



# 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](mailto:committees@arun.gov.uk)

Committee Manager Helen Burt (ext. 37614)

21 January 2025

## ENVIRONMENT COMMITTEE

A meeting of the Environment Committee will be held in **Council Chamber, Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 30 January 2025 at 6.00 pm** and you are requested to attend.

Members: Councillors Wallsgrove (Chair), (Amanda) Worne (Vice-Chair), Blanchard-Cooper, P. Bower, Elkins, Greenway, Huntley, Madeley, May, Warr and Wiltshire

### **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](mailto:Committees@arun.gov.uk) by 5.15 pm on Thursday 23 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](mailto: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 Environment Committee held on 14 November 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. ARUN FLOOD FORUM - MEETING 4

(Pages 13 - 108)

This report provides the Committee with an update following the fourth meeting of Arun Flood Forum, held on the 25 November 2024.  
[20 Minutes]

7. GREENSPACE MANAGEMENT CONTRACT EXTENSION PROPOSAL 2027 - 2032

(Pages 109 - 118)

This report sets out a proposal to extend the GMC with Tivoli Group Limited (Tivoli) for a further five years. It provides detail concerning improvements and initiatives to achieve best value and support delivery of the Council Vision objectives detailed above.  
[20 Minutes]

8. PROTECTION OF THE RIVER ARUN

(Pages 119 - 128)

This report sets out for the Committee details of the work and research undertaken by officers as a result of the Motion referred to the Committee on 8 November 2023. The report informs the Committee of the progress made by officers in identifying options to establish a mechanism of advocacy and

improved protection for the River Arun by assessing the feasibility of the 'Rights of the River' and sets out an alternative option for establishing a method to help protect the River Arun to ensure that its biodiversity and function are maintained.

[30 Minutes]

9. COMMITTEE REVENUE AND CAPITAL BUDGETS 2025/26 (Pages 129 - 134)

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.

[20 Minutes]

10. Q3 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (KPI'S) WHICH FORM PART OF THE COUNCIL'S VISION 2022-2026 (Pages 135 - 146)

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

[10 Minutes]

## **OUTSIDE BODIES - FEEDBACK FROM MEETINGS**

11. WORK PROGRAMME (Pages 147 - 150)

The Committee is required to note the Work Programme for 2024/25.

[5 Minutes]

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 [Filming Policy](#)

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# Public Document Pack Agenda Item 3

Subject to approval at the next Environment Committee meeting

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## ENVIRONMENT COMMITTEE

14 November 2024 at 6.00 pm

Present: Councillors Wallsgrove (Chair), Worne (Vice-Chair), Blanchard-Cooper, P. Bower, Elkins, Greenway, Huntley, Madeley, Warr, Wiltshire and Tandy (Substitute for May)

Councillor Bicknell was also in attendance for all or part of the meeting.

[The following Members were absent from the meeting during discussion for all or part of the mentioned Minuted Items: Councillor Warr – 279 - 284; Councillor Elkins - 284]

### 273. APOLOGIES

Apologies for absence had been received from Councillor May.

### 274. DECLARATIONS OF INTEREST

Councillor Worne declared a Personal Interest in agenda item 8 as a Blue Badge holder.

Councillor Blanchard-Cooper declared a Personal Interest in agenda item 8 as he had family and friends that were Blue Badge holders, confirming he did not believe his interest was prejudicial and that he would be approaching the item with an open mind.

Councillor Greenway declared a Personal Interest in agenda item 7 as a Member of West Sussex County Council (the Risk Management Authority for flooding); and a Personal Interest in agenda item 8 as a Member of West Sussex County Council (the Highway Authority).

Councillor Elkins declared a Personal Interest in agenda item 7 as a Member of West Sussex County Council

Councillor Wallsgrove declared a Personal Interest in agenda item 8 as a Blue Badge holder, confirming she did not believe her interest was prejudicial and that she would be approaching the item with an open mind.

### 275. MINUTES

The Minutes of the meeting held on 19 September 2024 were approved by the Committee. These would be signed after the meeting.

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276. 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

The Chair confirmed that there were no urgent matters for this meeting.

277. PUBLIC QUESTION TIME

No public questions had been submitted for this meeting.

278. GREENSPACE MANAGEMENT CONTRACT OVERVIEW AND PERFORMANCE UPDATE

The Chair welcomed Matt Slorach (Operations Manager) and Iain Stockdale-Smith (Regional Director) from Tivoli.

Upon the invitation of the Chair, the Parks and Cemeteries Manager presented the report, which provided an update in respect of the Council's Greenspace Management Contract over the past eighteen months. An audit undertaken by the Council's external auditors at Hampshire County Council in September 2024 for the contract, determined that there was a substantial assurance of governance, risk management and control in place for the contract. This was the highest level of assurance possible from this audit. He went onto explain that many key staff involved in the contract delivery and performance had been undertaking their roles for a considerable time, and almost all Tivoli staff lived in the district, which helped to promote pride of place in the contract delivery. Satisfaction levels for parks, open spaces and play areas was high with 75% of respondents of the Arun Residents Survey 2023 being either fairly satisfied or very satisfied. 90% were satisfied overall with the grounds maintenance service. The closest Local Government Association (LGA) comparison for satisfaction with grounds maintenance services for parks and greenspaces was 73%, putting the service higher than the national average. Quarter 1 was the first occasion since the start of the contract in January 2017 where Tivoli failed to meet the minimum contractual performance score of 66% over a quarter period. The average score was 63.94%, however the previous three months had been among the most challenging of the past 30 years.

The Operation Manager and Regional Director from Tivoli then delivered their presentation to Members [available to view on the Arun District Council Environment Committee web pages] which covered the following:

- About Tivoli
- Nurture Group
- Local Activity
- Tivoli's Values
- Sustainability Pillars
- Community Feedback

- Working in Collaboration
- Hive

Members (and a non-Committee Member given permission to speak) then took part in a question and answer session and the following points were raised:

- Several Members expressed their thanks to Tivoli for the presentation and the work being done by them.
- The Parks and Greenspaces Team were also praised for their work, and it was felt the Council were lucky to have the Officers within that team.
- It was asked what the synergy was between Tivoli and other contractors such as Biffa, particularly in relation to litter on the ground and who would collect this. The Environmental Services and Strategy Manager acknowledged there were opportunities for improvement and he would take this away and look into it.
- It was asked what the major challenges would be for Tivoli moving forward. The Regional Director from Tivoli explained that environmental changes had meant growth rates were significantly higher than three years earlier, so the grass needed to be cut earlier and later. For this reason, he felt they needed to change the way the contract was approached. Purchasing machinery had also been challenging due to non-availability, although this had now resolved.
- It was asked whether Tivoli and West Sussex County Council could sync their mowing schedules so the verges within and outside the pavement boundary were mown on the same day. Officers confirmed that for various reasons this would not realistically be a possibility.
- Tivoli were praised for their work in clearing one particular site.
- Confirmation was requested that if a job was not completed one day, it would be reassigned to another day. The Regional Director from Tivoli confirmed that was the case.
- It was asked how frequently an area was mown. The Parks and Cemeteries Manager explained the specification was based on performance not frequency, and sites received different amounts of cuts based on need.
- It was asked how deterioration of children's play equipment was dealt with. The Parks and Cemeteries Manager explained children's playgrounds were identified as high priority areas and any issues identified were often rectified within 24 hours. Members of the public were encouraged to report any issues to the Council.
- It was highlighted by one Member that Tivoli provided Arun's outdoor leisure, an area that never received complaints, and it was felt this was very positive and should be highlighted.
- It was asked whether there was anything Arun District Council (ADC) could do to support Tivoli increasing the number of apprenticeships they offered. The Regional Director from Tivoli would approach ADC for assistance if necessary.
- It was asked whether there was any benefit to engaging with Parish Councils regarding apprenticeships. Officers would look into this.

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The Committee noted the contents of the report and the presentation provided by the Council's incumbent contractor, Tivoli.

279. COASTAL ENGINEERS AND FLOOD PREVENTION ANNUAL SERVICE REPORT

Upon the invitation of the Chair, the Flooding and Coastal Engineering Manager presented the report which primarily focused on Coast Protection works and the long-term investment strategy for the coastline. It set out the framework for managing the coastline by highlighting key strategic documents and how these documents informed investment decisions at a scheme level. The report did not go into detail regarding drainage as this had been covered in recent reports regarding the Arun Flood Forum. He explained the difference between Shoreline Management Plans and Coastal Defence Strategies, and how these fed into the Capital Investment Programme. Paragraph 4.18 listed the 7 pipeline projects. He drew Members' attention to Appendix D, photos of works being carried out. Arun were lucky to have in-house skilled operatives to carry out repair works, that would otherwise be prohibitively expensive. He also highlighted the Coastal Monitoring Programme outputs and the areas identified as part of the twice yearly laser scanning exercise.

Members (and a non-Committee Member given permission to speak) then took part in a question and answer session and the following points were raised:

- It was noted that the report stated that neither ADC nor the Environment Agency (EA) had a duty to protect from coastal erosion or coastal flooding. The Flooding and Coastal Engineering Manager explained that as Arun was a coastal community, with significant development in the coastal plain developing all the way up to the coastline, ADC had a general duty of care.
- It was asked why ADC did not have a responsibility for Climping, as there was concern that if Climping flooded it would have a knock-on effect on the banks of the River Arun. The Flooding and Coastal Engineering Manager explained the reason was that Climping was an area at risk of flooding and so was managed by the EA, whereas ADC managed reducing the risk of erosion.
- One Member had lots of questions and requested a walk-through of the seafront with the Flooding and Coastal Engineering Manager in order to gain a better understanding. Other Members also expressed an interest in joining this, which the Flooding and Coastal Engineering Manager would arrange.
- It was asked how much confidence Members should have that the projects could be delivered. The Flooding and Coastal Engineering Manager explained that the money should be earmarked for projects already on the programme, although the timeframes may change if priorities changed. ADC had also previously established an earmarked reserve which would be used to partnership fund the programme.
- It was asked whether some of these projects should be added to the Planning Policy Community Investment Levy (CIL) funding investment study. Officers explained Arun currently held a reserve called the Community Flood Fund, to



partially partnership fund some of these schemes, although this would not cover the full costs. EA funding would be sought for projects involving high identified risks. Possible use of CIL funding would need to be discussed with the planning department.

The Committee noted the report.

280. VARIATION TO PARKING FEES AND PARKING SERVICE REVIEW

[Councillors Wallsgrove, Worne and Blanchard-Cooper re-declared their Personal Interests in this Item]

Upon the invitation of the Chair, the Group Head of Technical Services presented the report. The Off-Street Parking Strategy 2021-2026 set out that the Council would review the charges annually. Last year the Committee agreed to commission an independent review of the Council's parking service arrangements. Parking Matters were appointed and undertook that review, the recommendations of which were presented to Members at a briefing in October, where Members had the opportunity to ask questions to the consultants. Parking Matters' findings had informed the proposed revisions to the tariffs and tariff structures set out in the recommendations to Committee. He updated Members that recommendation F referred to section 4.20, not 4.17 as stated in the report. He then went onto explain the recommendations to Members.

The Chair felt it would be appropriate to vote on each of the recommendations separately. This was proposed by Councillor Worne and seconded by Councillor Bower, and upon taking the vote, APPROVED by Committee.

The recommendations were proposed by Councillor Worne and seconded by Councillor Wallsgrove.

The Chair then invited debate and Councillor Madeley proposed an amendment to recommendation J as follows (**additions shown in bold**):

j. Considers not introducing charges for the Shrubbs Field, **Links Avenue and Grassmere** car parks for the remainder of the political cycle i.e. not before May 2027

This amendment was seconded by Councillor Greenway, who hoped people would support it.

Upon returning to the proposer, Councillor Madeley hoped Members could support the amendment and felt very passionate about it. People should be encouraged into towns and villages, and Links Avenue and Grassmere car parks should remain free for the same reason that she felt Shrubbs Field should. Residents were not aware that parking machines may lead to charging, and she felt public consultation should be undertaken before this was considered.

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The Group Head of Technical Services explained that no decision had been taken that would lead to any charges in these car parks, and this amendment would confirm the position that these car parks would remain free of charge for the stated period.

Upon taking the vote, this amendment was CARRIED.

Returning to the debate on the substantive recommendations, one Member felt the extension of the hours of charging in Crown Yard car park from 8am – 6pm to 8am – 8pm should not be approved and asked whether this should be addressed by an amendment or voting against the Officer recommendation. Officers confirmed if Members did not agree with this recommendation they should vote against it. Other Members did not feel it would be fair to extend the hours of charging at Crown Yard car park, particularly as Arundel did not benefit from the 2 hour town centre free parking scheme.

Concern was expressed by some Members around the possibility of reducing free parking for blue badge holders to three hours. It was felt this would cause stress to blue badge holders and that it was not the right time to introduce charging. It was suggested that this recommendation either be removed or increased to more than three hours.

Some Members were concerned about the technology strategy (Appendix C), and the proposed move to cashless. The Group Head of Technical Services explained this was a direction of travel not defined by dates, but a monitoring exercise to see when the move would be acceptable. One Member stated that Members and Officers may take different views as to when this may become acceptable as it was subjective, so needed to be very carefully monitored. It was asked that Members be kept updated on this as the technology strategy was moving forward. The Group Head of Technical Services confirmed that he would ensure Members were kept updated regarding this.

Concern was expressed around recommendation h(i), as there was free parking on the highway close to the West Park car park, and it was feared more people may park on the road. The Group Head of Technical Services explained that the recommended change to the structure of fees were designed to avoid exactly that effect.

Members were not in support of delegating authority to the Group Head of Technical Services to increase or reduce the parking tariffs, and the view was expressed that Members' responsibility was to make the tough decisions on behalf of the residents.

One Member stated that the Parking Review was very useful, and they appreciated all the information and data being consolidated.

Support was offered for recommendation d and the tariff structure as set out in Option B.

Recommendation E was welcomed, and it was noted that this would actually reduce the charge for many stays within these car parks and make this a fairer structure.

Support was offered for recommendation g, creating two tiers (resident and non-resident) of town centre and seasonal parking permits and to separate town centre and seasonal parking permits between Littlehampton and Bognor Regis, and it was thought previous discounts were too high.

Members were in favour of the opportunity to explore the feasibility of using Automatic Number Plate Recognition (ANPR).

The Group Head of Technical Services reminded Members of the comments made by the Section 151 Officer in the report, that the Council faced a significant financial challenge in addressing its structural budget deficit and one of the strategies it must adopt was to maximize its revenue from fees and charges. Ultimately the proposals in this report would increase its revenue stream from car parking fees and help to protect the provision of other services. He highlighted that Members needed to be aware that if the proposals were not approved, it would reduce this Council's ability to reduce its already sizeable structural budget deficit. Ultimately, this could result in service cuts and potential staff redundancies.

The Group Head of Technical Services suggested that Members consider making an amendment to recommendation f, to increase the amount of free parking for blue badge holders to 5 hours.

Councillor Blanchard-Cooper proposed that an amendment be made to recommendation f as follows (additions shown in **bold**, deletions shown in ~~strikethrough~~):

~~f. Agrees to introduce the option 3 changes to the Blue Badge parking policy as set out in section 4.17, with effect from 1 April 2025~~ **Agrees to limit free parking for blue badge holders to 5 hours**

This amendment was seconded by Councillor Worne, who suggested a change to it as follows:

f. Agrees to limit free parking for blue badge holders to 5 hours **and for this to be reviewed in 12 months time.**

The proposer of the amendment agreed to this addition, however after a short debate, the proposer, with the agreement of the seconder, withdrew the amendment.

The Committee Manager confirmed that approving the amended recommendation j would mean not introducing parking charges for the Shrubbs Field, Links Avenue and Grassmere car parks for the remainder of the political cycle, and if

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approved, the minutes would state that the Committee have agreed not to introduce such charges for this period.

A vote was then taken separately on each of the recommendations. Recommendation a, b, c, d, e, g, h(i), h (ii), j and k were APPROVED.

Recommendations f, h(iii) and i were NOT APPROVED as follows:

- f. Agrees to introduce the option 3 changes to the Blue Badge parking policy as set out in section 4.20, with effect from 1 April 2025 – NOT APPROVED
- h. Delegates to the Group Head of Technical Services to advertise, consider representation and determine the following proposed amendments to the Parking Order:
  - i. To extend the hours of charging in Crown Yard car park from 8am – 6pm to 8am – 8pm, with effect from 1 April 2025 - NOT APPROVED
- i. Delegates authority to the Group Head of Technical Services to either increase or reduce the parking tariffs in line with the Consumer Price Index +1%, with effect from 1 April annually, with all tariff increases to be rounded to 10p and £10 for permits. Any alternative proposals will be reported to the Committee for consideration - NOT APPROVED

The Committee

RESOLVED that

1. The Technology Strategy (Appendix C) be agreed;
2. The Parking Service Delivery Strategy (Appendix D) be agreed;
3. The Parking Service Action Plan (Appendix E) be agreed;
4. It agrees to introduce the parking fee option B with effect from 1 April 2025;
5. It agrees to introduce the seasonal car park charging structure as set out in Appendix A with effect from 1 April 2025;
6. It agrees to create two tiers (resident and non-resident) of town centre and seasonal parking permits and to separate town centre and seasonal parking permits between Littlehampton and Bognor Regis;

7. Authority be delegated to the Group Head of Technical Services to advertise, consider representation and determine the following proposed amendments to the Parking Order:
  - ii. To agree the installation of a keypad to the machine located within West Park car park, with effect from 1 April 2025.
  - iii. To agree the charging structure as set out in Appendix A for West Park car park, with effect from 1 April 2025.
8. It agrees not to introduce charges for the Shrubbs Field, Links Avenue and Grassmere car parks for the remainder of the political cycle i.e. not before May 2027; and
9. It agrees to explore the feasibility of using Automatic Number Plate Recognition (ANPR) within the Council's car parks, including by writing to government.

281. KEY PERFORMANCE INDICATORS 2022-2026 - QUARTER 2 PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2024 TO 30 SEPTEMBER 2024

Upon the invitation of the Chair, the Group Head of Environment and Climate Change presented the report, which set out the performance of the Key Performance Indicators at Quarter 2 for the period 1 April 2024 to 30 September 2024. He reminded Members that at the Environment Committee meeting on 19 September 2024, a recommendation was made to Policy and Finance Committee to remove a number of KPIs from the list reported to Committee. These were CP37, CP38, CP39, CP40 which all relate to Building Control. At the Policy and Finance Committee meeting on 24 October the recommendation from the Environment Committee to remove these indicators was not approved. They were therefore reported, unchanged as previously, in the appendix.

The Chair then invited discussion and one Member raised CP37 – building regulation submissions processed within 5 weeks. It was felt ADC should try to encourage or assist those residents carrying out building works to get compliance in a timely manner. The report stated ADC were working to provide Building Control Management Support to another Council, and it was suggested that ADC should be prioritising contractors or those carrying out work in Arun. The Group Head of Technical Services explained there had been enormous amount of change to the building control regime, which essentially rendered CP37 redundant, however he pointed out that performance was only just outside the 15% tolerance for the target. All applications were progressed as quickly as possible, focusing on what was most important to customers, principally around delivering next day site visits. ADC had recently filled their long-term vacancy, and were in a unique position being fully staffed, as the average vacancies in this service were at around 40%. He was very happy that ADC was able to assist the neighbouring authority, and felt this would ultimately benefit ADC.

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Following this it was suggested by a Member that the KPI target may need to be reconsidered.

The report was noted.

## 282. BEACH ACCESS UPDATE

Upon the invitation of the Chair, the Flooding and Coastal Engineering Manager presented the report. He updated Committee on the process and outcome of the Stakeholder Engagement Workshop, which he felt was very productive and had gained lots of information. From this an action plan had been identified, which was shown in appendix B. He noted that there were multiple requests for provisions that already existed and so a communication package had been developed, which was shown in appendix C. Throughout the summer season the ramps at Gloucester Road and Blakes Road had been kept clear of shingle, which had been well received. As a result of the framework, some funding had been agreed by the Economy Committee, and it resolved that “a budget then be established representing 5% of the expected annual income from rental beach huts for the proposed 3-year term, for use towards the agreed beach access objectives at both Littlehampton and Bognor Regis.”

The recommendations were proposed by Councillor Tandy and seconded by Councillor Worne.

The Chair invited debate on this item and Members thanked the Flooding and Coastal Engineering Manager for all his work on this. It was a very informative report, and the funding from the Economy Committee was welcomed.

One Member had questions around the shared use of the ramps, and although welcomed the access to it for people with mobility requirements, felt it important that other users such as boats and jet-ski users, were still able to use the ramps as intended. She felt clear signage setting expectation was required. It was also felt important that people with mobility requirements were able to get off the ramp at the bottom. The Flooding and Coastal Engineering Manager confirmed that he had been in contact with the sailing club, and they had been engaging with the process, attending the stakeholder workshop.

It was highlighted that one suggestion raised had been to remove one of the groyne to make accessibility easier, and it was felt this was a good idea as long as it did not cause an increase in flood or erosion risk.

The Committee

RESOLVED that

- 1) the content of the report be noted;
- 2) the principles and agreed objectives (as shown in paragraph 4.3 of Appendix E) established by the Bognor Regis Beach Access Working Party be applied additionally to Littlehampton Beach.

283. OUTSIDE BODIES

There were no Outside Bodies update reports.

284. WORK PROGRAMME

At the invitation of the Chair, the Group Head of Technical Services presented the Work Programme.

It was asked that an update on the Cleansing Contract be provided. The Group Head of Environment and Climate Change agreed to provide an update to Members.

The Committee noted the Work Programme.

(The meeting concluded at 8.19 pm)

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## Arun District Council

<b>REPORT TO:</b>	<b>Environment Committee – 30 January 2025</b>
<b>SUBJECT:</b>	<b>Arun Flood Forum – Meeting Number 4</b>
<b>LEAD OFFICER:</b>	<b>Karl McLaughlin – Flooding and Coastal Engineering Manager</b>  <b>Philippa Dart – Director of Environment and Communities</b>  <b>Joe Russell-Wells – Group Head of Environment and Climate Change</b>
<b>LEAD MEMBER:</b>	<b>Councillor Sue Wallsgrove</b>
<b>WARDS:</b>	<b>All Wards</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
To meet the objectives set out in the Arun Flood Forum - Terms of Reference agreed by the Environment Committee on 21 November 2023.	
<b>DIRECTORATE POLICY CONTEXT:</b>	
Response to establishment of the Arun Flood Forum by Full Council on 8 Nov 2023	
<b>FINANCIAL SUMMARY:</b>	
A sum of £20,000 has been included in the 2024 – 2025 revenue budget.	

### 1 PURPOSE OF REPORT

- 1.1 A report was taken to Full Council on 8 Nov 2023 following Storm Ciaran. The event followed unprecedented rainfall in October 2023 and resulted in flooding across the District. Full Council recognised the impacts on business and residents agreeing that the Environment Committee should establish a Forum to review the incident, to investigate and consider the contributing factors, impacts and possible solutions. This report sets out the terms of reference for the Forum.
- 1.2 This report provides the Committee with an update following the fourth (4th) meeting of Arun Flood Forum, held on the 25 November 2024.

### 2 RECOMMENDATIONS

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

### 3 EXECUTIVE SUMMARY

- 3.1 As a result of flooding experienced within the district in 2023, the 'Arun Flood Forum' has been established to investigate the contributing factors, impacts and possible solutions in collaborative way.

- 3.2 This report gives an update on the fourth meeting of the Forum.
- 3.3 For the benefit of the new members, the meeting begun with a round of introductions followed by an update against the previous meetings actions. The Forum were then presented a cross organisation presentation featuring information from West Sussex County Council (WSSCC), Southern Water (SW), the Environment Agency (EA) and Arun District Council (ADC). A copy of the presentation can be found in **Appendix 1**.
- 3.4 The presentation was followed by a question & answer session where members took the opportunity to ask site specific questions and discuss the strategic impacts of future works.
- 3.5 The Chair summarised the Forum's progress to date and invited members to consider how they thought the group was progressing, and what the group should strive to achieve next year. A copy of the meeting minutes can be found **Appendix 2**.

## 4 **DETAIL**

### 4.1 Background

Storm Ciaran arrived on the south coast of England on 2 November 2023 following unprecedented rainfall during October 2023. The storm was subject of Yellow and Amber weather warnings for wind and rain. The weather warnings resulted in the Environment Agency issuing flood alerts and flood warning across the district. Subsequently, a number of residents and businesses were impacted by flooding either directly, or indirectly.

On 8 Nov 2023 Full Council acknowledged the devastating impact of the flooding and unanimously resolved to recommend that the Environment Committee establishes a 'Forum'. It was proposed that the Forum was to be made up of various partners responsible for flood preparation, planning and response. Members should include the Environment Agency, Southern Water, West Sussex County Council and other key partners. Investigation and consideration should be made to the contributing factors, impacts and seek possible solutions to the flooding events and impacts.

A report recommending Terms of Reference was taken to the Environment Committee on 21 November 2023 in which the Committee amended, debated, and approved, the document.

On 26 February 2024 the Forum held its inaugural meeting consisting of a presentation by Southern Water followed by a question and answer session in with both Forum members and members from the floor were invited to ask questions. Full details of the meeting can be found in the agenda pack for the Environment Committee held on 19 March 2024.

The second meeting of the Forum was held on 20 May 2024 consisting of a detailed presentation from the Environment Agency. The presentation laid out

the challenges associated with managing all sources of flooding with particular attention given to the catchment affected by the Lidsey and Aldingbourne Rife's. Full details of the meeting can be found in the agenda pack for the Environment Committee held on 20 June 2024.

The third meeting of the Forum was held on 5 August 2024 and presented a cross-organisation presentation featuring information from the Environment Agency, Southern Water, Arun District Council and West Sussex County Council. The presentation focused on how the agencies work collaboratively to reduce flood risk, detailing strategic and tactical actions taken by each authority. Full details of the meeting can be found in the agenda pack for the Environment Committee held on 19 September 2024.

The fourth meeting of the Forum was held on 25 November 2024 which this report gives an update on.

#### 4.2 Agencies Joint Presentation

##### ***West Sussex County Council***

West Sussex County Council began the presentation by providing details on the following;

- An update on the progress of the Local Flood Risk Management Strategy, associated workshops and public consultation.
- An update on the Section 19 reports. These were expected to be published by the end of the year (2024).

##### ***Southern Water***

WSSCC handed the floor to Southern Water whose presentation slides included details on:

- SW's Sewer relining and sealing programme and how this work is carried out.
- Their work programme and progress in Shripney.
  - o The programme includes 1.8km of foul network sealing & lining.
  - o Work is expected to be completed by the end of the year (2024), subject to obtaining the necessary permits.
- A map showing the lining progress in Shripney to date (Nov 2024)
- An update on their 2025 - 2030 Business Plan
- Explanation why SW disagree with Ofwat's Draft Determination.

##### ***Environment Agency***

The Environment Agency's segment of the presentation included details on the following;

- Their ongoing engagement with key stakeholders across the district who have been affected by various sources of flooding – Coastal, Fluvial and Pluvial.

- The open day held at Felpham Pumping station.
- An update on 3 Capital Schemes the EA are progressing in the district;
  - o Barham Natural Flood Management
  - o Felpham Pumping Station
  - o Additional Gauges in the Aldingbourne catchment

### ***Arun District Council – Coastal Engineers and Flood Prevention***

The presentation concluded with Arun District Council representatives providing updates on the previously identified Strategic Actions and recent Tactical works.

- Strategic Actions
  - o Sharing the updated EA guidance regarding Riparian Rights and Responsibilities. “Your watercourse: Rights and roles update”. See **Appendix 3**
  - o Publishing updated guidance as part of the Arun Floodsmart media campaign.
  - o Guidance relating discharging drainage conditions for householders and small developers is underway. We have been working to simplify language and establish methodologies that are proportionate to the scale of development.
  - o ADC have commissioned the first portion of The Strategic Flood Risk Assessment (SFRA) update but are awaiting several key documents that will form part of the evidence base. These documents include:
    - The updated National Planning Policy Framework (NPPF)
    - The National Flood Risk Assessment dataset (NaFRA2)
    - An update to the Lower Arun hydrological model.
- Tactical Actions
  - o ADC representatives, together with WSCC, have been investigating a potential network issue at Hoe Lane.
  - o ADC, EA, WSCC, FACT, Landowners and local businesses have been working in collaboration to improve the open watercourse that runs adjacent to Durban Road. The watercourse is in the epicentre of where the flooding occurred in 2023 and is heavily vegetated and silted.
  - o Property level protection has been explored with several individuals to help reduce the impacts when flooding does occur.

### ***Arun District Council – Awareness Campaign***

Arun District Council’s Communication team have been running an awareness campaign working with internal and external stakeholders to simplify and share information. The campaign includes a wealth of information including simplified infographics to aid communication when explaining technical aspects of flooding.

Full details of the presentation can be found in **Appendix 1**.

### 4.3 Presentation Questions and Discussion

Following the presentation, several site specific and strategic questions were asked facilitating outbreak discussions. The key information is summarised below;

- Southern Water confirmed that the discharge rate from the Saltbox development is currently within the consented range.
- If the consented rate is exceeded, Southern Water will step in to put a stop on their discharge until it is resolved.
- Sealing the foul sewers will help to prevent the foul system becoming overwhelmed by surface water and groundwater ingress. The surface water that is currently entering their system will be directed towards the appropriate networks.
- Barnham is Southern Water's next sewer sealing priority. They are awaiting the outcoming of funding before confirming when Barnham will be addressed.
- Southern Water carried out "Health checks" on 16 pumping stations. As a result, maintenance activities such as impeller replacement has been carried out.
- Southern Water are holding weekly meetings with their contractors to get updates on outstanding works.
- Southern Water confirmed that in advance of sealing numerous manholes they have modelled the impact ensure effluent is not discharged elsewhere.
- The EA confirmed that the majority of the Rife had been subject to vegetation maintenance and was in a much better position than in 2023.
- The EA have been assisting residents at Rope Walk, Littlehampton by providing engineering advice and general resilience and preparedness information.
- ADC have also been working with residents at Rope Walk providing Emergency Planning information and information on permitted development rights (Planning Law).
- All agencies acknowledged the challenges associated with reaching residents who were non-digital and agreed to act on this with assistance from Parish Councils.
- An investigation regarding the ad hoc drainage solution employed by Rolls Royce was confirmed as underway.
- The group discussed what, if anything, could be done to address drainage on older housing. It was explained that although the drainage solutions were inferior, they were compliant at the time of construction and very little could be done. When property is redeveloped, the Local Planning Authority (ADC) take the opportunity to secure betterment.
- Southern Water have a team dedicated to investigating and resolving misconnections. A significant amount of work has been carried out in Aldwick and Bognor Regis reducing flooding and improving bathing water quality.

- Southern Water are investigating various methods of separating the surface water from the foul network. However, they also confirmed that it is not feasible to lay a new surface water sewer network and connect the existing infrastructure.
- Southern Water confirmed they are looking at practicalities of enforcement action where private systems are facilitating groundwater ingress into their system.
- WSCC are investigating where Highway Gullies can be disconnected from the foul network to increase the capacity of the foul network.

#### 4.4 Forum Reflection and Next Steps

To conclude the fourth meeting, the Chair invited members to reflect on the progress of the forum to date, to think about what the forum would like to achieve over the next year and to share their thoughts with the group. The salient points have been summarised below;

- The Forum has been very successful in bringing the agencies together.
- It has demonstrated how the agencies interact and work with one another.
- Through the Forum, closer working relationships have demonstrated meaningful outcomes for the public
- The Arun Flood Forum is frequently referenced by the agencies as a meaningful piece of work. It has been identified that other councils could benefit from adopting a similar approach.
- Given the complexity of governmental tiers, the Forum does a good job of connecting the relevant parties, but more could be done with the Parish Councils.
- The Forum needs to enhance its external communication channels so that more people can benefit from the great work of the Forum.
- A Frequently Asked Questions (FAQ's) webpage would be beneficial to help answer the technical questions.
- The group should place importance on working with community groups such as FACT (Flood Avoidance Community Taskforce). Such groups are an invaluable resource providing local insight opening up new communication channels.
- The Forum should continue to focus on high-level strategic outcomes. This is where the largest benefits will be realised through cross pollination.

#### 4.5 Notes of the meeting

The notes of the meeting and action points can be found in **Appendix 2**.

## **5 CONSULTATION**

5.1 No further consultation has taken place.

## **6 OPTIONS / ALTERNATIVES CONSIDERED**

6.1 None.

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

7.1 The costs of the proposals in this report are £20,000. The Council's 2024/25 revenue budget was approved by Policy & Finance Committee on the 8 February 2024 and by Full Council on the 21 February 2024, and included a provision of £20,000 within the central contingency budget to fund the work of the Arun Flood Forum.

## **8 RISK ASSESSMENT CONSIDERATIONS**

8.1 None to date.

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

9.1 The Arun Flood Forum is a body established by the Environment Committee and the appropriate statutory power for its establishment is the Council's general power of competence under Section 1 of the Localism Act 2011. This report provides an update on the Forum's work and any recommendations that might be required from the Committee and Full Council in the future will be brought to and through the Committee.

## **10 HUMAN RESOURCES IMPACT**

10.1 The Flooding and Coastal Engineering Manager, Karl McLaughlin, will carry the project as part of his caseload.

## **11 HEALTH & SAFETY IMPACT**

11.1 Health and Safety impacts will be assessed as actions from the forum are proposed and agreed.

## **12 PROPERTY & ESTATES IMPACT**

12.1 Impacts to be assessed as actions from the forum are proposed and agreed.

### **13 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

13.1 The overall objectives of the Forum is to understand and reduce the impact of flooding on the districts residents, businesses and environment.

### **14 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

14.1 To be considered as actions from the Forum are proposed and agreed.

### **15 CRIME AND DISORDER REDUCTION IMPACT**

15.1 Not applicable.

### **16 HUMAN RIGHTS IMPACT**

16.1 To be considered as actions from the Forum are proposed and agreed.

### **17 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

17.1 Sensitive data will be handled in accordance with the GDPR.

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#### **CONTACT OFFICER:**

Name: Karl McLaughlin

Job Title: Flooding and Coastal Engineering Manager

Contact Number: 01903 737814

#### **BACKGROUND DOCUMENTS:**

Full Council report 8 Nov 2023

[\(Public Pack\)Full Council - 8 November 2023 - Supplement Two - Urgent Items Agenda Supplement for Full Council, 08/11/2023 18:00 \(arun.gov.uk\)](#)

Environment Committee report 21 November 2023

[\(Public Pack\)Agenda Document for Environment Committee, 21/11/2023 18:00 \(arun.gov.uk\)](#)

Environment Committee report 19<sup>th</sup> March 2024 – Inaugural meeting

[\(Public Pack\)Agenda Document for Environment Committee, 19/03/2024 18:00 \(arun.gov.uk\)](#)



Environment Committee report 20 June 2024 – Second meeting

[\(Public Pack\)Agenda Document for Environment Committee, 20/06/2024 18:00 \(arun.gov.uk\)](#)

Environment Committee report 19 September 2024 – Third meeting

[\(Public Pack\)Agenda Document for Environment Committee, 19/09/2024 18:00](#)

## **APPENDICES**

Appendix 1 – Cross Organisation Presentation Nov 2024

Appendix 2 – Arun Flood Forum Minutes 25 November 2024

Appendix 3 – Your Watercourse: rights and roles

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**Presentation by:**

**WSCC, ADC, Southern  
Water and EA**



westsussex.gov.uk



# Local Flood Risk Management

Kevin Macknay | 25<sup>th</sup> November 2024 |



# Local Flood Risk Management Strategy

The Strategy will take a catchment-based approach to flood risk management and contain an action plan for managing flood risk in West Sussex for the next five years

Stakeholders are shaping the Strategy with positive contributions received at the objectives, measures and actions workshops.

The Public response to requests for evidence / data has also been very positive, with over 1,000 responses with data.

Public consultation on the Strategy is planned to commence by the end of January 2025.

## Section 19 - Reports

Investigations and reports are underway both Chichester & Arun Districts following significant flooding towards the end of last year.

Visits have been completed to those affected areas, and have been attended by District Council Officers, with additional feed-in to the process from the Environment Agency.

Publication of the reports is expected by the end of the year.



# Sewer relining and sealing

Replacing a pipe has a cost of significant inconvenience due to digging and traffic management. Relining a pipe requires a minimal 100 metres, reducing the impact on

Lining material is fed through the stretch of pipe underground, heated and then the pipe is sealed.



# Our work programme in Shripney

schemes, which includes sewer relining and manhole sealing in Shripney.

network in Shripney.

Work started in July with CCTV surveys of the sewers.

As of the start of November, just under half of the individual jobs that make up the work have been completed.

900 metres of sewers have been relined. The remaining 900metres is scheduled to have been completed by the second week of December, subject to highways permits/traffic management requirements.



## KEY



Completed lining  
sections



To be completed (as  
of the start of  
November)

In October 2023, we submitted our Business Plan to Ofwat for the period 2025-30.

On 11 July we received initial feedback from Ofwat, known as the Draft Determination.

We have published our response, ahead of **Final Determination** in December

to enhance the health and wellbeing of our communities, protect and improve the environment and help to sustain

More than **25,000 customers** spent over **8,000 hours** telling us what they think.

# Draft Determination response

would secure the investment required to deliver change required.

change is needed to its draft determination to make plans affordable, deliverable and financeable.

understand their priorities.

Our revised plan will achieve this and includes additional investment.

These changes will deliver more environmental improvements in a shorter timescale.

Ofwat is considering our response and is due to issue its final determination on water company plans in December.

# Ongoing engagement

Tesco national estates. We will be working with them to progress plans for store to be more resilient during flood events.

FACT and Arun DC re. maintenance of non-main river

Rope Walk Flood Action Group and local businesses

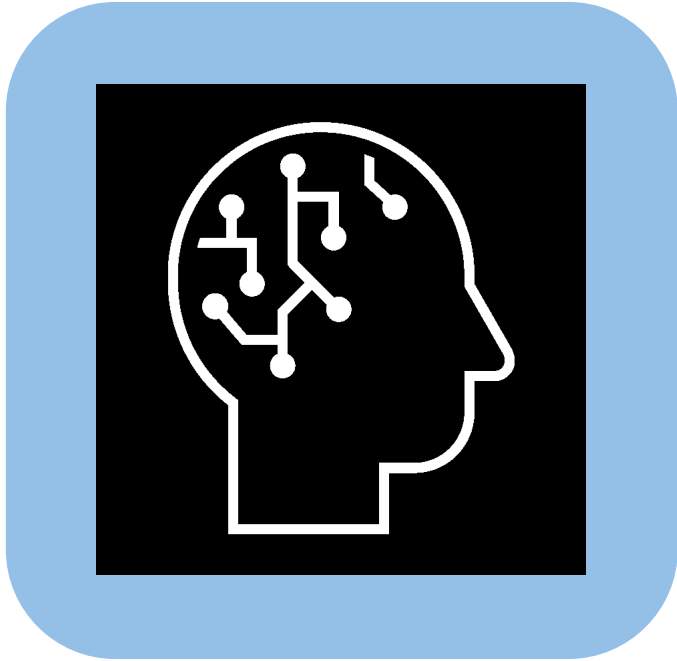
# Felpham open day

# Capital schemes

using natural flood management techniques. Currently programmed to commence in 2026/27.

station is approaching end of design life. Currently programmed to commence in 2025/26.

installed in Aldingbourne catchment to supplement the two existing. This will allow us to remodel catchment in the future.



Strategic



Tactical

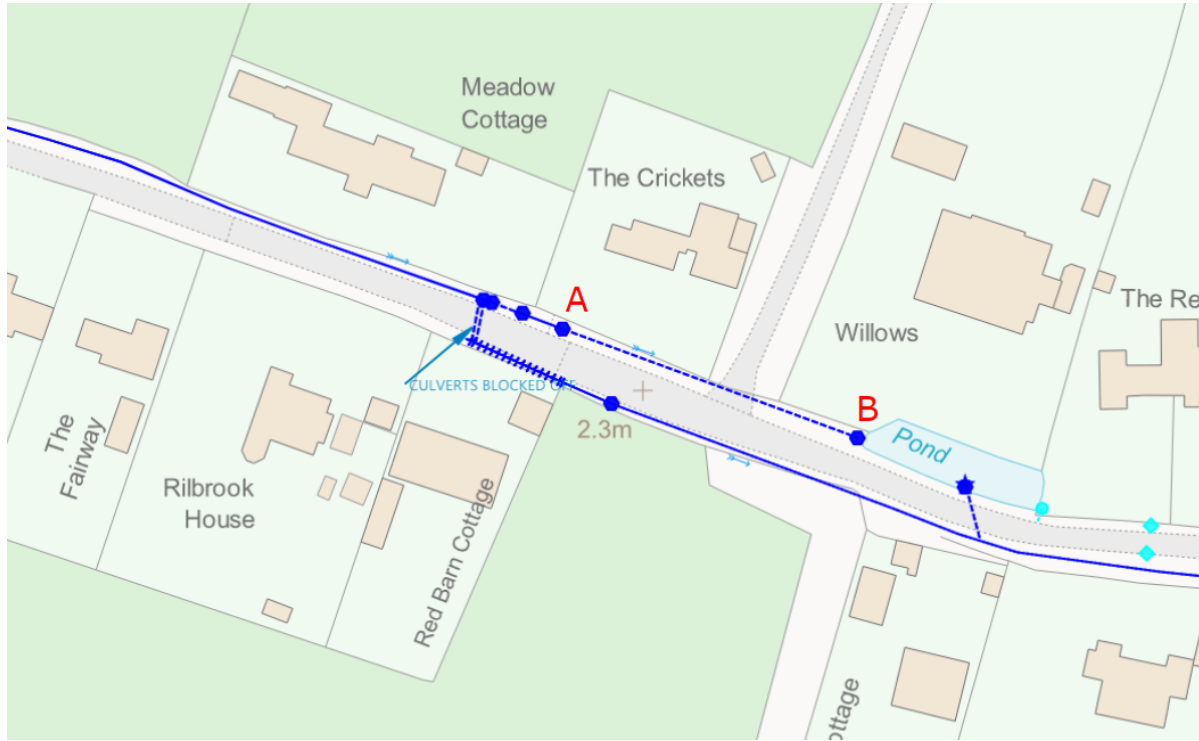
# ADC - Strategic Action Plan

Action Description	Location	Timescale
Update our Riparian Rights & Responsibilities leaflet and publish an article on these in	Entire District	New EA guidance
Overhaul of our Planning Application Validation Requirements and accompanying guidance	Entire District	Complete
Overhaul of how SUDS are reviewed on Minor and Non-Major Planning applications to align our processes with national policy, guidance and high court rulings	Entire District	Complete
their drainage conditions	Entire District	Winter 2024
Standardisation of ADC Drainage responses on planning applications to demonstrate consistency and transparency	Entire District	Complete



Works to be undertaken	Location	Timescale
Digitisation of flood risk management mapping layers previously held in PDF format e.g. Arun Strategic Flood Risk Assessment, Lidsey Surface Water Management Plan - Local Flood Risk Zones (LFRZ).	Entire District	Complete
Inclusion of Flood Risk Management mapping layers on the interactive Planning Validation Map	Entire District	Complete
Iterative changes to our standardised drainage conditions to close potential loopholes	Entire District	Ongoing
A District wide campaign for new developments to provide betterment to watercourse networks situated on the site itself or adjacent to its boundaries (ADC/Developers)	Entire District	Ongoing
Collaborate with West Sussex County Council on the new Local Flood Risk Management Strategy	Entire District	Autumn 2025
Update to ADC Strategic Flood Risk Assessment (SFRA)	Entire District	2025

# Recent Tactical Works



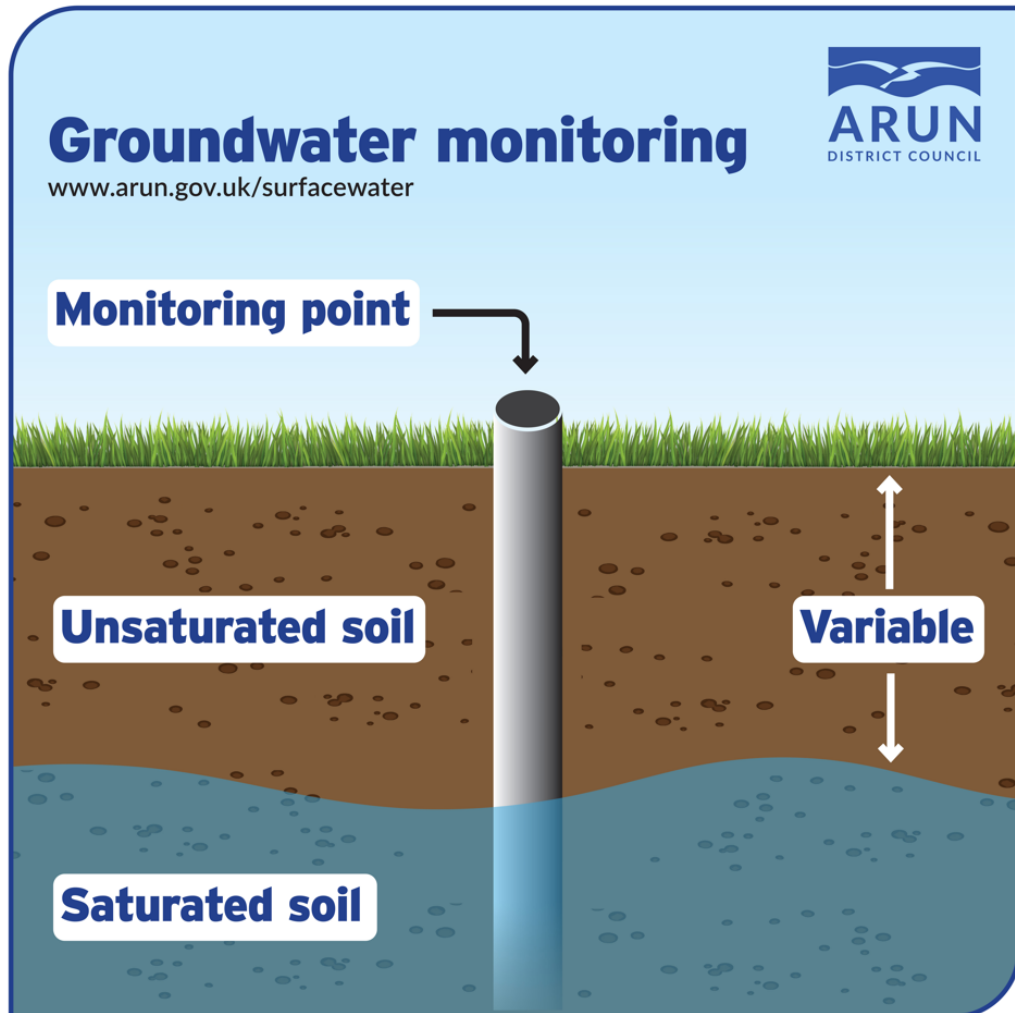
**Listen**



**Collaborat  
e**

**Act**

# Awareness Campaign





**Arun Flood Forum Meeting – 25 November 2024  
Littlehampton Civic Centre 18:00 – 20:00**

**Forum Member Attendees:**

**Arun District Councillor**

Cllr Sue Wallsgrove - District Councillor seat  
Cllr Gill Yeates - District Councillor seat  
Cllr Simon McDougall - District Councillor seat

**Parish Councillor representative**

Cllr. David Huntley – Pagham Parish Council  
Cllr Jan Rufey – Aldwick Parish Council  
Cllr Tony Hunt – Arundel Town Council  
Cllr Alan Butcher – Littlehampton Town Council

**Southern Water**

Philip Richey –(PR) County Sewerage Engineer – Sussex  
Catherine Marriot (CM) – Regional Operations Manager  
Mike Russell – (MR) Stakeholder Manager - Sussex

**Environment Agency**

Michael Carleysmith (MC)– Partnership and Strategic Overview Team Leader  
John Parsonage JP) - Asset Performance Team Leader

**West Sussex County Council**

Kevin Macknay (KeM) - Drainage and Flooding Lead Professional

**Arun District Council Officers**

Philippa Dart (PD) - Director of Environment and Communities / Interim CEO  
Joe Russell-Wells (JRW) – Group Head of Environment and Climate Change  
Karl McLaughlin (KaM) - Flooding and Coastal Engineering Manager  
Paul Cann (PC) – Principal Drainage Engineer  
Michael Rowland (MR) – Emergency Planning Officer  
Claire Pritchard (CP) – Communications Manager

**Chair**

Simon Wilson(SWi) – Director, Wilson Sherriff

**Observing Cllr Attendees**

Cllr Christine Wiltshire  
Cllr Mark Turner  
David Alexander – FACT co founder

<b>1</b>	<b>Welcome and Apologies</b>
1.1	Apologies received from: Dominic Henley - WSCC Shane Gindra - WSCC Cllr Keir Greenway – ADC John Penicud – Southern Water

1.2	SWi welcomed everyone to the fourth meeting of the Arun Flood Forum and asked everyone to introduce themselves.																
<b>2</b>	<b>Update on actions from the meeting held on the 5 August 2024</b>																
	The actions from the meeting held on the 5 August were reviewed, updates on these are in blue bold text.																
	<table border="1"> <thead> <tr> <th>ITEM</th> <th>ACTION</th> <th>OWNER</th> </tr> </thead> <tbody> <tr> <td>c/f</td> <td> <p>WSCC have commissioned WSP to undertake the Section 19 report and will provide an update and the timetable for completion at the next meeting in August. If information is available before, this will be shared and feedback to the group.</p> <p><b>Update from WSCC provided in the presentation given that evening</b></p> </td> <td>WSCC</td> </tr> <tr> <td>c/f</td> <td> <p>ADC to liaise with WSCC as the Lead Local Flood Authority and discuss the Local Flood Risk Management Strategy.</p> <p>KeM confirmed that a review of the current Local Flood Risk Management Strategy is underway, this work is being carried out by WSP.</p> <p><b>Update from WSCC provided in the presentation given that evening.</b></p> </td> <td>WSCC</td> </tr> <tr> <td>4.1</td> <td> <p>CP will look into the feasibility of their being links to the agency flood alerts within the ADC mobile app.</p> <p><b>Update: flood alerts can be added to the Cloud 9 Arun App. MR progressing and will be forthcoming.</b></p> </td> <td>CP</td> </tr> <tr> <td>5.1</td> <td> <p>KaM to discuss potential funding sources available with the RFCC.</p> <p><b>Update: RFCC latest policy document stipulates local levy cannot be used for capital maintenance. However, KaM has spoken with some neighboring Authorities and RFCC's who have managed to get some schemes through. KaM will pursue further and report back to the group.</b></p> </td> <td>KaM</td> </tr> </tbody> </table>	ITEM	ACTION	OWNER	c/f	<p>WSCC have commissioned WSP to undertake the Section 19 report and will provide an update and the timetable for completion at the next meeting in August. If information is available before, this will be shared and feedback to the group.</p> <p><b>Update from WSCC provided in the presentation given that evening</b></p>	WSCC	c/f	<p>ADC to liaise with WSCC as the Lead Local Flood Authority and discuss the Local Flood Risk Management Strategy.</p> <p>KeM confirmed that a review of the current Local Flood Risk Management Strategy is underway, this work is being carried out by WSP.</p> <p><b>Update from WSCC provided in the presentation given that evening.</b></p>	WSCC	4.1	<p>CP will look into the feasibility of their being links to the agency flood alerts within the ADC mobile app.</p> <p><b>Update: flood alerts can be added to the Cloud 9 Arun App. MR progressing and will be forthcoming.</b></p>	CP	5.1	<p>KaM to discuss potential funding sources available with the RFCC.</p> <p><b>Update: RFCC latest policy document stipulates local levy cannot be used for capital maintenance. However, KaM has spoken with some neighboring Authorities and RFCC's who have managed to get some schemes through. KaM will pursue further and report back to the group.</b></p>	KaM	
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<b>3</b>	<b>Joint agency presentation</b>																
3.1	<p>The joint presentation from WSCC, Southern Water, EA and ADC and is attached. This covered the following: -</p> <p><b>WSCC</b></p> <p><u>Local Flood Risk Management Strategy</u></p> <ul style="list-style-type: none"> <li>• The Strategy will take a catchment-based approach to flood risk management and contain an action plan for managing flood risk in West Sussex for the next five years.</li> <li>• Stakeholders are shaping the Strategy with positive contributions received at the objectives, measures and actions workshops.</li> </ul>																

- The Public response to requests for evidence / data has also been very positive, with over 1,000 responses with data.
- Public consultation on the Strategy is planned to commence by the end of January 2025.

This strategy is relatable for Bognor where the upper catchment to outfall all need to be part of any solution.

This is not just a strategy for West Sussex County Council, this has been developed in partnership with partners; their challenge and contributions have been positive in developing this strategy

### Section 19 Report

- Investigations and reports are underway both Chichester & Arun Districts following significant flooding towards the end of last year.
- Visits have been completed to those affected areas, and have been attended by District Council Officers, with additional feed-in to the process from the Environment Agency.
- Publication of the reports is expected by the end of the year

**Action:** When both reports have been published these will be available on the website and can be considered at a future meeting.

### **Southern Water**

#### Sewer relining and sealing

- Replacing a pipe has a cost of £250,000 per 100 metres, causing significant inconvenience due to digging and traffic management.
- Relining a pipe requires a minimal excavation and costs £10,000 per 100 metres, reducing the impact on customers' day-to-day lives and bills.
- Lining material is fed through the stretch of pipe underground, heated and then the pipe is sealed and has a long lifespan.

#### Work programme in Shripney

- Southern Water have invested £7.2m specifically in Sussex on flooding and groundwater schemes, which includes sewer relining and manhole sealing in Shripney.
- Relining and sealing the entirety of the 1.8km long foul drainage network in Shripney.
- Work started in July with CCTV surveys of the sewers.
- As of the start of November, just under half of the individual jobs that make up the work have been completed. 900 metres of sewers have been relined. The remaining 900metres is scheduled to have been completed by the second week of December, subject to highways permits/traffic management requirements.

- A verbal update was also provided on the Saltbox complex which has been subject of controversy with the amount of water coming from this development. There is a connection agreement for 5 litres per second, it was suspected that during winter the site can contribute up to 500 litres per second. If this was found to be correct, This would be a significant contributor to the flooding seen in Shripney during the winter, which leads to the need for tankering. During dry weather, contributions from this site are easily handled within the public foul network. This matter will be addressed with the developer/managing consultancy for the Saltbox development to establish where the ground water is coming up from and to resolve the discharge from the site. At this stage it is suspected that issues stem from Groundwater infiltration.

#### Business Plan 2025-26

- In October 2023, the Business Plan was submitted to Ofwat for the period 2025-30.
- On 11 July Southern Water received initial feedback from Ofwat, known as the Draft Determination.
- Southern Water have published their response, ahead of Ofwat's Final Determination in December 2024.
- The plan is the company's largest ever – c.£8 billion to enhance the health and wellbeing of communities, protect and improve the environment and help to sustain the local economy.
- More than 25,000 customers spent over 8,000 hours telling us what they think.

#### Draft Determination Response

- After carefully reviewing Ofwat's Draft Determination, Southern Water do not believe it will secure the investment required to deliver change required.
- In the response Southern Water have stated that to secure the investment required, essential change is needed to its draft determination to make plans affordable, deliverable and financeable.
- Southern Water have spoken to thousands of customers to inform our proposals, to further understand their priorities.
- The revised plan will achieve this and includes additional investment.
- These changes will deliver more environmental improvements in a shorter timescale.
- Ofwat is considering Southern Water response and is due to issue its final determination on water company plans in December.

#### **EA**

#### Ongoing Engagement with

- Tesco - the EA will be working with Tesco to progress plans for the store to be more resilient during flood events. Tesco have offered up some investment in the wider community, whilst this will not plug the large funding gaps, investment from the private sector is only a positive in helping to resolve some of the local issues
- Working with FACT and ADC re maintenance of rivers and non-river watercourses.



- Assisting the Rope Walk Flood Action Group and local businesses on their flood action plan

#### Felpham Pumping Station Open Day

- Successful open day held with around 40 attendees; the EA have also facilitated visits to individual members and for Tesco. The EA are looking at holding another next year.

#### Capital Schemes

- Barnham Natural Flood Management project – looking to reduce peak flows on Barnham Rife using natural flood management techniques. Currently programmed to commence in 2026/27.
- Felpham Pumping Station – working to examine future scenarios as pumping station is approaching end of design life. Currently programmed to commence in 2025/26.
- Additional gauges – the EA are bidding for additional gauges to be installed in the Aldingbourne catchment to supplement the two existing. This will allow the EA to remodel the catchment in the future to understand how the catchment has changed through the years with factors such as new development and climate change.

### **ADC**

#### ADC Strategic Plan

- Update provided on works undertaken which includes: -
  - Updating the Riparian Rights and Responsibilities leaflet to incorporate new EA Guidance; included in the Floodsmart campaign. The EA have also recently published new national guidance called Your watercourse: rights and roles
  - Overhaul of ADC Planning Application Validation Requirements and accompanying guidance
  - Overhaul of how SUDS are reviewed on planning applications to align processes with national policy, guidance and high court rulings.
  - Production of guidance to assist ‘small’ developers in discharging their drainage conditions is underway and due to be completed during Winter 24
  - Standardisation of ADC drainage responses on planning applications.
  - Digitization of flood risk management mapping layers.
  - Inclusion of Flood Risk Management mapping layers on the interactive Planning Validation Map
  - Iterative changes to ADC standardised conditions to close potential loopholes
  - District wide campaign for new developments to provide betterment to watercourse networks.
  - Collaboration with WSCC on the new Local Flood Risk Management Strategy.
  - Update to ADC Strategic Flood Risk Assessment (SFRA) –in the process of commission the first portion of the SFRA but we are awaiting updates to several key documents that form part of the evidence base. The key documents include, the NPPF consultation, National Flood Risk Assessment (NaFRA2) and lower Arun modelling. The reason why we have to wait for these documents is that would be difficult to defend our position at public examination if we were required to do so..

#### Recent Tactical Works and Community Engagement

- Update given on progress with works at Hoe Lane, Flansham, which has experienced significant Highway flooding; Investigations underway in the area illustrated on the map,

	<p>between points A and B, with a contractor onboard, to establish the cause of flooding. This is a culverted watercourse (piped watercourse). Early indications suggest that the pipe has collapsed, it is possible that this may fall to landowner responsibility; further discussions to be had once situation fully understood. These works compliment the culvert and highway drainage repairs/improvements already undertaken by WSCC further to the east in Hoe Lane.</p> <ul style="list-style-type: none"> <li>Update on Durban Rd, Bersted which was the epicenter of the flooding. The watercourse in this area has been lacking any maintenance for many years, heavily vegetated and silted up. ADC wrote to the landowner Riverside Caravan Park and requested that this was cleared, an initial meeting was held in early October, a subsequent meeting has also been held with the EA, the businesses in Durban Rd and FACT to discuss how this could be collectively tackled. Some businesses are willing to contribute financially to the works. Enforcement action will need to be considered if action is not taken. Discussions were also held regarding property level protection to help mitigate the risk of any potential future flood damage.</li> </ul> <p><u>Awareness Campaign</u></p> <ul style="list-style-type: none"> <li>The educational slide in the presentation regarding groundwater was explained and is something that is put out to assist developers with flood risk assessments.</li> <li>Emergency planning campaign to enable residents to be as prepared and resilient as they possibly can; where they can find information on flooding where they live, and a sense check on the type of items they need, ready to go, if they were ever to experience flooding.</li> </ul>
<b>4</b>	<b>Questions and discussion items during and following the presentation.</b>
4.1	<p>How confident are Southern Water on being able to control the discharge from Saltbox and get the discharge rates back to where it should be. We have already had a lot of heavy rain?</p> <p>Southern Water confirmed that the discharge from Saltbox is currently within the discharge rate consented as the groundwater is low, if the groundwater does start to rise then Southern Water will step in and advise the managing company for Saltbox to tanker the water. The company are working with Southern Water to address the issues, surveys are being conducted. If it's infiltration, this will be due to leaky pipes and the manual changes they made to that site which can be addressed. Southern Water will, if absolutely necessary, put a stop on their discharge until it is resolved.</p>
4.2	<p>Where is the surface water from the fields going to go when the sewers are sealed?</p> <p>When the sewers are sealed the surface water will flow into the ditches, groundwater sites, the rife, etc. Southern Water explained that sealing the sewers is required to ease the pressure on the networks, the water entering the networks is causing flooding, it was also explained that this water is foul, it is heavily diluted, but it is foul. The partner agencies will continue to work together to find solutions if the increase in water into the other sites becomes an issue.</p>
4.3	<p>When are the sewers due to be lined at Barnham?</p> <p>Barnham, South Bersted, Lidsey and Shripney catchments all have major problems and are listed as high priorities sites. Southern Water are waiting on the outcome of funding but did confirm that Barnham is flagged as the next priority.</p> <p>Other works have been carried out in these areas, during August and September extensive health checks were conducted on the 16 pumping stations in these areas to ensure they were</p>

	<p>working effectively, impellers have been replaced and the associated ponds have been checked to establish how much water can be passed forward.</p> <p>Weekly meetings are being held with not just Sussex but Hampshire and Kent to get updates from contractors regarding works outstanding and what more can be done around the area,</p> <p>Southern Water have started works, which are ongoing to the main sewers that run down by the Rife from Barnham to Lidsey in both directions, as these end up under water, around 40 manhole chambers need to be sealed.</p> <p>A question was raised on the impact of sealing these manhole covers, will it cause the affluent to come out elsewhere? Southern Water confirmed that this has been modelled and because it is much lower down in the catchment it shouldn't come back up as the rest of the catchment is meters higher.</p>
4.4	<p>Clarification was sought that issues previously reported with the pumping station by the Pink Pub had been resolved.</p> <p>Southern Water confirmed that this was one of the pumping station sites that had had the health check and impellers replaced to help push forward the rate of water into the sewers.</p> <p><b>Action: Southern Water to share mapping and list of works.</b></p>
4.5	<p>PC advised that he has been working with developers in the Shripney area to get watercourses improved. CCTV survey of the highway drainage highlighted issues which has been shared with WSCC.</p> <p><b>Action. KeM to establish if the highway drainage issues highlighted in Shripney have been picked up for action.</b></p>
4.6	<p>An update was sought on progress with the Southern Water relining works at Addison Way and works to the pumping station nearby. Thanks was given to Southern Water who did a great job with the tankering to alleviate the issues the local residents were having due to the flooding last winter.</p> <p><b>Action SW to provide update on works undertaken or due to be undertaken at Addison Way.</b></p>
4.7	<p>Question was raised on where the additional gauges to supplement the two at Shripney and Aldingbourne will sit.</p> <p><b>Action: EA to confirm where the additional gauges will be placed.</b></p>
4.8	<p>An update was sought on maintenance of the Rife by Tesco to ensure we are in a better position for any potential flooding this winter.</p> <p>The EA gave an update in terms of the routine maintenance, at the meeting in May the presentation illustrated a slide with the 'Work boat' that the EA can arrange to use to maintain watercourses. This has been used in this area and produced good results, the EA are looking at getting their own, if this is possible maintenance could be undertaken twice over the summer period. The EA advised that the majority of the area has been cut so we are in a better position than this time last year.</p>
4.9	<p>An update was sought on any progress the EA have made with works they have been undertaking with the Rope Walk Flood Action Group (RWFAG)</p>

	<p>The EA advised that they have been helping them with general resilience and preparedness. The RWFAG have been undertaking improvements to try and mitigate future potential flooding events. The EA have made engineering visits at the start of their works and have provided advice. There is currently no additional funding to assist but the EA remain supportive. ADC have also been working with the residents of Rope Walk and providing Emergency Planning information, and information regarding permitted development rights on what they can do, and how to avoid lengthy permits for any works they may wish to undertake.</p>
4.10	<p>Awareness campaigns/information leaflets. The importance of ensuring that residents that do not have, or use a computer was discussed when reaching out to the community.</p> <p>Site visits to residents are undertaken particularly when requested. There were leaflet drops at Rope Walk; these could be used in other areas, but there are limitations in how far reaching this can be. Suggestion made to provide a copy of these to the Parish Councils so that they can place them in notice boards. The co-founder from FACT also offered in future they may be able to assist in distributing leaflets.</p> <p><b>Action: Distribution of flooding information leaflets/awareness campaigns to Parish Councils to place in noticeboards.</b></p> <p><b>Need to ensure all Parish's and the communities are aware of the works being undertaken by the Arun Flood Forum, more Comms focus needed around this.</b></p>
4.11	<p>Concern raised with the land behind Rolls Royce and the soakaways that they have dug.</p> <p>ADC confirmed that conversations are being held with the land agent to establish exactly what they have done and to address issues.</p> <p><b>Action: Update on area behind Rolls Royce to be given at the next meeting.</b></p>
4.12	<p>Query raised on where the digital flood risk management mapping layers mapping can be found.</p> <p>ADC advised that if you go to the local validation planning areas, and click on an area this will provide all the information can click on map and link. <a href="#">Planning validation requirements map   Arun District Council</a></p>
4.13	<p>An update was sought at the next meeting on the Southern Water works being undertaken, and what is planned in Aldwick and Pagham.</p> <p><b>Action: Update on works planned and being undertaken in Aldwick and Pagham to be provided at the next meeting.</b></p>
4.14	<p>Concern raised with older housing stock and efficiencies of roof guttering/pipes, a lot of water is running off the roof and straight into the roads and drains, are there plans to address this.</p> <p>Older style housing would have been designed to the standards at that time they were built, with the thousands of homes across the district the agencies are limited with what they can do. Retrofitting some of these can be undertaken where budgets allow through the planning process to seek betterment, and newer homes all meet current standards.</p> <p>Southern Water have a designated team who undertake impermeable area surveys to identify properties where surface water is entering into the foul and vice versa. Advice is given to customers when remedial works are required; checks are then made to ensure this has been undertaken. A lot of work has been carried out in the Aldwick and Bognor area in this regard as in turn this will help with bathing water quality as well. Even using something as simple as water butts helps to stop surface water entering the foul systems and overloading the systems during periods when there is high rainfall.</p>

	<p>Southern Water are looking at various methods of separating the water, it is not possible to sink another sewage system into the pipes and connect it all up.</p> <p>Groundwater intrusion into private systems was also discussed. Southern Water confirmed they are also looking at practicalities of potential enforcement action where lining works are required.</p> <p>WSCC advised that they are involved with the bathing water quality groups and the Southern Water initiatives looking where space can be made within the foul system. WSCC are looking at where Highway gullies could possibly be disconnected from the foul system.</p>
4.15	<p>Query was made on when the questions Arundel submitted to the Arun Flood Forum will be answered, it was confirmed that we are just waiting for the various agencies to feed into these and these will be sent as soon as possible.</p>
<b>5</b>	<b>Communications Update</b>
5.1	<p>The comms statement was provided for the meeting.</p> <p>Arun District Council communications team have launched their FloodSmart campaign and are looking for partners to share this content across appropriate channels.</p> <p>Conversation has been had with Freya Dean, Operational Communications Manager, DEFRA about working with them on their winter campaign as we start to come to the end of our FloodSmart content, we will pick up sharing that content, as we did with Flood awareness week.</p> <p>We would welcome conversation with partners about engagement work in key communities to share some of the messaging of FloodSmart – particularly the practical content of how to prepare for flood incidents.</p> <p><b>Action: FloodSmart campaign - further discussions to be held on how to ensure this is reaching all areas of the community.</b></p>
<b>6</b>	<b>Next Steps</b>
	<p>SWi took the opportunity to summarise the key points of the meeting and asked the Forum to take stock on how they feel the Forum is progressing, and to think about what the Forum wants to achieve next year.</p> <p>Reflections and comments were then welcomed. The following key points were discussed.</p> <ul style="list-style-type: none"> <li>• The forum has been very successful in bringing the agencies together to work collaboratively, identifying the flooding issues in the district, and looking at how these can be resolved and/or mitigated within budget constraints. Reference to the works of the Arun Flood Forum is made when agencies are liaising with the community at drop in centres and with meetings with MP's etc. Other councils outside of Arun would benefit from adopting this example and approach.</li> <li>• The importance with interlinking in with all other Parish's not represented at the Forum meeting; a reminder that questions can be submitted by everyone ahead of the Flood Forum meetings, along with the circulation of responses to questions submitted and the outputs from the meeting. The Cllrs representing at the Forum can reach out to others to cover items they may wish to raise.</li> <li>• The agencies have worked hard on the strategic actions coming out from these meetings. Communication on what the Flood Forum has achieved needs more focus to</li> </ul>

	<p>ensure this information is reaching the general public and Parish's across the whole District so they can benefit from the outputs from this group.</p> <ul style="list-style-type: none"> <li>• Generation of an FAQ's document which answers the more technical questions that are often raised.</li> <li>• The importance of continuing to work with community groups such as FACT and other local action groups.</li> <li>• Moving forward the Forum needs to continue to focus on the high-level strategic outcomes, the agencies to meet operationally to progress works, and to work with local action groups to investigate, progress and answer the more specific/ individual issues raised, and look at where potential synergies in solutions can be made across the district.</li> <li>• Significant progress has been made through this Forum.</li> </ul>
<b>Action</b>	<b>Interlink with all other Parish's not represented at the Forum meeting; a reminder that questions can be submitted by everyone ahead of the Flood Forum meetings, along with the circulation of responses to questions submitted and the outputs from the meeting. The Cllrs representing at the Forum can reach out to others to cover items they may wish to raise.</b>
<b>Action</b>	<b>Communication on what the Flood Forum has achieved needs more focus to ensure this information is reaching the general public and Parish's across the whole District so they can benefit from the outputs from this group. Communication should be simplified so that it can be understood by as many people as possible.</b>
<b>Action</b>	<b>Generation of an FAQ's document which answers the more technical questions that are often raised.</b>
<b>Action</b>	<b>Comms plan to be brought to next meeting</b>
<b>7</b>	<b>Next meeting</b>
7.1	<p>Frequency of Arun Flood Forum meetings for next year and how we can effectively use resources discussed, it was suggested that the next meeting would be Easter time to allow the agencies to continue their works and monitor the effects of this Winter.</p> <p>Operationally the agencies will meet regularly to progress technical works, the outcome is that we can ultimately look at the Forum meeting a couple of times a year, providing an update on this work, and the higher-level strategic work being undertaken across the district.</p> <p>The importance of getting the right balance discussed; if there is an urgent need for the Forum to meet between meetings set this will be arranged.</p>

### Action list

ITEM	ACTION	OWNER
c/f	Flood alerts to be added to the Cloud 9 Arun app. MR progressing.	MR
c/f	RFCC latest policy document stipulates local levy cannot be used for capital maintenance. KaM has spoken with some neighbouring RFCs who have managed to get some schemes through. KaM will pursue further and report back to the group.	KaM

3.1	Local Flood Risk Management Strategy and Section 19 report to be shared with the group and available online when published.	WSCC
4.4	Southern Water to share mapping and list of works.	Southern Water
4.5	KeM to establish if the highway drainage issues highlighted in Shripney have been picked up for action.	WSCC
4.6	SW to provide update on works undertaken or due to be undertaken at Addison Way.	Southern Water
4.7	EA to confirm where the additional gauges will be put.	EA
4.10	Distribution of flooding information leaflets/awareness campaigns to Parish Councils to place in noticeboards.  Need to ensure all Parish's and the communities are aware of the works being undertaken by the Arun Flood Forum, more Comms focus needed around this.	ADC – MR  ADC - Comms
4.11	Update on area behind Rolls Royce to be given at the next meeting.	ADC - PC
4.13	Update on works planned and being undertaken in Aldwick and Pagham to be provided at the next meeting	Southern Water
4.15	Questions submitted to the Arun Flood Forum by Arundel Town Council to be answered as soon as possible.	All
5.1	FloodSmart campaign - further discussions to be held on how to ensure this is reaching all areas of the community.	ADC - Comms
6.1	Interlink with all other Parish's not represented at the Forum meeting; a reminder that questions can be submitted by everyone ahead of the Flood Forum meetings, along with the circulation of responses to questions submitted and the outputs from the meeting. The Cllrs representing at the Forum can reach out to others to cover items they may wish to raise.	ADC
6.2	Communication on what the Flood Forum has achieved needs more focus to ensure this information is reaching the general public and Parish's across the whole District so they can benefit from the outputs from this group.	ADC - Comms
6.3	Generation of an FAQ's document which answers the more technical questions that are often raised.	ADC to lead
6.4	Comms plan to be brought to next meeting	ADC - Comms

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Environment  
Agency



## Your watercourse: rights and roles

[gov.uk/guidance/owning-a-watercourse](https://www.gov.uk/guidance/owning-a-watercourse)

Page 53

We are the Environment Agency. We protect and improve the environment.

We help people and wildlife adapt to climate change and reduce its impacts, including flooding, drought, sea level rise and coastal erosion.

We improve the quality of our water, land, and air by tackling pollution. We work with businesses to help them comply with environmental regulations. A healthy and diverse environment enhances people's lives and contributes to economic growth.

We can't do this alone. We work as part of the Defra group (Department for Environment, Food & Rural Affairs), with the rest of government, local councils, businesses, civil society groups and local communities to create a better place for people and wildlife.

Published by:

Environment Agency  
Horizon House, Deanery Road,  
Bristol BS1 5AH

[www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)

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Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

## What is this guide about and who is it for?

If you own or occupy land or property next to or containing a main river in England, this guide is for you.

Where a watercourse runs adjacent to or through your land you will be what is termed a 'riparian landowner' – please see diagram 1 on page 8.

Rivers in England are classified as a 'main river' or an 'ordinary watercourse'. To find out if you own a main river, see the website here: <https://environment.data.gov.uk/asset-management/>

In this guide, we will:

- clarify your roles and responsibilities, and how these are shared between riparian landowners and other organisations such as the Environment Agency, lead local flood authorities, councils, water companies and internal drainage boards.
- summarise considerations and useful guidance on how to maintain your watercourse sustainably.
- summarise guidance on permitting of works and where to find further information and support.
- show how you can work with others to reduce flood risk and protect and enhance the natural environment of our rivers and streams.

For a summary of this guidance see the website here: [Owning a watercourse - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/owning-a-watercourse)

For information on the key organisations, see the ‘Who are the relevant authorities’ section on [page 40](#).

For a definition of the key terms in this guide, please refer to the glossary on [page 54](#).

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## What is a watercourse?

A watercourse can be any stream of water flowing in a defined channel or through an underground pipe or culvert. It can be small or wide, natural, or artificial and includes channels that are dry for long periods of time and may not flow every year. A dry channel only filled during temporary flooding is not a watercourse.

Some watercourses in England are designated as ‘main rivers’. These tend to be larger rivers and streams with the highest flood risk, although in some cases they can be small watercourses or drainage channels. The Environment Agency, using its permissive powers, can carry out maintenance, improvement, or construction work on main rivers to manage flood risk and protect the environment. As these powers are permissive only, the Environment Agency is not obliged to carry out either maintenance or new works on main rivers. The Environment Agency also has permitting and enforcement powers for the same purpose.

For all other watercourses, called ‘ordinary watercourses’, similar powers lie with the lead local flood authority, local council, or internal drainage board.

To find out who your local council is go to: [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)

To find out if there is an internal drainage board in your area, go to: [www.ada.org.uk/member\\_type/idbs](http://www.ada.org.uk/member_type/idbs)

## Do I own a watercourse

Land ownership can be a complex topic, including whether you own a watercourse. It is sometimes unknown, disputed, or difficult to work out, even when looking at title deeds for a property.

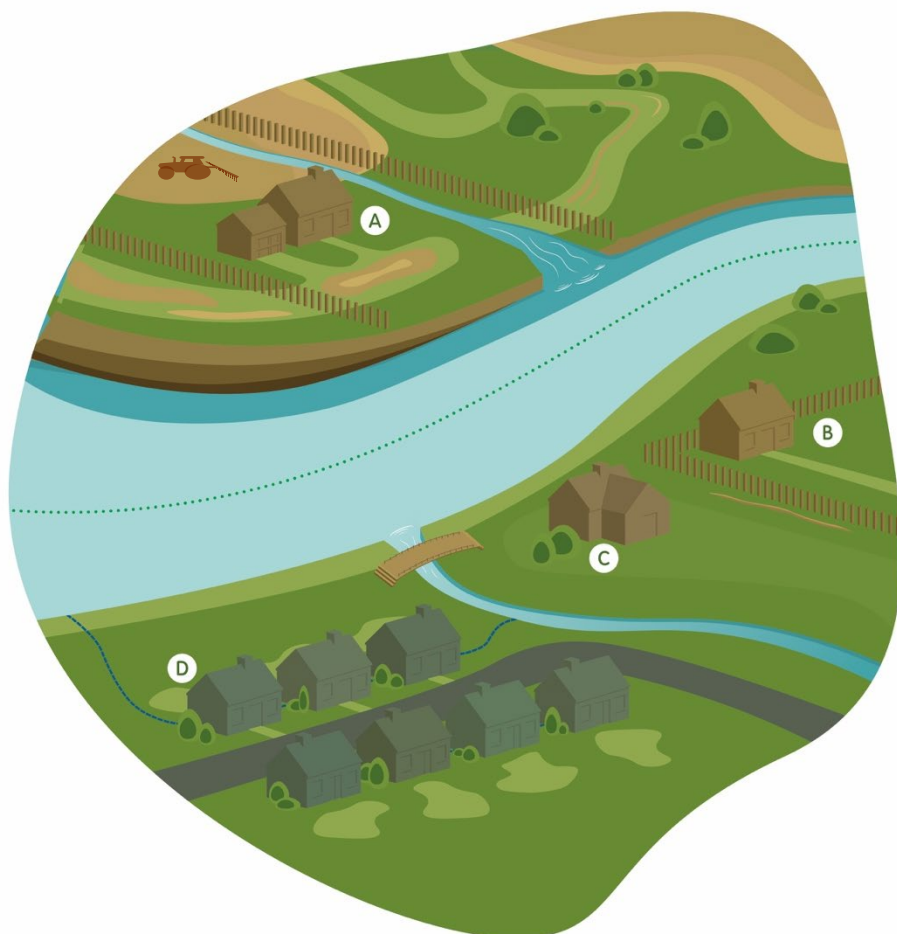
Diagram 1 on page 8 shows the typical circumstances in which you are classed as a riparian owner for a stretch of river or other watercourse.

To find out who owns parcels of land, contact the Land Registry who hold most records: <https://www.gov.uk/get-information-about-property-and-land>

To find out if you own a main river, see the website here: <https://environment.data.gov.uk/asset-management/>

A person leasing riparian land will also have riparian responsibilities, unless an agreement to the contrary has been made with the landowner.

You can also find out more about riparian ownership, for both main river and ordinary watercourses, on the Flood Hub's 'Riparian Owner Toolkit' website: <https://thefloodhub.co.uk/riparian-owner-toolkit>



**Diagram 1** - An example of the typical circumstances in which you are classed as a riparian owner.

Diagram 1 shows two streams flowing into a large river. Houses are labelled A, B and C and a row of houses is labelled D to show different riparian responsibilities.



Check your property deeds as hedges, fences and earth banks may not signify your legal boundaries.

- A. Property A is responsible for the watercourse which runs through their property. They also own up to the centre of the watercourse that runs along their property boundary to the south.
- B. Property B is not a riparian owner as their property boundary does not extend to the watercourse.
- C. Property C is responsible for the watercourse to the rear of their boundary, extending to the central line. They are also responsible for the stream to the west of the property up to halfway across the watercourse.
- D. A watercourse may also be covered or 'culverted'. Properties D are riparian owners and responsible for the culvert running beneath their properties, as shown by the dashed blue line.

Where a river runs along the boundary of land, the riparian owner will own up to halfway across the watercourse, unless stated otherwise in property deeds.

## What are my rights and responsibilities?

As a riparian owner, you have responsibilities for the stretch of watercourse you own. These responsibilities cover all watercourses and are summarised on pages 11 to 13.

As a riparian owner of a 'main river', you have various rights in terms of access to and use of that water. However, all these rights are subject to legal requirements. To fully exercise these rights, permits or licences may be needed from the Environment Agency or other public bodies. Please refer to page 36 'Do I need permission'.

Where the watercourse is an 'ordinary watercourse', you also have various rights in terms of access to and use of that water. For information on any permits or licences required to exercise these rights, contact your lead local flood authority or internal drainage board.

### **Rivers can be dangerous**

Water may look harmless, but it can hide strong flows. Water can be deep and powerful, especially near weirs and sluices. Always be aware of the risk of possible injury or even death when around water.

Never enter the water to remove blockages at times of flood or high flow but instead report it to the relevant authority.

### **As a riparian owner, you have the right to:**

- receive the water in its natural state, undiminished in flow, quantity, and quality.
- protect your property from flooding and your land from erosion, as all landowners have the right to do. However, your actions must not increase flood risk or erosion to other people's property or land, either directly or by impacting other sources of flooding. There are also legal environmental requirements that must be followed.
- fish in your watercourse, although you may need to check your deeds to confirm fishing rights. You must also use a legal method of fishing and have a rod licence from the Environment Agency.
- abstract a maximum of 20 cubic metres (20,000 litres) of water per day from a watercourse at a point that directly adjoins your land. If you plan to take more, you are likely to need an abstraction licence from the Environment Agency.
- use the water in a watercourse for normal purposes, such as watering livestock and domestic purposes.
- use the water in a watercourse for other purposes (e.g., milling, manufacturing or irrigation) provided that the rights of other riparian owners are not affected, and you do not cause pollution or damage to protected habitats and species.

### **As a riparian owner, you are responsible for:**

- obtaining the correct permit, licence, or consent from the relevant risk management authority before starting any activities, works or constructions that need an authorisation (see section ‘Do I need permission?’ on page 36 for further information).
- complying with any byelaws relating to the watercourses in your area. Byelaws totally prohibit certain activities on rivers and their banks. These can be made by risk management authorities i.e., the Environment Agency, lead local flood authorities, district councils or internal drainage boards. For details of any byelaws applicable for your area please contact your relevant local authority.
- letting water flow naturally with undiminished quantity and quality.
- not obstructing the flow of a watercourse to the detriment of your neighbours.
- keeping structures you own, such as weirs, mill gates, moorings, culverts, and access bridges, free from obstruction and in safe condition.
- not disturbing certain species or habitats on the banks or in the watercourse. This includes, but is not limited to, birds and their nests and spawning/eggs of salmon, trout, and other fish.
- preventing invasive species, such as Japanese knotweed, Himalayan balsam, or giant hogweed, from spreading into the wild or on to neighbour’s land.

- seeking permission from the Environment Agency to use herbicides to control weeds in water or on the banks next to a waterbody or watercourse.
- not allowing the watercourse to become polluted. You must not throw garden waste, wastewater, chemicals, or anything else which could cause pollution on the banks or in the water.
- not interfering with any public right of navigation on the watercourse.

## Understanding flood risk

Before considering how to maintain your watercourse, it is important to understand any associated risk of flooding and what affect your actions may have. This will help inform your decisions and actions related to any subsequent maintenance.

**Floodwater can come from several sources. The five main types are:**

- River (or fluvial) flooding: during and after intense or prolonged rainfall, a river channel can exceed its capacity and spill onto the floodplain. This can cause significant flooding to homes, businesses, and agricultural land. It can also be further compounded in coastal areas where tides affect water discharging from rivers.
- Surface water (or pluvial) flooding: during and after intense rainfall, drains and surface water sewers can exceed their capacity. Water cannot drain away, and hard surfaces stop it soaking away, resulting in flooding.
- Sewer flooding: following a failure in the sewage system (such as a blockage) or during and after intense rainfall the sewerage system can be overwhelmed causing flooding and overflow into rivers.
- Coastal flooding: occurs when a low-lying coastal area is flooded by seawater, most commonly during a high tide or storm surge.
- Groundwater flooding: during prolonged heavy rain, the water table in an area can rise to the surface resulting in flooding.

You can find out more about the types of flooding here:

<https://thefloodhub.co.uk/types-of-flooding-toolkit/>

When understanding flooding, it is essential to embed a sustainable approach to how watercourses are managed. Climate change is happening now, and its impacts will continue to worsen. Rainfall patterns are changing, causing more frequent flooding. While risk management authorities continue to protect and prepare communities and businesses, we all (including riparian owners) need to adapt and work together to become more resilient to these challenges.

To find out more about flood risk on your watercourse(s), go to the Environment Agency website here: <https://www.gov.uk/check-long-term-flood-risk>

If you are unable to use the online service, you can also call Floodline:

Telephone: 0345 988 1188

Typetalk: 0345 602 6340

For more information and support on how to prepare for flooding, visit: <https://www.gov.uk/prepare-for-flooding>

You can also find out more about the Environment Agency's Flood and Coastal Erosion Risk Management Strategy here: <https://www.gov.uk/government/publications/flood-and-coastal-erosion-risk-management-strategy-roadmap-to-2026>

## Flood risk management assets

A flood risk management asset is usually an engineered structure but may also be a natural feature such as a grass embankment. Their purpose is to help manage the risk of flooding. These assets may be isolated structures, or they may work alongside others. Some structures may be located a significant distance from the communities they protect e.g., a flood storage area and associated embankments.

There are many types of flood risk management assets, including but not limited to:

- Sluice gates
- Earth embankments
- Pumping stations
- Flood walls
- Culverts and outfalls
- Weirs and other passive structures
- Flood storage areas
- Natural Flood Management - please refer to the Glossary on page 55.

If you own a main river, find out what assets are on or near your watercourse(s) by going to: <https://environment.data.gov.uk/asset-management/index.html>

Alternatively, you can contact the Environment Agency's National Customer Contact Centre (03708 506 506).



On main river, where the flood risk to people and property justifies it, flood risk management assets can be maintained and operated by the Environment Agency using its permissive powers. You can find out what maintenance is carried out and where, by visiting <https://environment.data.gov.uk/asset-management/index.html> or calling 03708 506 506.

### **If you have a flood risk management asset on your land:**

- Maintenance of flood risk management assets does not necessarily indicate ownership, and this usually remains with the landowner.
- You may be responsible for maintaining and repairing an asset on your land, or at the very least not causing any damage, for example by installing structures such as fence posts.
- Some flood risk management assets can often be owned by multiple landowners and therefore the responsibility for their maintenance is shared. Where this is the case, it is helpful to work with other owners on a joint approach, to ensure that any work you do on your own section is complemented by work on other sections.

## Stopping maintenance on main rivers

The Environment Agency can choose to stop maintaining and operating the assets on main rivers. This happens either because the costs are greater than the benefits to reducing flood risk, or there is another party better placed to take on these responsibilities.

On a main river, you can find out what to do if the Environment Agency stops maintaining a flood defence, here

<https://www.gov.uk/guidance/flood-and-sea-defences-when-maintenance-stops>



## How can I take care of my watercourse?

How a watercourse should be maintained is unique to each location. For many, the most appropriate and sustainable option is to allow the natural processes of the river environment to maintain the watercourse (see page 32 for further information).

Where work is needed, the management options you apply will be influenced by factors such as the type of watercourse, nearby properties, the surrounding location, and the biodiversity present. For example, a natural flowing river may require different management to an engineered drainage channel. The river will naturally react to any intervention you make, so be sure you understand how the river will react before you take any actions.

This section provides guidance on key considerations and requirements. This is not an exhaustive list or a guide on specific management options. To find out more, advice should be sought from the relevant authority. You may also require a permit to carry out these works; please see page 36 for further guidance on permitted works.

- Always consider your health and safety when taking care of your watercourse, and never put yourself at risk.
- Do not block access to any authorities who may need to carry out routine or emergency works.
- Where possible, manage your watercourse in a way that will benefit local wildlife or enhance the conservation value of your area. Nature based solutions offer a good way to do this - see page 32.

- Monitor and maintain the bed and banks of the watercourse (including trees and shrubs growing on the banks).
- Remove any rubbish and litter that has accumulated in the channel and dispose of correctly.

### **Do not cause environmental harm**

You must not cause environmental harm because of your work, including on more modified drainage channels. For example, damaging bird nests, inhibiting flow downstream, causing fish deaths, or pollution through storage of materials, chemicals etc. on the edge of the watercourse. Every opportunity should be sought to improve the habitat in and around the river.

You can check with local wildlife groups about which species may be present, or refer to this online mapping tool:

<https://magic.defra.gov.uk/>

### **Think about timing**

In-channel weed cutting should ideally take place late in the summer or autumn (weather and flow levels permitting), to ensure the most benefit for winter conveyance and to avoid the bird nesting and fish spawning seasons. Also, cutting in warm weather can increase the risk of seriously affecting the water quality and wildlife, especially for fish.

Tree and bush work can usually be carried out between September and mid-February, unless nesting birds are present.

## Vegetation management

This refers to plants growing within the channel – for guidance on trees and other channel maintenance options see the later section.

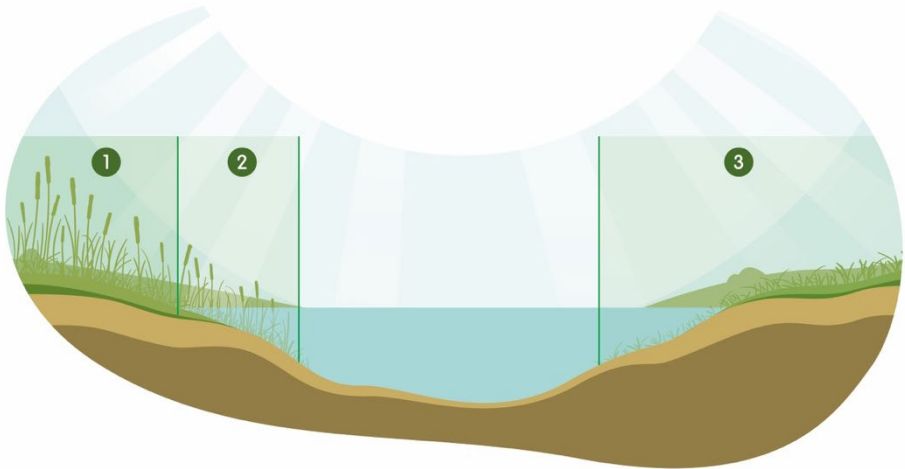
Vegetation growing within the channel can play an important role in maintaining natural processes, including constructed channels such as drainage ditches. Not only does it provide important habitat for wildlife, but also the oxygen needed to sustain a healthy watercourse. It can also protect the channel bed and banks from erosion during high flows.

When assessing any maintenance requirements, it is important to recognise that different parts of the watercourse will require different management at different times of the year.

Lightly vegetated channels are unlikely to require management. During high flows, the removal of such vegetation will not provide a benefit to reducing flood risk.

Where there is excessive vegetation growth that could increase flood risk upstream, the first action should be to address the cause of it, understanding if it is natural or not. For example, phosphate or nitrate run off increasing plant growth or the presence of invasive aquatic vegetation.

If in-channel weed cutting is necessary, aim to keep as much marginal vegetation on both sides of the channel as possible. As a minimum, marginal vegetation on one side of the channel should be left uncut. Your approach will vary at different sections along the watercourse, and you should consider additional measures such as creating wildlife refuges. Diagram 2 on page 22 provides an example of how vegetation margins could be managed.



**Diagram 2** - An example of how to manage a watercourse, retaining wildlife benefits such as marginal vegetation.

Diagram 2 shows a cross-section of a watercourse. On the left is uncut vegetation above the water (labelled 1) and on the water's edge (labelled 2). On the right bank (labelled 3) is cut grass.

1. Bankside vegetation: where bankside vegetation must be managed, consider leaving one bank uncut, in particular during bird nesting season.
2. Marginal vegetation: unless there is a clear flood risk, retain 20% of the marginal vegetation as valuable wildlife habitat and bank protection.
3. Vegetation management: if vegetation management is required, consider cutting only one side of the channel. Always ensure the conditions are safe and the appropriate equipment is used. Avoid bird nesting season and always check for the presence of wildlife. Ensure you do not damage the channel bed or bank sides.

If possible, leave vegetation near the river for 24 hours and then remove from the bankside. This helps wildlife, prevents blockages, and helps water quality issues. Always remove immediately if the vegetation includes non-native invasive species.



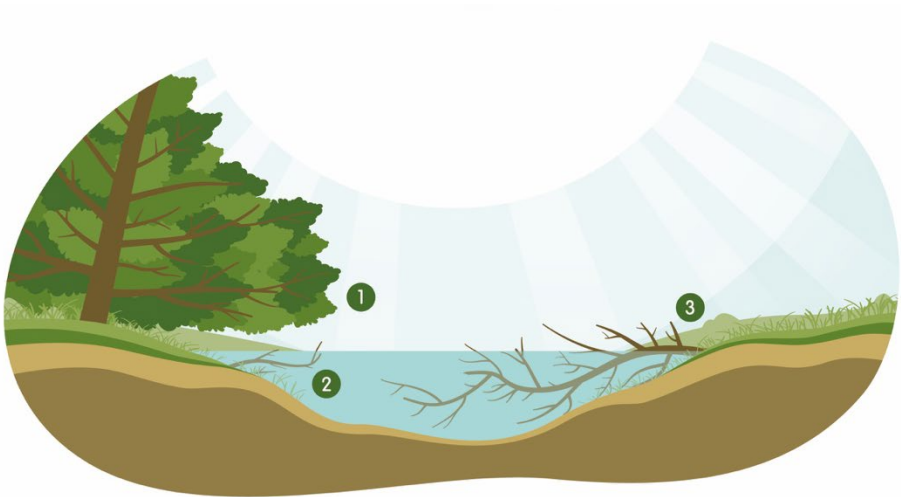


## Tree management

You may also need to consider management of trees and bushes in and alongside the watercourse.

As with all maintenance options, full consideration must be given for the wildlife benefits of retaining such natural structures in or over the channel. They provide important habitat, as well as stability to river banks. They also provide shade for the watercourse, which will reduce vegetation growth and maintenance need. For constructed channels such as drainage ditches, leaving trees in place should still be considered.

- Always check with your local planning authority before carrying out any works on trees.
- Leave tree branches and roots in the channel where possible - only remove them where there is an obstructed public right of navigation, or if they could increase the risk of flooding upstream or downstream.
- If trees or branches fall into the channel, consider leaving them in place, pulled into and secured along the bank. This option retains the wildlife benefit, whilst not impeding navigation or causing a flood risk.
- If you do remove branches from in the channel, place them in field margins for amphibians and reptiles to use for shelter.
- Always consider the impact of removing or leaving obstructions to those upstream or downstream. For example, if a blockage or obstruction clearance on your section of watercourse was found to be the cause of flooding, then you could be liable.



**Diagram 3** - An example of how to manage trees within or alongside the channel whilst retaining important wildlife features.

Diagram 3 shows a cross-section of a watercourse. On the left bank there are trees (labelled 1) and a small branch (labelled 2). On the right bank (labelled 3) there is a branch almost spanning the full width of the water.

1. Trees along a river can provide stability to the bank, shading for the watercourse to reduce weed growth and important wildlife habitats. When managing overhanging branches, trim only those lower branches that may cause an obstruction to the flow of water.
2. Consider leaving in branches that fall in the channel, simply pulling and securing them into along the bank if they are causing an obstruction.
3. If trees or branches fall in the channel, only remove them if they pose a specific flood or navigation risk.

Silt and detritus may be good for wildlife, and removal may cause issues downstream. Make sure you understand why you are removing any obstruction and think about its consequences.

## Additional channel maintenance

Management of the vegetation, trees and bushes are the primary actions when maintaining your watercourse. However, you may also need to consider additional actions.

Please note, a permit may be required for the works below.

- **Raised embankments:** Maintenance such as grass cutting on an embankment can help protect and bind it, providing a more resilient surface. However, please consider the environmental impact of your maintenance, if it is sustainable and any potential impacts to those downstream. Ensure you check if the bank is a flood defence before considering any works.
- **De-silting:** Some watercourses, in particular those in an urban setting or that have been heavily modified, may see an excessive build-up of silt within the channel. It is important to note silt is natural and important for wildlife and, in many cases, will not increase flood risk. It is also more important to address the cause i.e., stopping the silt entering the channel by creating, for example, grass buffer strips to trap silt and other particles.
- **Dredging:** This is a more invasive action than de-silting and involves reshaping the channel and riverbed. Advice must be sought before carrying out such works and a permit will be required. For advice on when, where and how to de-silt or dredge see the website here: <https://www.gov.uk/government/publications/dredging-as-a-flood-risk-activity-under-the-environmental-permitting-regulations>

## Urban watercourses: additional considerations

Whilst it is more likely that risk management authorities will use their permissive powers to carry out the maintenance on urban watercourses, it is still ultimately the responsibility of the riparian landowner. Due to the proximity of homes and businesses, there may be a greater risk of actions impacting other landowners. Any likely impacts to other landowners should be carefully considered before commencing any work.

- Land ownership in urban areas can be a challenge. If your deeds are unclear or you are unsure, it is strongly recommended to seek legal advice to clarify your rights and responsibilities.
- As noted previously, a main river can include culverted (or enclosed) channels, that may go under your property. These are still considered a watercourse and the landowner has the same rights and responsibilities as for open channels. Maintenance can be a challenge and dangerous – as a first step contact your local authority.
- For listings of organisations to carry out works, search on-line for 'services for watercourse maintenance'.

## Farmland watercourses: additional considerations

If your watercourse is in farmland setting, such as arable land or grazed fields, there are wider considerations that may impact or influence your maintenance options. For example, the impact of pollutants on in-channel weed growth, and maintenance options for heavily modified watercourses such as drainage ditches.

- Consider actions to minimise the risk of pollution from agricultural activities, such as those set out in by the Catchment Sensitive Farming initiative:  
<https://www.gov.uk/government/publications/applying-the-farming-rules-for-water/applying-the-farming-rules-for-water>
- In heavily modified areas, such as the fens, see the Association of Drainage Authorities website for relevant guidance on various watercourse maintenance topics, or contact your local internal drainage board for advice: <https://www.ada.org.uk/knowledge>
- Look at options to reinstate natural processes that will provide a water management and wildlife benefit, whilst reducing the need to carry out additional maintenance. For example, re-instating meanders, creating wetland or fen habitats and reconnecting the floodplain.
- Stop field drainage running directly into watercourses or onto roads via gateways, paths, or field management techniques.

- Remove stock animal carcasses for pollution, disease, and sanitation control.
- Don't let livestock get into the channel and trample or damage banks. You have the right to provide water for livestock but should use troughs or create specific areas of watercourse access to minimise damage.

## How can I manage my watercourse sustainably?

Any work on a watercourse needs to be carefully considered to ensure it is effective, sustainable, and beneficial for people and wildlife.

Scientific evidence has shown that more natural and sustainable management often affords greater flood resilience to people and property, while also providing significant benefits to wildlife, water quality and the landscape. Rivers also naturally transport sediment and energy as well as water, which if managed well can decrease flooding and maintenance. We call this 'Working with Natural Processes'. Watercourses can also be vital to maintain land drainage for food production, providing essential water resources. They also provide economic value and greens space to our towns, cities, and countryside.

There is a wealth of knowledge and guidance available to help you make the right decision for your watercourse. Many organisations have developed short explainer videos, guidance documents and case studies to support riparian landowners to create space for wildlife and natural processes. A few examples are below.

- Catchment Based Approach: [www.catchmentbasedapproach.org](http://www.catchmentbasedapproach.org)
- 'Working with Natural Processes' guidance: [https://assets.publishing.service.gov.uk/media/6036c730d3bf7f0aac939a47/Working\\_with\\_natural\\_processes\\_one\\_page\\_summaries.pdf](https://assets.publishing.service.gov.uk/media/6036c730d3bf7f0aac939a47/Working_with_natural_processes_one_page_summaries.pdf)
- The River Restoration Centre: [www.therrc.co.uk/river-restoration](http://www.therrc.co.uk/river-restoration)
- Stroud Valley Natural Flood Management: <https://www.stroud.gov.uk/environment/projects/stroud-valleys-natural-flood-management-project/>
- 'Slow the Flow' videos from Cumbria Wildlife Trust: [www.cumbriawildlifetrust.org.uk/fighting-climate-crisis/combatting-effects/slow-the-flow](http://www.cumbriawildlifetrust.org.uk/fighting-climate-crisis/combatting-effects/slow-the-flow)



There are also local initiatives and organisations that can provide advice, with the potential for becoming more involved in catchment-scale projects in your community. Everyone has a role to play in a sustainable and resilient future.

Diagram 4 on page 34 provides an example of the sustainable options that could be considered when managing your watercourse. As with general maintenance, this can be a complex topic and expert advice is recommended.

It is important to note that you may require a permit before carrying out any works, including reinstating natural processes or new habitats. See the next section for guidance on permitting.

The Environment Agency can provide pre-application permit advice about how watercourses can be managed sensitively to improve habitat and reduce flood risk. This includes advising on the method and timing of river maintenance and watercourse improvements so that:

- they support as much native wildlife as possible.
- they are in the best condition to adapt to our changing climate.
- where possible, they reduce flood risk and improve water quality by working with natural processes.



**Diagram 4** - An example of options to consider to manage your watercourse and land more sustainably.

1. Look at ways to ‘slow the flow’ and retain water in upland areas e.g. through woody debris and natural dams.
2. Planting trees in the uplands will help to manage the flow of water whilst creating wildlife habitat.
3. Seek advice from a specialist on how you can improve wildlife diversity through habitat restoration, such as reinstating woodland.
4. Consider how you manage livestock access to the watercourse – install water troughs, create offline storage ponds, or restrict access to specific areas.
5. Example of an offline storage pond.
6. Farmers can apply sustainable land management practices, such as buffer strips, cover crops and wildflower planting.
7. Creating or restoring wetland habitats increases water and carbon storage.
8. A floodplain is an area of flat land alongside a river that naturally floods. It is a vital natural feature, and how rivers manage heavy rainfall. Natural Flood Management is an important way to manage flooding sustainably – by reinstating natural features such as floodplain and meanders, you can reduce the risk of flooding to people and homes and create essential wildlife areas.
9. In urban areas, Sustainable Drainage Systems, such as swales and small wetlands, can reduce the risk of flooding.

Surface water flooding and overwhelming of drainage systems is a major risk for urban areas. By installing green roofs, permeable pavements and drives and retention ponds, homeowners and businesses can help to store and slow the flow of water during rainfall events. Even in urban areas, features such as retaining natural grass in gardens and creating a more natural river can help reduce flood risk.

## Do I need permission?

Work on or near main rivers and sea defences is regulated by The Environmental Permitting (England and Wales) Regulations 2016. Before any work begins, you may need permission from the appropriate authority. This is called an ‘environmental permit’ (formally known as a ‘flood defence consent’). For main rivers, this is the Environment Agency. For any other watercourse this will be your lead local flood authority or internal drainage board.

This section provides a summary of permitting requirements and considerations; however, it is a complex topic. As a first step, see our website to check if you need a permit:

[www.gov.uk/permission-work-on-river-flood-sea-defence](http://www.gov.uk/permission-work-on-river-flood-sea-defence)

### Please note:

- You do not have the right to enter land or property owned by someone else to carry out your work. You must get the owner’s permission.
- You are solely responsible for ensuring that your works meet all applicable standards and are fully compliant with current legislative requirements.
- All authorities also have powers to enforce unpermitted work or require remedial action if all relevant consents and conditions are not followed.

## What works are exempt from requiring a permit?

An exempt activity is work that does not need permission before you start. Exemptions can vary depending upon several different factors. Please contact the Environment Agency if you need to discuss your plans after reading this section.

Even if works are exempt, you must ensure you comply with all other legislation prior to you commencing the work, particularly with regards to protected species or habitats.

Your activity will be exempt from needing a permit if:

- it meets the description and conditions of one of the 28 exempt flood risk activities listed on our website: <https://www.gov.uk/government/publications/environmental-permitting-regulations-exempt-flood-risk-activities>
- you register your exemption with the Environment Agency before you carry out any work.

It is **free** to register an exemption, simply visit:

<https://register-flood-risk-exemption.service.gov.uk/>

There are also some excluded activities which you do not need a permit for, but you must still comply with certain conditions. Some examples of excluded activities include:

- works in an emergency, such as an unplanned intervention e.g. where there is an imminent serious risk to people, property, or the environment due to flooding or drainage issues.
- using ladders or scaffold towers if they are taken down at the end of each day.
- installing property flood resilience products such as flood doors and airbrick covers.

### **Permissions to work on a main river**

You may need a Flood Risk Activity Permit from the Environment Agency to carry out works or activities, even if you are protecting your own property using your rights as described earlier.

There are three types of permit, depending on the activity you wish to carry out:

- a ‘standard rules permit’: permits that include a set of fixed rules for common activities.
- a ‘bespoke permit’: for all other flood risk activities. These are permits that are tailored to the risks of your activities.
- an ‘exemption’: you do not need a permit, but you must still register your exemption with the Environment Agency (see previous section)

You should make your own inquiries to see what is needed. You must find out which permits (and other licences) you need to undertake works in, under, over and/or within 8 metres (16 metres if tidal) of a main river. This includes maintaining, repairing, building, or removing anything in or around a watercourse.

Please note, all of these rights are subject to legal requirements and other permissions or licences may be required.

For more detailed guidance on what requires a permit and how to apply, visit our website: <https://www.gov.uk/guidance/flood-risk-activities-environmental-permits>

### **What about works on ordinary watercourses?**

Works affecting watercourses that are not classed as a main river may require a Land Drainage Consent (also known as ‘ordinary watercourse consent’) from your lead local flood authority or internal drainage board. As with main river, other permissions and licences may be required.

Consenting (under the Land Drainage Act 1991 and local byelaws) also includes works to erect, raise or alter mill dams, weirs, and other obstructions to the flow of an ordinary watercourse. Works which are likely to affect the flow of an ordinary watercourse, such as altering an existing culvert or installing a new culvert, may also require a Land Drainage Consent.

Please contact your lead local flood authority (unitary authorities or county councils) or district council by visiting <https://www.gov.uk/find-local-council> or internal drainage board [www.ada.org.uk/idb-map/](http://www.ada.org.uk/idb-map/) to find out more.

## Who are the relevant authorities?

There is no single body responsible for managing flood risk in England. The responsibility is jointly owned by several bodies known as risk management authorities. The risk management authorities are:

- Environment Agency
- Lead local flood authorities
- District and borough councils
- Coast protection authorities
- Water and sewerage companies
- Internal drainage boards
- Highways authorities

The Flood and Water Management Act 2010 requires these risk management authorities to co-operate with each other and exchange information. They have flexibility to form partnerships and to act on behalf of one another.

You can also find more detail on the roles of risk management authorities in Annex A of the National Flood and Coastal Erosion Risk Management Strategy here: <https://www.gov.uk/government/publications/national-flood-and-coastal-erosion-risk-management-strategy-for-england--2>



## The role of the Environment Agency

In England, the Environment Agency has the strategic overview for flood risk and managing the risk from main rivers, reservoirs, and the sea.

The Environment Agency has permissive powers to maintain and improve main rivers for the efficient passage of flood flows and the management of water levels for various river users and to protect the environment. As these powers are permissive only, the Environment Agency is not obliged to carry out either maintenance or new works on main rivers. Funding is allocated to work where it provides the greatest benefit to flood risk to better protect people, property, and wildlife.

Maintenance of a watercourse is unlikely to be carried out by the Environment Agency for amenity only, or to stop erosion, where this does not threaten flood risk management assets or other structures. Routine maintenance work can include:

- grass cutting and weed control
- removing obstructions from rivers
- repairing and operating sluice gates and pumping stations

The Environment Agency has powers to construct and maintain defences against flooding, to issue flood warnings, and to manage water levels. They will also undertake any works or assess any permits in-line with the government's environmental ambitions.

The Environment Agency can choose to stop maintaining and operating the assets on main rivers. This happens either because the costs are greater than the benefits to reducing flood risk, or there is another party better placed to take on these responsibilities.

The Environment Agency is a statutory consultee on planning matters, providing advice on flood risk and environmental issues for local planning authorities. This includes advising on planning applications where proposed development is at risk of river or sea flooding or could affect flood risk elsewhere. Where major development is inappropriate in flood risk areas, it can require local planning authorities to refer planning applications to the Secretary of State for Planning.

The Environment Agency also advises on neighbourhood, local and strategic plans as well as strategic environmental assessments. The Environment Agency are a statutory consultee for nationally significant infrastructure projects providing advice to the Planning Inspectorate and the government.

The Environment Agency and Town & Country Planning Association have partnered to produce an introductory video on addressing flood risk through the planning system in England. You can view the video here: <https://www.tcpa.org.uk/resources/planning-for-flood-risk-in-england/>

## **The role of lead local flood authorities**

Lead local flood authorities (unitary authorities or county councils) are responsible for local flood risk management. This means ensuring risks of flooding from surface water, groundwater and ordinary watercourses are identified, regulated, and managed as part of a local flood risk management strategy.

They have permissive powers under the Land Drainage Act 1991 (as amended by the Flood and Water Management Act 2010) to regulate ordinary watercourses (outside of internal drainage districts). This includes maintaining a proper flow by issuing consents for altering, removing, or replacing certain structures or features on ordinary watercourses. They can also enforce obligations to maintain flow in a watercourse and repair watercourses, bridges, and other structures. Where required, this can include serving suspension notices, removing unpermitted structures, or prosecuting where in the public interest.

Lead local flood authorities must also investigate local flood incidents and publish the results of such investigations. They also act as a statutory consultee for surface water drainage schemes, planning applications for major developments and maintain a register of assets in the area.

Unitary authorities will also undertake the role of district councils.

## **The role of district and borough councils**

District and borough councils are also risk management authorities and key partners in planning decisions for local flood risk management.

They can carry out flood risk management works on minor watercourses (outside of internal drainage districts). They also work in partnership with the lead local flood authority and others to ensure risks are managed effectively, including decisions on development in their area.

## **The role of internal drainage boards**

Internal drainage boards are independent public bodies responsible for water level management in low lying areas. They work in partnership with other authorities to actively manage and reduce the risk of flooding within their drainage district.

Internal drainage boards have local byelaws to ensure that a drainage system works efficiently, regulate the environmental effects of a drainage system and ensure that flood risk management work is effective.

As a risk management authority, they can carry out work to manage the risk of flooding from ordinary watercourses. They can also work, through an agreement with the Environment Agency, to carry out work on main rivers (subject to environmental permit conditions).

## **The role of water companies**

Water companies play a major role in managing flood risk. They manage the risk of flooding to water supply and sewerage facilities, and flood risk from the failure of their infrastructure.

To find out who your local water supplier is visit:

<https://www.water.org.uk/customers/find-your-supplier>

## **Highways authorities**

Highways authorities (National Highways and unitary/county councils) have the lead responsibility for providing and managing highway drainage and roadside ditches under the Highways Act 1980. The owners of land adjoining a highway also have a common-law duty to maintain ditches to prevent them causing a nuisance to road users.

They co-operate with the other risk management authorities to ensure their flood management activities are well coordinated.

## **The role of Natural England**

Whilst not a risk management authority, Natural England play an important role in managing watercourses and flood risk. Their purpose is to help conserve, enhance and manage the natural environment for the benefit of present and future generations, thereby contributing to sustainable development.

Natural England can advise on nature-based solutions and Catchment Sensitive Farming. They also approve licences for works that may disturb or remove wildlife or damage habitats.

## **Regional flood and coastal committees**

Regional flood and coastal committees provide a link between flood risk management authorities and other relevant bodies to develop mutual understanding of risks in their regions. They are made up of members appointed by lead local flood authorities and the Environment Agency, with a chair appointed by the Secretary of State for Environment, Food and Rural Affairs.

They ensure coherent plans are in place for:

- identifying, communicating, and managing flood and coastal erosion risks across catchments and shorelines.
- promoting efficient, targeted investment in flood and coastal erosion risk management.

## Where can I get support?

### Reporting incidents

Call the Environment Agency 24-hour Incident Hotline on 0800 80 70 60 to report any of the incidents listed below.

You can also report incidents using the ‘type talk’ service (for the hard of hearing): 0345 602 6340.

You can do this anonymously and request feedback. The Environment Agency will review all incidents and attend those with a high flood or environmental risk.

An incident could include:

- flooding from main rivers.
- blockages which could cause flooding.
- pollution.
- unusual changes in the flow of water.
- collapsed or badly damaged banks.
- any work or activity on or near a watercourse that may not have permission.
- any works in watercourses that may be causing environmental damage.

## Contacting the Environment Agency

For general enquiries, call the Environment Agency Customer Service Line on 03708 506 506 Monday to Friday, 8am to 6pm, or email [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk).

If your query cannot be answered by a Customer Service Advisor, they will liaise with the relevant local team on your behalf and pass on details if required.

All environmental and flood incidents should be reported on 0800 80 70 60.

To find out if you are at risk of flooding, and for more information about how to prepare for flooding and to sign up to receive free flood warnings, visit our website:

[www.gov.uk/topic/environmental-management/flooding-coastal-change](http://www.gov.uk/topic/environmental-management/flooding-coastal-change) or call Floodline on 0345 988 1188.

## Lead local flood authorities

Your lead local flood authority will be your local unitary authority or county council.

Find out more information on who your lead local flood authority is by visiting [www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)



## Internal drainage boards

Find out more information on who your local internal drainage board is by visiting the Association of Drainage Authorities (ADA) [www.ada.org.uk/member\\_type/idbs](http://www.ada.org.uk/member_type/idbs) or your lead local flood authority website.

## Local Government and Social Care Ombudsman

Complaints regarding the operations of the Environment Agency, a local authority or internal drainage board can be made to the Local Government and Social Care Ombudsman (LGO). The LGO can be contacted once the respective authority's complaints procedure has been exhausted and the matter has not been satisfactorily resolved. It is a free service. You can contact the Ombudsman on 0300 061 0614 or visit [www.lgo.org.uk](http://www.lgo.org.uk)

## Agricultural Land and Drainage Tribunal

Where you experience flooding caused by blocked drainage channels/ditches or inadequately drained land, the Agricultural Land and Drainage Tribunal may be able to help. They can arbitrate where there are land drainage or watercourse maintenance disputes between landowners or occupiers. It is currently free to make an application to the tribunal.

For more information, please visit First-tier Tribunal (Property Chamber) Agricultural Land and Drainage: <https://www.gov.uk/guidance/agricultural-land-and-drainage-disputes-apply-to-a-tribunal>

### Other contacts:

- National Highways: 0300 123 5000 or email [info@nationalhighways.co.uk](mailto:info@nationalhighways.co.uk)
- Natural England: [www.gov.uk/government/organisations/natural-england](http://www.gov.uk/government/organisations/natural-england) or contact them on 0300 060 3900 or [enquiries@naturalengland.org.uk](mailto:enquiries@naturalengland.org.uk)
- Local Government Association: <https://www.local.gov.uk/> or call 020 7664 3000
- The Office for Environmental Protection (public body): [www.theoep.org.uk/office-environmental-protection](http://www.theoep.org.uk/office-environmental-protection) or call: 03300 416 581
- Country Land and Business Association: [www.cla.org.uk](http://www.cla.org.uk)
- National Farmers Union, NFU CallFirst: 0370 845 8458: <https://www.nfuonline.com/>

## Useful links

### Owning a watercourse

- 'Owning a Watercourse' (gov.uk):  
<https://www.gov.uk/guidance/owning-a-watercourse>
- Main river and asset mapping:  
<https://environment.data.gov.uk/asset-management/index.html>
- Land Registry: <https://www.gov.uk/get-information-about-property-and-land>

### Environment Agency maintenance and enforcement

- Planned activities and indicative funding for river and coastal maintenance: <https://www.gov.uk/government/publications/river-and-coastal-maintenance-programme>
- Information about Environment Agency enforcement work:  
<https://www.gov.uk/guidance/how-youll-be-regulated-environmental-permits#enforcement>

## Environment Agency permits, flood risk activity exemptions and licences

- When and how to apply for a permit or exemption: [www.gov.uk/permission-work-on-river-flood-sea-defence](http://www.gov.uk/permission-work-on-river-flood-sea-defence)
- Find out about flood risk activity exemptions, which used to need flood defence consent, and how to register them: <https://www.gov.uk/government/publications/environmental-permitting-regulations-exempt-flood-risk-activities>
- Using herbicides near water (permit): <https://www.gov.uk/government/publications/application-to-use-herbicides-in-or-near-water>
- Abstraction or impoundment licencing: <https://www.gov.uk/guidance/water-management-apply-for-a-water-abstraction-or-impoundment-licence>
- Fishing rod licence (application): <https://www.gov.uk/fishing-licences>

## Flooding

- Know your flood risk: <https://www.gov.uk/check-long-term-flood-risk>
- Independent Flood Directory: <https://bluepages.org.uk/>
- The Flood Hub – Knowledge Hub:  
<https://thefloodhub.co.uk/knowledge-hub/>
- National Flood Forum: <https://nationalfloodforum.org.uk/>

## Sustainable watercourse management

- Local species and habitat information: <https://magic.defra.gov.uk/>
- Managing rivers sustainably: [www.catchmentbasedapproach.org](http://www.catchmentbasedapproach.org)
- Working with natural processes to reduce flood risk:  
<https://www.gov.uk/flood-and-coastal-erosion-risk-management-research-reports/working-with-natural-processes-to-reduce-flood-risk>
- How to safely and legally dispose of dead farm animals and horses: <https://www.gov.uk/guidance/fallen-stock>

## Glossary

- **Abstraction** (of water): refers to the taking or extracting of water from a natural source, such as rivers and lakes.
- **Catchment**: an area of land, including hills, mountains, buildings etc., from which water drains before flowing into rivers, streams, lakes, and the sea.
- **Climate change**: the long-term changes to average worldwide temperatures and weather patterns.
- **Culvert**: a structure, such as a pipe, that allows water to flow underneath obstructions such as buildings and roads.
- **Flood resilience**: this refers to actions that can reduce the impact of flooding when it does occur, such as ways to protect your home and recover quickly from flooding.
- **Impoundment**: Any dam, weir or other structure that can raise the water level of a water body above its natural level.
- **Invasive species**: Any native or non-native animal or plant that can spread, causing damage to the environment, economy, and human health.
- **Irrigation**: the practice of supplying land with water so that crops can grow.

- **Natural Flood Management (NFM):** actions that use various techniques to restore or mimic the natural functions of rivers, floodplains, and the wider catchment to reduce the risk of flooding in a long-term and sustainable way.
- **Nature based solutions:** actions that involve working with nature to address the climate and biodiversity crises, as well as other societal challenges, from restoring natural ecosystems or working land sustainably.
- **Permissive Powers:** when an organisation has statutory powers to carry out works but these powers are discretionary in nature with no legal duty to exercise them.
- **Riparian:** relating to or situated on a river.
- **Silt:** relates to the fine material found in the channel of a river, such as gravels or soils.
- **Sluice gate** (or penstock): a type of door or valve that can be moved to control the flow of water along a watercourse, varying in dimensions and structure.
- **Sustainability:** in the context of this document, sustainability refers to looking at the economic, social, and environmental effects of actions to ensure a long-term benefit.
- **Weir:** is a structure built across a watercourse to raise the upstream level.

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<b>REPORT TO:</b>	<b>Environment Committee – 31 January 2025</b>
<b>SUBJECT:</b>	<b>Greenspace Management Contract (GMC) Contract Extension Proposal 2027 - 2032</b>
<b>LEAD OFFICERS:</b>	<b>Oliver Handson – Environmental Services &amp; Strategy Manager James Jones-McFarland – Parks &amp; Cemeteries Manager</b>
<b>LEAD MEMBER:</b>	<b>Councillor Sue Wallsgrove</b>
<b>WARDS:</b>	<b>All</b>

**CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:**

**COUNCIL VISION**

**‘Improving the wellbeing of Arun’**

Overall aims:

- A) Promote and support a multi-agency response to tackle the causes of health inequality in Arun's areas of greatest deprivation
- B) Champion leisure, culture and the Arts in Arun and encourage our community to embrace healthy and active lifestyles
- C) Work with partners to provide advice, support and activities that promote community wellbeing where it will have the greatest impact

How we will achieve this:

- 6) Provide infrastructure that supports wellbeing, e.g. more opportunities for cycling and walking and easily accessible and safe greenspace.

**‘Supporting our environment to support us’**

Overall aims:

- A) To consider climate change, sustainability, biodiversity and the environment in everything the council is responsible for and encourage its community and local businesses to do the same
- B) Protect and enhance our natural environment

How we will achieve this:

- 2) Ensure that climate change and sustainability is at the heart of all council services

**‘Fulfilling Arun's economic potential’**

Overall aims:

- A) Increase opportunities for more high-quality, well-paid employment, encouraging more people to live, work, study and visit Arun

B) Encourage the development of the district as a key tourist destination, supporting and enabling improvements and activities to increase visitor spend

C) Make best use of our natural assets to help drive the economy

How we will achieve this:

3) Encourage an economy that will promote and support both active leisure activities and cultural opportunities that meet the needs of local people and visitors.

6) Positive and focused promotion of Arun's tourist destinations as more than a 'day trip'

**DIRECTORATE POLICY CONTEXT:**

Robust and effective contract management and monitoring is essential to ensure quality, effectiveness, and value for money of services delivered to the public.

**FINANCIAL SUMMARY:**

See below in 5.1

**1. PURPOSE OF REPORT**

1.1 To inform the Committee of the Greenspace Management Contract (GMC) five year extension proposal to extend the current contract to 2032.

**2. RECOMMENDATIONS**

That the Environment Committee:

2.1. Considers the report and notes officers intention to extend the GMC from 1st April 2027 to 31 March 2032 in accordance with the information outlined in this report.

**3. EXECUTIVE SUMMARY**

3.1 This report sets out a proposal to extend the GMC with Tivoli Group Limited (Tivoli) for a further five years. It provides detail concerning improvements and initiatives to achieve best value and support delivery of the Council Vision objectives detailed above.

**4. BACKGROUND**

4.1. Following a competitive tender process, Arun District Council awarded its ten-year GMC to ISS Facility Services Landscaping (ISS FSL). The contract commenced on the 1 January 2017.

4.2. The contract was novated to a new provider - Tivoli - whose holding company Amistha Holdings Limited purchased the trade and assets of ISS FSL in the summer 2018.

4.3. In November 2024 The Nurture Group Limited acquired Tivoli from Amistha Holdings Limited.

4.4. The contract was tendered on the basis of an initial term lasting ten-years and 3 months, with an optional extension of up to 5 years. The annual value of the contract is approximately £1.4 million. The tender delivered a saving to the council of approximately £250k per annum on the previous contract, therefore contributing to the councils medium-term financial strategy at the time.

#### 4.5. **Contract Scope**

- 4.5.1. The GMC covers approximately 250 hectares (the equivalent of 500 football pitches) of diverse public open space, spread across approximately 500 sites which range from small garage compounds to large nature reserves.
- 4.5.2. Grounds maintenance operations include but are not limited to; grass mowing, litter picking, bin emptying, hedge trimming, shrub maintenance, bedding plant supply and maintenance, wildflower meadow maintenance, cemeteries maintenance and grave digging.
- 4.5.3. The contract includes the grounds maintenance, management & marketing of the councils outdoor recreation service which is styled as 'Tivoli Lifestyle'. It includes bookings for and use of sport facilities, which includes, football pitches, bowling greens, tennis courts, par 3 golf, adventure golf etc. These services are accessed by approximately 80,000 customers annually.

#### 4.6. **Achievements and Added Value to Date**

- 4.6.1. High-quality service – the measure of this is through the councils performance monitoring system, an update on which was provided at the November meeting of this committee. Tivoli are required to achieve a minimum score of 66% (this was increased from 61% in 2021/22). Tivoli have achieved an average performance monitoring score of 70.44% since the contract commenced.
- 4.6.2. Award-winning service
- Tivoli have been an important partner for the council in supporting our shared achievement under the Green Flag Award scheme. At the start of the contract the council had three Green Flag Award winning parks. With Tivoli's support the council has been able to double this to six in 2020 and maintain thereafter. Plans are in place to attain more in future years.
  - Tivoli have achieved four International Organization for Standardization (ISO) standards and are a British Association of Landscape Industries accredited member and award winner.
  - In 2024 Tivoli have received a fifth RoSPA (The Royal Society for the Prevention of Accidents) President's award recognising 14 consecutive gold medals demonstrating their sustained excellence in occupational health & safety.
- 4.6.3. Supporting our environment – The contract has been adaptable to change over the past eight years particularly with respect to biodiversity and climate strategies and policies. Much has been achieved in diversifying operational inputs to meet the outputs required. For example, wildflower/grassland meadow creation and management, young tree maintenance, reduced emissions, reduced chemical use, and eradicating peat.
- 4.6.4. Supporting the local economy – Tivoli wherever possible seek to support the local economy by using local businesses to supply what is required to deliver the contract. From using local growers for our plants to specialist tradespeople for specialist tasks.
- 4.6.5. Committed to growth – Tivoli have invested large capital sums in a regional hub based at Ford. The hub enables Tivoli to grow within the local area, delivering more services,

which benefit local people through increased employment, and the contract with Arun through increased resilience. Tivoli have developed and modernised the Lifestyle service through the development of online booking platforms and capital investments in some of their popular adventure golf courses with the promise of more to follow.

- 4.6.6. Committed to the local community - Tivoli provide jobs for local people which helps instil a sense of pride-of-place. This sense among the workforce leads to better outcomes when workers live in the areas they work. Tivoli provide in-depth training and pathways to progression through the Royal Horticultural Society and Lantra courses as well as apprenticeships. There are award recognitions schemes in place which is supported by the council which recognises exceptional work. Since 2017 Tivoli have invested £16,000 in greenspace community groups and projects, 1600 hours have also been volunteered, tools and equipment gifted, and machinery serviced.

#### 4.7. **Extension Discussion**

- 4.7.1. Discussions and negotiations concerning a potential extension to the GMC have taken place between the parties over the course of the past 12 months. The proposal for the extension period is detailed in this report.
- 4.7.2. Due diligence has been undertaken by seeking informal advice from the Parks Management Association who have provided the council with a high level of assurance that the proposal is reasonable and achievable in the context of what the council would otherwise expect from the sector.

### 5. **DETAIL**

#### 5.1. **Financial Summary**

- 5.1.1. Significant work has gone into the financial element of this extension proposal, recognising the budget pressure the council faces. Our due diligence work provides the council with a high level of assurance that the proposal offers best value when compared with the uncertainty a tender would otherwise bring.
- 5.1.2. Tivoli have committed to the existing financial arrangements which sees the contract inflate with CPI plus 1.5%. This is in the face of sector inflation running significantly higher than CPI and the recent budget implications relating to employer's national insurance contributions.
- 5.1.3. To enable the contract to continue for a further five years Tivoli are committing to significant capital investment in machinery and fleet. More efficient and diverse fleet and machinery (tractors, ride-on and battery powered machinery) and use of technology (digital reporting systems, route planning etc.) will lead to improved productivity and will better place Tivoli to meet the requirements of the Council Vision, particularly around our biodiversity and climate initiatives. Agreeing this now means this investment can be spread over the next seven years.
- 5.1.4. Tivoli's proposal includes the opportunity for savings to be made by adjusting the specifications and strengthening and enabling greenspace volunteering.
- 5.1.5. Tivoli are proposing to take maximum advantage of the opportunities represented by the outdoor recreation service (Tivoli Lifestyle) where asset sweating, empowering clubs to take control of their own affairs and bringing new outdoor recreation offers to our parks is firmly part of the overall proposal and is a driver of income generation and

increased social mobility. Examples of the opportunities identified so far include the proposed investment at Blake’s Road Leisure Gardens in Felpham to convert the underused putting green into a pop-up crazy golf course and entering into a lease arrangement with the Littlehampton Rugby Club concerning the changing facilities at Courtwick Recreation Ground, Kingley Gate. This level of aspiration is important for the council as the contract includes a profit share and Tivoli’s proposal sets out how this share could increase assuming the aspiration of growing the service is met.

**5.2. Tivoli’s Alignment to the Council Vision**

- 5.2.1. Improving the wellbeing of Arun – enable and boost community volunteering by partnering community groups more often, increasing the number of hours dedicated to their causes from 200 to 500 per year and introduce a reward scheme. They will help establish new volunteer pathways by engaging with NHS service providers and the councils Wellbeing Team.
- 5.2.2. Improving the wellbeing of Arun – Tivoli will increase community engagement through; ‘Townhall’ style meetings, engagement with schools and colleges, offering summer work placements and initiating a feedback system.
- 5.2.3. Improving the wellbeing of Arun – Tivoli will enhance and revitalise the Lifestyle service to ensure it reaches a wide audience, encouraging as many people as possible to become active and engage with outdoor activities. Tivoli will connect with the Wellbeing Team and Freedom to provide a joined up approach to outdoor leisure.
- 5.2.4. Supporting our environment to support us – Tivoli will fully align with the councils Carbon Neutral Strategy, ensuring all actions and initiatives contribute to achieving the councils goals.

Initiative	Impact	Timeframe
Conversion of purchased gas and electricity to certified green	Low	Short
Conversion of petrol/diesel machinery to electric	Very high	Medium/Long
Conversion of diesel vehicle fleet to electric	High	Short/Medium
Procurement of new waste supplier to reduce Scope 3 Part X	Medium	Short
Mandate electric vehicles for all company and staff cars	Low	Medium
Additional solar and power generation facilities at our depots	Medium/ high	Medium/Long
Procurement of subcontractors and supply chain with similar PPN06/21	Medium	Long
Flights and business travel	Low	Long

Impact Criteria		Time Frame Criteria	
Low	< 10% Emissions	Short	Two Years
Medium	<> 10-30% Emissions	Medium	Five Years
High	<> 30-60% Emissions	Long	Seven Years
Very High	> 60% Emissions		

- 5.2.5. Supporting our environment to support us – Tivoli will undertake ecological surveys at five parks each year to inform future maintenance/management and support the council in developing its Open Spaces Strategy.
- 5.2.6. Supporting our environment to support us – Tivoli will support the council deliver on its obligations to achieve biodiversity net gain (BNG) by being adaptable to changing practices in land management techniques and positioning themselves to support the creation and maintenance of habitat banks which may be required as a consequence of housing development.
- 5.2.7. Fulfilling Arun's economic potential – Tivoli will support development of the district as a key tourist destination, supporting and enabling improvements to its outdoor recreation offer to increase visitor spend through the development of the Lifestyle service.
- 5.2.8. Fulfilling Arun's economic potential – Tivoli will support the council in making best use of our parks and greenspace to help drive economic activity through the development of the Lifestyle service.
- 5.2.9. Fulfilling Arun's economic potential – Tivoli will further strengthen and enhance their presence in the local area. In doing so they will create new jobs and forge new relationships with local businesses. Tivoli will invest in a new team to undertake additional work for the councils other services.

## **6. SUMMARY**

- 6.1. Tivoli's financial offer provides the council with best value. At this time it is unlikely that a better offer will be obtained through a competitive tendering process.
- 6.2. Tivoli has demonstrated a strong willingness to adapt and innovate, as evidenced by this proposal. Officers believe that the relationship with Tivoli over the past eight years (or thirty-two years, considering previous incarnations) has been both positive and successful. With the planned investment and projected profit share commitments over the next seven years, there is every reason to expect that the partnership will continue to thrive. This will be supported by renewed commitment, effective communication, and the substantial assurance of high contract management standards, as recently independently verified.
- 6.3. The council will be continuing with a high performing incumbent contractor. With The Nurture Group's recent acquisition of Tivoli there comes further operational assurances, resilience and opportunity.
- 6.4. Tivoli's social value offer is comprehensive and covers a broad range of initiatives.
- 6.5. Tivoli's commitment to the councils climate and biodiversity net gain objectives is substantial and demonstrates a strong alignment with sustainability goals.

## **7. CONSULTATION**

### **7.1. Arun Residents Survey 2023**

Satisfaction levels for parks, open spaces and play areas is high with 75% of respondents being either fairly satisfied or very satisfied 90% are satisfied overall with the grounds maintenance service. The closest Local Government Association (LGA)

comparison satisfaction with grounds maintenance services for parks and greenspaces 73%, putting the service higher than the national average. Tivoli have consistently achieved high scores in these surveys over the years.

7.2. Additional consultation may necessary as various proposal commitments are delivered.

## **8. OPTIONS / ALTERNATIVES CONSIDERED**

8.1. The option of going out to tender and analysing the open market was considered, with the associated risks weighed against the possibility of a contract extension. Retendering the contract introduces risks to the council, especially when compared to a known entity that has been independently assessed as offering substantial assurance in terms of governance, risk management, and overall management control.

8.2. It is important to highlight that, without an extension, officers would need to start scoping, preparing, and procuring a new contract immediately. Given the significant volume of work involved in this process, it would incur additional costs.

## **9. COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER**

9.1. The GMC inflates annually by CPI (October's figure) + 1.5%. The proposal retains this existing annual inflation mechanism.

9.2. The regeared contract extension proposal requires no additional growth from the general fund beyond the long term existing contractual arrangement.

9.3. The extension proposal includes opportunities for future savings and income generation which could enhance the council's financial position. There is however no risk to the council if these opportunities are not realised.

## **10. RISK ASSESSMENT CONSIDERATIONS**

10.1. Not extending this contract - the main risk of not extending this contract and opting for an open procurement is that bids may significantly exceed the estimated Year 10 (2026/27) contract sum. In light of advice from the Parks Management Association it is estimated that bids could be as much as £200,000 per year more than the estimated Year 10 figure. Given the councils current financial position, such an outcome would likely require significant savings, which could lead to a noticeable decline in the maintenance standards of our parks and greenspaces. It is also possible that another contractor may not demonstrate the same level of interest in the outdoor recreation service, which could increase the risk to service delivery for the council, especially at a time when resources are limited.

10.2. An audit undertaken by the councils external auditors at Hampshire County Council in September 2024 determined that there was a substantial assurance of governance, risk management and control in place for the contract. The highest level of assurance possible from this audit. This demonstrates that all necessary safeguards are currently in place and that the relationship between the council and Tivoli is robust.

10.3. Hampshire County Council Procurement have been consulted concerning the recommendation to extend this contract. They have responded positively stating the extension is permissible under the terms and conditions of contract.

## **11. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER**

- 11.1. The Contract commenced on 1<sup>st</sup> January 2017 and will remain in effect until the 31<sup>st</sup> March 2027, for an initial period of 10 years and 3 months, with the option to extend for a further 5 years. The 5-year extension is therefore permitted within the provisions of the Contract as set out in clause 3.1 of the Contract. Should the extension be agreed between the parties, the Contract would expire on the 31<sup>st</sup> March 2032.
- 11.2. The Council should give the Supplier at least six month's written notice of its intention to extend the contract before the expiry of the initial term.
- 11.3. Legal advice should be sought as and when required.

## **12. HUMAN RESOURCES IMPACT**

- 12.1. None – Tivoli's staff are subject to TUPE legislation. Should a retender be undertaken then staff are protected. As an extension to the existing contract is recommended there are no staff implications.

## **13. HEALTH & SAFETY IMPACT**

- 13.1. The management of Health Safety is in accordance with the contract specification.
- 13.2. An external audit has found that there is substantial assurance that systems are in place to manage health and safety appropriately.

## **14. PROPERTY & ESTATES IMPACT**

- 14.1. Tivoli undertake grounds maintenance at a number of corporate premises where the Property, Estates, and Facilities (PEF) team has principal responsibility, this will continue under the recommended extension.
- 14.2. The Lifestyle service occupies a number of council premises under lease and license to Tivoli. These leases and licenses will need reviewing if the extension is approved. Tivoli are responsible for a number of statutory compliance matters including fire and electrical safety however there are a number of maintenance liabilities retained by the council.
- 14.3. During the contract extension period a number of council premises under lease and/or license to Tivoli may be repurposed (subject to further consultation as necessary). PEF will provide as much support as needed to complete this work successfully as part of the councils asset review.

## **15. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

- 15.1. The delivery of this contract plays a large role in ensuring parks are welcoming and accessible places to visit.
- 15.2. Tivoli have committed to continue to adhere to the Equalities Act and Arun's equality policy in all their undertakings.
- 15.3. Tivoli's commitment to greenspace volunteering and enhancing the opportunities for outdoor recreation provides considerable social value to our communities.



## **16. CLIMATE CHANGE & ENVIRONMENTAL IMPACT**

- 16.1. For the 23-24 financial year Tivoli was the 9th largest supplier, being responsible for 208 tonnes of carbon dioxide equivalent (tCo2e), therefore engagement has occurred to include emission reporting and sustainability actions into the contract extension. Tivoli also have a 2030 net zero target and have produced a carbon reduction plan. The following have been raised as requirements to the contract extension:
- 16.1.1. To help support improved data collection Tivoli have been asked to provide Arun specific emissions. As they already monitor their Scope 1 and 2 emissions this should be easy for them to implement. Updates will be requested at the end of each financial year, to ensure that it can be incorporated into the council's annual carbon audit. The methodology used to calculate this will also be required.
- 16.1.2. To help support emission reduction Tivoli will be a requirement to provide annual updates to their action plan to showcase what specifically they have done within the District and Arun's contract. We have noted that they are already doing a great deal, including the incorporation of electric handheld machinery and vehicles and fuel control measures.
- 16.1.3. They are also helping with biodiversity throughout our parks and greenspaces by supporting wildflower meadows, grassland management, tree planting, as well as transitioning to 21st century biodiversity parks and maintenance regimes.
- 16.2. To help make emissions more tangible 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

## **17. CRIME AND DISORDER REDUCTION IMPACT**

- 17.1. No impact identified

## **18. HUMAN RIGHTS IMPACT**

- 18.1. No impact identified

## **19. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

- 19.1. Sensitive data will be handled in accordance with GDPR.

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### **CONTACT OFFICER:**

Name: James Jones-McFarland  
Job Title: Parks & Cemeteries Manager  
Contact Number: 01903 737956

Name: Oli Handson  
Job Title: Environmental Services & Strategy Manager  
Contact Number: 01903 737955

**BACKGROUND DOCUMENTS:** N/A

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## Arun District Council

<b>REPORT TO:</b>	<b>Environment Committee – 30 January 2025</b>
<b>SUBJECT:</b>	<b>Protection of the River Arun</b>
<b>LEAD OFFICER:</b>	<b>William Page, Climate Change and Sustainability Manager, Joe Russell-Wells, Group Head of Environment and Climate Change</b>
<b>LEAD MEMBER:</b>	<b>Councillor Sue Wallsgrove</b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
<p>This work supports one of the key areas within the Council’s vision 2022-2026 by: supporting our environment to support us</p> <ul style="list-style-type: none"> <li>- Ensuring that climate change and sustainability is at the heart of all council services</li> </ul>	
<b>DIRECTORATE POLICY CONTEXT:</b>	
<p>Improve and support the biodiversity within Arun.</p>	
<b>FINANCIAL SUMMARY:</b>	
<p>Officer time to date has been contained within existing approved budgets. Additional extensive resources would contribute further to the Council’s structural budget deficit. External expert resources are required to provide a feasibility study on a complex arena with multiple stakeholders and unknowns.</p>	

### 1. PURPOSE OF REPORT

- 1.1. This report provides the Committee with a report relating to a [motion](#) submitted to Full Council on 8 November 2023 by Councillor McAuliffe around examining the feasibility of establishing a mechanism of advocacy and improved protection for the River Arun. The motion was stood referred to Environment Committee without discussion at Full Council.

### 2. RECOMMENDATIONS

It is recommended that the Committee:

Considers, debates and votes upon the motion deferred to it from Full Council on 8 November 2023, as shown in paragraph 4.1 of this report; taking into consideration officer advice included within the report.

### 3. EXECUTIVE SUMMARY

- 3.1. This report sets out for the Committee details of the work and research undertaken by officers as a result of the Motion referred to the Committee on 8 November 2023. The report informs the Committee of the progress made by officers in identifying options to establish a mechanism of advocacy and improved protection for the River Arun by assessing the feasibility of the 'Rights of the River' and sets out an alternative option for establishing a method to help protect the River Arun to ensure that its biodiversity and function are maintained.

### 4. DETAIL

- 4.1. On November 2023 Full Council considered a motion submitted to it by Councillor McAuliffe. The motion was as follows:

“(1) This Council acknowledges the work of multiple bodies in addressing the health and wellbeing of the River Arun and believe that there is a case to be made for adopting the 'Rights of Rivers' approach; and

(2) This Council will explore, with local communities and relevant stakeholder, the feasibility of implementing Rights for the River Arun and will, within two years return to Full Council with its findings for further debate and possible adoption.”

- 4.2. In accordance with Council Procedure Rule 15.5(b), Full Council resolved that the subject of the motion comes within the province of the Environment Committee and that the motion should be deferred without discussion to this Committee.
- 4.3. Since November 2023, officers have been working to investigate and research the feasibility of implementing the 'Rights of the River', and this report sets out for the Committee the outcome of that work and enables the Committee to consider the motion referred to it by Full Council.
- 4.4. The UK's rivers continue to suffer from pressures from human activities including sewage discharges, agricultural runoff, chemicals from road drainage, industrial effluent and non-native invasive species. All of this has negatively impacted rivers across the UK, with 90% being classified as being in unfavourable condition.
- 4.5. The motion is seeking to further protect the River Arun; ensuring that it can continue to support a rich biodiversity and function as a river should.
- 4.6. Following on from this motion officers have worked with nearby local authorities to better understand what options could be available for the River Arun.
- 4.7. Similar motions had been submitted to other local authorities before the Full Council meeting on 8 November 2023. This includes Horsham District Council, Adur and Worthing Councils and Lewes District Council. As of today (12.12.2024) none have adopted and implemented the 'Rights of Rivers'.

- 4.8. Following initial discussion with the stakeholders noted in the next paragraph, and extensive research and consideration, it is officers' advice that establishing additional protections through the 'Rights of Rivers' notion is not feasible. 'Rights of River' is outside the legal powers of the Council and pursuing this motion may open the Council up to legal challenge and responsibility when issues arise that affect the river.
- 4.9. **Initial stakeholder conversations**
- 4.10. As highlighted in paragraph 4.7, several neighbouring authorities have had similar motions passed in recent months; therefore, informal conversations have taken place between officers and these councils. This has allowed for relevant officers to share knowledge and understanding on this topic, to share thoughts, ideas and save time by avoiding duplicating effort. Discussions have included sharing what each council has considered the best route forward and to allow for any connections and joint up approaches to be considered. Additionally, Council officers have met with the [West Sussex River Trust](#) (formerly Arun and Rother River Trust), to have initial conversations on this topic and to understand where/if they could support this work.
- 4.11. During these discussions 'Right of Rivers' was considered, as well as any alternative options.
- 4.12. **'Rights of Rivers'**
- 4.13. a notion which was reviewed and considered in detail was the '[Rights of River](#)'. This is a global movement that gives rivers their own rights and ensures all the following:
- Right to flow
  - Right to perform essential functions within the river's ecosystem
  - The right to be free from pollution
  - The right to feed, and be fed, by sustainable aquifers
  - The right to native biodiversity
  - The right to regeneration and restoration
- 4.14. Within this [global movement](#), many of the cases which have seen success have been pushed through by indigenous people who have protected rivers or land that are inherent to their way of living and survival. This includes the Whanganui River in New Zealand which has a significant importance to the region's Māori community, as well as the Magpie River in Canada, which holds significance to the indigenous Innu community. This is not something which is seen within the catchment of the River Arun.
- 4.15. If legally possible, the 'Rights of River' would grant strong protection to the River Arun. However, the Council's Legal Services team and Monitoring Officer have advised that creating such rights lies outside of the Council's statutory powers. Even if that were not the case, the resource impact upon the Council would be significant and the Council has no budget for such an endeavour.

- 4.16. Furthermore, granting a river its rights would lie outside the jurisdiction of a Local Authority and would need to come from central government.

### **Other considerations**

- 4.17. As mentioned above initial discussions have taken place with other local authorities who are in a similar position to Arun, and the associated River Trusts. This has included considering an alternative route which will still afford greater protection to rivers, leading to results.
- 4.18. Following on from numerous conversations and consideration of alternative routes a 'statement of intent' has been considered the most appropriate way forward and a draft has been prepared by officers. Appendix A highlights in more detail what this could look like.
- 4.19. Positives of this route include having a joint up approach with neighbouring authorities to ensure that a larger geographical area is covered (and to ensure that the Council is not working in isolation), affording greater protection to rivers, as well as allowing for ideas and resources to be shared. We will also be able to utilise the knowledge and capacity of the River Trusts to further push forward this work.
- 4.20. This work could be considered by the committee to take forward in support of increased protection to the river Arun.

### **5. Conclusion**

- 5.1. The health and condition of rivers across the UK are being negatively impacted by human activity, as seen by reductions of biodiversity and increases in pollution.
- 5.2. To support this work officers within engaged with neighbouring authorities who have had similar motions passed. Similar conversations have also taken place with the River Trusts. The aim of these were to explore the concept and feasibility of establishing a mechanism of advocacy and improved protection for rivers within West Sussex as well as exploring a legacy of protection and enhancement to these rivers
- 5.3. It was agreed that implementing 'Rights of Rivers' would require significant resources to take forward – including officer time and financial inputs, which the Council does not currently have. The Council's legal advice has made clear at introducing 'Rights of River' lies outside of the Council's statutory powers.
- 5.4. Officers, along with the other authorities present and River Trusts, have proposed an alternative option in a statement of intent. This is outlined within Appendix A.
- 5.5. Additionally, the [West Sussex River Trust](#) (formally Arun and Rother River Trust) has also offered to undertake a briefing for members to help highlight the work

that is already going on for the river Arun and to clarify what they are responsible for. Officers are working on setting this up in the near future.

## **6. CONSULTATION**

6.1. No consultation has been required at this stage.

## **7. OPTIONS / ALTERNATIVES CONSIDERED**

7.1. There are no alternative options to be considered.

## **8. COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER**

7.1 The cost implications of this initiative are not yet known but are expected to be substantial. Should Members be minded to approve pursuing 'Rights of Rivers', they should only do so once the financial implications have been reported to them.

7.2 The Council is already addressing a significant structural budget deficit and if Members were to approve this initiative it is highly likely that other services would need to be cut in order to fund it.

## **9. RISK ASSESSMENT CONSIDERATIONS**

9.1. There is no direct impact on the above areas rising from this report.

## **10. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER**

10.1. There are significant legal concerns with the introduction of the Right of River option. Local authorities do not have statutory powers to undertake such a function and the matter would need to be referred to the Secretary of State for Environment, Food and Rural Affairs. Introducing 'Rights for Rivers' may give the public impression that the Council is legally responsible in areas that it is not, and this raises issues of legitimate expectations amongst the public.

## **11. HUMAN RESOURCES IMPACT, HEALTH & SAFETY IMPACTS, PROPERTY & ESTATES IMPACT, EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE, CRIME AND DISORDER REDUCTION IMPACT, HUMAN RIGHTS IMPACT, FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

11.1. There are no direct impacts on the above arising from this report.

## **12. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

- 12.1. This work could help ensure that the River Arun is better protected and ensure that more focus is provided to its continued health and condition. More significant action and protection will be attainable if a joint up approach is achieved with other neighbouring local authorities, and support provided by relevant River Trusts.

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### **CONTACT OFFICER:**

Name: Will Page

Job Title: Climate Change and Sustainability Manager

Contact Number: 07824087865

Contact Email: [william.page@arun.gov.uk](mailto:william.page@arun.gov.uk)

### **BACKGROUND DOCUMENTS:**

[Motion 1 \(minute 358\) from Full Council on 8<sup>th</sup> November 2023](#)



## **Appendix A**

Overview on a draft statement of intent. This has been produced in partnership with the applicable neighbouring local authorities and river trusts. This could be considered by the committee to take forward to improve protection of the river Arun.

### **Statement of Intent for the River Arun and River Adur**

#### **The need for a Statement of Intent**

The Rivers Arun and Adur, as well as their associated streams and watercourses, are impacted by a range of historical and contemporary pressures. Historic management practices have degraded the rivers natural processes with further deterioration resulting from modern day pressures including climate change, population growth and unsympathetic development, under investment in infrastructure, unsustainable land management, and hard engineering approaches to water management. These are complex issues which must be addressed through an integrated catchment management approach, requiring government agencies, local authorities, Non-Government Organisations, landowners, business, water companies, and communities to work together in the co-design and delivery of projects that will regenerate these rivers and watercourses.

Enhancing river system requires a catchment scale approach which looks beyond administrative or operational boundaries, to identify and mitigate the source of pressures on rivers. The requirements and mechanisms for improvement are well understood and documented through plans and strategies which span geographical scales from river basins, river catchments, local authority boundaries through to project delivery. However, solutions entail thinking beyond standard political and business planning cycles, requiring long-term, structured investment which enables those striving to deliver positive change to do so faster and at a larger scale.

This Statement does not have the force of legislation, but it signals the strong support of signatories in playing their part in encouraging the long-term recovery of rivers and watercourses. It aims to complement existing plans, providing context to discussions focused on the issues that impact our rivers and provide support to those working towards restoring its ecosystems and biodiversity. This is important as it requires a multi-organisational and cross sector response, which includes the active involvement of local communities, to draw together local policies and strategic ambitions of a wide range of stakeholders, on biodiversity and climate change, to support and encourage sustainable regeneration of river catchments.

There is already a wide range of projects being delivered across the rivers and watercourses of West Sussex, alongside strategic thinking through the Adur & Ouse Catchment Partnership and Arun & Western Streams Catchment Partnership. The Catchment Partnership Management Plans are important in reflecting the challenges and solutions to improve these rivers at a catchment scale, involving a range of organisations, groups, and agencies, as well as individuals that are committed to working together. Whilst it is not feasible to cover every action taking place a summary of the high impact projects on the Adur and Arun are presented below, as well as a project that relates to the River Rother which flows into the Arun.

## River Arun

**River Guardians** are citizen scientists monitoring water quality for early pollution detection, and to identify trends to enable targeted actions to improve water quality. The River Guardians are supported by the Western Sussex Rivers Trust (<https://wsrt.org.uk/get-involved/water-monitoring>).

**The Arun Landscape Recovery Group** has evolved from the Arun Valley Vision - a group of landowners committed to investigating land management to build biodiversity and climate resilience in the Arun Valley. The group is facilitated by the South Downs National Park Authority.

**The Rother Partnership** is a collaboration between the South Downs National Park Authority, South Downs Trust, Southern Water and Chichester District Council. The objective is to develop and fund a shared action plan for landscape-scale change to improve the health of the Rother. Shorter term practical interventions will also be delivered through this partnership. A short stretch of the Rother borders the Horsham District. (<https://wsrt.org.uk/about/our-projects/the-rother-partnership>).

**Downs to the Sea** is a multi-partner project, led by the South Downs National Park and South Downs Trust, to bring together farmers, landowners, and communities to create and restore priority wetland habitats in the National Park and beyond. After a successful development phase, we are expecting a decision on the delivery phase of this National Lottery Heritage Funded project in September 2024 (<https://southdownstrust.org.uk/downs-to-the-sea/>).

## Across both rivers

**Two Catchment Partnerships** – the Adur & Ouse and Arun and Western Streams - collaborate across each catchment. These are groups of diverse stakeholders with a broad and detailed knowledge of catchment management working together to improve rivers and the surrounding landscapes Catchment Management Plans are written collaboratively and guide our practical interventions on the ground. See <https://adurandousecatchment.org.uk>. and ???? for more details of these Partnerships.

**Weald to Waves** project is a collaborative initiative to form nature corridors along the river valleys, creating a connected landscape through changes to land use and management (<https://www.wealdtowaves.co.uk/>).

The **Wilder Horsham District** project is a partnership between Horsham District Council and Sussex Wildlife Trust that has been established in response to the urgent pressures on biodiversity. Its main objective is to initiate the development and delivery of the Horsham District Nature Recovery Networks (<https://sussexwildlifetrust.org.uk/wilderhorshamdistrict>).

**Two Cluster Farms** (Upper Adur and Arun to Adur) operate in the catchment. These are led by the farming community, to drive forward co-operative and sustainable land management which considers the health of the environment.

**Sussex Bay** aims to unlock funding to accelerate the recovery of Sussex Seascapes and Rivers. It is supporting marine, riverine, and intertidal recovery projects, prioritising nature's recovery and optimising the positive impact this has on people's lives and livelihoods (<https://www.sussexbay.org.uk/>).

## **The Statement of Intent**

The Statement of Intent expresses the signatories' shared values and the need to co-steward the protection and enhancement of the water environment in our catchment(s) and establishes a commitment to work in partnership with statutory bodies, landowners, local communities, and other stakeholders to deliver tangible improvements. It does not give rights to people, nor guarantee economic investment but provides a framework to enable and support a sustainable water environment for future generations.

A healthy river is one which enables nature to thrive whilst providing for the needs of people, we agree that this can be achieved by: -

- Encouraging and kick-starting natural processes to underpin environmental improvements.
- Prioritising working with nature, within environmental and infrastructure decision making, to address biodiversity loss, improve water quality and quantity of rivers and watercourses, as well as societal challenges.
- Increasing connectivity within the channel, with the floodplain, and across the wider landscape.
- Encouraging sustainable land management practices, reducing the reliance on chemical inputs, advocating for regenerative agricultural and providing advice and support to those seeking to change.
- Inspiring communities and individuals to take pride in and action for their waterways, providing opportunities for people to connect with high quality environments.
- Ensure that planning policy and decisions promote water efficiency in buildings, seek to find nature-based mitigation solutions that take account of wider catchment targets and where, it possible to do so within the remit of planning law, reduce pressure on sewage networks.
- Consideration of the impacts of climate change on the water environment, with a particular emphasis on increasing risk of drought and flooding from extreme weather events
- Working in partnership to ensure greater collaboration and integrated working between stakeholders to achieve catchment targets.

## Appendix B

The following is the full motion, as displayed, in the Full Council which took place on 8 November 2023 by Councillor McAuliffe -

<https://democracy.arun.gov.uk/ieListDocuments.aspx?CId=141&MId=1824&Ver=4>

The Chair confirmed that in line with requirements of the Constitution a motion had been submitted in accordance with Council Procedures 15.1 and 15.2.

The Chair invited Councillor McAuliffe to present his motion.

Councillor McAuliffe stated that when he had first come across the Rights to Rivers concept, he had questioned what this meant and so he had undertaken some research. This had revealed that we afford rights, as a society, to entities all the time, examples were The Albert Hall, Arundel Cathedral and Castle. They were all afforded special rights and protection under the listed buildings process. Trees were protected by Tree Protection Orders and even companies were afforded legal rights under English law. As part of his role as this council's appointed representative on the South Downs National Park, an authority that had 27 Councillors to speak up for and to protect the park's area, why could we not do something similar for rivers and the River Arun? It was accepted that the public wanted councils to afford greater protection to rivers; the anger relating to sewage discharge and the anger and anguish relating to village ponds littered with dead and dying fish due to a lack of oxygen and wildlife choking due to plastic waste was all there to be seen.

The existing protections had clearly failed and so it was time to rethink our relationship now with rivers and do better. Councillor McAuliffe outlined that he was suggesting that the council look at the possibilities of where it could provide extra protection and that as a council we should look at the options coming forward from external stakeholders and engage with those people that work, live and care for the River Arun every day so that we could understand the issues and where the council could play a part whether that was through the Local Plan, the council's Vision and objectives. This process needed to start now, and it was suggested that this work commence over a two year period to look at feasibility before reporting back to Council with outcomes.

Councillor McAuliffe outlined that this was a global movement with many cities around the world having adopted Rights for Rivers. Adur District Council had recently passed this very Motion for the River Adur and Lewes District Council had adopted rights for the River Ouse. The council would not be working in isolation and should find ways of achieving this to better protect the River Arun. Councillor McAuliffe hoped that Councillors would give his motion consideration in an attempt to explore a legacy of protection and enhancement for the River Arun. He hoped that Councillors would give their consideration in protecting the river that defined Arun's landscape and gave the district its name.

Councillor Wallsgrove then seconded the Motion.

The Chair confirmed that the Motion would now stand referred to the Environment and that this had been decided in consultation with Councillors McAuliffe and Wallsgrove.

## Arun District Council

<b>REPORT TO:</b>	<b>Environment Committee - 30 January 2025</b>
<b>SUBJECT:</b>	<b>Committee Revenue and Capital Budgets 2025/26</b>
<b>LEAD OFFICER:</b>	<b>Antony Baden, Group Head of Finance and Section 151 Officer</b>
<b>LEAD MEMBER:</b>	<b>Councillor Sue Wallsgrove</b>
<b>WARDS:</b>	<b>All</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
The Council's financial planning and budget promotes all of the Council's Corporate Priorities.	
<b>DIRECTORATE POLICY CONTEXT:</b>	
The Council's financial planning and budget supports all Directorates of the Council.	
<b>FINANCIAL SUMMARY:</b>	
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;
  - (b) Agrees the 2025/26 Capital Programme as set out in Appendix B; and
  - (c) 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 and Capital 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.
- 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. This means that whilst inflation increases have been included, there is no recurring growth within the budget proposals.
- 4.4. The revenue budget totalling £11.246m is set out in Appendix A and shows a net increase of £345k between 2024/25 and 2025/26. The key changes are summarised in the table below:

<b>Change</b>	<b>Amount £'000</b>
Major contracts inflation (Cleansing, Grounds Maintenance & Car Parking)	299
Pay inflation & adjustments	179
Car parking income fee inflationary increases	(133)
<b>Total</b>	<b>345</b>

- 4.5. For major contracts (Cleansing) the budget includes the roll out of new cleansing collection services and the council taking responsibility for administration of garden waste subscriber services. This includes scoped project management costs, a customer relationship management system, cleansing customer services staffing, bin replacement contingencies and communications material. Transitional funding from DEFRA (to be announced in March 2025) will offset the net in year investment and subscriber income will provide a sustained revenue source to the council once fully established and integrated from February 2025.
- 4.6. 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.

- 4.7. The planned capital programme is set out in Appendix B and totals £5.200m for 2025/26 and is comprised of:
- Waste Management £3,020k
  - Disabled Facilities Grants £1,580k (grant funded)
  - Play Areas £355k
  - Parks £245k

## **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.

**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.

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**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](#)



**Environment Committee  
General Fund Revenue Budget 2025/26**

Actual 2023-24 £'000	Description	Budget 2024-25 £'000	Budget 2025-26 £'000
<b>Environment Committee</b>			
<b>Direct Services</b>			
237	Building Control	237	224
(13)	Bus Shelters & Street Nameplates	(1)	7
(1,177)	Car Parks	(1,379)	(1,364)
10	Cemeteries & Churchyards	(73)	(88)
7,760	Cleansing Services	8,215	8,421
78	Coast Protection & Land Drainage	134	132
42	Emergency Planning & Support	52	53
462	Environmental Health & Protection	540	602
42	Foreshores	(27)	(19)
1,790	Parks & Green Spaces	2,228	2,300
178	Private Sector Housing	316	321
<b>9,409</b>	<b>Total for Direct Services:</b>	<b>10,242</b>	<b>10,589</b>
<b>Environment Committee</b>			
<b>Management &amp; Support Services</b>			
444	Engineering & Infrastructure Services	659	657
<b>444</b>	<b>Total for Management &amp; Support Services:</b>	<b>659</b>	<b>657</b>
<b>9,854</b>	<b>Environment Committee Total:</b>	<b>10,901</b>	<b>11,246</b>

**Environment Committee  
Capital Programme 2025/26**

Actual 2023/24	Environment 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	
1,530	Disabled Facilities Grants	1,580	1,580	1,580	1,580	1,580	1
410	Parks	-	50	245	26	-	2
203	Play Areas	120	415	355	120	90	3
-	Waste Management	-	-	3,020	-	-	4
<b>2,143</b>	<b>Total Environment</b>	<b>1,700</b>	<b>2,045</b>	<b>5,200</b>	<b>1,726</b>	<b>1,670</b>	

## Notes

1. The Council offers grants to homeowners to adapt their properties enabling them to remain in their own homes and community. This is funded by a government grant via West Sussex County Council.
2. Bersted Brooks scheme reprofiled from 2024/25
3. The Play Areas spend is the Council's scheme of replacing play areas with up to date, safe equipment in line with the Council's adopted 10 year play area strategy.
4. The new scheme for waste management of £3.02m provides food waste receptacles, vehicles and residual bins to meet the requirements of the weekly food waste collection service and fortnightly residual collection service as detailed in the Combined Cleansing Services Contract report to Environment Committee on 19 March 2024. These improvements are required to meet the requirements of the Environmental Act 2021 and the Government's 'simpler recycling' reform. The Council has received £1.67m external funding towards the cost of this scheme.

<b>REPORT TO:</b>	<b>Environment Committee – 30 January 2025</b>
<b>SUBJECT:</b>	<b>Key Performance Indicators 2022-2026 – Quarter 3 performance report for the period 1 April 2024 to 31 December 2024</b>
<b>LEAD OFFICER:</b>	<b>Jackie Follis – Group Head of Organisational Excellence</b>
<b>LEAD MEMBER:</b>	<b>Councillor Sue Wallsgrove</b>
<b>WARDS:</b>	<b>N/A</b>
<b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b>	
The Key Performance Indictors support the Council’s Vision and allows the Council to identify how well we are delivering across a full range of services.	
<b>DIRECTORATE POLICY CONTEXT:</b>	
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.	
<b>FINANCIAL SUMMARY:</b>	
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
<b>TOTAL</b>	<b>39</b>

- 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.

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**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 <b>Outturn for Q1 28.40%</b>	Achieving <b>Outturn for Q2 51.20%</b>	Achieving <b>Outturn for Q3 79.40%</b>	<b>Improved - higher than Q2</b> ↑	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 <b>Outturn for Q1 31.60%</b>	Achieving <b>Outturn for Q2 58.30%</b>	Not achieving but within 15% range <b>Outturn for Q3 85.30%</b>	<b>Improved - higher than Q2</b> ↑	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 <b>Outturn for Q1 342,402</b>	No status known until Q4 <b>Outturn for Q2 344,238</b>	Achieving <b>Outturn for Q3 320,196</b>	<b>Not improved - lower than Q2 but still achieving target</b> ↓	<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 <b>Outturn for Q1 3.7 days</b>	Achieving <b>Outturn for Q2 3.79 days</b>	Achieving <b>Outturn for Q3 3.6 days</b>	<b>Improved - lower than Q2</b> ↑	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 <b>Outturn for Q1 59 days</b>	Not achieving <b>Outturn for Q2 98 days</b>	Not achieving but within the 15% range <b>Outturn for Q3 56.77 days</b>	<b>Improved - lower than Q2 (whilst it is acknowledged this hasn't met the target)</b> ↑	<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 <b>Outturn for Q1 53%</b>	Achieving <b>Outturn for Q2 56%</b>	Achieving <b>Outturn for Q3 57%</b>	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 <b>Outturn for Q1 31%</b>	Achieving <b>Outturn for Q2 35%</b>	Achieving <b>Outturn for Q3 45%</b>	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 <b>Outturn for Q1 93.58%</b>	Not achieving but within the 15% range <b>Outturn for Q2 94.09%</b>	Not achieving but within the 15% range <b>Outturn for Q3 94.13%</b>	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 <b>Outturn for Q1 87.78%</b>	Not achieving <b>Outturn for Q2 72.95%</b>	Not achieving <b>Outturn for Q3 65%</b>	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 <b>Outturn for Q1 63.94%</b>	Achieving <b>Outturn for Q2 70%</b>	Achieving+I2 <b>Outturn for Q3 67.88%</b>	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 <b>Outturn for Q1 99%</b>	Not achieving <b>Outturn for Q2 84%</b>	Not achieving <b>Outturn for Q3 81%</b>	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 <b>Outturn for Q1 96%</b>	Achieving <b>Outturn for Q2 96%</b>	Achieving <b>Outturn for Q3 97%</b>	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 <b>Outturn for Q1 47%</b>	Not achieving but within the 15% range <b>Outturn for Q2 53%</b>	Not achieving but within the 15% range <b>Outturn for Q3 58%</b>	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 <b>Outturn for Q1 97%</b>	Not achieving but within the 15% range <b>Outturn for Q2 99.47%</b>	Not achieving but within the 15% range <b>Outturn for Q3 98.70%</b>	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 <b>Outturn for Q1 93.10%</b>	Achieving <b>Outturn for Q2 94%</b>	Achieving <b>Outturn for Q3 96.94%</b>	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.

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<b>Environment Committee</b>	<b><u>Report Author</u></b>	<b><u>Date of Meeting</u></b>	<b><u>Full Council Meeting Date</u></b>
Arun Flood Forum Update	J.Russell-Wells	<b>20 Jun 24</b>	17 Jul 24
River Road Car Park Review	L Emmens		
Key Performance Indicators 2022-2026 – Quarter 4 End of year performance report for the period 1 April 2023 to 31 March 2024.	J Follis		
Council Vision Performance Report 2023-24	J Follis		
Arun Flood Forum Update	J.Russell-Wells	<b>19 Sept 24</b>	7 Nov 24
2 hour Town Centre Parking Scheme Working Party recommendations	L Emmens		
River Road Car Park Review			
Cleansing Contract Annual Performance Report	L Emmens		

Environment Committee	<u>Report Author</u>	<u>Date of Meeting</u>	<u>Full Council Meeting Date</u>
<p>Q1 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026.</p> <p>Budget Monitoring report to 30 June 2024</p> <p>Budget Process 2024/2025</p> <p>Budget Outturn Report 2024</p>	<p>O.Handson/ D.Cox</p> <p>J Follis</p> <p>Tony Baden</p> <p>Tony Baden</p>		
<p>Grounds Maintenance Annual Performance Report</p> <p>Annual Review of Car Park Tariffs</p>	<p>O.Handson/ JJ.McFarland</p> <p>L Emmens</p>	<p><b>14 Nov 24</b></p>	<p>8 Jan 25</p>



Environment Committee	<u>Report Author</u>	<u>Date of Meeting</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  Beach Access Update  Engineering Services Report	J Follis  K.McLaughlin/ J.Russell-Wells  K.McLaughlin		
Page			
Q2 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026  Grounds Maintenance contract extention/retender report  Arun Flood Forum Update  Committee Revenue and Capital Budgets 2025/26  Protection of the River Arun	J Follis  O Handson  K McLaughlin  T Baden  W Page / J Russell-Wells	<b>30 Jan 25</b>	19 Mar 25

<b>Environment Committee</b>	<b><u>Report Author</u></b>	<b><u>Date of Meeting</u></b>	<b><u>Full Council Meeting Date</u></b>
Bathing Water Quality	N Williamson	<b>2 Apr 25</b>	14 May 25
Ferring Rife Car Park	L Emmens		
Bersted Brooks Update	R. Alderson		