	N/A	Due for review 2025
Temporary Accommodation Allocations Policy	JK	N	Q1 24/25	NA	21/11/24	Required by legislation if placing out of area.
Temporary Accommodation Procurement Policy	JK	N	Q1 24/25	N/A	21/11/24	Required by legislation. Will combine with above.
Tenancy and Lettings Policy (Tenancy Management Policy)	JB	E	Q1 24/25	Q2 24/25	10/9/24	Update to take account of Housing Strategy.
Tenancy Audit and Tenancy Fraud Policy	JB	N	Q4 24/25	N/A	DA	Ready for implementation in 25/26 financial year.

Policy/Strategy	Lead Officer	New or Existing	Policy Development	Resident Engagement	H&WC Date/Delegated Authority?	Comments
Tenancy Strategy	JB	E	N/A	N/A	N/A	Incorporated into tenancy and lettings policy.
Void Policy (including void standards)	JB/KF	E	Q1 24/25	NA	18/6/24	To effectively manage voids standards and turnaround.
Water Hygiene Policy	IH	E	N/A	N/A	N/A	Due for review 2025

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 26 March 2023
SUBJECT:	Tenant Satisfaction Measures Action Plan
LEAD OFFICER:	Sasha Hawkins – Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

This report supports the following areas of the corporate vision:

- Delivering the right homes in the right places
- Support those in our community that need help, providing a safety net where necessary and working with people and organisations to meet different needs.
- Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard.

This report will share with members the action plan put together following the results of the tenant satisfaction survey carried out in July 2023.

DIRECTORATE POLICY CONTEXT:

As a housing provider we must comply with the Standards set out by the Regulator of Social Housing, this includes the Tenant Satisfaction Measures Standard which came into effect on 1 April 2023.

Following the results of the survey the service put together an action plan to improve satisfaction, this work feeds into our wider objectives and ensures we are monitoring the improvements made as a service.

FINANCIAL SUMMARY:

There are no direct financial implications associated with this report, however some of the improvements suggested within the action plan may require additional funding or generate additional income.

Where certain projects require additional funding then the Group Head of Housing will work with the Group Head of Finance to identify this funding. These projects will be subject to a separate approval process where required.

1 PURPOSE OF REPORT

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

2 RECOMMENDATIONS

2.1 It is recommended that the Committee notes the content of this report.

3 EXECUTIVE SUMMARY

3.1 Appendix 1 of this report shares with members an action plan put together by housing services to improve tenant satisfaction.

3.2 This action plan is monitored every fortnight at our housing management meeting to ensure that progress is made.

3.3 The action plan sets out actions we are taking in the short term to improve satisfaction and sets out longer term projects which are in progress.

4.0 DETAIL

4.1 Following the results of the tenant satisfaction survey in July 2023 a workshop was arranged with senior managers and team leaders to discuss the results and create an action plan for the service to improve tenant satisfaction.

4.2 We looked at the key themes of the survey results and the requirements of the Consumer Standards and produced a set of actions that we feel will improve the services we provide and tenant satisfaction.

4.3 Some of these actions can be completed quickly and are in progress already, some of the actions are longer term and will be considered as part of objective setting for the new financial year.

4.4 The action plan is a live document and can be amended and updated to reflect the changing priorities of the service and feedback we receive from our tenants.

4.5 We carried out tenant engagement in Match this year to find out from our tenants how we can improve our communication with them, and to ask them to help shape improvement we make to how we communicate and keep them informed.

4.6 Their feedback will be used to further shape our action plan for improving satisfaction.

5 CONSULTATION

5.1 Workshops have been held with tenants on our communication. A verbal update will be provided at the meeting.

6. OPTIONS / ALTERNATIVES CONSIDERED

6.1 This report is for noting only.

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

7.1 Where certain projects require additional funding then the Group Head of Housing will work with the Group Head of Finance to identify this funding. These projects will be subject to a separate approval process where required.

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 There are no legal and governance implications.

10. HUMAN RESOURCES IMPACT

10.1 No impact identified.

11. HEALTH & SAFETY IMPACT

11.1 Further work is being done to improve tenants' awareness of compliance and safety in their home, this supports effective management of health and safety risks associated with our housing stock and will encourage tenants to report any safety concerns with their homes.

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, but individual EIA's will be carried out where required for the different actions and activities carried out within the action plan.

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: Business Improvement Manager

Contact Number: 01903 737656

BACKGROUND DOCUMENTS:

Appendix 1 – Action plan

KEY	DO IT NOW (ASAP - 3 MONTHS) Plan to complete or start the action ASAP	PARK IT HERE (WITHIN 3 - 6 MONTHS) Set it aside for action at a later date	SHARE THE LOAD (TIMESCALE DEPENDENT ON RESOURCE) Let another part of Council know that the action is required by them i.e. actions where another part of Council has to help us or do something that enables us to do our work better	STORE IT FOR LATER (WITHIN 6 - 12 MONTHS) No immediate requirement or opportunity for action but it is an opportunity to act on it if circumstances change in the future
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ACTION What do we need to do?	RESPONSIBILITY Who will do it?	TIMELINE What is the realistic timescale?	TARGET What is our ideal outcome?	STATUS What progress have we made?	MEASURE Which TSM/consumer standard does this meet?	PROGRESS UPDATE What did we last share at HMT?
Repairs Contact Crib Sheet	Repairs	>4 weeks	Create a crib sheet to help staff learn where to direct repairs enquiries.	In Progress	TP06, TP07, TP08, TP09	To be completed by 31 March 2024
Repairs Contact Call Backs	Business Improvement	>2 months	Explore options for reducing call wait times, and look at enabling a call back function if technology allows.	In Progress	TP06, TP07, TP08, TP09	Being reviewed as part of the work being done to bring call handling in house
Repairs Contact Tenant Feedback	Business Improvement	> 6 months	Develop a tenant feedback plan to ensure we action repairs feedback from surveys	Complete	TP06, TP07, TP08, TP09	A process for repairs feedback is now in place
Repairs Contact Complaints Training	Business Improvement	>12 weeks	Complaints training to be arranged and undertaken for new staff	Complete	TP06, TP07, TP08, TP09	This is complete and training has been delivered, this will be ongoing and further training will be carried out in April 2024.
Repairs Contact Estate Services	Neighbourhoods	> 12 months	Introduce service charging for estate services.	In Progress	TP06, TP07, TP08, TP09	A scoping exercise has been carried out, with a report to come to members in the first quarter of 24/24 setting out our proposed approach
Accessibility to Services	Housing management team	Ongoing	To reduce call wait and response times for our residents when contacting housing services	In Progress	TP06, TP07, TP08, TP09	Call monitoring reports are shared with managers and team leaders monthly, and call response times are being monitored within each team. We are utilising hunt groups to ensure someone is always logged on to answer calls
Repairs Contact Accessibility to Services	Unassigned	TBC	Request separate ADC Housing Services Facebook page with chat facility.	Not Started	TP06, TP07, TP08, TP09	An options appraisal to be carried out, looking at the resource required for this, this forms an action as part of our Resident Engagement Strategy
Day to Day Repairs - Quality Assurance	Repairs	TBC	Review our repairs standard.	Not Started	TP02, TP03, TP04	This will be considered as part of the tender process for a new repairs contractor and will be reviewed alongside the new Decent Homes Standard when released.

Day to Day Repairs - Quality Assurance	Repairs	>8 weeks	Introduce post work inspections by TO's and develop a process for this.	In Progress	TP02, TP03, TP04	Post inspections are taking place and a process will be written and in place by 31 March 2024
Day to Day Repairs - Quality Assurance	Repairs	>12 weeks	Review repairs timescales to ensure consistency across contractors	Complete	TP02, TP03, TP04	Work complete, but further reviews of repairs timescales will take place as part of the tender process for the repairs contract.
Day to Day Repairs - Contractor Expectations	Repairs and Business Improvement	>12 weeks	Create a contractor communication standard to use for new responsive repairs arrangements	In Progress	TP02, TP03, TP04	Repairs and Business Improvement have discussed these requirements and requirements have been built into a process map for use by staff and to share with contractors.
Communication and Information - Communication Channels	Business Improvement	>3 months	Decide on whether staff email signatures need to change to improve perception of the work we do to listen to their views and act on them	Not Started	TP06, TP07, TP08, TP09	This is not being taken forward currently, but instead we are updating our website quarterly with a 'you said, we did' function to share the improvements we are making to services as a result of resident feedback.
Communication and Information - Communication Channels	Repairs	TBC	Use of videos to show how to fix simple repair issues e.g., how to change a washer if a tap is dripping.	Not Started	TP06, TP07, TP08, TP09	No resource to take this forward, but is a consideration once Civica implemented and we have the tenant portal in place.
Communication and Information - Communication Channels	Repairs	>4 weeks	Review and publicise repairs response times on all channels. Align repair response timescales to Right to Repair targets.	In Progress	TP06, TP07, TP08, TP09	To be completed by 31 March 2024
Communication and Information - Communication Channels	Housing management team	Ongoing	HMT to update their webpage information and check links/forms (including I-Housing) and report any issues.	In Progress	TP06, TP07, TP08, TP09	Each service will be reviewing their webpage information each quarter to ensure it remains up to date and relevant
Communication and Information - Communication Channels	Compliance	>8 weeks	Create a communication plan for Compliance for use on all channels.	Complete	TP06, TP07, TP08, TP09	A new compliance e-mail address has been created which will be shared with residents, an ongoing compliance article goes in each edition of Arun at Home. Further work to be done to the website in Q1 of 24/25
Communication and Information - Communication Channels	Repairs	>12 weeks	Publicise any planned maintenance programme on our website	In Progress	TP06, TP07, TP08, TP09	A new tile will be created on the website and updated regularly by the repairs team

Communication and Information - Communication Channels	Neighbourhoods	>6 weeks	Promote Homeswapper on all channels so residents know how to mutual exchange.	In Progress	TP06, TP07, TP08, TP09	An article will go in Arun at Home in the next edition in the summer
Communication and Information - Communication Channels	Repairs and Business Improvement	>3months	Develop a communication standard for repairs call handling if coming in house	In Progress	TP06, TP07, TP08, TP09	Resident engagement took place in March to help shape our call handling for repairs, a standard will be in place by 30/04/2024
Communication and Information - Communication Channels	Neighbourhoods	TBC	Add news items to rent statements.	Not Started	TP06, TP07, TP08, TP09	
Communication and Information - Communication Channels	Neighbourhoods	>12 months	Review service charge and rent statements and check jargon.	Complete	TP06, TP07, TP08, TP09	Complete - statements have been reviewed to ensure no jargon is present
Communication and Information - Communication Channels	Business Improvement and Compliance	>6 months	Introduce a property scorecard for residents which sets out key compliance checks for their homes, to improve residents perception that their home is safe.	In Progress	TP06, TP07, TP08, TP09	Two scorecard examples have been created, and have been sent out for resident consultation.
Communication and Information - Communication Channels	Repairs	TBC	Promote planned improvements consider use of a board outside schemes being refurbished e.g., roofing programme.	Not Started	TP06, TP07, TP08, TP09	
Communication and Information - Communication Channels	Business Improvement	>6 months	Create Feedback Loop to ensure residents know how their feedback help to improve and shape services	In Progress	TP06, TP07, TP08, TP09	A new feedback framework will be in place for 30/04/2024, for staff to follow to ensure we are actioning feedback received. We also have a 'you said, we did' section of our website which is updated each quarter.
Communication and Information - Communication Channels	Business Improvement	>12 weeks	Publication of performance information	Complete	TP06, TP07, TP08, TP09	Complete and updated on our website every quarter

Communication and Information - Communication Channels	Business Improvement	>3 months	To arrange focus groups with residents on key themes that came out of the TSM survey.	In Progress	TP06, TP07, TP08, TP09	First focus groups held in March on the theme of communication
Communication and Information - Policies and Procedures	Business Improvement	> 3 months	Create a policy list and timeline for new policies and when/how to review them,	In Progress	TP06, TP07, TP08, TP09	A list has been completed by all services, and a central document created to capture when policies are updated or coming up for review. A programme of policy development will start in Q1 of 24/25
Communication and Information - Policies and Procedures	Neighbourhoods	>6 months	Draft a domestic abuse policy and identify a specialist officer.	In Progress	TP06, TP07, TP08, TP09	To be completed by 30/04/2024
Communication and Information - Policies and Procedures	Neighbourhoods	>3 months	Add ASB outcome possibilities, mediation service and conflict counselling to the website, adding context on how often those outcomes happen, and publicise the positive outcomes on ASB that haven't relied on people being evicted.	In Progress	TP06, TP07, TP08, TP09	To be completed in quarter 1 of 24/25
Communication and Information - Policies and Procedures	Neighbourhoods and Compliance	>6 months	No access policy needs to be reviewed for Compliance and Neighbourhoods.	In Progress	TP06, TP07, TP08, TP09	To be completed as part of the policy work programme
Communication and Information - Policies and Procedures	Business Improvement and Neighbourhoods	>6 months	Create a business process map for estate inspections and ensure mobile forms for officers are available for Civica (or another route such as iAuditor).	In Progress	TP06, TP07, TP08, TP09	Business process map complete, form to be developed for use in Q1 of 24/25
Property Condition - Capital Works	Repairs	>6 months	Create a capital works programme and confirm a cyclical decorations programme.	In Progress	TP04, TP05, TP10, TP11	Planning will start not budget approval has taken place
Property Condition - Property Scorecard	Compliance	>6 months	Review our compliance scorecards and processes used in our compliance system to improve performance monitoring	In Progress	TP04, TP05, TP10, TP11	Our compliance scorecards are being improved to reflect the changes in fire safety and building safety legislation. These will be complete by 30/04/2024.
Property Condition - Property Scorecard	Repairs	>3 months	Review our damp and mould process to ensure in line with best practice	In Progress	TP04, TP05, TP10, TP11	A process map has been drafted and will be approved by 31/03/2024 with a policy to follow in Q1 of 24/25

Property Condition - Property Scorecard	Repairs	>3 months	Carry out a programme of stock condition surveys	In Progress	TP04, TP05, TP10, TP11	In the process of agreeing the contractors that will be used for this work
Communication and Information - Policies and Procedures	Unassigned		Electronic signups for Council tenants as excessive paperwork is being completed in hard copy which is time consuming and not good for the environment.	Not Started	TP06, TP07, TP08, TP09	Further discussions needed on this required, and will be considered as part of future system improvements.
Communication and Information - Policies and Procedures	Unassigned		Clients to be taken on a pre-viewing of the property following nomination and prior to sign up. (Similar to how a letting agents would conduct their sign up) as tenants are ignoring warnings about attending site or property prior to occupation and without supervision.	Not Started	TP06, TP07, TP08, TP09	Further discussion required by housing management team to decide whether this can be taken forward

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Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 26 March 2023
SUBJECT:	Performance Measures for Housing Services – Quarter 3 Performance for the period 1 October to 31 December 2023
LEAD OFFICER:	Sasha Hawkins – Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

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.

It will support the following aim.

Delivering the right homes in the right places

- 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:

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.

Our Resident Engagement Strategy has a specific aim ‘Be Accountable’ and we set out in this our commitment to publishing performance measures.

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

FINANCIAL SUMMARY:

Work continues to improve arrears levels across our general needs and leaseholder stock, which will increase the income received. The improvements being made to the re-let time will also have a positive impact on our income.

1 PURPOSE OF REPORT

- 1.1 To provide members with our Q3 performance on the agreed set of housing measures.

2 RECOMMENDATIONS

2.1 It is recommended that the Committee notes the content of this report.

3 EXECUTIVE SUMMARY

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

3.2 These measures are in addition to the Tenant Satisfaction Measures we are required to report on by the Regulator.

3.3 The Regulator of Social Housing expects Members and executive leaders to regularly scrutinise performance information pertaining to the quality of homes, service performance and our engagement with tenants.

3.4 Compared to last quarter our performance has improved in 10 areas and declined in 6 areas.

3.5 The average relet time in days for all voids has increased only slightly from 70 days in Q2 to 71 days in Q3, whilst this is still higher we have seen improved performance during December and would expect to see an overall improvement in Q4 reporting. The overall voids relet time continues to be impacted by long term voids.

3.6 Our performance for repairs falls below the standards we expect, however the direction of travel is positive with improvements being achieved across all but one measure. As members know we have taken the decision to end the contract with Osborne Property Services Ltd. Over time we expect performance to then increase in this area, however this could take some time to realise as we enter into and mobilise new contractual arrangements.

3.7 Arrears due has increased from 4.94% from 5.82%, steps are being taken to improve income recovery, however external factors such as the cost of living continue to impact negatively on arrears levels.

3.8 An arrears workshop was held in February to look at our current processes and analyse data on the performance of income recovery, following this the Neighbourhood Services Manager is putting in place actions to improve income recovery collection.

3.9 We have continued to work with residents to gain access to their homes to carry out vital safety checks and we have seen performance improve this quarter from 96.83% to 97.86% for EICR checks and we are 100% compliant for gas safety checks.

3.10 On average complaints performance has improved this quarter and this is set out in more details within the Complaints and Determination report taken to committee this evening.

- 3.11 The average time households spent in B&B and TA is up this is due to the service facing increased demand. The number of cases where homelessness is prevented has increased.
- 3.12 Further detail on the figures and the actions being taken to improve performance are set out in Appendix 1 under manager comments.

4 DETAIL

- 4.1 There are 16 measures set out at Appendix 1 which give performance information pertaining to key areas of our service. Where any measures are only collected annually this will be set out in the report.
- 4.2 Within the tables set out in Appendix 1 we have included benchmarking against other providers, this data is provided by Housemark and determines which quartile our performance is in.
- 4.3 The column titled “ADC Quartile 2022/23” represents our performance for 2022/23 and gives members insight into how our current performance is measuring against last year’s performance, and the upper quartile column gives members insight into how far we are from upper quartile performance.
- 4.1 We are continuing work to improve void performance. Our new contractor is now handling all of our voids works, and they are performing well and we are seeing improvements in the quality of work and the speed of which they start working on properties.
- 4.2 It will still take time to see the true impact on our void turnaround times as there are a number of long-term voids which impact our figures, but their performance is monitored closely by the Repairs and Maintenance Manager.
- 4.3 Our Technical Officer positions have now been filled and void inspections are now taking place. Currently these inspections are only taking place once the previous tenants have vacated properties and post void handover. Once our void numbers begin to reduce, we are aiming to complete pre void inspections.
- 4.4 The table below sets out the number of voids in compared to the number of lettings made across the two quarters.

4.5

	Q2 (01/07/2023 – 30/09/2023)	Q3 (01/10/2023 – 31/12/2023)
Voids in	77	44
Lettings	66	67

4.6 The work we are doing to improve our complaints performance and satisfaction is set out in a separate report which has been presented to members this evening, but we are seeing improvements in this area and have moved into quartile 2 for performance.

4.7 In respect of rent arrears, staff continue to receive regular training on income recovery, and one of our officers is still solely focusing on this area and looking at high level arrears cases. Our financial inclusion officer is continuing to offer advice and support to those in arrears.

4.8 The Neighbourhood Services Manager is regularly monitoring arrears levels, and the arrears actions carried out to ensure we are increasing the rent collected.

4.9 Our repairs performance still falls below our target and the service we want for our residents. As members know we have ended the contract with Osborne Property Services Ltd which will enable us to plan a future repairs service ensuring this improves the time taken to carry out repairs.

4.10 We will be including robust key performance indicators (KPIs) as part of any new contract which will set out specific service standards and expectations that any new contractors will need to meet.

4.11 Appendix 2 sets out figures relating to fraud and the number of properties recovered and provides the level of service charge arrears for leaseholders.

5 CONSULTATION

5.1 No consultation has taken place.

6 OPTIONS / ALTERNATIVES CONSIDERED

6.1 To review the report and performance measures at Appendix 1

6.2 To request further information and/or remedial actions to be undertaken.

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

7.1 Whilst there are no direct financial implications from this report, the KPI performance is reflected in the out-turn forecasts. Members are reminded that under performance has an adverse impact on this Committee's revenue budget and HRA budget.

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 There are no legal and governance implications.

10. HUMAN RESOURCES IMPACT

10.1 No impact identified.

11. HEALTH & SAFETY IMPACT

11.1 Appendix 1 set out performance information pertaining to compliance and repairs. These measures give oversight to help support effective management of health and safety risks associated with our housing stock.

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 as this is a performance monitoring report. Our performance is put on our website following the committee meeting, so we are transparent and accountable for how we are performing as a service.

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: Business Improvement Manager

Contact Number: 01903 737656









BACKGROUND DOCUMENTS:

Appendix 1 – Table of performance measures

Appendix 2 – Fraud and leasehold charges performance

Appendix 3 – guide to measures

HOUSING PERFORMANCE MEASURES – QUARTERLY REPORT

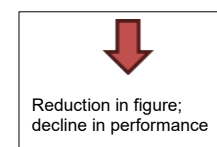
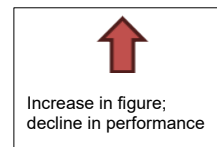
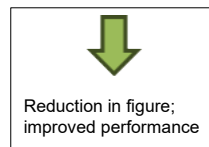
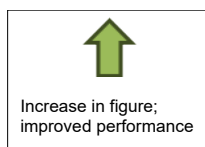
Repairs	ADC Quartile 2022/23	Upper Quartile (target)	Previous performance (Q2)	Current Performance Q3 – 1 Sept - 31 Dec 2023		Direction	RAYG	4-month trend Sep - Dec 2023
% of emergency repairs completed in time	2 97.57%	99.1%	85.19%	87.22%	207 repairs			
% of non-emergency repairs completed in time	3 79.42%	93.72%	80.58%	83.83%	1540 repairs			
Average cost of a responsive repair	3 £193.09	£125.56	£255.24	£291.66				
Satisfaction with repairs	N/A	N/A	79%	82%				

MANAGER COMMENTS

Our performance for repairs falls below the standards we expect, however the direction of travel is positive with improvements being achieved across all but one measure. As members know we have taken the decision to end the contract with Osborne Property Services Ltd. Over time we expect performance to then increase in this area, however this could take some time to realise as we enter into and mobilise new contractual arrangements.

We will be including robust key performance indicators (KPIs) as part of any new contract which will set out specific service standards and expectations that any new contractors will need to meet.

Key to directional arrows:



Compliance	ADC Quartile 2022/23	Upper Quartile (target)	Previous performance	Current Performance – Q3		Direction	RAYG	4-month trend Sept – Dec 2023
				% compliant	No. compliant			
% of domestic homes with a satisfactory EICR	3 95.08%	99.57%	96.83%	97.86%	3336		2	
% of homes with completed gas safety checks	4 98.35%	100%	99.74%	100%	2640		1	

MANAGER COMMENTS

We are smoothing the delivery of the inspection program throughout 2024/25 which will reduce the peaks and troughs of inspection rates per month and will help us to keep good performance stable as a routine.

We are also marking properties that prove problematic, in terms of access, so that next time round the process for these properties will start at 6 months, not the normal 3 months, to reduce the chance of missing the due by date.

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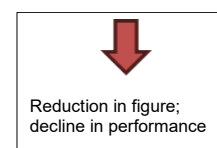
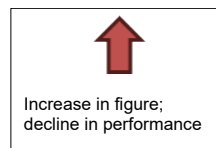
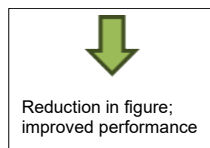
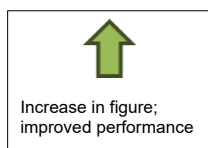
Voids	ADC Quartile 2022/23	Upper Quartile (target)	Previous performance	Current Performance – Q3		Direction	RAYG	4-month trend Sept - Dec 2023
Average relet time in days (all voids)	3 76.55	45	70 days	71 days	67 properties		3	
Void loss (as % of rent due)	3 1.65%	0.94%	2.13%	2.01%	£97,832.87		3	



MANAGER COMMENTS:

We are continuing work to improve void performance. Our new contractor is now handling all of our voids works; they are performing well and we are seeing improvements in the quality of work and the speed at which they start working on properties.

It will still take time to see the true impact on our void turnaround times as there are a number of long-term voids which impact our figures, but their performance is monitored closely by the Repairs and Maintenance Manager.

Key to directional arrows:



Financial	ADC Quartile 2022/23	Upper Quartile (target)	Previous performance	Current Performance – Q3		Direction	RAYG	4-month trend Sept – Dec 2023
				% arrears	Value of arrears			
Arrears – as a % of rent due (YTD)	3 4.71%	2.2%	4.94%	5.82%	£1,903,868.94		4	

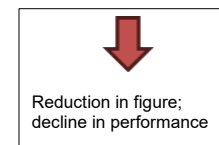
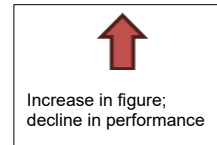
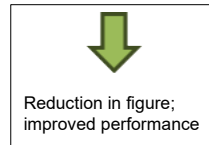
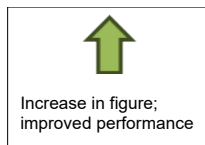
MANAGER COMMENTS





This is an arrears figure at at 31/12/2023

Staff continue to receive regular training on income recovery, and one of our officers is still solely focusing on this area and looking at high level arrears cases. Our financial inclusion officer is continuing to offer advice and support to those in arrears.

The Neighbourhood Services Manager is regularly monitoring arrears levels, and the arrears actions carried out to ensure we are increasing the rent collected.

Key to directional arrows:



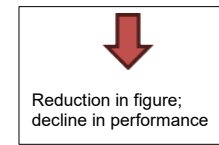
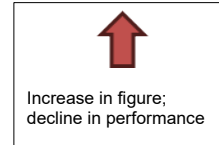
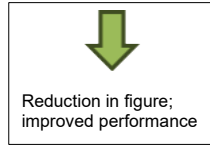
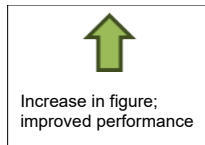
Complaints	ADC Quartile 2022/23	Upper Quartile (target)	Previous performance	Current Performance – Q3		Direction	RAYG	4-month trend Sept - Dec 2023
				% responded to in time	No. received			
Stage 1 complaints	4 38.9%	93.82%	50% In sept	81.13%	106		2	
Stage 2 complaints	4 15.6%	96.1%	60% In Sept	68.42%	19		3	




MANAGER COMMENTS:

Our complaints performance is improving each month. This table represents our performance as at December 2023; a separate report is being brought to committee this evening which gives further information on our complaints performance.

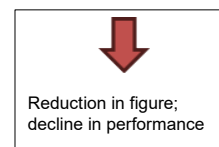
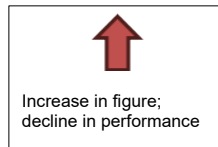
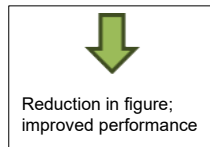
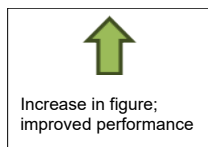
For stage 1 response times, Dec 2023 performance would have put us in the 2nd quartile (for the Housemark 2022/23 exercise). For stage 2 response times we have seen a significant improvement compared to our 2022/23 performance (of 15.6%)

Key to directional arrows:



Homelessness and Housing Need	Target (Vision target)	Previous performance 30 Sept 2023		Current Performance 31 Dec 2023		Direction
Average time households spent in B&B and EA	12 weeks	16 weeks	168 households	19 weeks	157 households	
Average time households spent in TA	64 weeks	29 weeks	44 households	36 weeks	49 households	
Applicants on the housing waiting list	N/A	2063		2138		
<p>MANAGER COMMENTS:</p> <p>The average time spent in EA and TA have increased due to a lack of suitable and affordable move on options, there has also been delays in new builds and the service is also impacted by any delays in voids properties within our own stock.</p> <p>The housing register numbers have increased due to general demand increase for social and affordable housing options. We expect this number to decrease on transition to Abris as we will be carrying out re-registration as part of the implementation of Abris</p>						

Key to directional arrows:




TOTAL ON HOUSING LIST AS AT 31 December 2023						
Banding and Bed need breakdown for general needs and sheltered housing applications:						
Band / Bed	1	2	3	4	5	TOTAL
A	70	28	7	5	0	110
B	232	139	81	62	7	521
C	690	437	298	78	4	1507
TOTAL	992	604	386	145	11	2138

Data Sources:

Repairs	Housing system KWEST monthly surveys
Compliance	Housing system
Voids	Housing system
Financial	Housing system
Complaints	Housing spreadsheets / system (local performance info)
Homelessness	Housing spreadsheets / local performance info and housing system
Homeless comparison	DLUHC data tables
Housing waiting list	Housing system
Quartile data	Housemark

Appendix 2

Housing Fraud	Data source	Current Performance At 31 December 2023	Previous Performance At 30 Sept 2023	Direction
Number of fraud cases open	Housing data	15	15	No change
Total value of savings to the council	Housing data	£1,674,000	£1,302,000	

MANAGERS COMMENTS

The numbers of fraud cases open remains consistent across the two quarters, we are seeing an increase in reports of sub-letting and non-occupation which are being investigated by our Fraud Investigation and Enforcement Officer.

Each case of tenancy fraud costs local authorities an estimated £93,000 and this figure is used to calculate the savings above in Q3 we uncovered two cases of fraud.


From April 2023 to December 2023 we have prevented 18 cases of fraud the breakdown of which is below

- Sole to joint applications refused – 1
- Mutual exchange applications refused – 8
- Succession applications refused – 1

Recovered 8 properties the breakdown of which is below

- Illegal sub-letting – 1
- Abandonment – 3
- Non-occupation – 3
- Unauthorised occupant (following death of tenant) - 1

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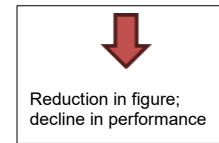
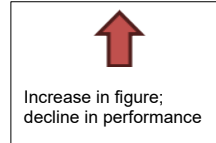
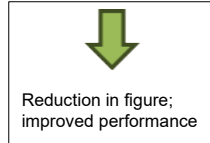
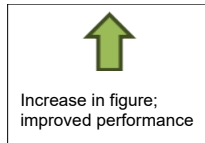
Leaseholder charges	Data source	Current Performance At 9 February 2024	Previous performance At 17 October 2023	Direction
Value of charges outstanding	Housing system	£195,974.96	£214,474.97	

MANAGERS COMMENTS

We charge leaseholders annually in arrears, they receive their annual bill each year to cover the previous financial year. This year saw an increase in compliance works which means service charges will be higher for leaseholders. Where we carry out major works such as roof replacements we carry out S20 consultation with any leaseholders effected before commencing work, when the works are completed the charges are then apportioned to leaseholders effected.

We have a Leasehold Officer within the service who will be working to reduce the level of arrears, and we have a income recovery policy in place which sets out the pre-action protocol to follow.

Key to directional arrows:



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Guide to new performance measure tables

Measure	Brief description of each performance measure
ADC quartile	<p>This is taken from our Housemark subscription. The number in bold and a background colour displays which quartile our last submission places us in, with Quartile 1 (green colour) being the top performing position and Quartile 4 (red colour) being the lowest performing position.</p> <p>Also in this box is the figure we provided in our last submission that determined the quartile position</p>
Upper quartile	This shows what figure we'd need to achieve to get into quartile 1 (based on last submission information) and is also the current target for this measure.
Previous performance	This is our previous performance data – usually the total value for a quarter but for some measures this is the value at the end of the period
Current performance	This is our most recent performance data – usually the total value for a quarter but for some measures this is the value at the end of the period
Direction	<p>Will show red or green arrows in an upward or downward direction to show the difference between our current and previous performance.</p> <p>The direction of the arrow shows whether the current performance figure is higher or lower than previously, the colour indicates whether that direction is positive or negative.</p>
RAYG status	<p>Red, Amber Yellow, and Green colours to show which quartile our latest performance figure would put us in, if we compared current performance against last Housemark submission information</p> <p>For the Homeless and Housing Need table, the colour relates to the Vision target</p>
Trendline	Visual display of the recent trajectory of each measure over the last 4-month period (where applicable)
Data source	Location of the measure. Most measures will be data that we extract from a relevant housing system, some come from survey data and others from Housemark or government tables

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Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 26 March 2024
SUBJECT:	Housing Services Complaints Performance and Determinations Q3
LEAD OFFICER:	Sasha Hawkins – Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

The report supports the following areas in the corporate vision:

- Delivering the right homes in the right places
- Support those in our community that need help, providing a safety net where necessary and working with people and organisations to meet different needs.
- Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard.
- Support households with complex needs to secure suitable accommodation.

This report provides members with details of Housing Ombudsman determinations made against the council and our complaints performance for the third quarter of 2023/24 (October to December).

DIRECTORATE POLICY CONTEXT:

The Housing Ombudsman Complaint Handling Code sets out that landlords should provide their governing bodies with information on their performance on complaint handling, to include showing that we have complied with any orders made by the Ombudsman.

As a landlord we must ensure compliance with the Housing Ombudsman Complaint Handling Code as failure to do so could result in a complaint being referred to an appropriate regulator.

FINANCIAL SUMMARY:

In Q3 we paid £12,002 compensation as part of our Stage 1 and Stage 2 responses. This is an increase on Q2 and our average compensation payment as of December 2023 was £182.10.

Our compensation budget is monitored by the service managers, and compensation is paid in line with our compensation policy.

The main driver for compensation is the time taken for work to be completed, the quality of work and poor communication.

1 PURPOSE OF REPORT

- 1.1 To present to committee an overview of Housing services complaints performance for Q3 (October to December).

2 RECOMMENDATIONS

2.1 It is recommended that the Housing and Wellbeing Committee:

2.1.1 Note the contents of the report.

2.1.2 Note the improved performance in complaint response times for quarter 3.

3 EXECUTIVE SUMMARY

- 3.1 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.
- 3.2 There are no new determinations made by the Housing Ombudsman to report on to committee.
- 3.3 The Housing Ombudsman Complaint Handling Code sets out that landlords should report to their members regular updates on their complaint handling performance and their compliance with Ombudsman orders.
- 3.4 For the period 1 October 2023 to 31 December 2023 130 formal complaints were received, the highest volume of complaints was seen in our repairs service which accounted for 79 of formal complaints received. In quarter 2 we received 105 formal complaints; this represents a 24% increase compared to quarter 2. The increase in complaints is attributed to all teams and not just repairs.
- 3.5 On average for quarter 3 we responded to 83% of Stage 1 complaints within agreed extended timescales this is a significant improvement on quarter 2's performance which was 63%. For Stage 2 complaints we responded to 60% of complaints within agreed extended timescales, again, representing a significant improvement on quarter 2's performance of 42%.
- 3.6 At the beginning of the year, we were in the bottom quartile for complaint response times when comparing our performance to other housing providers, based on December's performance we have now moved up to quartile 2.
- 3.7 Our response times to complaints have continued to improve each month which is reflected in these quarterly figures. This is a direct result of the changes implemented to our processes and the hard work carried out across the service to drive up complaints performance.
- 3.8 For quarter 3 we received 44 compliments which is an increase from 27 compliments last quarter.

4 DETAIL

4.1 Complaint performance

- 4.1.1 Appendix 1 sets out our performance for quarter 3 and reports on key measures such as response rate, volume of complaints, and root causes.
- 4.1.2 Compared to Q2 the volume of complaints has increased, with 130 complaints being received in Q3 compared to 105 in Q2, this equates to a 24% increase. Whilst repairs make up most complaints the increase in volume is attributable across all teams and not just repairs.
- 4.1.3 Our repairs service receiving the largest number of complaints is not a unique position compared to the rest of the sector as repairs are our most significant volume of service transactions and will naturally make up most of the complaints a landlord receives.
- 4.1.4 We will continue to monitor any trends with the volumes of complaints and analysing what might be causing a spike in complaints in certain months.
- 4.1.5 The response time set by the Housing Ombudsman for Stage 1 and Stage 2 complaints is 10 and 20 working days. Appendix 1 shows the percentage of complaints responded to within time has continued to increase.
- 4.1.6 When our complaint performance was first brought to this committee last year, we set out that for Q1 we were responding to 36% of Stage 1's and 24% of Stage 2's within target timescales. This placed us in the bottom quartile for performance and was not where we wanted our performance to be.
- 4.1.7 Our performance has continued to improve month on month, and for quarter 3 we are able to report that we responded to 83% of Stage 1's and 60% of Stage 2's within time. This is a significant improvement, and I am pleased to report that this trend is continuing into the 4th quarter.
- 4.1.8 As a service our target percentage for complaint response times is 94% for Stage 1's and 96% for Stage 2's. This target is driven by the top performing providers in the sector and is provided by Housemark as part of the benchmarking data we provide on an annual basis.
- 4.1.9 Our performance for December has been benchmarked by Housemark and now places us in the 2nd quartile, which is an improvement from the bottom quartile where we placed at the beginning of 23/24.
- 4.1.10 The improvements we have made to our complaint handling are now fully embedded in the housing service, and this is seen in our continued performance in responding to complaints on time.
- 4.1.11 These improvements are:

- The implementation of our complaints and compliments tracker allowing us to have greater oversight of complaints, identify gaps in our performance and areas for improvement.
- The complaints co-ordinator holds weekly meetings with service managers and team leaders to keep oversight on the level of complaints, communication with residents and to ensure we respond within time.
- Weekly meetings with Infomanagement to keep track of any outstanding complaints.
- The central mailbox for housing complaints is improving the speed in which we allocate complaints out which is giving officers more time to investigate and respond to complaints.
- We have created a process map for complaints, so all staff involved understand what actions they undertake when investigating complaints.
- Creation of standardised complaint templates.
- We share regular lessons learnt with the housing management team so we can create actions to resolve systemic issues.

4.1.12 The monitoring of complaint handling means that at the time of writing our performance continues to improve and despite increased levels of complaints for this quarter we have further improved the percentage of complaints responded to in time. We do anticipate that the ending of the repairs contract may result in additional complaints numbers and workflow which may create additional service pressures, so we will look to mitigate any impact on our response times as much as possible.

4.1.13 Appendix 1 sets out some further data on root causes and the complaint decisions made.

4.1.14 In Q3 service not provided and poor communication were the largest root causes of complaints, and this is a continued trend we are seeing each quarter. However, service not up to standard was only a root case of 10 complaints this quarter compared to 26 complaints last quarter.

4.1.15 When we then look at our complaint decisions, we see that a large proportion of complaints are being upheld and in Q3 92 complaints were upheld, with 27 not being upheld.

4.1.16 This tells us that there is further work for us to do to improve our communication and the service we provide, so that we can reduce the volume of complaints and the number of complaints upheld where we are at fault.

4.2 Further improvements

- 4.2.1 We recognise that responding to complaints in time is only one part of our performance, and that it is just as important for us to understand what is driving complaints so we can tackle the root cause by introducing improvements across our service.
- 4.2.1 We have used this data alongside our tenant satisfaction measures results to produce an action plan to improve those two areas, and the details of this are set out in a separate report being presented to committee this evening.
- 4.2.2 As a large number of our complaints have been due to the performance of our main repair's contractor, we are hopeful that the decision to end this contract will mean a positive impact on our complaint levels due to an increased level of service for our residents.
- 4.2.3 However, the true impact of this change will take time to reflect in these performance measures, but we will be working with any incoming contractors to set out the communication and performance standards we expect from then in delivering our repairs service.
- 4.2.4 We have also held focus groups with residents to understand how we can improve communication with them, and their feedback will help shape and inform how we develop and improve all our services in housing.
- 4.2.5 A training programme is being developed for all housing staff and will be periodically carried out when any new starters join the service to ensure everyone is working consistently and in line with our policies and procedures.

4.3 Continued performance monitoring

- 4.3.1 Our complaints co-ordinator monitors our performance on a weekly basis and works closely with Infomanagement to ensure complaints are dealt with in line with our policy.
- 4.3.2 Our housing management team receive performance updates every fortnight and monitor the progress of any actions committed to. They also receive regular information on trends, root causes and lessons learnt so they can take action to address any systemic issues.
- 4.3.3 We also invite residents who have been through the complaints process to carry out a survey to give us their views on our complaint handling, and any areas we can improve on.

4.4 Compliments

- 4.4.1 For quarter 3 we received 44 compliments; this is an increase from 27 in quarter 2. Some of these compliments are set out below.

- 4.4.2 “First of all, I can’t thank you enough for finding this property for my son & I. It’s been a very worrying & stressful time for us both so I can’t emphasise enough how much this means to us”.
- 4.4.3 “Thank you so much for your help though this difficult time. You went over and above to sort this matter and for that we will be for ever thankful.”
- 4.4.4 “I know this workload was a lot of pressure put on you, but I’d like to say a massive thank you for all your time and hard work spent on my stage 2 complaint. You have been excellent regarding listening to my concerns and communicating with me so efficiently by phone and email and I shall make sure you get excellent feedback for this.”
- 4.4.5 “Thank you! I want to call you tomorrow and personally say a massive thank you for everything that you have done for my family and would also like to wish you the best wishes for the forthcoming Christmas time. I will call after signing the agreement.”
- 4.4.6 “I wanted to thank you for everything, I couldn’t have done this without you. You are amazing in every way and if you ever have days where you think you hate your job, know that you're saving lives, and you don't even know it. Eternally grateful to have worked with you and for you to have been with me as my housing officer since day 1, to the day I got my door key. Thank you again.”
- 4.4.7 “Firstly, I would like to thank you and especially the Hexagon Team for doing an absolute cracking job on my house, they were very professional and made the whole process as stress free as possible for me, they took into consideration a lot of factors to make sure I was happy all the time. As you know I was quite concerned about all of it. However, I could not be any happier and more pleased on how Mick and his team completed the job within very quick time and with excellence. 5 Star Rated ”

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 financial implications outlined in this report can be funded within the existing housing revenue budget.

8 RISK ASSESSMENT CONSIDERATIONS

- 8.1 Not applicable.

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

9.1 Compliance with the Complaint Handling Code is a requirement of the membership of the Housing Ombudsman Scheme and failure to comply with the Code entitles the Ombudsman to take action through its determinations and other avenues. There are no direct legal implications associated with this report, but the report forms part of the Council's ongoing work to adhere to the Code and to improve its complaints performance.

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 this report. However, reporting on complaint performance and Ombudsman determinations helps to highlight improvements to service areas which include repairs and compliance, which will help support the effective management of health and safety risks.

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 as this is a performance monitoring 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:

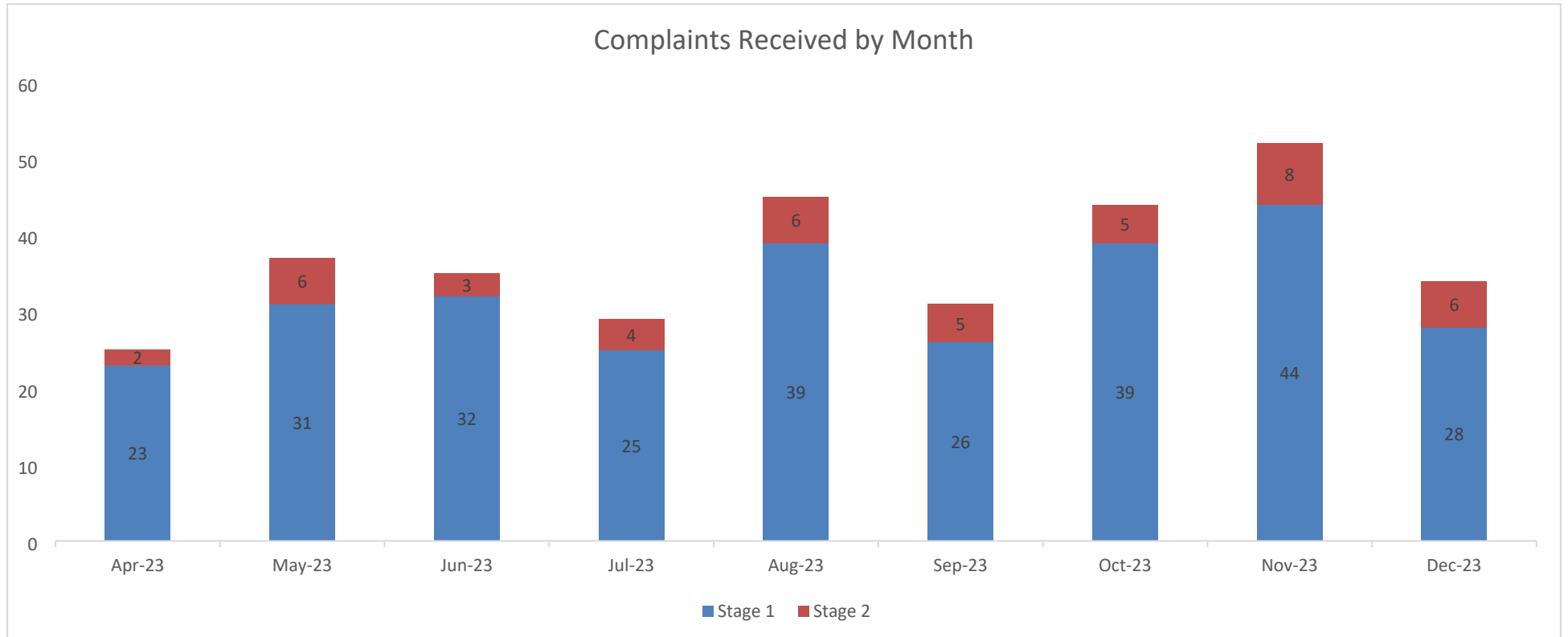
Name: Sasha Hawkins

Job Title: Business Improvement Manager

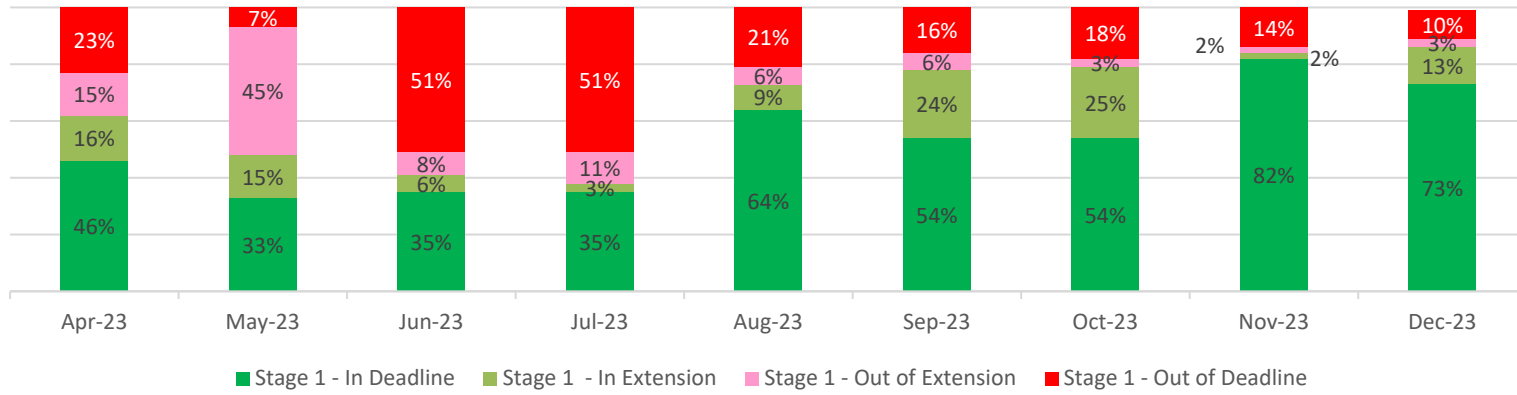
Contact Number: 01903 737656

BACKGROUND DOCUMENTS:

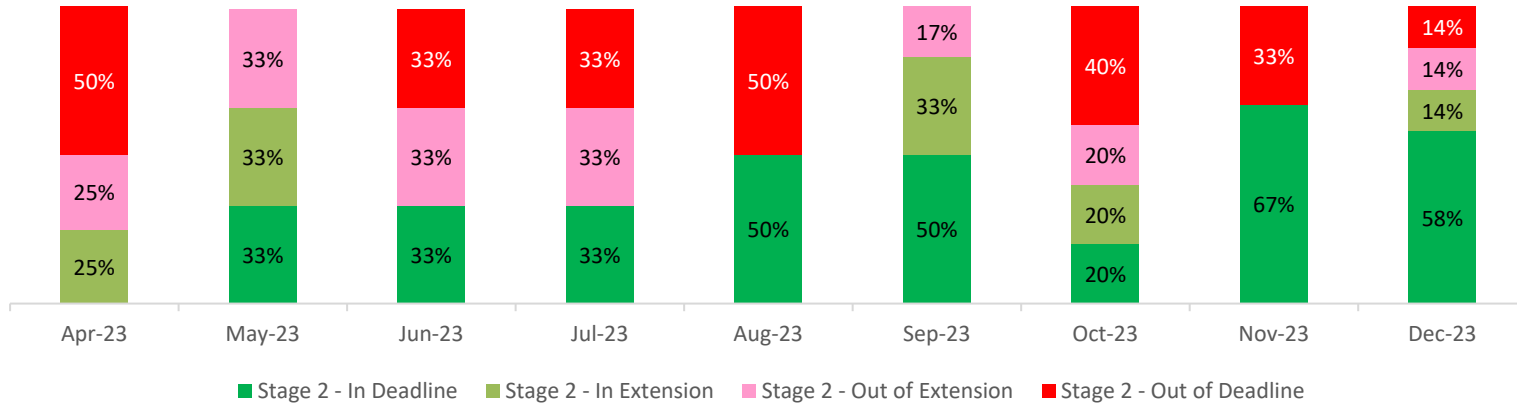
Appendix 1 – Complaints performance figures



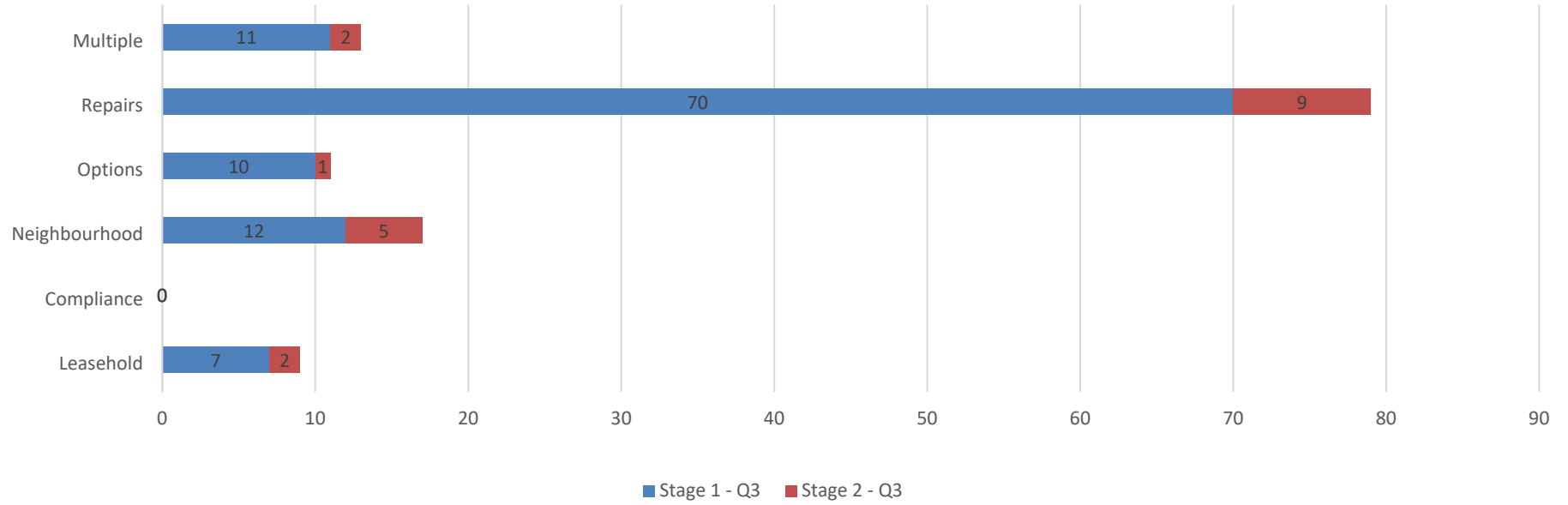
Stage 1 Response Times - %



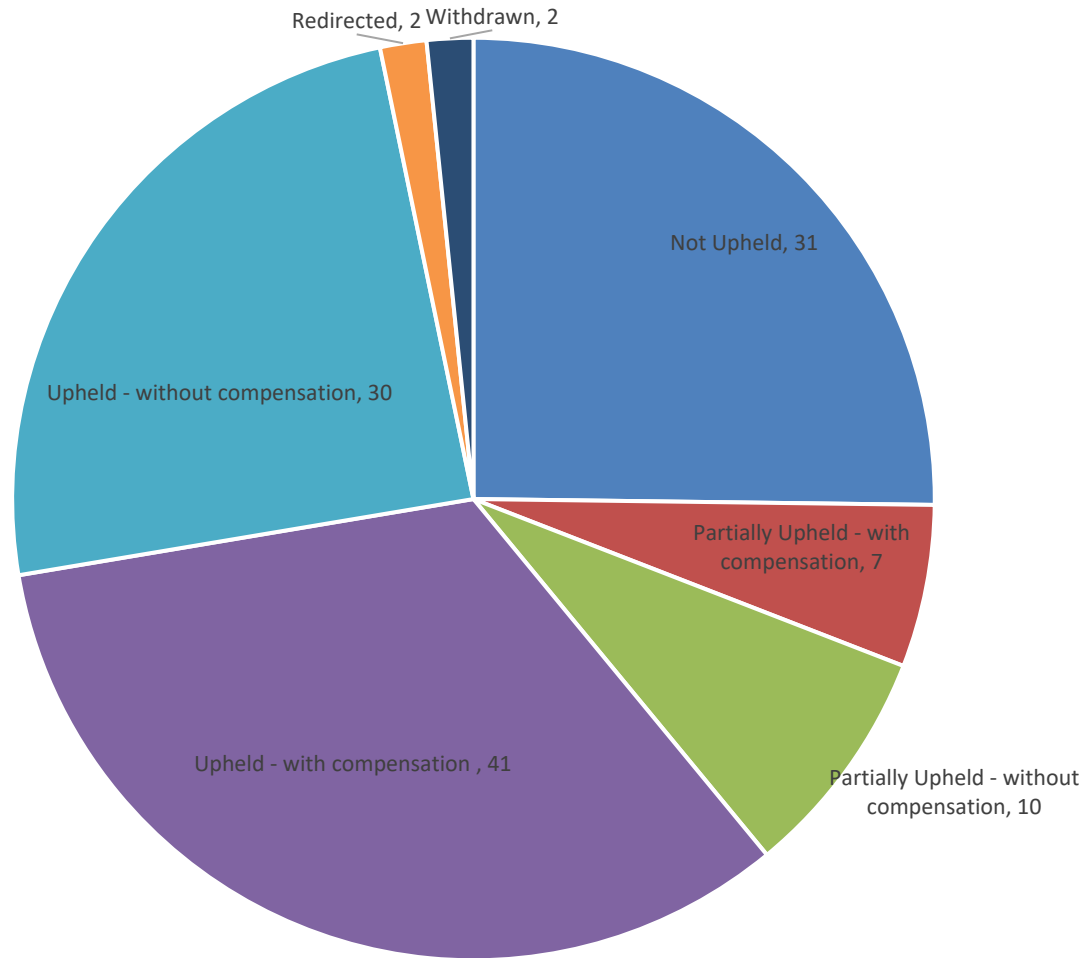
Stage 2 Response Times - %



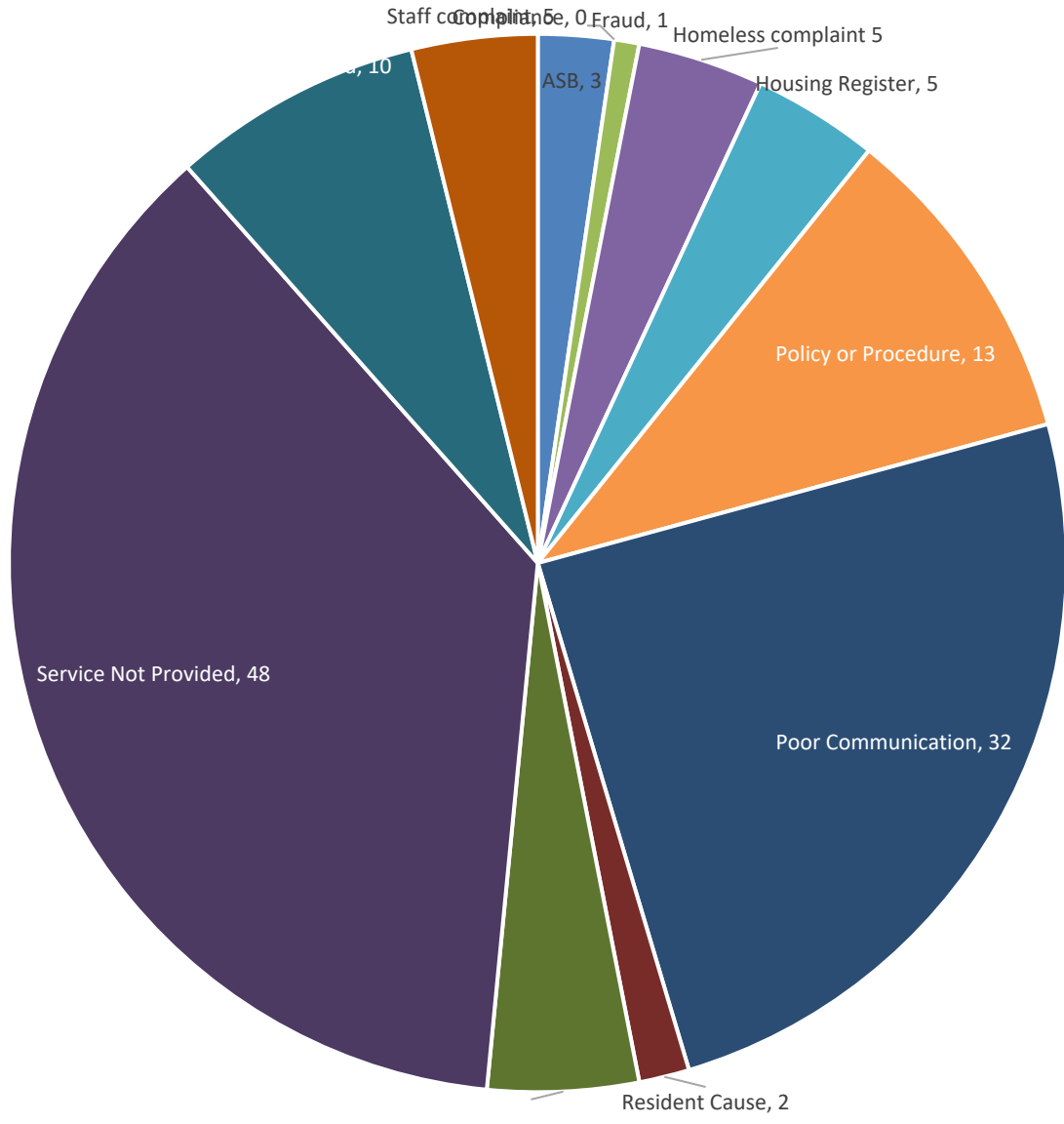
Q3 Stage 1 & 2 Complaints Received, by Team



Q3 Complaint Decisions



Q3 - Root Causes of Complaints



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Arun District Council

REPORT TO:	Housing & Well Being Committee – 26 March 2024
SUBJECT:	Responsive Repairs Contract Update
LEAD OFFICER:	Richard Tomkinson, Group Head of Housing
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>This report supports the following areas in the corporate vision:</p> <ul style="list-style-type: none"> • Delivering the right homes in the right places: • Support those in our community that need help, providing a safety net where necessary and working with people and organisations to meet different needs. • Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard. • This approach will support our tenants, leaseholders, and service users to ensure that staff are guided by policy whilst making operational decisions within the day-to-day activities of the housing and homelessness services. <p>The report provides an update in respect of the responsive repairs contract and next steps.</p>	
DIRECTORATE POLICY CONTEXT:	
<p>Robust and effective contract management and monitoring is essential to ensure quality, effectiveness, and value for money of services delivered to council tenants.</p>	
FINANCIAL SUMMARY:	
<p>None</p>	

1.0 PURPOSE OF REPORT

- 1.1 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.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Housing & Wellbeing note the contents of this report.

3.0 EXECUTIVE SUMMARY

- 3.1 On 29 January 2024, the Group Head of Housing issued notice of termination of contract, in accordance with Clause 14.1 of the Term Alliance Contract for Responsive Repairs and Void Refurbishment.
- 3.2 This means that we can now plan the future repairs service around tenants' feedback and in line with our wider strategic approach and aspirations to deliver services of which we can all be proud.

4.0 DETAIL

- 4.1 On 29 January 2024, the Group Head of Housing issued notice of termination of contract, in accordance with Clause 14.1 of the Term Alliance Contract for Responsive Repairs and Void Refurbishment.
- 4.2 This followed a period during the Summer of 2023 in which action was taken to address a range of issues in contract management, governance, and service delivery, including placing voids works orders with a different contractor.
- 4.3 Following notice of termination, a meeting was held with senior staff from OPSL, during which, it was agreed that the Alliance no longer served the best interests of either Arun District Council or OPSL and the two parties should therefore work together to support the demobilisation of the contract and to deliver the requirements of Transfer of Undertakings (Protection of Employment) (TUPE) Regulations 2006.
- 4.4 The Group Head of Housing and Repairs and Maintenance Manager, in close collaboration with the Director of Environment & Communities (and joint Chief Executive Officer) have developed a risk register aimed at managing and mitigating risks in respect of demobilisation of the existing contract, a repairs continuity plan in respect of continuation of service delivery and the Housing Projects Officer has developed a Stakeholder Communications Plan which has already included the delivery of letters to all tenants, virtual briefings for both staff and Councillors and the publication of a range of information and frequently asked questions on the council's website.
- 4.5 Members are asked to appreciate that there are aspects of the risk register and business continuity plans which are considered commercially sensitive, particularly during the process of contract negotiations for future service delivery. It is not intended, therefore, to share these plans at this time.
- 4.6 The actions taken to date mean that we can now plan the future repairs service around tenants' feedback and in line with our wider strategic approach and aspirations to deliver services of which we can all be proud.

4.7 Officers have initiated discussions with the Housing Service's existing supply chain and are confident that an effective service can be delivered once the existing contract concludes 29 April 2024. Our approach has included issuing a mini-tender through the dynamic purchasing system with a view to entering into contract on a 1+1+1 term to enable service and cost performance to be closely monitored. Further updates will be provided to Committee once we have entered into contract and throughout the contract term.

4.8 As part of demobilisation of the contract, repairs call handling will be brought back in house. At the time of writing, Human Resources Colleagues have begun discussions with OPSL regarding TUPE regulations in respect of those staff who currently spend a significant amount of their time delivering call handling as part of the existing contract. The early indications are that two OPSL staff will join the council under TUPE and the service will work to achieve cost savings in on-going contract delivery through not funding an outsourced service in respect of call handling.

5.0 CONSULTATION

5.1 Internal consultation was undertaken in respect of the actions taken and the contents of this report have been influenced by tenant feedback through the 2023-24 Tenant Satisfaction Survey.

6.0 OPTIONS/ALTERNATIVES CONSIDERED

6.1 Consideration was given to continuing with the existing contract to end of term, but this was not considered to be in the best interests of either party or tenants.

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

7.1 Whilst some significant savings can be achieved through the contents of this report, at the time of writing, service delivery has yet to be fully costed through formal tender. Close cost control will need to be exercised throughout contract delivery. Financial performance will continue to be reported to Members during the financial year.

8.0 RISK ASSESSMENT CONSIDERATIONS

8.1 A full risk assessment has been undertaken and a risk register developed, aimed at managing and mitigating risks in respect of demobilisation of the existing contract.

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

9.1 The notice of termination of contract was issued in accordance with Clause 14.1 of the Term Alliance Contract for Responsive Repairs and Void Refurbishment.

10.0 HUMAN RESOURCES IMPACT

10.1 Human Resources Colleagues have begun discussions with OPSL regarding TUPE regulations in respect of those staff who currently spend a significant amount of their time delivering as part of the existing contract.

11.0 HEALTH & SAFETY IMPACT

11.1 An efficient and effective responsive repairs service, influenced by and planned around tenants' feedback will contribute to ensuring the Health & Safety of all occupants of Arun District Council's housing stock.

12.0 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.

13.0 EQUALITIES IMPACT ASSESSMENT (EIA)/SOCIAL VALUE

13.1 The contents of this report aim to ensure delivery of an effective and accessible responsive repairs service to all occupants of Arun District Council's housing stock. Reasonable adjustment is made in delivery of the service to ensure that no-one is disadvantaged or discriminated against as a result of any protected or other characteristics.

13.2 Consideration of social value will be included in the competitive tender process, and we will aim to create opportunities to enhance the impact that the contract has on the community, including community events and activities, employment and training initiatives and a range of other social value outcomes.

14.0 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 The tender specification includes requirements that the contractor complies in all material respects with statutory and regulatory environmental requirements.

14.2 Full consideration of environmental impact of activities in relation to the contents of this report will be undertaken as part of our approach to delivering social value.

15.0 CRIME AND DISORDER REDUCTION IMPACT

15.1 No impact identified.

16.0 HUMAN RIGHTS IMPACT

16.1 No impact identified.

17.0 FREEDOM OF INFORMATION/DATA PROTECTION CONSIDERATIONS

17.1 Requirements relating to the Freedom of Information Act 2000 will feature in both interim contractual arrangements and as part of the full tender brief.

CONTACT OFFICER:

Name: Richard Tomkinson
Job Title: Group Head of Housing
Contact Number: 01903 737719

BACKGROUND DOCUMENTS:

None.

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Housing and Wellbeing Committee Draft Work Programme 2023-2024

HOUSING & WELLBEING SERVICES COMMITTEE	<u>Report Author</u>	<u>Send to Gemma for CMT by 2pm Thurs</u>	<u>CMT Tues</u>	<u>Draft Reports to Committees</u>	<u>Agenda Prep Meeting</u>	<u>Room</u>	<u>Final Reports to Committees</u>	<u>Agenda Publish Date</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Meeting 1		18 May 23	23 May – changed to 15 May	29 May	01 Jun	Teams 15:00	6 Jun	8 Jun	20 June 2023		19 July 2023
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											

Housing and Wellbeing Committee Draft Work Programme 2023-2024

Housing Compliance Strategy	IH										
Public Facing CCTV upgrade	Carrie Reynolds										
LAHF – Local Accommodation Housing Fund	JK										
SHAP – Single Homeless Accommodation Programme	JK										
Budget 2024/25 Process	Karl Smith										
Exempt Items											
Council Tax Insolvency											
Council Tax Business Rates											
Housing Benefit Overpayments											
HOUSING & WELLBEING	<u>Report Author</u>	<u>Send to Gemma for CMT</u>	<u>CMT Tues</u>	<u>Draft Reports to Committees</u>	<u>Agenda Prep Meeting</u>	<u>Room</u>	<u>Final Reports to Committees</u>	<u>Agenda Publish Date</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council</u>

Housing and Wellbeing Committee Draft Work Programme 2023-2024

Housing Ombudsman Complaint Handling Code	SH										
Tenant Satisfaction Survey	SH										
Housing Allocations Policy Update	JK/RT										
Committee Revenue and Capital Budgets 2024/25 - Housing & Wellbeing	TB										
Q3 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026	JF										
Q3 Budget Monitoring Report	TB/RT										

Housing and Wellbeing Committee Draft Work Programme 2023-2024

HOUSING & WELLBEING SERVICES COMMITTEE	<u>Report Author</u>	<u>Send to Gemma for CMT by 2pm Thurs</u>	<u>CMT Tues</u>	<u>Draft Reports to Committees</u>	<u>Agenda Prep Meeting</u>	<u>Room</u>	<u>Final Reports to Committees</u>	<u>Agenda Publish Date</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Meeting 5		22 Feb	27 Feb	4 Mar 24	7 Mar	Teams 15:00	11 Mar	14 Mar	26 Mar	18:00	9 May
Safer Arun Partnership (Scrutiny)	D O'C										
Policy & Strategy Review	RT										
Housing Services Complaints Performance and Determinations Q3	SH										
Performance measures for	SH										

Page 1 of 7

Housing and Wellbeing Committee Draft Work Programme 2023-2024

housing services - Quarter 3 performance for the period 1 October to 31 December 2023											
Tenants Satisfaction Measures	SH										
OPSL Contract Update	RT										
Swimming Pool Support Fund Phase 2 Grant	FK/OH										
148 Exempt Items											
Council Tax Insolvency											
Council Tax Business Rates											
Housing Benefit Overpayments											