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7 March 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 **Thursday 20 March 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 **Thursday, 13 March 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 - 12)

The Committee will be asked to approve as a correct record the minutes of the Housing and Wellbeing Committee held on 4 February 2025.

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. WELLBEING STRATEGY COMMITTEE REPORT MARCH 2025 (Pages 13 - 46)

The council's corporate vision prioritises 'Improving the Wellbeing of Arun' as one of four key themes. As part of this commitment, the council has developed a Wellbeing Strategy 2025-2028 to guide the planning and delivery of services, resources, and activities that support community wellbeing.

7. HARDSHIP FUND - SERVICE CHARGES (Pages 47 - 62)

To seek approval to set up a hardship fund to assist those facing hardship after the implementation of new service charges in the 2025/26 financial year.

8. PERFORMANCE MEASURES FOR HOUSING SERVICES - QUARTER 2 PERFORMANCE FOR THE PERIOD 1 OCTOBER TO 31 DECEMBER 2024 (Pages 63 - 76)

This report sets out the performance of Housing Services at Quarter 3 for the period 1 October to 31 December 2024.

9. HOUSING SERVICES COMPLAINTS PERFORMANCE AND DETERMINATIONS Q3 (Pages 77 - 152)

This report provides members with an overview of our complaint handling performance and determinations received in quarter 3 for the period 1 October 2024 to 31 December 2024.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

10. WORK PROGRAMME

(Pages 153 -
160)

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](#)