



Public Document Pack

Arun District Council
Civic Centre
Maltravers Road
Littlehampton
West Sussex
BN17 5LF

Tel: (01903 737500)
Fax: (01903) 730442
DX: 57406 Littlehampton
Minicom: 01903 732765

e-mail: committees@arun.gov.uk

Committee Manager Katherine Davis (01903 737984)

22 January 2025

HOUSING AND WELLBEING COMMITTEE

A meeting of the Housing and Wellbeing Committee will be held in **Council Chamber, Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Tuesday 4 February 2025 at 6.00 pm** and you are requested to attend.

Members: Councillors Birch (Chair), Butcher (Vice-Chair), Batley, Bicknell, Mrs Cooper, English, Haywood, Long, Pendleton, Wiltshire 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, 28 January 2025** 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 - 4)
The Committee will be asked to approve as a correct record the minutes of the Special Housing and Wellbeing Committee held on 17 December 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. LEISURE CONTRACT PERFORMANCE REPORT (Pages 5 - 12)
The report will provide members of the Housing and Wellbeing Committee an update in respect of the Councils Leisure Operating Contract (hereafter referred to as the 'LOC') over the 12-month period of 1 October 2023 to 30 September 2024.
7. HOUSING REVENUE ACCOUNT BUSINESS PLAN UPDATE (Pages 13 - 24)
This report provides an update on the HRA Business Plan projections. The HRA Business Plan forecasts income, expenditure, investment and borrowing requirements in respect of the council's housing stock over a 30-year period.
8. COMMITTEE GENERAL FUND REVENUE AND CAPITAL BUDGETS 2025/26 (Pages 25 - 32)
This report sets out the 2025/26 revenue and capital budgets for this Committee to consider and recommend for submission to the Policy and Finance Committee on 13 February 2025.
9. HOUSING REVENUE ACCOUNT BUDGETS 2025/26 (Pages 33 - 42)
This report sets out the 2025/26 revenue and capital budgets for this Committee to consider and recommend for submission

to the Policy and Finance Committee on 13 February 2025 so recommendations can be made to Full Council on 26 February 2025.

10. COUNCIL TAX REDUCTION SCHEME 2025/26 (Pages 43 - 52)

Each year the Council is required to review its Council Tax Reduction Scheme in accordance with the requirements of schedule 1A of the Local Government Finance Act 1992 and to either maintain the scheme or replace it. This report outlines the proposed changes to the scheme and their potential impact.

11. Q3 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (KPI'S) WHICH FORM PART OF THE COUNCIL'S VISION 2022-2026 (Pages 53 - 64)

This report gives the Q3 Performance of the Key Performance Indicators which form part of the Council's Vision 2022-2026 for the period 1 October 2024 to 31 December 2024

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

12. WORK PROGRAMME (Pages 67 - 72)

The Committee is asked to note the Work Programme for 2024/2025.

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](#)

This page is intentionally left blank

Agenda Item 3

Subject to approval at the next Housing and Wellbeing Committee meeting

421

HOUSING AND WELLBEING COMMITTEE

17 December 2024 at 6.00 pm

Present: Councillors Birch (Chair), Butcher (Vice-Chair), Bicknell, Mrs Cooper, Haywood, Long, Pendleton, Wiltshire, Yeates and Gunner [substituting for English]

Apologies: Councillors Batley and English

336. APOLOGIES

Apologies for absence were received from Councillors English and Haywood.

337. DECLARATIONS OF INTEREST

There were no declarations of interest.

338. MINUTES

The minutes of the Housing and Wellbeing Committee held on 21 November 2024 were approved and signed by the Chair.

339. 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

There were no urgent items.

340. PUBLIC QUESTION TIME

There were no public questions.

341. HOUSING MANAGEMENT SYSTEM CONTRACT

The Chair invited the Business Improvement Manager to present the report to members. The report sought budgetary approval from the Housing and Wellbeing Committee for the procurement and award of the Housing Management System contract to provide ongoing hosting and support. The current System contract is due to end on 31 March 2025. The future contract will not include implementation of the software as this was included as part of the current contract. A longer-term contract was being sought due to the software being established, offering greater continuity for the Council and no implementation fees. Without the use of the System the Council would not be able to carry out its landlord functions as a social housing provider or manage the Council's housing register. This would put the Council at risk of non-compliance with the Council's statutory requirements. A great deal of work had been undertaken to implement the System to ensure improvements to ensure they improved

customer experience and the services provided. A contract was now required to ensure there was ongoing licensing, maintenance and support of the software.

The recommendations were then proposed by Councillor Butcher and seconded by Councillor Yeates.

The Chair invited questions and comments from members.

- Responding to questions about cost increases before and after the initial four-year contract period, the Business Improvement Manager advised that after this period the contract would increase in line with the Consumer Price Index (CPI), which had been calculated as an indicative cost, as an upper limit, within the contract value. It was not possible to provide a definitive answer regarding the first four years of the contract. A framework agreement would be used as part of the procurement process and the rules regarding CPI would be set in the terms of conditions.
- The Group Head Housing, Wellbeing and Communities confirmed that an update on the Housing Revenue Account Business Plan would be reported to the Housing and Wellbeing Committee on 4 February 2025.
- Responding to a question concerning the previous maintenance costs, the Business Improvement Manager confirmed that the contract was for the utilisation of the Civica CX software currently in place. As regards to the annual maintenance cost for the pre-Civica software, a combination of multiple systems had been integrated into one system and it was confirmed that these costs were comparable. She undertook to provide a breakdown of the maintenance costs for each of the previous systems outside of the meeting.
- It was asked what the payback would be in terms of the cost of £150,000 per year and if it was it a financial saving or a quality of the service. The Business Improvement Manager advised that in terms of a move to one System and whether there would be a financial saving this may not be the case but it would be comparable. However, since the implication of the current system the time taken to process tasks now took seconds rather than minutes and were easier to access. There had also been a measurable impact on customer satisfaction and officers would consider how to quantify the customer experience.
- A member asked that due to the substantial investment this Committee receive monitoring reports, possibly on an annual basis, on the freeing up on staff resources to enable them to undertake other duties. Group Head Housing, Wellbeing and Communities replied that the Housing system was still in the implementation, training and support phase following its implementation in June 2024. It was expected that the savings made would be efficiency gains rather than financial savings. There would always be enough work in the Housing Service to enable staff to carry out other workflow tasks as a result of efficiency savings. He undertook to take the request for a monitoring report forward.

- The Business Improvement Manager confirmed that all contractors had been trained on the system and whilst there had been a few training issues, most were using it.

The Committee

RESOLVED

2.1 To approve the procurement of the Housing Management System Contract to an upper value of £1,500,000

2.2 To approve the award of the contract to a supplier on the chosen framework, if pricing is within the approved budget as set out in 2.1.

342. WORK PROGRAMME

The Committee noted the Work Programme for 2024-25.

343. EXEMPT INFORMATION

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

The Committee

RESOLVED

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

344. WARM HOMES BID

The Chair invited the Group Head Housing, Wellbeing and Communities to present the report to members, which informed members of the detail of the Council's Warm Homes Social Housing Fund, Wave 3 bid and to seek approval of the Housing and Wellbeing Committee for the procurement and award of the contract.

The recommendations were then proposed by Councillor Yeates and seconded by Councillor Bicknell.

The Chair invited questions and comments from members. During the debate officers provided clarification of the Housing Improvements and Efficiencies budget in

Housing and Wellbeing Committee - 17.12.24

terms of the existing budget for planned maintenance, the use of external funding, the expected benefits of providing the scheme.

The Committee then voted on the following recommendations separately.

The Committee

RESOLVED

- 2.1 To approve the procurement of the delivery programme, subject to the outcome of our bid of £5,188,773.20 match funding.
- 2.2 To approve the direct award of the contract to E.ON through the Fusion 21 decarbonisation supplier framework.

RECOMMENDED TO THE POLICY AND FINANCE COMMITTEE

- 2.3 As per section 3.2.1 of the Constitution, the approval of a virement of £2.2m from the Housing Improvements and Efficiencies budget over the period 2025/26 to 2027/28.

(The meeting concluded at 6.45 pm)

Arun District Council

REPORT TO:	Housing and Wellbeing Committee
SUBJECT:	Leisure Contract Performance Report
LEAD OFFICERS:	Oliver Handson, Environmental Services & Strategy Manager Fraser Kidd, Leisure & Wellbeing Business Manager
LEAD MEMBER:	Councillor Carol Birch, Chair of Housing and Wellbeing Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<u>Overall Aims:</u> IMPROVING THE WELLBEING OF ARUN:	
<ul style="list-style-type: none"> • Champion leisure, culture and the Arts in Arun and encourage our community to embrace healthy and active lifestyles • Work with partners to provide advice, support and activities that promote and deliver community wellbeing where it will have the greatest impact 	
<u>How will we achieve this:</u>	
<ul style="list-style-type: none"> • Work with key partners to ensure that we deliver council wellbeing services that are complementary to their own, rather than duplicate effort. • To plan services, resources, amenities, activities, and places to help our community thrive. 	
DIRECTORATE POLICY CONTEXT:	
To regularly monitor and review the performance of contracts.	
FINANCIAL SUMMARY:	
The Leisure contract offers the council a secured income, with an annual index-linked management fee.	

1. PURPOSE OF REPORT

- 1.1 To inform members of the Housing and Wellbeing committee of Freedom Leisure’s trading and performance (October 2023-September 2024). This period is a follow on from the previous 18-month report presented in January 2024.

2. RECOMMENDATIONS

- 2.1 That is recommended that the Housing & Wellbeing Committee considers the report and provides any observations to officers.

3. EXECUTIVE SUMMARY

- 3.1 The report will provide members of the Housing and Wellbeing Committee an update in respect of the Councils Leisure Operating Contract (hereafter referred to as the 'LOC') over the 12-month period of 1 October 2023 to 30 September 2024.
- 3.2 The Council's leisure operator, Freedom Leisure will attend the meeting to present their annual report and Healthy Communities update.

4. DETAIL

- 4.1 The current LOC 1 April 2016 – 31 March 2027 includes the operation of the Arun Leisure Centre, Bersted Community Centre, Littlehampton Wave and Windmill Entertainment Centre.
- 4.2 Cabinet approval was given on 14 September 2015 to award the leisure contract to Wealden Leisure Ltd, trading as Freedom Leisure for a period of 10 years from 1 April 2016. An extension of 1-year was granted in August 2020 due to the ceasing of trading during the coronavirus pandemic. The current contract is set to end on 31 March 2027.
- 4.3 On 21 November 2024's Housing & Wellbeing Committee, it was agreed by members that the leisure contract would be extended by five years until 31 March 2032. The report and minutes to this meeting are within these reports background documents.
- 4.4 This report covers a period which has seen increased participation, whilst adapting to challenges of energy price increases and rising inflation.
- 4.5 The contract is managed through formal monthly monitoring visits, ad-hoc monitoring visits, monthly contract meetings and quarterly strategic meetings. All monitoring is recorded with imagery, with a set document being sent to the respective centre managers within 24 hours of visit for response. Monitoring is supported by regular communication with the operational team at each facility.
- 4.6 Contract reporting is managed through a shared online client portal specifically created for this purpose. Freedom Leisure update the portal quarterly with a breakdown of participation and financial data.

4.7 A primary indicator for contract performance is the number of people attending our two leisure centres. The period of October 2022-September 2023 saw increases vs the previous two years. This was in part due to the centres reopening fully after Covid. The trend of increased use of the centres has continued through the period of October 2023 – September 2024 with a total combined increase of 6.28%, with c79,500 additional visits across the 12-month period. See below tables of participation numbers for this period:

Arun Leisure Centre

	Oct 2022-Sept 2023	Oct 2023-Sept 2024	Increase
Oct - Dec	125,539	135,599	10,060
Jan - March	124,582	139,822	15,240
April - June	117,874	128,682	10,808
July - Sept	130,695	134,636	3,941
Total	498,690	538,739	40,049
			8.00%

Littlehampton Wave

	Oct 2022-Sept 2023	Oct 2023-Sept 2024	Increase
Oct - Dec	181,734	182,771	1,037
Jan - March	188,721	198,951	10,230
April - June	196,727	213,720	16,993
July - Sept	198,422	209,602	11,180
Total	765,604	805,044	39,440
			5.15%

4.8 Freedom Leisure have continued to review and develop their programme of activities. In the past 12 months they have improved their popular gymnastics programme at Littlehampton Wave with an additional day of after school sessions due to having a long waiting list. Arun Leisure Centre has introduced the popular session Little Leapfrogs on Saturday and Sunday mornings, off the back of the continued success of these sessions at Wave.

4.9 The Council have worked in partnership with Freedom Leisure to achieve Sport England Swimming Pool Support Funding for 97 photovoltaic panels for Littlehampton Wave’s Swimming Pool Roof. In March 2024 Destratification Fans were also added to both pool halls and gyms. These fans work by continuously circulating a column of air from the ceiling to the floor, mixing the stratified air to create a comfortable environment.

- 4.10 The Dual Use officer group which oversees the dual use agreement for the Arun Leisure Centre and is chaired by the Council, meets termly (three times per year) and is attended by representatives from Freedom Leisure, West Sussex County Council and Felpham Community College. In early 2024, works were completed within the Bramber Studio which included new flooring and acoustics. In December 2024 there was investment to replace both wet and dry side electrical intakes which involved a 10-day closure of Arun Leisure Centre and new boilers for the swimming pool were fitted after failure. Freedom Leisure also completed sand, sealing and painting of the Squash Courts and over the summer holidays completed decoration works of the school changing areas.
- 4.11 The Windmill Entertainment Centre reopened its doors in April 2024, after being closed since August 2023 after the Harvester Fire. Works carried out during the closure included a new entrance hall, studio flooring and upgraded carpet within the auditorium. Windmill Cinema returned in July 2024, with a long run of screenings over the summer months. The 2025 calendar is fully booked up with hirers of the facility. The Council and Freedom Leisure worked proactively together to ensure regular and consistent updates were provided to key stakeholders and held a stakeholder meeting at the Wave to provide a face-to-face update and answer questions from those attending.
- 4.12 Bersted Park Community Centre continues to be a successful venue with a pre-school nursery hirer and variable activities available throughout the week including children's parties, badminton, table tennis, blood donors and cardiac rehab classes.
- 4.13 Freedom Leisure's Healthy Communities Team have been exceptionally busy over the past 12 months. The Active Play sessions in partnership with parish councils were oversubscribed in 2024, with a waiting list in 2025. The Active play sessions tackle social isolation for our residents from low-socio economic backgrounds. The sessions are 2-hours in length across the district and free of charge. They also partnered with Littlehampton Community Fridge, supporting families with free food provision.
- 4.14 Holiday activities within the centres included the continuation of day camps, with 640 spaces being offered for free in partnership with West Sussex County Council, after achieving Holiday Activity Funding).
- 4.15 Healthy Walks in Arun entered their 20th this year with a celebration in May which saw 78 walkers and 18 walk leaders attend. It is expected this will become an annual event, to compliment the 7 weekly walks.
- 4.16 Special Educational Needs and Disabilities (SEND) swimming started in February this year in partnership with Active Sussex. In the first 6 months, there were over 700 attendees.
- 4.17 In October, Freedom Leisure and the Council's Events team worked together to create 4 free spooktacular parties at our leisure centres for Halloween. These included a disco, decoration and arts and crafts. 240 children and their families attended these sessions, which were all sold out.

5. CONSULTATION

- 5.1 The Council have and will continue to consult on achieving best value for its leisure operations with industry experts. Where appropriate they will also consult with other Councils and representatives of Sport England and the Chief Cultural Leisure Officers Association (CLOA).

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 None

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

- 7.1 No direct financial implication relating to this report.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1 Without continued monitoring and regular communication with the leisure operator, with continued positive relations, there would be higher risk of contract failure.
- 8.2 Independent assessments from Quest was introduced in 2024 for Littlehampton Wave, with the centre being rated very good.
- 8.3 Business continuity plans and risk registers are reviewed regularly, through the Councils' corporate processes and good governance.
- 8.4 The Council's Leisure Facilities Contract Management Audit review dated 16 April 2024, prepared by Hampshire County Council was returned positively. The assurance opinion rated the contract as "reasonable" with a sound system of governance, risk management and control in place.

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

- 9.1 There are no direct legal implications associated with this report. Any future contract extension would be undertaken in accordance with contractual terms and the Council's Contract Standing Orders.

10. HUMAN RESOURCES IMPACT

- 10.1 None

11. HEALTH & SAFETY IMPACT

- 11.1 In accordance with the LOC's services specification, where an accident or incident requires emergency services presence, Freedom Leisure are required to report within two-hours, with a full report within 24-hours. Within monthly meetings, Freedom Leisure report on the number of accidents and incidents on each site over the previous month.

11.2 During the 12-months October 2023-September 2024, no incidents were RIDDOR (reporting of injuries, diseases, and dangerous occurrences regulations) reportable.

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 its Active Communities 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 The social value generated by leisure centres has also seen a notable increase. In 2023/24, the 53 participant centres (within a Moving Communities study) contributed £890m in social value, up from £842m in the previous year, with social value per participant estimated to be an average of £119 per annum.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT

14.1 During the 23-24 FY the leisure centres were the Council's second largest single emitter, sitting at 6% of total emissions, equating to 1,045 tco2e. Freedom Leisure actively engage with emission reporting and freely share their scope 1 and 2 emissions, allowing for accurate measuring and monitoring for the Council.

14.2 1 tCo2e is equal to: using 5,171 kWh of electricity which could power the average mid-terrace house or flat for roughly a year and 10 months, 500 CO2 fire extinguishers or driving a small petrol car for 9,234km. In turn to remove just 1 tCo2e you would need 50 trees growing for a year (What is 1 Ton of Carbon Dioxide and how it relates to daily life? - EMSmastery)

14.2 Over the last few years, there has been a close working partnership with Freedom Leisure to support the Council's 2030 carbon neutral target and to improve emission reduction. Some projects include:

1. The installation of destratification fans for the gym and swimming pool areas at the Littlehampton Wave and Arun Leisure Centre. This supports emission reductions as it circulates air through these spaces more efficiently, helping to reduce the amount of energy needed to heat/cool the building.
2. The installation of PV on both the Littlehampton Wave and Arun Leisure Centre. For the Wave this included grant funding from Sports England to install a roof mounted array of just over 40 kWp. Arun Leisure centre also had a 49 kWp array installed to support the reduction of emissions and electricity bills.

3. As part of the annual update of the Council's Climate Change and Biodiversity Work Plan Freedom Leisure are asked to provide a high-level overview on emission actions to reduce their Scope 1, 2 and 3 emissions. This is included as an appendix in all published work plans.
 4. Support was also provided by Freedom Leisure during the 2023 and 2024 Low Carbon Skills Fund, which the Council was successful in for the 2023 application. Additionally, they also provided important import and information for the Public Sector Decarbonisation Scheme the Council was planning to take forward during Winter 2023. However, it was decided that this was to high risk to take forward.
 5. Support and guidance have also been provided for the Investment Readiness Grant being provided by the Greater Southeast Energy Hub. If awarded funding will be available to have PV and roof surveys undertaken on the Wave and Arun Leisure Centre.
- 14.3 Sustainability principles are embedded with the current contract specification and secondly will be externally assessed by Quest. There is a requirement for the operator to demonstrate that they have an active environmental policy operating all levels within their organisation, with providing current examples to carbon reduction, emission reduction, use of new technology to minimise environmental impact, reduction in use of natural resources and sustainable purchasing policies.

15. CRIME AND DISORDER REDUCTION IMPACT

- 15.1 Partnership work with the Council's Anti-Social Behaviour (ASB) team and Freedom Leisure led to the creation of behavioural orders for 11–15-year-olds to attend junior gym sessions.

16. HUMAN RIGHTS IMPACT

- 16.1 None

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

- 17.1 None

CONTACT OFFICER:

Name: Fraser Kidd

Job Title: Leisure & Wellbeing Business Manager

Contact Number: 01903 737927

Name: Oli Handson

Job Title: Environmental Services & Strategy Manager

Contact Number: 01903 737955

BACKGROUND DOCUMENTS:

Item 14 - Leisure Contract Extension 2027 – 2032 Report
democracy.arun.gov.uk/documents/g1911/Public_reports_pack_21st-Nov-2024_18.00_Housing_and_Wellbeing_Committee.pdf?T=10

Appendices (to be circulated ahead of the meeting)

1. Freedom Leisure October 2023-September 2024 12-month Report
2. Healthy Communities update

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 4 February 2025
SUBJECT:	Housing Revenue Account Business Plan Update
LEAD OFFICER:	Richard Tomkinson – Group Head of Housing, Wellbeing and Communities
LEAD MEMBER:	Councillor Carol Birch – Chair of Housing and Wellbeing Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>Delivering the right homes in the right places by:</p> <ul style="list-style-type: none"> • Ensuring the existing housing stock in the district (council owned) is maintained to a high standard <p>The HRA Business Plan underpins the sustainable delivery of effective landlord services; ensuring that tenants homes are safe, well maintained and that investment and service delivery is economically viable.</p>	
DIRECTORATE POLICY CONTEXT:	
<p>The HRA Business Plan is a key facet in achieving Priority 7 of our Housing Strategy 2024-29, which commits to ensuring that existing housing stock is maintained to a high standard.</p>	
FINANCIAL SUMMARY:	
<p>A Financial summary of this report notes that:</p> <ul style="list-style-type: none"> • Peak debt will be £219.127M due to funding additional major works, to bring stock investment up to realistic levels and inclusion of Decarbonisation works of £25,000 per property by 2050 (not previously incorporated into previous iterations of the Business Plan submitted to Committee). • Peak debt will occur at the end of projections indicating a potential exposure to long term interest rate risks. Interest rate cover (a key HRA Financial performance indicator) drops below minimum levels in 2044/45. • The Business Plan assumes efficiency improvements and a medium-term programme of cost reductions between 2026/27 and 2030/31. Under this programme the authority would make cashable efficiency gains of 2% of its revenue budgets for general management and repairs & maintenance in each year. 	

1 PURPOSE OF REPORT

- 1.1 This report provides an update on the HRA Business Plan projections. The HRA Business Plan forecasts income, expenditure, investment and borrowing requirements in respect of the council’s housing stock over a 30-year period.

- 1.2 It is essential to regularly review and refresh the HRA Business Plan to ensure accuracy of underlying assumptions and continued viability. This update has been produced through detailed collaboration between Housing, Wellbeing & Communities, Finance and Housing Finance Associates, the council's retained housing finance consultants, utilising up to date income, expenditure and investment data, along with wider sector comparative data to create a set of realistic assumptions which impact over the life of the Business Plan.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Committee makes observations on and notes this report.

3 EXECUTIVE SUMMARY

- 3.1 The HRA Business Plan 2017-2047 was approved by Full Council in September 2017. The primary objectives of the plan are to:
- Increase the housing stock
 - Ensure housing assets are fit for purpose
 - Maximise income and make best use of available resources.
- 3.2 This update report highlights that the actions taken during 2024-25, coupled with increased rental income have been successful in turning around years of overspend and will return the HRA to minimum balances by 2026-27 with the balance then being maintained throughout the life of the plan.
- 3.3 In order to deliver capital projections detailed within the report, the council will need to borrow at increased levels. A medium-term plan to improve the financial position of the HRA, will be developed, which builds on the assumptions for cost savings that are already built into the baseline.

4 DETAIL

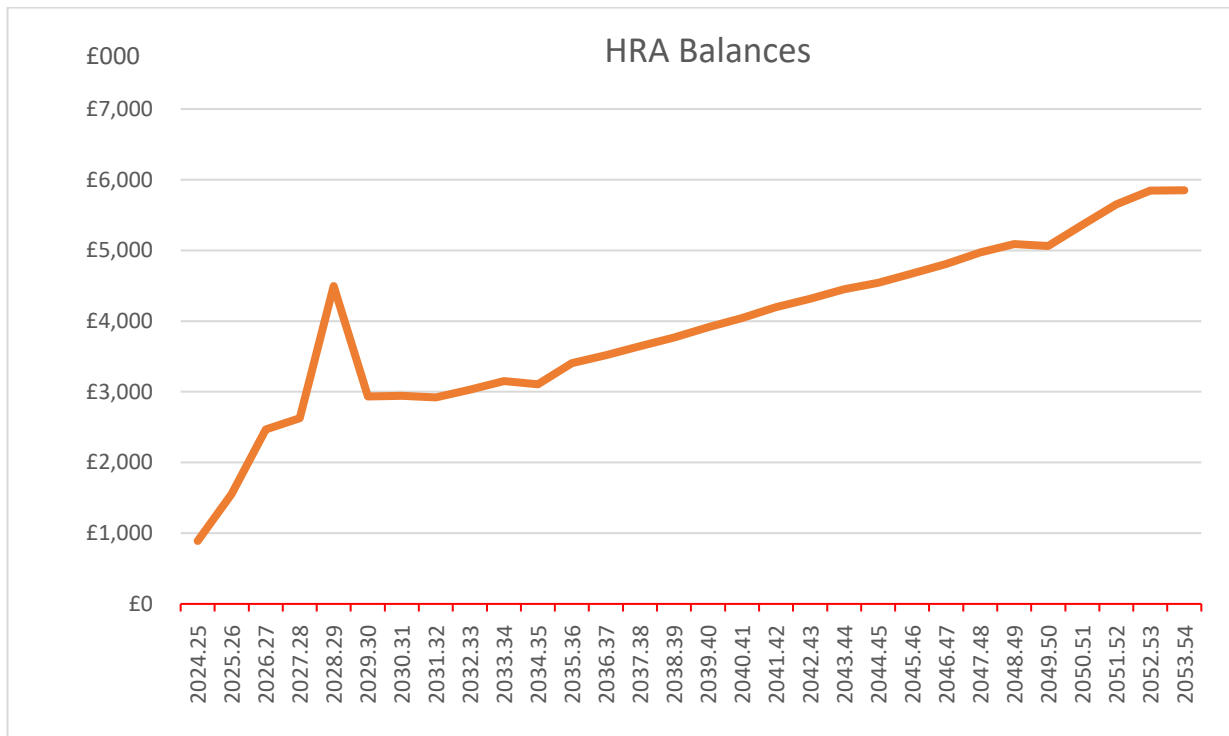
4.1 Baseline Position and Assumptions

- 4.1.1 The baseline scenario draws on the following information sources:
- Projected 2024/25 revenue outturn for the HRA and draft revenue budgets for 2025/26.
 - Draft medium-term capital HRA budgets for 2024/25 to 2029/30.
 - Information from a previous stock condition survey relating to long term stock investment needs from 2030/31.
 - The new build programme under development by the council.
- 4.1.2 In addition, the baseline scenario makes the following key assumptions
- An allowance for additional major works, to bring stock investment up to representative levels while the authority updates its stock condition survey.
 - Decarbonisation works of £25,000 per property by 2050.
 - A substantial medium-term programme for reducing the costs of housing management and repairs by 2030/31.

- Retained Right to Buy (RTB) capital receipts are utilised to pay for new dwellings where they are developed by the council or used to secure nomination rights from housing associations.
 - Rent loss from voids and bad debts is in line with the draft HRA budgets.
- 4.1.3 Inflation projections reflect the Bank of England Monetary Policy Report published in November 2024, plus long-term government targets for CPI.
- 4.1.4 The following assumptions have been made in respect of rent increases:
- For 2025/26 we have assumed the rent increase is 2.7%. This is the maximum rent increase permitted for existing general needs tenants under the Rent Standard and the government's policy statement on rents for social housing.
 - From 2026/27 to 2030/31 we have assumed rent increases of CPI +1%. This reflects the current government consultation on future social rent policy, which was published following the October Budget.
 - For 2031/32 onwards we made the prudent assumption that rents will increase at CPI.
- 4.1.5 The baseline scenario assumes:
- A £2M minimum balance on the HRA, updated each year by inflation.
 - The projections assume 10 sales a year in 2024/25 and 2025/26, following an increase in demand after the October budget. From 2026/27 onwards we have assumed seven sales per annum.
 - All receipts from the disposal of properties under the right to buy are made available to part-finance the HRA capital programme or to repay debt.
- 4.1.6 For the purposes of showing the affordability and sustainability of spending decisions, the forecast assumes that the authority would prioritise repayment of debt, when affordable.
- 4.1.7 Key assumptions within the baseline projections are also subject to change, as a result of changes in the underlying economic factors (such as interest rates and inflation rates). We have not conducted a full stress test of these projections, but any circumstances that increase net costs to the authority would impact on the position of its HRA adversely. For this reason, we recommend regular review of the underlying data and stress testing of the assumptions. This will allow the authority to identify emerging risks and take appropriate mitigating action at an early stage.
- 4.1.8 The effects of the baseline assumptions are shown in the following section.

4.2 **Baseline – Revenue Forecast**

- 4.2.1 The chart below shows the council's ability to maintain a minimum level of balances during the 30 year period covered by the forecast:



4.2.2 In this chart the orange line forecasts the accumulated balance at the end of each year. It shows that the authority is able to maintain at least a minimum level of balances throughout the 30 year period. However, the HRA starts to struggle to maintain this level of balances in the final year.

4.2.3 It is important to note that the council has experienced significant overspending against revenue budgets for several years. This resulted in reserves being severely depleted, requiring immediate in-year actions to address the potential of balances falling into deficit. The previous update provided to this Committee in January 2023 showed HRA balances falling below minimum levels (£2M) from 2023/24 to 2029/30. Actions taking during the current financial year, coupled with increased rental income see a return to minimum balance by 2026/27, with minimum balance then being maintained throughout the life of the plan.

4.2.4 A key factor will be ensuring operating margins are increased by reducing operational costs and repairs and maintenance costs within the HRA. A programme of 2% savings has been built into the Business Plan over the next 5 years and detailed in table 1 below:

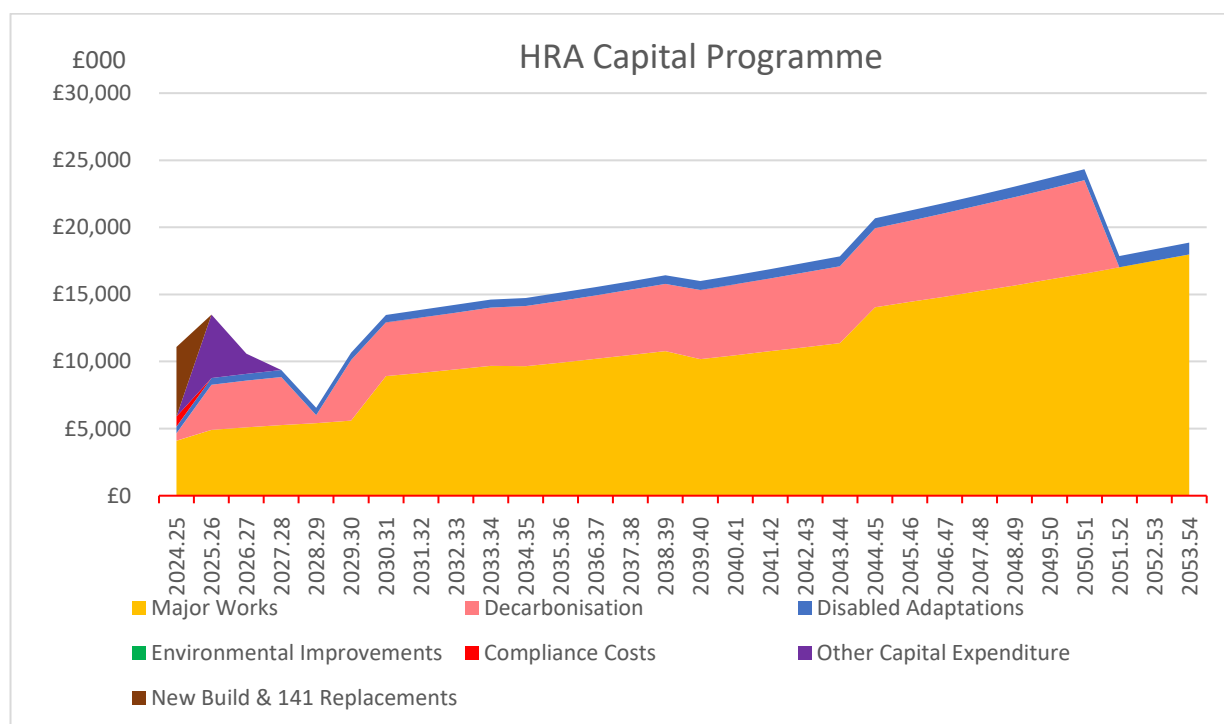
	25/26	26/27	27/28	28/29	29/30	30/31
	£'000	£'000	£'000	£'000	£'000	£'000
Supervision & Management	7,072	7,266	7,430	7,560	7,711	7,865
Efficiency savings–		-145	-297	-454	-617	-787
Net Supervision and Management Target	7,072	7,121	7,133	7,106	7,094	7,079
Repairs & Maintenance	6,717	6,931	7,142	7,323	7,528	7,738
Efficiency savings		-139	-288	-444	-609	-784
Net Repairs and Maintenance Targets	6,717	6,792	6,854	6,880	6,918	6,953

4.2.5 Work is already being undertaken to reduce management and maintenance costs with the implementation of new ways of working, the restructuring of housing services team, and the in-sourcing of the repairs and maintenance team.

4.2.6 Any programme of proposed savings will be closely monitored by Finance in partnership with Housing to ensure they are delivered. Further progress on savings will be reported to Housing and Wellbeing as part of the ongoing budget monitoring and reporting cycle of the council.

4.3 Baseline Capital Programme

4.3.1 The next chart highlights the baseline projects for the authority’s HRA capital programme, within the available resources. It shows the capital expenditure required each year, identifying the main types of expenditure separately:

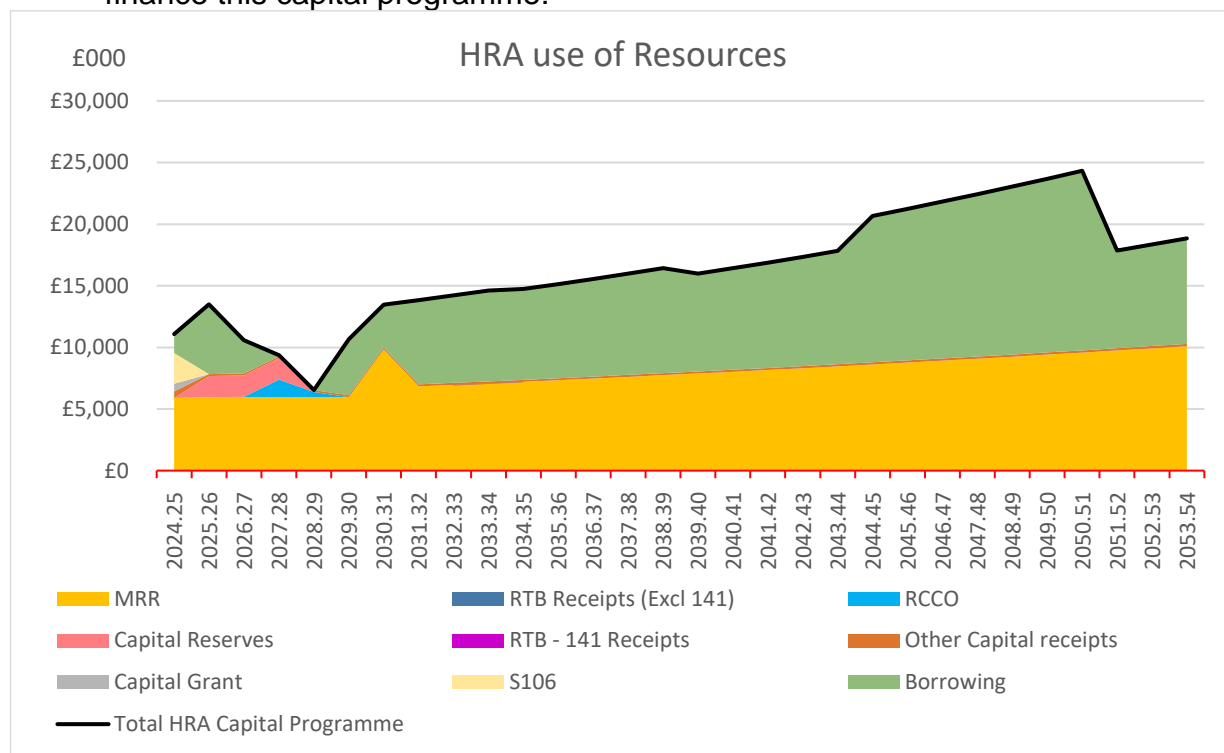


4.3.2 The bulk of the capital programme relates to investment in existing homes, which is shown by the amber area in the above chart. The projections also make a substantial allowance for decarbonising the existing stock, which is shown by the red area.

4.3.3 The baseline position allows for completion of the existing development programme in 2024/25, which appears as the brown area of the graph. Presently, the projection shows the authority’s existing commitment. This will be extended to include additional units, as appropriate sites and viable schemes are identified. The chart also includes a programme for investing £6M in the authority’s sheltered stock during 2025/26 and 2026/27, which forms the purple area.

4.4 Baseline Capital Financing

4.4.1 The next chart shows the capital resources that the authority needs to utilise to finance this capital programme:

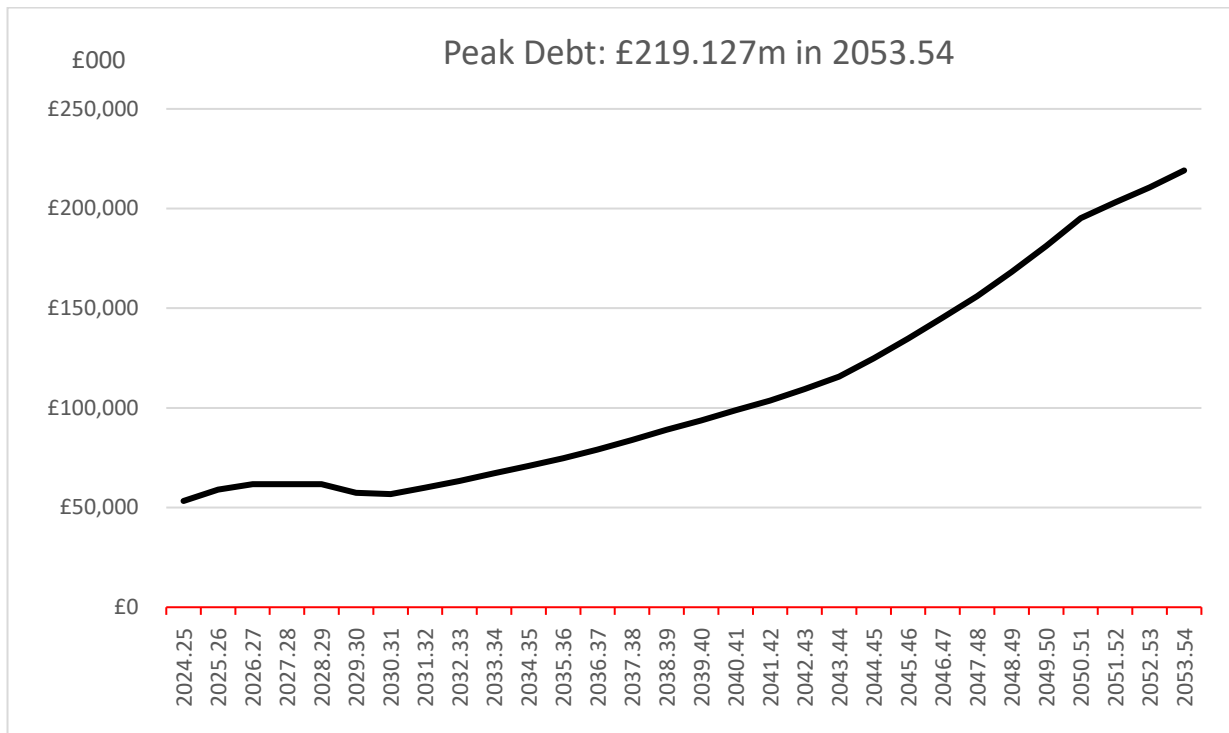


4.4.2 In this chart the amber area shows the major repairs reserve (MRR), which is generated internally by the HRA. This is topped up by revenue contributions from the HRA (blue area) in 2027/28 and 2028/29. The red area represents Warm Homes funding that is anticipated from government. The programme also allows for some use of S106 (yellow area) and grant funding (grey area) in 2024/25.

4.4.3 The chart shows that the council needs to borrow (green area) to fund large parts of the capital programme, which it is currently unable to finance from other sources.

4.5 Baseline Debt

4.5.1 The next chart forecasts movements in the level of HRA debt during the planning period:

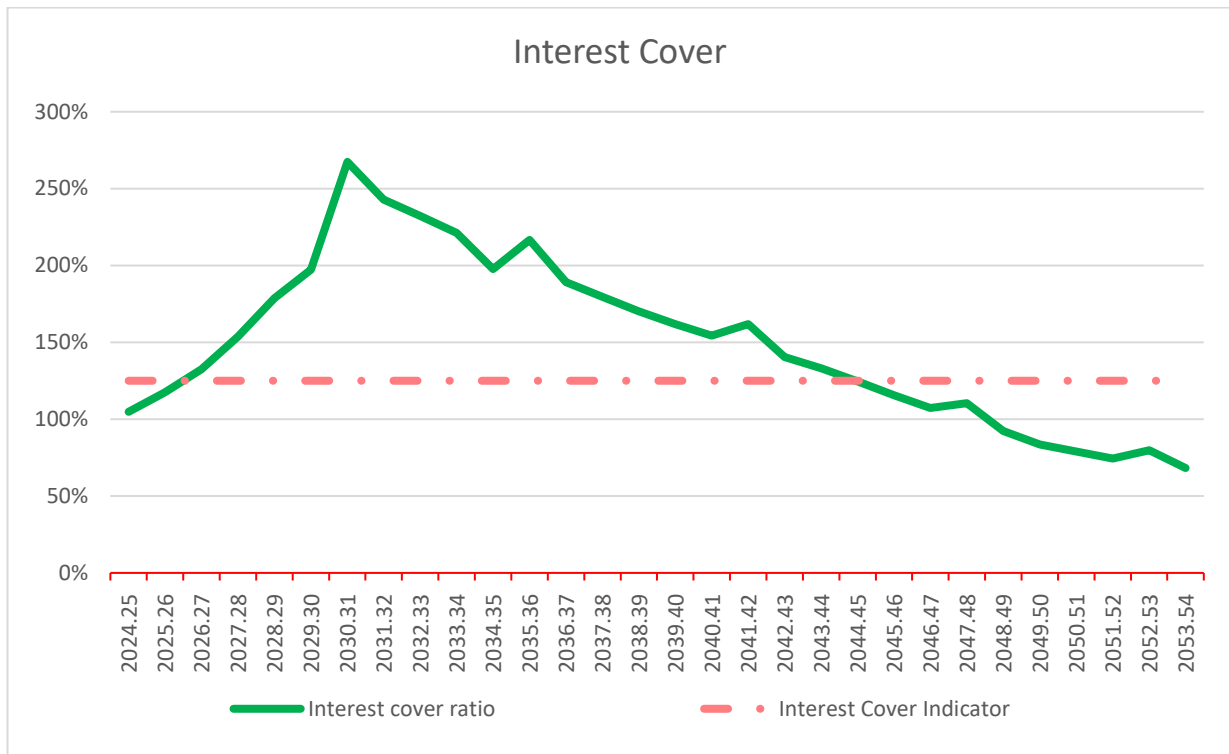


4.5.2 The level of investment required in the council’s stock means that the authority needs to borrow to deliver its capital programme throughout the 30 year period. Debt continues to rise throughout the projections and reaches a peak of £219.127m in the final year. The council needs to borrow more to finance its capital programme than it can afford to repay, which causes debt to increase. This, and the fact that debt reaches its peak and continues to rise at the end of the projections, means that the council is exposed to potential fluctuations in the cost of borrowing.

4.5.3 It should be noted that this debt level is as a direct consequence of allowance for additional major works, to bring stock investment up to representative levels while the authority updates its stock condition survey and for Decarbonisation works of £25,000 per property by 2050 (not previously incorporated into Business Plan updates provided to Committee). The Housing Service is currently in the process of completing a census stock condition survey, this means that future updates of the business plan will reflect actual investment need rather than assumed representative levels (based on sector averages). In the coming years, it will be important to take action to minimise the use of borrowing to help contain the increase in debt levels.

4.6 Baseline Affordability

4.6.1 The council’s need to borrow at higher levels to deliver its capital projections incurs additional borrowing costs, in the form of interest charges. Its ability to pay for these charges is a key indicator of the financial sustainability of the authority’s projections. The chart below uses interest cover projections to illustrate the affordability of the implied programme:



4.6.2 Interest cover measures the ability of the HRA to pay for the costs of borrowing out of the surplus it generates from its operating income and expenditure. When costs go up, interest cover performance drops and when income goes up, interest cover performance increases. The green line on this chart shows the interest cover performance of the HRA over time. The dashed pink line indicates a minimum performance level, where the HRA can pay the cost of its interest charges, plus a further 25%. When performance is below the pink line, the authority should take action as soon as possible to reduce costs or increase income.

4.6.3 Improvements in the net surplus generated by the HRA during 2024-25 and over the coming years mean that interest cover performance improves over the medium term. It should be noted that we are only able to consider increased investment based on representative levels as a direct result of the actions taken to prioritise restoring the HRA to a sustainable financial position and avoiding the very real threat of the HRA falling into an unlawful deficit position. These actions are supported by above inflation rent increases that have been assumed until 2030/31, as well as a medium-term revenue cost reduction programme that has been assumed between 2026/27 and 2030/31.

4.6.4 However, interest cover does start to drop as rising debt incurs ever increasing interest charges. As a result, interest cover drops below the minimum indicator in 2044/45 and continues to decline to unacceptable levels. It is this position that forces HRA balances to drop below the minimum level in the final year. If interest cover were to continue this path the account would fall into deficit. It is therefore vital that further work is undertaken to improve operating margins (increase income and reduce costs) to ensure continued viability.

4.7 Baseline Summary

- 4.7.1 The baseline position for the HRA reflects the best available information on projected resources and need to spend on council housing for the foreseeable future. The projections show that the authority must rely heavily on borrowing to deliver the required level of capital investment in its stock. It needs a strategy and medium-term plan for reducing this reliance on borrowing to improve the financial position of the HRA.
- 4.7.2 The baseline projections indicate that the investment assumed is broadly affordable until 2049/50, when rising debt causes interest cover to drop below a minimum level. To minimise associated risks, the council needs a medium-term plan to improve the financial position of the HRA, which builds on the assumptions for cost savings that are already built into the baseline.
- 4.7.3 The council could improve the financial position of the HRA and reduce its reliance on debt by making additional capital resources available to the HRA capital programme (such as by generating capital receipts from market sales or the disposal of other council assets, or by accessing external funding streams).
- 4.7.4 Other actions the council can take to improve the position might include making cost savings or generating additional income (for example from the recovery of service costs or by making use of rent flexibility).
- 4.7.5 Any additional pressures that are not accompanied by funding would impact negatively on the financial capacity of the HRA, unless the authority is able to take compensating actions.
- 4.7.6 The HRA needs to operate as a business and so, as a general rule, the council should seek to minimise operating costs for the HRA, while maximising income. This would help to make more resources available to service the higher level of borrowing that is required.

5 CONSULTATION

- 5.1 This update has been developed in collaboration between the Group Head of Housing, Wellbeing & Communities, HRA Project Accountant and Housing Finance Associates, the council's retained housing finance consultants and in consultation with the Corporate Leadership Team.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 This report presents the current baseline position, based on the assumptions detailed in 4.1 of the report. Options and alternatives will be considered throughout the life of the Business Plan and potential impact will be presented to Committee through annual update.

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

- 7.1 The 30 Year HRA business plan has been updated to include the latest HRA budget forecasts as at P7, and the proposed 25/26 HRA Revenue budget and the 25/26 proposed HRA Capital programme.
- 7.2 It should be noted there have been several changes to the business plan from the last submission to Housing and Wellbeing committee on the 25 January 2023. These are detailed below.
- 7.3 As detailed in 4.5.12, Peak debt has increased from the £66.491M (reported on 25 January 2023) to £219.127m in 2053.54. This is due to several factors including:
- Inclusion of a substantial allowance for decarbonisation works and the uncertainty around funding availability for decarbonisation.
 - Substantial post-covid inflationary pressures (particularly in relation to building costs).
 - Additional Social Housing regulatory requirements.
 - Extension of CPI +1% rent increases to 2030/31.
 - Higher interest rates.
- 7.4 Interest rate cover (a key HRA performance indicator) drops below minimum levels in 2044/45 as detailed in 4.6. The council will need to review this position to ensure there is sufficient cover to interest rate exposure through either reducing operating costs further, increasing revenue or reducing the level of borrowing to cover capital spend.
- 7.5 It should be further noted that target savings and efficiencies have been built into the current business plan and detailed in 4.2.5 – 4.2.6. Finance will be working closely with Housing to ensure these are identified, delivered and reported to Housing and Wellbeing Committee through the regular budget monitoring reporting cycle.
- 7.6 Current HRA operating margins are currently at 11% and based on national averages should be in the region of 20%. Whilst the efficiencies detailed in 4.2.5 -4.2.6 will help increase operating margins, this must be reviewed to ensure margins are maintained given the pressures on costs and covering interest rates detailed in 4.6.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1 Balance of the HRA features prominently on the Corporate Risk Register. The actions taken during 2024/25 have mitigated the significant risk of balances falling into unlawful deficit, the Group head of Housing, Wellbeing & Communities and the Group Head of Finance/Section 151 Officer will continue to review risk and implement mitigations, as required.

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

- 9.1 The Localism Act 2011 reformed the way that council housing is financed in England and Wales. The national HRA subsidy system ended in April 2012 and was replaced with self-financing.
- 9.2 Under the Localism Act 2011, the Council has been required to be self-financing in relation to its housing stock.
- 9.3 Expenditure and income relating to property and income listed in section 74 of the Local Government and Housing Act 1989 which includes housing held under Part II of the Housing Act 1985 must be accounted for in the HRA. The HRA is a ring-fenced budget.
- 9.4 It is not a legal requirement to produce an HRA Business Plan, however, it is good practice and helps provide a good framework for long-term strategic planning.
- 9.5 The HRA Business Plan provides an important mechanism for ensuring that the Council's housing stock is well managed and maintained, and that investment is made to ensure the safety of residents.
- 9.6 The HRA should be self-funding and continuous review of the position of the HRA is required to ensure this.

10. HUMAN RESOURCES IMPACT

- 10.1 Housing staffing establishment and associated costs are met, in the main, through income generated by the HRA. A strong and robust business plan demonstrates the council's ability to continue to deliver services and maintain the staffing compliment required to do so.

11. HEALTH & SAFETY IMPACT

- 11.1 We maintain a robust corporate approach to health and safety in respect of all elements of service delivery. Individual projects and activities will be subject to further risk assessment as they arise.

12. PROPERTY & ESTATES IMPACT

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

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 We will continue to prioritise the needs of vulnerable residents with a specific focus on the protected characteristics under the Equality Act 2010. As new programmes and projects arise throughout the life of the HRA Business Plan, Committee will be presented with further reports to consider and approve. These reports will be accompanied with specific, relatable equalities impact assessments.

Social Value will be tailored through all contract awards to deliver against locally identified need to ensure positive and long-lasting community benefit.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 This report details that the HRA Business Plan now includes significant investment in decarbonisation works aimed at improving the energy efficiency performance of our homes and delivering carbon reduction.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 No impact identified at the time of reporting.

16. HUMAN RIGHTS IMPACT

16.1 No impact identified at the time of reporting.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 No impact identified at the time of reporting.

CONTACT OFFICER:

Name: Richard Tomkinson
Job Title: Group Head of Housing, Wellbeing & Communities
Contact Number: 01903 737719

BACKGROUND DOCUMENTS:

[Housing Revenue Account Budgets 2025/26 Report – Considered at tonight’s meeting.](#)

Arun District Council

REPORT TO:	Housing & Wellbeing Committee – 4 February 2025
SUBJECT:	Committee General Fund Revenue and Capital Budgets 2025/26
LEAD OFFICER:	Antony Baden, Group Head of Finance and Section 151 Officer
LEAD MEMBER:	Councillor Carol Birch – Chair of Housing and Wellbeing Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Council’s financial planning and budget promotes all of the Council’s Corporate Priorities.	
DIRECTORATE POLICY CONTEXT:	
The Council’s financial planning and budget supports all Directorates of the Council.	
FINANCIAL SUMMARY:	
The draft budgets for this Committee are shown in the appendices.	

1. PURPOSE OF REPORT

- 1.1. This report is for the Committee to consider and recommend its revenue and capital budgets for inclusion in the Council’s 2025/26 budget. The agreed budgets will then form part of the overall revenue and capital budgets for 2025/26 to be considered at the Policy and Finance Committee on 13 February 2025, so that recommendations can be made to Full Council on 26 February 2025 regarding the budgets to be set and level of Council Tax for the District for 2025/26.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Committee:
- (a) Agrees the 2025/26 Revenue Budget as set out in Appendix A; and
 - (b) Recommends to the Policy and Finance Committee that the Revenue and Capital Budgets for this Committee be included in the Council’s overall 2025/26 Revenue Budget.

3. EXECUTIVE SUMMARY

- 3.1. This report sets out the 2025/26 revenue and capital budgets for this Committee to consider and recommend for submission to the Policy and Finance Committee on 13 February 2025.

4. DETAIL

- 4.1. The Medium Term Financial Forecast (MTFF) 2025/26 to 2029/30 report to Policy and Finance Committee on 11 December 2024, provided members with the general background to the 2025/26 budget process along with a high-level update on the current financial and economic prospects arising from the main issues affecting the Council and their impact on the financial forecast for the next five years. Financial forecasting continues to be extremely difficult due to high inflation rates and various other external factors affecting the economy therefore budgets have been compiled on the best information available.
- 4.2. The MTFF advised that officers will develop budget proposals for the consideration of each service committee, which will enable the Council to maintain and replenish an adequate level of Usable Revenue Reserves as decided by the Group Head of Finance and Section 151 Officer.
- 4.3. The basis of revenue budgeting for 2025/26 broadly assumes that current levels of service provision will remain unchanged. Inflation increases have been included as well as unavoidable growth in Supported Housing Payments and Homelessness.
- 4.4. The revenue budget of £5.569m is set out in Appendix A and shows a net reduction of £216k between 2024/25 and 2025/26 and the key changes are summarised in the table below:

Change	Amount £'000
Increase in homelessness/ temporary accommodation expenditure	643
Pay inflation & adjustments	138
Supported housing accommodation	70
Other minor changes	58
Net Increase in leisure management fee income	(102)
Realignment of Finance and Revenues & Benefits	(211)
Increase in Homeless Prevention Grant	(812)
Total	(216)

- 4.5. The budget includes unavoidable growth in homelessness of £643k which is in respect of increasing numbers of homelessness and costs for furniture storage.
- 4.6. The Ministry of Housing, Communities & Local Government has confirmed funding for the Homelessness Prevention Grant £1.655m and Rough Sleeping Prevention and Recovery Grant of £0.434m for 2025/26. As a result, the Council will receive an additional £812k in Homelessness Prevention Grant compared to 2024/25.

- 4.7. Supported accommodation refers to housing provided to vulnerable individuals alongside care, support, or supervision. This includes, for example, accommodation for people experiencing homelessness, those fleeing domestic abuse, individuals with mental health needs, or those recovering from substance misuse. Last year, the Council significantly increased this budget to meet rising costs (£505k) and although the estimated increase for 2025/26 is more modest, it still presents a financial challenge
- 4.8. The net increase in leisure management fee income represents the contractual increase (of CPI plus 2%) in income from the leisure centres partly offset by an anticipated loss of income from the expected closure of Arun Leisure Centre swimming pool leak investigation works.
- 4.9. The restructure of the Revenues & Benefits section has generated savings of £211k and will be achieved by the deletion of vacant posts.
- 4.10. The level of funding for the capital programme will be determined at the Policy and Finance Committee on 13 February 2025. Existing schemes and new schemes will continue to be reviewed during 2025/26 for affordability and deliverability. The impact of any new borrowing will also be kept under review and reported to Members during the financial year.
- 4.11. There is currently no planned capital programme for the General Fund for 2025/26 so Appendix B details the current schemes in place.

5. CONSULTATION

- 5.1. No consultation has taken place with external organisations regarding this committee's budget, but a wider budget consultation process is taking place in respect of the Council's overall budget.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1. Not applicable.

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

- 7.1. The financial implications are shown throughout the report. It is important that close monitoring of both revenue budgets, and the capital programme is in place.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1. The risks outlined in the Medium Term Financial Forecast 2025/26 to 2029/30 reported to Policy and Finance Committee 11 December 2024 remain relevant. Members may wish to review these alongside this report.

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

9.1. Section 151 of the Local Government Act 1972 requires local authorities to make arrangements for the proper administration of their financial affairs while section 25 of the Local Government Act 2003 requires the Council to have due regard to a statement on the adequacy of reserves and the robustness of the budget, produced by the Chief Financial Officer, when making its budget decisions.

9.2. The Council is required to set a balanced budget and the Chief Financial Officer must report under s114 of the Local Government Finance Act 1988 if it appears to them that the expenditure of the authority incurred (or proposed to be incurred) in a financial year is likely to exceed the resources available to meet that expenditure.

10. HUMAN RESOURCES IMPACT

10.1. There are no direct implications.

11. HEALTH & SAFETY IMPACT

11.1. There are no direct implications.

12. PROPERTY & ESTATES IMPACT

12.1. There are no direct implications.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1. There are no direct implications from this report, arising from this report, impacts arising from subsequent actions will be identified in future reports.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1. There are no direct implications.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1. There are no direct implications.

16. HUMAN RIGHTS IMPACT

16.1. None.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1. There are no direct implications.

CONTACT OFFICER:

Name: Antony Baden

Job Title: Group Head of Finance and Section 151 Officer

Contact Number: 01903 737558

BACKGROUND DOCUMENTS:

[Arun District Council Budget 2024/25 - Special, Full Council 21 February 2024](#)
[Medium Term Financial Forecast 2025/26 to 2029/30 –Policy & Finance Committee](#)
[11 December 2024](#)

**Housing & Wellbeing Committee
General Fund Revenue Budget 2025/26**

Actual 2023-24 £'000	Description	Budget 2024-25 £'000	Budget 2025-26 £'000
Housing & Wellbeing Committee			
Direct Services			
(10)	Arun Lifeline	19	17
609	Community Safety/Development	691	665
80	Activities for the Elderly	79	73
2,896	Homelessness & Housing Advice	2,490	2,417
24	Housing Strategy & RSLs	42	41
(790)	Leisure & Culture	(1,024)	(1,115)
2,869	Revenues & Benefits	3,208	3,171
277	Voluntary Sector	280	300
5,955	Total for Housing & Wellbeing Committee:	5,785	5,569

**Housing & Wellbeing Committee
Capital Programme 2025/26**

Actual 2023/24	Housing & Wellbeing Committee Capital	Original Budget 2024/25	Current Budget 2024/25	Budget 2025/26	Budget 2026/27	Budget 2027/28	Note
£'000		£'000	£'000	£'000	£'000	£'000	
540	Leisure Centres	-	135	-	-	-	1
-	General Fund Housing	-	17	-	-	-	2
540	Total Housing & Wellbeing	0	152	0	0	0	

Notes

1. Swimming pool support fund works to Littlehampton Wave and Arundel Lido as awarded at Housing & Wellbeing Committee on 26 March 2024 due to complete in 2024/25.
2. Transfer of S106 funds to Arundel Community Land Trust.

This page is intentionally left blank

Arun District Council

REPORT TO:	Housing & Wellbeing Committee – 4 February 2025
SUBJECT:	Housing Revenue Account Budgets 2025/26
LEAD OFFICER:	Antony Baden, Group Head of Finance and Section 151 Officer
LEAD MEMBER:	Councillor Carol Birch – Chair of Housing and Wellbeing Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Council's financial planning and budget promotes all of the Council's Corporate Priorities.	
DIRECTORATE POLICY CONTEXT:	
The Council's financial planning and budget supports all Directorates of the Council.	
FINANCIAL SUMMARY:	
The draft budgets for this Committee are shown in the appendices. The HRA is under significant financial pressure. Members have received reports outlining the financial position of the Housing Revenue Account at previous meetings. The recommendations from these reports are taken account of in the budgets.	

1. PURPOSE OF REPORT

- 1.1. This report is for the Committee to consider and recommend its Housing Revenue Account (HRA) revenue and capital budgets for inclusion in the Council's 2025/26 budget and rents and service charges for 2025/26. The agreed budgets will be submitted to the Policy and Finance Committee on 13 February 2025 when it considers the overall revenue and capital budgets for 2025/26 so recommendations can be made to Full Council on 26 February 2025 regarding the budgets to be set and the Housing Rents and Service Charges to be set for 2025/26.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Committee agrees and recommends to Policy and Finance Committee for inclusion in the overall Budget report on 13 February 2025:
 - (a) the 2025/26 HRA Revenue Budget set out in Appendix A;
 - (b) that HRA rents for 2025/26 are increased by 2.7%, to an average rent of £115.64 per week in accordance with the Regulator of Social Housing guidance (Rent Standard 2020 and Limit on annual rent increases 2025-26 publications);

- (c) that HRA garage rents are increased by 2.7% to an average rent of £16.04 per week (excluding VAT);
- (d) that existing HRA sheltered service charges for communal heating, lighting and water/sewerage charges be increased by 2.7% plus additional increases on a scheme-by-scheme basis to cover retrospective increases in utility costs, with the aim of balancing costs with income;
- (e) that new communal service charges are introduced from 1 April 2025 as agreed in the Service Charge Policy and De-pooling of Charges report to Housing and Wellbeing Committee on the 18 June 2024. The new de-pooled charges will include grounds maintenance, communal cleaning, window cleaning, door entry systems, fire alarm systems maintenance, lift maintenance, TV aerials, and emergency lighting tests; and
- (f) the 2025/26 HRA Capital Programme set out in Appendix B, including the re-provisioning of £2.2m of the HRA Housing improvement works to the Warm Homes programme should the 2025/26 bid for the Warm Homes Grant (Social Housing Funding Phase 3) be successful.

And is requested to note:

- (g) That the HRA 2025/26 Budget will provide a surplus of £0.66m which will increase HRA balances to £1.55m bringing them closer to the Council's set minimum level of HRA balances of £2 million.

3. EXECUTIVE SUMMARY

- 3.1. This report sets out the 2025/26 revenue and capital budgets for this Committee to consider and recommend for submission to the Policy and Finance Committee on 13 February 2025 so recommendations can be made to Full Council on 26 February 2025.
- 3.2. This report also sets out the rents and services charges for 2025/26 which Committee must also consider and recommend for submission to the Policy and Finance Committee on 13 February 2025.

4. DETAIL

Background

- 4.1. The HRA budget strategy for 2025/26 has focussed on the following key priorities:
 - Increase HRA Balances towards the required minimum recommended level of £2m. The minimum balance was initially breached during 2022/23 and has remained below the recommended level, so the 2025/26 budget is set to provide surpluses to replenish the reserves and includes the following:
 - De-pooling service charges to ensure eligible costs get recovered.

- Savings targets have been built into the 30 Year business plan which is being reported on this agenda. For 2025/26, this includes reduction in operating costs and increasing margins by 2% for Supervision and Management costs and delivering £1.4m savings through the insourcing of the repairs team.
- Provision of a contingency budget to cover unforeseen emergencies such as flooding or other environmental issues.
- Investment in the restructuring the Housing department to resolve agency and staffing pressures ensuring that resources are focused on key areas of risk and issues. This includes a focus on debt management and income recovery ensuring sufficient control and management of outstanding former and current tenant arrears.
- Delivery of a credible Capital Programme with a long term (30 years) sustainable overview and ensuring that the decarbonisation programme is delivered.
- Maximising the use of Right to Buy receipts only for investment in the HRA Capital programme.

Movements

- 4.2. The revenue budget shows a net reduction in expenditure of £0.130 million between 2024/25 and 2025/26. The key changes are summarised in table 1 below with further information in the subsequent paragraphs:

Table 1: Change in Revenue Budget

Changes	Amount £'000
Gross Dwelling Rents (current stock)	(552)
Gross Non-Dwelling Rents (current stock)	49
Services Management Fees & Charges	(934)
Contribution to bad debt provision	111
Investment Income	(94)
Supervision and Management	763
Repairs & Maintenance	104
Depreciation Increases	137
Other Changes	(14)
Contingency	300
Total	(130)

- 4.3. **Gross Dwelling Rents:** Housing rent increase of 2.7% has been applied resulting in an average rent of £115.64 per week and increased rental income of £552k for 2025/26. The rent increase reflects September 2024 Consumer Price Index of 1.7% plus 1% in line with the Regulator of Social Housing limit on annual rent increases 2025-26 guidance.
- 4.4. **Non-Dwelling Rents:** Garage rent increase of 2.7% has been applied resulting in an average rent £16.04 per week (excluding VAT). However, the overall income has reduced due to an increase in voids.

- 4.5. **Service Charges.** As well as the 2.7% increase on general service charges, retrospective increases in utility costs will be recovered leading to 2025/26 increase in income of £449k.
- 4.6. **De-pooled Service Charges:** Several service costs will be de-pooled from the rents and separately charged for in 2025/26. These include Grounds Maintenance, Communal cleaning, Window cleaning, Door Entry Systems, Fire Alarm systems maintenance, Lift, TV Aerials, and Emergency Lighting Tests. This will generate £484k of additional income to offset the associated costs of these services.
- 4.7. **Contribution to Bad Debt Provision:** Consideration has been made to the impact on HRA debt levels given increased rents and de-pooling service charges resulting in an increase in the provision by £111k.
- 4.8. **Investment Income:** This has increased by £94k through a combination of increased HRA cash balances and higher than anticipated interest rates from the Public Works loan Board (PWLB).
- 4.9. **Supervision and Management:** The budget focuses on restructuring and investing in the Housing Team to improve service delivery and therefore the budget has increased by £763k as shown in Table 2 below.

Table 2: Change in Supervision and Management

Changes	Amount £'000
Pay awards & National Insurance increases	223
Removal of 2024/25 Unallocated Savings - due to investment in staffing and other pressures.	350
Utility cost increases - impact of previous years utility cost increases.	220
Insurance Premiums - Following the first assessment for 10 years, the revaluation identified a 48% increase in premiums for 2025/26.	172
Computer Software and licences - Work is underway to integrate several systems into one unified system.	134
Other (Legal, Subscription, and Claims, Grounds Maintenance)	165
Budget transfer to Repairs and Maintenance - Accounting adjustment to record costs in correct categorisation.	(501)
Total Supervision and Management Change	763

- 4.10. **Repairs and Maintenance:** Through the in-sourcing of the repairs team in 2024/25 and zero basing all non pay costs the service is anticipated to make a net saving of £397k in 2025/26 as shown in Table 3 below. Further non-pay costs have been zero-based and added to the 25/26 budget.

Table 3 - Change in Repairs and Maintenance

	Changes	Amount £'000
Growth	Establishment	640
	Transport Costs	69
	Supplies and Services	285
	Total Growth	994
Savings	General Repairs & Maintenance	(1,202)
	Professional Fees	(190)
	Total Savings	(1,392)
	Net Savings	(397)
	Budget transfer from Supervision and Management	501
	Total Repairs and Maintenance Change	104

- 4.11. **Depreciation Charges:** These charges are based on the latest estimates using the Council's asset register and result in an increase of £137k.
- 4.12. **Contingency:** It is essential that the HRA has contingency to deal with any unforeseen changes in circumstances including climate change emergencies and wider scale problems such as pest control. Therefore, an additional £300k has been included in the budget and any unspent contingency at the year-end will be used to increase the HRA balances.

Capital Budget 2025/26

- 4.13. The level of funding for the capital programme will be determined at the Policy and Finance Committee on 13 February 2025. Existing schemes and new schemes will continue to be reviewed during 2025/26 for affordability and deliverability. The impact of any new borrowing will also be kept under review and reported to Members during the financial year.
- 4.14. The planned capital programme for this committee totals £13.52 million for 2025/26 and is detailed in Appendix B. This will be financed through Major Repairs Reserve, Capital Grant, and Prudential Borrowing.
- 4.15. In relation to Housing Capital improvements a programme of stock condition surveys will be completed by January 2025, and an Asset Investment Manager will be appointed to ensure the surveys are translated into a deliverable programme of Housing improvement works which will be submitted to Housing and Wellbeing Committee during 2025/26.

- 4.16. Arun has submitted a bid for the Warm Homes Grant (Social Housing Funding Phase 3) for 2025/26. The total cost of the programme will be £10.4m and project managed at risk by EON Ltd. If successful, the council will receive grant funding of £5.2m over 3 years. This will be matched funded by the Council through borrowing £3m and re-provisioning £2.2m of the Council's current programme of HRA Housing improvement works to this programme (as included in recommendation 2.1 (f) of this report. The Warm Homes Grant will be approved on the 17 January 2025 and any re-provisioning of the current Housing Improvement programme will be on the assumption that it is based on comparable like for like spend.

Reserves and Balances 2025/26

- 4.17. The HRA revenue 2025/26 budget will provide a surplus of £0.66m which will increase HRA balances to £1.55m bringing them closer to the Council's set minimum level of HRA balances of £2 million. The total balances carried forward as at 31 March 2026 are projected to be £3.2m (HRA Reserve £1.5m and Major Repairs Reserve £1.7m) as detailed in table 4.

Table 4: HRA Reserves & Balances:

	2024/25 Opening Balance	2024/25 (Q3/P7 Forecast)	2024/25 Closing Balance	2025/26 Budget	2025/26 Closing Balance
	£'000	£'000	£'000	£'000	£'000
HRA Balances	(481)	(409)	(890)	(662)	(1,552)
Major Repairs Reserve (MRR)	(4,209)	1,335	(2,874)	1,216	(1,658)
Total HRA Balances	(4,690)	926	(3,764)	554	(3,210)

5. CONSULTATION

- 5.1. No consultation has taken place with external organisations regarding this committee's budget, but a wider budget consultation process is taking place in respect of the Council's overall budget.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1. Not applicable.

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

- 7.1. The financial implications are shown throughout the report. It is important that close monitoring of both revenue budgets, and the capital programme is in place. The HRA budget report includes the delivery of savings and the progress on these will be reported to CLT and members as part of the normal finance reporting cycle.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1. The risks outlined in the Medium Term Financial Forecast 2025/26 to 2029/30 reported to Policy and Finance Committee 11 December 2024 remain relevant. Members may wish to review these alongside this report.

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

- 9.1. Section 151 of the Local Government Act 1972 requires local authorities to make arrangements for the proper administration of their financial affairs while section 25 of the Local Government Act 2003 requires the Council to have due regard to a statement on the adequacy of reserves and the robustness of the budget, produced by the Chief Financial Officer, when making its budget decisions.
- 9.2. The Council is required to set a balanced budget and the Chief Financial Officer must report under s114 of the Local Government Finance Act 1988 if it appears to them that the expenditure of the authority incurred (or proposed to be incurred) in a financial year is likely to exceed the resources available to meet that expenditure.

10. HUMAN RESOURCES IMPACT

- 10.1. There are no direct implications.

11. HEALTH & SAFETY IMPACT

- 11.1. There are no direct implications.

12. PROPERTY & ESTATES IMPACT

- 12.1. There are no direct implications.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

- 13.1. There are no direct implications.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

- 14.1. There are no direct implications.

15. CRIME AND DISORDER REDUCTION IMPACT

- 15.1. There are no direct implications.

16. HUMAN RIGHTS IMPACT

- 16.1. There are no direct implications.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1. There are no direct implications.

CONTACT OFFICER:

Name: Antony Baden

Job Title: Group Head of Finance and Section 151 Officer

Contact Number: 01903 737558

BACKGROUND DOCUMENTS:

- [Arun District Council Budget 2024/25 - Special, Full Council 21 February 2024](#)
- [Medium Term Financial Forecast 2025/26 to 2029/30 –Policy & Finance Committee 11 December 2024](#)
- [Service charge policy and de-pooling of charges - Housing and Wellbeing Committee 18 June 2024](#)
- [Rent Standard 2020 - Regulator of Social Housing](#)
- [Limit on annual rent increases 2025-26 - Regulator of Social Housing](#)

Housing Revenue Account Revenue Budget Summary

Key Areas	Original 2024/25 Budget	Original 2025/26 Budget	Budget Variance
Income	£'000	£'000	£'000
Rents	(20,796)	(21,300)	(504)
Voids	405	391	(14)
Service Charges	(829)	(1,762)	(934)
Other (Writes offs / Interest)	(195)	(177)	17
Total Income	(21,414)	(22,848)	(1,434)
Expenditure	£'000	£'000	£'000
Supervision & Management	6,009	6,772	763
Repairs & Maintenance	6,613	6,717	104
Depreciation & Loan Charges	8,074	8,210	136
Rents, rates, taxes & other charges	186	188	2
Contingency	0	300	300
Total Expenditure	20,882	22,187	1,304
Gain or Loss on sale of HRA Non current assets	0	0	0
Net HRA (Surplus)/Deficit	(532)	(662)	(130)
HRA Reserve			
HRA Reserve - Balance Brought Forward	(551)	(890)	(339)
In-Year Net HRA (Surplus)/Deficit	(532)	(662)	(130)
HRA Reserve - Balance Carried Forward	(1,083)	(1,552)	(469)

Housing Revenue Account Capital Budget Summary

HRA CAPITAL BUDGET	2025/26 Budget	2026/27 Forecast	2027/28 Forecast	2028/29 Forecast	2029/20 Forecast
	£'000	£'000	£'000	£'000	£'000
Domestic Heating Installs	651	651	651	651	651
Boiler Room Improvements Commercial	180	180	180	180	180
Air Source Heat Pumps	200	200	200	200	200
Lift Replacement	100	100	100	100	100
Stores	200	200	200	200	200
Replacement roofs	2,000	2,000	2,000	2,000	2,000
Cavity wall/loft insulation programme	350	350	350	350	350
Kitchen & Bathroom Replacement Voids	125	125	125	125	125
Kitchen & Bathroom Replacement Programme	500	500	500	500	500
Rewiring	250	250	250	250	250
Structural	150	150	150	150	150
Windows and doors	750	750	750	750	750
Aids and Adaptations	500	500	500	500	500
Decarbonisation	2,730	2,730	2,730	0	0
Stock Development	0	0	0	0	0
Sheltered Accommodation	4,600	1,400	0	0	0
Civica	266	0	0	0	0
Total HRA Capital Budget	13,552	10,086	8,686	5,956	5,956

FINANCING	2025/26 Budget	2026/27 Forecast	2027/28 Forecast	2028/29 Forecast	2029/20 Forecast
	£'000	£'000	£'000	£'000	£'000
Capital Grants	1,730	1,730	1,730	0	0
S106	0	0	0	0	0
Charge to the HRA	0	0	0	0	0
Major Repairs Reserve	5,956	5,956	5,956	5,956	5,956
Capital Receipts	0	0	0	0	0
Prudential Borrowing	5,866	2,400	1,000	0	0
Total HRA Capital Financing	13,552	10,086	8,686	5,956	5,956

Arun District Council

REPORT TO:	Housing & Wellbeing Committee - 4 February 2025
SUBJECT:	Local Council Tax Reduction Scheme (LCTRS) - 2025/26
LEAD OFFICER:	Antony Baden, Group Head of Finance & Section 151 Officer
LEAD MEMBER:	Councillor Carol Birch – Chair of Housing and Wellbeing Committee
WARDS:	All
<p>This report provides members with an update on the Working Age Local Council Tax Reduction Scheme (LCTRS) for April 2024 – March 2025 (Year 12) and the options for consideration for the 2025/26 LCTRS. (Year 13)</p>	
<p>DIRECTORATE POLICY CONTEXT: Improving the wellbeing of Arun residents.</p>	

FINANCIAL SUMMARY:

The proposal for 2025/26 is to retain the existing scheme for working age customers, which is an income banded scheme. The scheme allows that the income banding widths can be increased by the annual rate of CPI in September. Therefore, it is proposed that the bandings are increased by the rate of September 2024 CPI (1.7%). This will ensure that the most vulnerable people are not disadvantaged by the impact of inflation.

1. PURPOSE OF REPORT

- 1.1. To present the options to amend the current Local Council Reduction Scheme for 2025/26.

2. RECOMMENDATIONS

The Housing & Wellbeing Committee is asked:

- 2.1 To approve the increase in the income banding widths (option 2, paragraph 6.2) of the Local Council Tax Reduction Scheme with effect from 1 April 2025.

3. EXECUTIVE SUMMARY

- 3.1 Each year the Council is required to review its Council Tax Reduction Scheme in accordance with the requirements of schedule 1A of the Local Government Finance Act 1992 and to either maintain the scheme or replace it. This report outlines the proposed changes to the scheme and their potential impact.

4. DETAIL

4.1 The LCTRS supports low-income households to pay their Council Tax. A resident may receive a reduction if they pay Council Tax, and their income and savings/investments are below a certain threshold.

4.2 People of pensionable age are assessed under national scheme rules which the council cannot amend. The council decides on the rules for the working age scheme and there are currently around 4,500 households in the district who claim under the LCTRS.

4.3 In 2019 the Council introduced a new type of scheme based on income brackets for working age customers. The reasons for doing this were as follows:

- To make the scheme clearer, and easier to understand.
- To work better alongside Universal Credit (UC).
- To make it clearer how much Council Tax a resident would still need to pay if they received a reduction.
- To reduce the number of changes to a resident's Council Tax bill should their amount of UC amount changed each month.

4.4 It is estimated that in the current 2024-25 year, the LCTRS will cost approximately £44k based on current numbers. In addition to the 2025/26 scheme the Council will maintain the Hardship fund at £40,000 for qualifying households. The proposed bandings for 2025/26 are set out in the table below and include an increase of 1.7%, (last year the increase was 6.7%):

Weekly income	Income band	% Council Tax Reduction
£0 to £219.99	A	90%
£220 to £279.99	B	70%
£280 to £345.99	C	50%
£346 to £405.99	D	30%
£406 to £470.99	E	10%

5. CONSULTATION

5.1. The report has been discussed with the Chair of the Housing & Wellbeing Committee.

6. OPTIONS/ALTERNATIVES CONSIDERED

6.1. There are two options to be considered for 2025/26 (Year 13).

a) Option 1. Retain the current income banded scheme (not to allow for inflation). This has the disadvantage that the most vulnerable residents in our district would be adversely affected.

b) Option 2. Retain the current scheme and allow for an increase in the Income banding widths of 1.7% in line with September 2024 CPI. The scheme allows for this increase but any other change to the scheme would require a full consultation with stakeholders, residents and West Sussex County Council.

6.2 Option 2 is the recommended option as it would align the Council with the Chancellor's autumn statement that state working age benefits such as Universal Credit would increase by 1.7%, along with an increase in the minimum wage, from April 2025.

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

7.1. The additional cost of option 2 outlined in paragraph 6.1(b) is £44,000 per annum. Council Tax is collected through the Collection Fund account, therefore the financial implications of the proposals in this report would be spread among all preceptors. The estimated cost to the Council is about £4,000 per annum and has been included in the revenue budget.

8. RISK ASSESSMENT CONSIDERATIONS

8.1. There is a risk that the new scheme could increase costs to the Council if the take up is higher than anticipated. If this is the case, the Group Head of Finance & Section 151 Officer would identify offsetting savings to fund the extra cost.

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

9.1. Under the Local Government Finance Act 1992, every billing authority in England is required to make a Council Tax Reduction Scheme.

9.2. Each financial year every billing authority in England is required to consider whether to revise or replace its Scheme.

10. HUMAN RESOURCES IMPACT

10.1. None.

11. HEALTH & SAFETY IMPACT

11.1. None.

12. PROPERTY & ESTATES IMPACT

12.1. None.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1. See appendix A.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1. None.

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: Andrew Dale
Job Title: Revenues & Benefits Manager
Contact Number: 01903 737630

BACKGROUND:

Local Government Finance Act 1992.

[Local Government Finance Act 1992 \(legislation.gov.uk\)](http://legislation.gov.uk)

EQUALITY IMPACT ASSESSMENT

Name of activity:	Council Tax Reduction Scheme	Date Completed:	January 2025		
Directorate / Division responsible for activity:	Finance/Revenues & Benefits	Lead Officer:	Andrew Dale		
Existing Activity	<input type="checkbox"/>	New / Proposed Activity	<input type="checkbox"/>	Changing / Updated Activity	X

What are the aims / main purposes of the activity?

The Council proposes to amend the Council Tax Reduction (CTRS) scheme from April 2025.

The scheme continues to provide financial assistance to council taxpayers who have low incomes.

The scheme allows for the bandings within the scheme to be increased year by the rate of CPI in the prior September. Changes to the CTRS scheme form part of the Council's overall strategy in balancing the budget.

Persons who are of state pension age (currently a minimum 65 years or greater) are protected under the scheme in that the calculation of the support they are to receive has been set by Central Government.

For working age applicants however, the support they receive is to be determined by the local authority.

This equality impact assessment looks at the option being considered by the Council.

The proposals for 2025/26 are:

- Increase the bandings within the existing scheme:

Income (net)	LCTRS Banding	% award of net liability
£0-£219.99	A	90%
£220.00-£279.99	B	70%
£280.00-£345.99	C	50%
£346.00-£405.99	D	30%
£406.00-£470.99	E	10%

These changes will apply from 1st April 2025

Central Government has not been prescriptive in how an authority should protect vulnerable groups, but points to the Council's existing responsibilities including the Child Poverty Act 2010, the Disabled Person Act 1986 and the Housing Act 1996 as well as the public sector equality duty in section 149 of the Equality Act 2010.

The Council will continue to protect the support received by all persons in receipt of war pensions and war disablement pensions.

What are the main actions and processes involved?

The operation of the scheme, notwithstanding the changes outlined above, will involve identical processes and procedures as currently in place. All persons within the Council's area who have a low income may apply for support and assistance with their Council Tax.

The proposed changes to the existing CTRS scheme lines with the corporate objectives in that it meets, as far as possible, equality and sustainability.

The reduction scheme will still assist the local economy and also ensure, as far as possible within the constraints on a reduced budget, that persons on a low income will be able to meet their Council Tax liability.

Who is intended to benefit & who are the main stakeholders?

The main beneficiaries of the scheme are both pension age and working age applicants who have a low income and who are liable to pay Council Tax to the District Council.

The main outcomes for each stakeholder group are as follows.

Pension Age Applicants

- That all pensioners receive the level of support required by regulations set by Central Government (Council Tax Reduction Scheme (Prescribed Requirements) Regulations 2012);
- That all pensioner applicants or existing working age applicants who rise to pension age are able to receive CTRS in line with the regulations; and
- That all pensioner applicants continue to receive the correct level of support at all times.

Working Age Applicants

- That all working age applicants are still able to receive CTRS but they would be assessed under the new rules; and
- That all working age applicants continue to receive the correct level of reduction at all times.

Have you already consulted on / researched the activity?

Impact on people with a protected characteristic (What is the potential impact of the activity? Are the impacts high, medium or low?)

Protected characteristics / groups	Is there an impact (Yes / No)	If Yes, what is it and identify whether it is positive or negative
Age (older / younger people, children)	Yes	<p><u>Negative</u></p> <p>The proposed changes may impact negatively on some working age CTRS claimants. Within the scope of the scheme there is a Discretionary Council Tax Reduction Hardship policy to enable us to consider cases of hardship which will help mitigate negative impacts.</p> <p>Pensioners will not see any reduction in the support paid</p>
Disability (people with physical / sensory impairment or mental disability)	Yes	<p><u>Negative</u></p> <p>The proposed changes may impact negatively on some disabled working age CTRS claimants. The proposed scheme will still disregard payments of Disability Living Allowance, Personal Independence Allowance and Mobility Allowance. Within the scope of the scheme there is a Discretionary Council Tax Reduction Hardship policy to enable us to consider cases of hardship which will help mitigate negative impacts.</p> <p>However some disabled working age claimants may see an increase in support based on their income.</p>
Gender reassignment (the process of transitioning from one gender to another.)	No	The reduction scheme changes have no affect on the support received by persons who have undergone gender reassignment
Marriage & civil partnership (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognized for same-sex couples)	No	The reduction scheme changes have no affect on the support received by persons who are married or in a civil partnership.
Pregnancy & maternity (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	No	The reduction scheme changes have no affect on the support received by persons who are pregnant or on maternity
Race (ethnicity, colour, nationality or	No	The reduction scheme changes have no affect on the support received by persons due to their

national origins & including gypsies, travellers, refugees & asylum seekers)		race or ethnicity
Religion & belief (religious faith or other group with a recognised belief system)	No	The reduction scheme changes have no affect on the support received by persons due to their religion or belief system
Sex (male / female)	No	The reduction scheme changes have no affect on the support received by persons due to their gender.
Sexual orientation (lesbian, gay, bisexual, heterosexual)	No	The reduction scheme changes have no affect on the support received by persons, irrespective of their sexual orientation.
Whilst Socio economic disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Yes	Council Tax Reduction is an income banded scheme available to households on low incomes. Therefore all recipients would be considered to be at a socio-economic disadvantage, however within the scope of the scheme there is a Discretionary Council Tax Reduction policy to enable us to consider cases of hardship which will help mitigate negative impacts.

What evidence has been used to assess the likely impacts?
<p>Evidence has been gathered from the following sources;</p> <ul style="list-style-type: none"> • Extensive computer modelling.

Decision following initial assessment			
Continue with existing or introduce new / planned activity		Amend activity based on identified actions	

Impact identified	Action required	Lead Officer	Deadline
UC claimants who fail to inform the DWP that they also wish to claim CTRS may well slip through the net as we will not be aware unless we receive notification from the DWP. Cases of this nature won't normally be backdated and so the applicant may seek help for the arrears from Citizens Advice.	Comprehensive communications and FAQs to ensure that customers have the right information before claiming UC such as the need for them to tell DWP that they want to claim CTRS as well. DWP staff to ask customers the right questions at DWP interviews.	AD/KS	31.03.25

Monitoring & Review	
Date of last review or Impact Assessment:	
Date of next 12 month review:	15.01.25
Date of next 3 year Impact Assessment (from the date of this EIA):	15.01.28

Date EIA completed:15.01.25	Andrew Dale
Signed by Person Completing:	A Dale

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 4 February 2025
SUBJECT:	Key Performance Indicators 2022-2026 – Quarter 3 performance report for the period 1 April 2024 to 31 December 2024
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Birch – Chair of Housing and Wellbeing Committee
WARDS:	N/A
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Key Performance Indicators support the Council’s Vision and allows the Council to identify how well we are delivering across a full range of services.	
DIRECTORATE POLICY CONTEXT:	
This report is produced by the Group Head of Organisational Excellence to give an update on the Q3 Performance outturn of the Key Performance Indicators.	
FINANCIAL SUMMARY:	
Not required.	

1. PURPOSE OF REPORT

- 1.1. This report is to update the Committee on the Q3 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2024 to 31 December 2024.

2. RECOMMENDATIONS

It is recommended that the Committee

- 2.1 Notes the contents of this report and provides any questions or comments on the indicators relevant to this Committee to the Policy and Finance Committee on 13 March 2025.

3. EXECUTIVE SUMMARY

- 3.2 This report sets out the performance of the Key Performance indicators at Quarter 3 for the period 1 April 2024 to 31 December 2024.

4. DETAIL

- 4.1 The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision we need a comprehensive and meaningful set of performance measures which allow us to identify how well we are delivering across a full range of services. Two kinds of indicators were agreed at the Policy and Finance Committee on 17 March 2022. The first of these are annual indicators and will primarily update the progress against strategic milestones. In addition to this 'key performance indicators' (KPIs) will be reported to committees every quarter. These KPIs are known as our Corporate Plan.
- 4.2 A standard report and appendix showing quarterly performance against all indicators will go to each of the Committees in the cycle of meetings after each quarter has ended and will then go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings
- 4.3 Members of the other Committees will be able to give comments or ask questions about the KPI indicators that are relevant to their Committee and these will be submitted to the Policy and Finance Committee for consideration.
- 4.4 Thresholds are used to establish which category of performance each indicator is within.

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

- 4.5 There are 43 Key Performance indicators. 39 are measured at Q3.
- 4.6 Appendix A gives full commentary for each indicator.

Status	Number of Key Performance indicators in this category at Q3
Achieved target	23
Didn't achieve but within 15% range	8
Didn't achieve target by more than 15%	7
No data available	1
TOTAL	39

- 4.7 Officers draw members attention to the commentary in Appendix A which highlights the positive performance for the 23 indicators which were achieving their target figure at Q3.
- 4.8 Officers draw members attention to the commentary in Appendix A which highlights the actions to be taken to address performance for the indicators which did not achieve their target at Q3.

5. CONSULTATION

- 5.1 No consultation has taken place.

6. OPTIONS / ALTERNATIVES CONSIDERED

6.1 To review the report

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

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

7.1 None required.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 None required

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

9.1 As this report is an information paper, there are no recommendations for the Committee to consider. This report is to be taken as read only with Members having the opportunity to ask questions at the meeting on service performance. Members can also submit questions or comments on the indicators relevant to their Committee and these will be considered by the Policy and Finance Committee on 13 March 2025.

10. HUMAN RESOURCES IMPACT

10.1 Not applicable.

11. HEALTH & SAFETY IMPACT

11.1 Not applicable.

12. PROPERTY & ESTATES IMPACT

12.1 Not applicable.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not applicable.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 Not applicable.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 Not applicable.

16. HUMAN RIGHTS IMPACT

16.1 Not applicable.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 Not applicable.

CONTACT OFFICER:

Name: Jackie Follis





Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

BACKGROUND DOCUMENTS: *None*

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP1	% of Stage 2 complaint responses responded to in time	Corporate Support	Higher is better	80%	Not achieving Outturn for Q1 62%	Not achieving Outturn for Q2 56%	Not achieving Outturn for Q3 50%	Not improved - lower than Q2 ↓	Performance has continued to decrease however much of this has been led by pressures in Housing (eg staff sickness) and the ability to respond to complaints within the timescales. December outputs have impacted the Q3 total as Housing caught up with a number of overdue responses which were therefore included in this month. It is hoped that there will be a marked improvement in January 2025. This is being closely monitored by the Group Head of Law and Governance and the Information Management Team are working with the Housing team to progress complaint responses in a timely manner.
CP2	% of Stage 1 complaint responses responded to within 10 working days	Corporate Support	Higher is better	80%	Not achieving Outturn for Q1 61%	Not achieving Outturn for Q2 65%	Not achieving Outturn for Q3 64%	Not improved - lower than Q2 ↓	This KPI is performing relatively consistently over the financial year but again its performance is reliant on the Housing team's ability to deliver within timeframe. This is being closely monitored by the Group Head of Law and Governance and the Information Management Team are working with the Housing team to progress complaint responses in a timely manner.
CP3	% of Freedom of Information (FOI) requests responded to in 20 working days	Corporate Support	Higher is better	80%	Achieving Outturn for Q1 99%	Achieving Outturn for Q2 97%	Achieving Outturn for Q3 99%	Improved - higher than Q2 ↑	The council continues to deliver excellent performance in this area. The ICO classify performance as 'Good' if 95% or more of requests, internal reviews and complaints are managed within timescales. The number of internal reviews requested has increased and the team have improved checks for accuracy and challenge colleagues accordingly before responses are sent to prevent further unnecessary reviews.
CP4	Sickness absence	Corporate Support	Lower is better	2.2%	Not achieving Outturn for Q1 2.96%	Not achieving Outturn for Q2 3.34%	Not achieving Outturn for Q3 3.39%	Not improved - higher than Q2 ↓	This figure equates to 8.86 FTE days lost to sickness absence. Short term absence has decreased slightly by 0.13 % since last quarter, however long term absence has increased by 0.18% since last quarter. Sickness absence is being continuously monitored by the Corporate Leadership Team, in liaison with the Group Head of Organisational Excellence and HR Manager.
CP5	Staff turnover	Corporate Support	Lower is better	14%	Achieving Outturn for Q1 14%	Not achieving but within 15% range Outturn for Q2 14.5%	Achieving Outturn for Q3 13.29%	Improved - lower than Q2 ↑	Outturn for December (12-month rolling period) 13.29%. Turnover has reduced by 0.71% since last quarter. Our turnover rates remain relatively static as we consistently have circa. 55 leavers per year.
CP6	Compliance with Health and Safety programme	Corporate Support	Higher is better	100%	Not achieving but within 15% range Outturn for Q1 89%	Not achieving but within 15% range Outturn for Q2 90%	Not achieving but within 15% range Outturn for Q3 92%	Improved - better than Q2 (but not achieving target) ↑	There was no safety management programme task issued in December due to work required to finalise the new lone working contract and to support the ROSPA audit. For Q3, 92%, and includes updated completion rate for November task with all service areas having now completed the task. Whilst this is a good result overall, this is still below the target of 100% and means that some service areas will not have completed tasks critical to health and safety, such as the fire evacuation arrangements in September. This is being monitored by the Group Head of Technical Services to ensure completion.
CP7	Average call wait time (secs) for the last month	Corporate Support	Lower is better	4 minutes	Not achieving Outturn for Q1 5.13	Not achieving Outturn for Q2 4.57	Achieving Outturn for Q3 2.29	Improved - lower than Q2 ↑	This indicator overachieved the target of 4 minutes this quarter. The average wait time for Q3 was 2 mins 29 seconds, 1 min 31 seconds below target. The average wait time being low in December has helped the overall time for Q3. This is a great improvement on the previous two quarters.


No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP8	Business rates collected	Corporate Support	Higher is better	96.5% Note: There are targets for each quarter as this is an accumulative KPI	Achieving Outturn for Q1 28.40%	Achieving Outturn for Q2 51.20%	Achieving Outturn for Q3 79.40%	Improved - higher than Q2 ↑	Target for December is 79.40%. Achieving and on target for end of year figure
CP9	Council tax collected	Corporate Support	Higher is better	96.5% Note: There are targets for each quarter as this is an accumulative KPI	Achieving Outturn for Q1 31.60%	Achieving Outturn for Q2 58.30%	Not achieving but within 15% range Outturn for Q3 85.30%	Improved - higher than Q2 ↑	Target for December is 85.70%. Just under target, however some customers have chosen to now pay over 12 months instead of 10 months due to financial restraints so true figures will be shown at end of year.
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Higher is better	956, 650 Note: This is an accumulative KPI	No status known until Q4 Outturn for Q1 342,402	No status known until Q4 Outturn for Q2 344,238	Achieving Outturn for Q3 320,196	Not improved - lower than Q2 but still achieving target ↓	<p>Arun Leisure Centre 2-week closure for the electrical intake works significantly impacted on participation with a decrease of 8,835 participants vs December 2023. Littlehampton Wave saw an increase in casual swim, group exercise and indoor sports overall. With an increase of over 5000 participants at Wave vs December 2023, we can assume that members at Arun Leisure Centre used the Wave whilst the planned works were taking place. There was positive increases in participation across the contract for quarter three vs previous year. There was a close to 10,000 participations increase at Littlehampton Wave, though a decrease at Arun Leisure Centre due to the 2-week closure in December for the electrical intake works. Without the closure, there was an expectation that the positive trend would continue, with an increase of a further 10,000 across the contract for this period. Casual Swimming, swimming lessons and group exercise classes continue to grow across both leisure centres.</p> <p>The outturn for Q3 was 320,196 (Oct 121,186, Nov 112,912 and Dec 86,098). The accumulative total to date from April to December 2024 is 1,006,836 which is significantly higher than the target of 956,650 with one quarter of the reporting year still to go.</p>
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Housing & Wellbeing	Lower is better	8 days	Achieving Outturn for Q1 3.7 days	Achieving Outturn for Q2 3.79 days	Achieving Outturn for Q3 3.6 days	Improved - lower than Q2 ↑	This indicator achieved 3.6 days at Q3 against a target of 8 days (lower is better). This KPI has performance extremely well for all three quarters of 2024/25 with the outturn being consistently far below the target of 8 days.
CP16	Average days to re-let all properties (key to key) excluding major voids	Housing & Wellbeing	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	Achieving Outturn for Q1 59 days	Not achieving Outturn for Q2 98 days	Not achieving but within the 15% range Outturn for Q3 56.77 days	Improved - lower than Q2 (whilst it is acknowledged this hasn't met the target) ↑	<p>The Q3 average re-let time of 56.77 days shows a significant improvement from 98 days in Q2, marking the lowest void time since Q3 2022, though it falls short of the 50-day target.</p> <p>Of the 61 properties re-let in the quarter, 7 had been void for over 100 days, skewing the overall average.</p> <p>While December saw an increase compared to November, the quarter's performance highlights a positive trend, reflecting progress in reducing void times despite ongoing variability.</p> <p>Continued focus on addressing outliers and improving consistency will be key to achieving the target in future quarters.</p>

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Higher is better	55%	Not achieving but within the 15% range Outturn for Q1 53%	Achieving Outturn for Q2 56%	Achieving Outturn for Q3 57%	Improved - higher than Q2 	This indicator achieved 57% at Q3 against a target of 55% (higher is better). Prevention duties can end for various reasons, such as successfully negotiating with a landlord or parent to allow the occupier to remain in the property, paying off arrears, or arranging a payment plan. Alternatively, duties may end when suitable accommodation is secured through the private rented sector or the social housing register. Unsuccessful prevention cases typically result in a relief duty being accepted. In this period, 48 cases were successfully prevented, while 33 moved to relief duty, 2 refusals of suitable accommodation and 1 lost contact totalling 84 cases.
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Higher is better	35%	Not achieving but within the 15% range Outturn for Q1 31%	Achieving Outturn for Q2 35%	Achieving Outturn for Q3 45%	Improved - higher than Q2 	<p>This indicator achieved 45% at Q3 against a target of 35% (higher is better). Relief duties currently have a resolution rate of 45%. Of the 155 cases that concluded, 69 were successfully resolved. Another 64 cases reached the end of the 56-day relief period, requiring a main duty decision (either positive or negative). The remaining 22 cases ended in ways that could not be categorised as either positive or negative.</p> <p>Among the 69 successfully resolved cases, alternative housing was secured through the private rented sector or the social housing register. A key factor contributing to the 10% increase in positively resolved relief duties is the implementation of the new housing register allocations policy. This policy grants A-band priority to households in relief duty who are residing in temporary accommodation. As a result, households are securing social housing more quickly, leading to reduced time spent in temporary accommodation. This improvement not only lowers the associated costs and reliance on temporary accommodation but also minimises its negative impact on families.</p>
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Housing & Wellbeing	Higher is better	75%	No data available	No data available	No data available	No data available	We are currently unable to provide this data due to limitations in the reporting capabilities of the Civica software. Although it was anticipated that the system would be able to generate reports identifying when documents are received and allow for a full assessment and processing of applications, this functionality is not available. We will work to identify and implement a more suitable and measurable indicator for housing register applications that can be accurately reported through the system in the next financial year.
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Higher is better	97%	Not achieving but within the 15% range Outturn for Q1 93.58%	Not achieving but within the 15% range Outturn for Q2 94.09%	Not achieving but within the 15% range Outturn for Q3 94.13%	Improved - higher than Q2 	The Q3 rent collection rate is 94.13%, showing a slight improvement from Q2 (94.09%). Officers are offering tailored support through personalised repayment plans and proactive early intervention, contacting tenants as soon as arrears are identified to prevent escalation. Despite managerial shortages, we continue to support officers in managing arrears cases and building strong relationships with residents. This approach equips officers to manage arrears effectively and work towards achieving the 97% target.
CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Higher is better	90%	Not achieving but within the 15% range Outturn for Q1 87.78%	Not achieving Outturn for Q2 72.95%	Not achieving Outturn for Q3 65%	Not improved - Lower than Q2 	Repairs are still verifying this data and the figure is likely to change as they complete a data cleanse. An update is likely to be available by 24/1 and this update will be given verbally at the meeting

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP43	Overall Tenant Satisfaction	Housing & Wellbeing	Higher is better	>58%	Achieving Outturn for Q1 61%	Achieving Outturn for Q2 61%	Achieving Outturn for Q3 59%	Not improved - lower than Q2 but still achieving target ↓	This indicator achieved 59% at Q3 against a target of >58% (higher is better). Q3 saw overall satisfaction reduce to 59%, which is a slight reduction on Q2 performance. However we are still above our target of 58%. Analysis of the surveys will be carried out to understand the reasons behind the reduction in satisfaction. However it is important to note the statistical validity will not be achieved until Q4.
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Environment	Lower is better	80	Achieving Outturn for Q1 63.59	Achieving Outturn for Q2 61.98	Achieving Outturn for Q3 60.58	Improved - lower than Q2 ↑	This indicator achieved 60.58 at Q3 against a target of 80 (lower is better). Missed bin per 100,000 for December was 57.06. This is made up of missed recycling at 36.88/100,000 and refuse at 67.14/100,000. This is very much in keeping with the year to date figure and is within target.
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Environment	Higher is better	93%	Achieving Outturn for Q1 99.08%	Achieving Outturn for Q2 98.86%	Achieving Outturn for Q3 98.86%	Same as Q2 →	This indicator achieved 98.86% at Q3 against a target of 93% (higher is better). Performance consistently maintained above target with minor fluctuations only in the number of premises failing to achieve at rating of 3 or above. In Quarter three, 107 routine inspections were conducted, with 10 premises scoring less than 3. Actions to improve and/or address non compliances included; 2 rescore visits, 17 reinspection's, and 1 voluntary closure. This quarter also saw a significant seizure of food (in excess of 1 tonne) duly taken before the Magistrates Court where it was condemned and subsequently disposed of.
CP22	Vacant private sector dwellings returned to occupation	Environment	Higher is better	50 Note: This is an accumulative KPI	Achieving Outturn for Q1 19	Achieving Outturn for Q2 59	Achieving Outturn for Q3 107	Improved - higher than Q2 ↑	This indicator achieved 107 at Q3 against a target of 50 (higher is better). This is significantly over the target figure. A lot of additional time being spent on this due to the administrative help which positively impacts on the numbers of empties bought back into use. Note that the quarterly figures are accumulative and the target figure is for the year.
CP23	Residual household waste per household per annum	Environment	Lower is better	450kg Note: This is an accumulative KPI	Achieving Outturn for Q1 109.84kg/hh	Achieving Outturn for Q2 220.70kg/hh	Achieving Outturn for Q3 334.23 kg/hh	Not improved - higher than Q2 but still achieving target ↓	This indicator achieved 334.23 kg/hh at Q3 against a target of 450kg/hh (lower is better). This is on schedule to be under the target figure by the end of the year. Note that the quarterly figures are accumulative and the target figure is for the year.
CP24	Household waste sent for re use, recycling and composting.	Environment	Higher is better	55%	Not achieving but within the 15% range Outturn for Q1 49.03%	Not achieving but within the 15% range Outturn for Q2 47.70%	Not achieving but within the 15% range Outturn for Q3 45.87%	Not improved - lower than Q2 ↓	This is higher than corresponding period last year (40.66%) with increases in garden waste and co-mingled recycling tonnages. This falls short of the annual target however, upcoming service improvements, particularly the decision by Councillors to introduce of food waste collection as part of the new contract, are expected to create opportunities to reach the 50% target.

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP25	Contractor achieving performance target for all green space management operations following monitoring	Environment	Higher is better	>66%	Not achieving but within the 15% range Outturn for Q1 63.94%	Achieving Outturn for Q2 70%	Achieving+I2 Outturn for Q3 67.88%	Not improved - lower than Q2 but still achieving target ↓	This indicator achieved 67.88% at Q3 against a target of >66% (higher is better). The autumn period leading into the first month of winter saw leaf clearance challenges and grass continuing to grow at rates not expected of the time of year. This caused some impact on Tivoli's performance, however they still achieved the contractual minimum score of 66%. An average score of 67.88% has been achieved. Litter bin emptying has been an issue mainly at times at the more isolated sites which are not visited often by maintenance crews. Tivoli have revised their schedules to improve matters. 82 sites were inspected for performance monitoring. 18 sites failed to reach the 66% contractual minimum score, although it is important to point out that 11 of these were very narrow fails. This triggered a remedy notice on each occasion. Depending on the level of urgency remedial work is required to be undertaken between 24 hours to 5 working days. 2 sites exceeded 80% (exceptional).
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Environment	Higher is better	100%	Not achieving but within the 15% range Outturn for Q1 99%	Not achieving Outturn for Q2 84%	Not achieving Outturn for Q3 81%	Not improved - Lower than Q2 ↓	The Group Head of Technical Services continues to monitor this KPI has advised that the relevance of this historic long-term target now needs to be reconsidered, since the Building Regulation applicant can keep the application 'live' by virtue of requesting an unlimited Extension of Time without a statutory decision being made as long as they wish.
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Environment	Higher is better	60%	Achieving Outturn for Q1 96%	Achieving Outturn for Q2 96%	Achieving Outturn for Q3 97%	Improved - higher than Q2 ↑	This indicator achieved 97% at Q3 against a target of 60% (higher is better) and this KPI has consistently been well above its target figure for each quarter this year.
CP39	% of Building Control applications registered within 3 days	Environment	Higher is better	60%	Not achieving Outturn for Q1 47%	Not achieving but within the 15% range Outturn for Q2 53%	Not achieving but within the 15% range Outturn for Q3 58%	Improved - higher than Q2 ↑	Target not met but improvement against Q2
CP40	Building control site inspection dealt with within one day	Environment	Higher is better	100%	Not achieving but within the 15% range Outturn for Q1 97%	Not achieving but within the 15% range Outturn for Q2 99.47%	Not achieving but within the 15% range Outturn for Q3 98.70%	Not improved - Lower than Q2 ↓	Target not met but only 53 out of 4024 inspections not undertaken on the same day.
CP14	% of licence applications determined within the various statutory or service time limits	Licensing	Higher is better	90%	Achieving Outturn for Q1 93.10%	Achieving Outturn for Q2 94%	Achieving Outturn for Q3 96.94%	Improved - higher than Q2 ↑	This indicator achieved 96.94% at Q3 against a target of 90% (higher is better) and this KPI has consistently been above its target figure for each quarter this year. Overall performance April to December 96.94% (Q3 Sep- Dec 97.6%). Performance maintained and improved since September, supported by recruitment of the Senior Licensing Officer and use of agency staff to cover vacant roles.

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP26	Major applications determined in 13 weeks or agreed extension of time	Planning	Higher is better	80%	Achieving Outturn for Q1 50% (88%)	Not achieving but within the 15% range Outturn for Q2 50% (75%)	Achieving Outturn for Q3 30% (100%)	Improved - higher than Q2 ↑	3 out of 10 applications determined within time. All the other 7 applications were applications that were determined at Planning Committee and/or had s106 agreements that required completion. Figure used for determining status is the one in brackets (with extension of time).
CP27	Minor applications determined in 8 weeks or agreed extension of time	Planning	Higher is better	90%	Achieving Outturn for Q1 75% (96%)	Achieving Outturn for Q2 79% (90%)	Achieving Outturn for Q3 83% (96%)	Improved - higher than Q2 ↑	39 out of 47 applications were determined within time. All 8 applications that were unable to be determined within time were because they had to be determined at Planning Committee. Figure used for determining status is the one in brackets (with extension of time).
CP28	% of other applications determined in 8 weeks or agreed extension of time	Planning	Higher is better	90%	Achieving Outturn for Q1 96%	Achieving Outturn for Q2 99%	Achieving Outturn for Q3 99%	Same as Q2 →	Only one application out of 115 was unable to be determined within time and that was because it had to be determined at Planning Committee.
CP29	Average number of days to determine householder application	Planning	Lower is better	55 days	Achieving Outturn for Q1 52 days	Achieving Outturn for Q2 51 days	Achieving Outturn for Q3 53 days	Not improved - higher than Q2 but still achieving target ↓	Target achieved.
CP30	Average number of days to determine other applications	Planning	Lower is better	55 days	Not achieving Outturn for Q1 65 days	Achieving Outturn for Q2 49 days	Achieving Outturn for Q3 49 days	Same as Q2 →	Target achieved.
CP31	Average number of days to determine applications - Trees	Planning	Lower is better	40 days	Not achieving Outturn for Q1 48 days	Not achieving but within the 15% range Outturn for Q2 45 days	Not achieving but within the 15% range Outturn for Q3 46 days	Not improved - Higher than Q2 ↓	Many of these applications are dependent upon the comments from internal consultees. There remains a need to continue to work with other departments to explore more timely consultation responses.
CP32	Average number of days to determine application - Discharge of Condition	Planning	Lower is better	40 days	Not achieving Outturn for Q1 93 days	Not achieving Outturn for Q2 84 days	Not achieving Outturn for Q3 68 days	Improved - Lower than Q2 but still not achieving ↑	Whilst not achieving the target, this figure is a big improvement on Q1 and Q2. The Group Head of Planning has advised that whilst this KPI is not achieving the target at Q3, this figure is a big improvement on Q1 and Q2. These kind of applications require input from various consultees (both internal and external) and often require time to allow for details that will mean that the condition can be discharged.
CP33	Average number of days to determine major planning applications	Planning	Lower is better	120 days	Not achieving but within the 15% range Outturn for Q1 121 days	Not achieving Outturn for Q2 157 days	Not achieving Outturn for Q3 375 days	Not improved - higher than Q2 ↓	This is being monitored by the Group Head of Planning. 3 out of 10 applications determined within time. All the other 7 applications were applications that were determined at Planning Committee and/or had s106 agreements that required completion.
CP34	Average number of days to determine minor planning applications	Planning	Lower is better	55 days	Not achieving but within the 15% range Outturn for Q1 59 days	Not achieving but within the 15% range Outturn for Q2 58 days	Achieving Outturn for Q3 53 days	Improved - lower than Q2 ↑	Target achieved.

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP35	% of planning applications registered within 5 days	Planning	Higher is better	70%	Achieving Outturn for Q1 96%	Achieving Outturn for Q2 96%	Achieving Outturn for Q3 95%	Not improved - lower than Q2 but still achieving target 	Target achieved.

This page is intentionally left blank

ARUN DISTRICT COUNCIL COUNCILLOR FEEDBACK REPORT FROM OUTSIDE BODIES

Report to Housing & Wellbeing Committee – 4 February 2025

Name of Meeting:	Health & Adult Social Care Scrutiny Committee
Date of Meeting:	8 January 2025
Report by:	Cllr Jill Long – The Council’s Nominated Representative

WSCC Health & Adult Social Care Scrutiny Committee (HASC) agenda items covered the following items and updates:

- Responses to recommendations made at recent meetings:
 - Zachary Merton Hospital – HASC thanks Sussex Community NHS Foundation Trust for the letter and meeting with the Chairman to update on the situation regarding Zachary Merton.
 - That the Committee ensures it keeps in close contact with the Sussex NHS Foundation Trust to provide regular updates on this matter.
 - To recommend that a conditions survey on other buildings within the Sussex Community NHS Foundation Trust is undertaken to ensure future issues are dealt with as soon as possible
 - Circulate messages concerning availability of flu vaccinations from Public Health to all members of the committee for wider dissemination
- Dentistry update:
 - Continual lobbying to MPs on dental contract reform as this is the key to unlocking these issues.
 - NHS Sussex to produce data on whether GPs are being presented with patients with dental issues
 - Update requested on Arun locations where golden hellos might help to increase recruitment in March/April 2025
 - For NHS Sussex to provide data on dental emergencies in A&E
 - There is a need to see what more can be done to publicise NHS dentistry places across West Sussex
 - Circulate Healthwatch poll link to HASC members
 - For this item to remain on the committee’s work programme
- Improving access to General Practice in West Sussex:
 - HASC welcomed the report and recognised the positive trajectory since the last report to HASC in November 2022
 - Data showed how primary care presentations being reduced
 - Data to whether people are still having to go to hospitals for emergencies
 - Common themes for improving access have been identified, covering Patient Experience of Contact; Ease of Access and Demand Management; Promoting the use of digital tools; Staff training and skills development; and Accuracy in recording in appointment books. Each theme has a number of actions to address issues as identified.

**ARUN DISTRICT COUNCIL
COUNCILLOR FEEDBACK REPORT FROM OUTSIDE BODIES**

Report to Housing & Wellbeing Committee – 4 February 2025

- Practice level data to be presented in clearer form
- Pharmacy to be kept on Business Planning Group agenda.
- Questions relating to sexual health services for Public Health to provide a response (Worthing).
- For NHS Sussex to meet with Healthwatch to learn more about survey
- Remains on work programme, with at least an annual review
- HASC Work Programme:
 - Relationship between social prescribing and GP surgeries, to be considered at BPG
 - Mental health services, to consider at BPG for an item in March
 - BPG– future review of adult social care

The next meeting of HASC will be held on 5th March 2025, probable agenda items include:

- Q3 (December 2024) Performance and Resources report
- South East Coast Ambulance Service NHS Foundation Trust Improvement Journey update

Papers for the HASC meetings can be found at [Browse meetings - Health and Adult Social Care Scrutiny Committee](#)

Housing and Wellbeing	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
		18 June	6pm	17 July
Housing Services Complaints Performance and Determinations – Quarterly	SH			
Housing Ombudsman Complaint Handling Code	SH			
Performance measures for housing services - Q4	SH			
TSM Results	SH			
Service Charges Policy	SH			
RSI Update	JK/KB			
Homelessness Strategy	JK			
LAHF Update	JK			

Housing and Wellbeing	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Housing Strategy	RT			
Damp & Mould Policy	KF/MM			
Void Policy	JB/KF			
Key Performance Indicators 2022-2026 – Quarter 4 End of year performance report for the period 1 April 2023 to 31 March 2024.	Jackie F			
Council Vision Performance Report 2023 - 2024	Jackie F			
		10 Sept 24	6pm	7 Nov
Invitation to Sussex Police to discuss contribution to the Safer Arun Partnership	VERBAL UPDATE BY POLICE – NO REPORT			
Budget Monitoring report to 30 June 2024	TB			
Budget 2025/26 process	TB			

Housing and Wellbeing	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Q1 Performance Report for the Key Performance indicators which form part of the Councils Vision 2022-2026 Homelessness Strategy Housing Strategy Complaints Performance & Determinations Housing Performance KPIs Civica Project Update Pets Policy	JF JK RT/SH SH SH SH JB			
		21 Nov	6pm	8 Jan 25
Leisure operating contract extension/retender Voluntary Sector Contract Review Budget Monitoring report to 30 September 2024	OH/FK FK TB			

Housing and Wellbeing	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
Q2 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026	JF			
Resident Engagement Strategy	SH			
Local Authority Housing Fund Purchases	JK			
Local Authority Housing Fund 3 Funding	JK			
Complaints Performance	SH			
Pets Policy	JB			
Housing and Wellbeing	Report Author	Date of Special Meeting	Time	Full Council Meeting Date
		17 Dec	6pm	
Housing Management System Contract	SH			
De-Carbonisation Contract	RT			

Housing and Wellbeing	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
		4 Feb 25	6pm	19 March
Leisure contractor (Freedom Leisure) annual performance report	OH/FK			
Committee Revenue, Capital, and Housing Revenue Account Budgets 2025/26	TB			
Local Council Tax Reduction Scheme (LCTRS) - 2025/26	TB			
Q3 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026	JF			
HRA Business Plan Update	RT			
		20 Mar 25	6pm	14 May
Leisure & Wellbeing Strategy 2025-2027	FK/CR			
Budget Monitoring report to 31 December 2024	TB			

Housing and Wellbeing	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Time</u>	<u>Full Council Meeting Date</u>
ASB Policy				