



Public Document Pack

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Committee Manager Carley Lavender

4 June 2019

Overview Select Committee

A meeting of the Overview Select Committee will be held in Committee Room 1, Arun Civic Centre on the Tuesday 25 June 2019 **at 6.00 pm** and you are requested to attend.

Members: Councillors Coster (Chairman), Clayden (Vice-Chair), Bennett, Bicknell, B Blanchard-Cooper, Buckland, Mrs Catterson, Dendle, Elkins, English, Huntley, Miss Rhodes, Miss Seex, Tilbrook and Mrs Worne

AGENDA

1. APOLOGIES FOR ABSENCE

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 - 6)

The Committee will be asked to approve as a correct record the Minutes of the Overview Select Committee held on 12 March 2019.

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. MEETING START TIMES
To agree the start times of meetings for the remainder of the 2019/20.

6. CORPORATE PLAN 2018-2022 - Q4 AND END OF YEAR PERFORMANCE OUT TURN FOR 1 APRIL 2018 TO 31 MARCH 2019 (Pages 7 - 12)
This report sets out the Q4 performance outturn for the Corporate Plan performance indicators for the period 1 April 2018 to 31 March 2019.

7. SERVICE DELIVERY PLAN 2018-2022 - Q4 AND END OF YEAR PERFORMANCE OUT TURN 1 APRIL 2018 TO 31 MARCH 2019 (Pages 13 - 20)
This report sets out the Q4 performance outturn for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2018 to 31 March 2019.

8. FEEDBACK FROM MEETINGS OF THE HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE HELD ON 12 JUNE 2019
A feedback report following a Councillor Bennett's attendance at the meeting of the Health and Adult Social Care Panel held on 12 June 2019.

9. FEEDBACK FROM MEETINGS OF THE SUSSEX POLICE AND CRIME PANEL HELD ON 26 APRIL 2019 (Pages 21 - 22)
A feedback report following Councillor Clayden's attendance at the meeting of the Sussex Police and Crime Panel held on 26 April 2019.

Note: Committee Membership was confirmed at the Annual Council Meeting on 22 May 2019 that Councillor Mrs Yeates will be the new representative on the Police and Crime Panel for Arun District Council)

10. CABINET MEMBER QUESTIONS AND UPDATES

- (i) Cabinet Members will update the Committee on matters relevant to their Portfolio of responsibility.
- (ii) Members are invited to ask Cabinet Members questions and are encouraged to submit these to the Committee Manager in advance of the meeting to allow a more substantive answer to be given.

11. WORK PROGRAMME 2019/2020

(Pages 23 - 28)

To review and agree the work programme for 2019/20.

Note : *Indicates report is attached for all Members of the Council only and the press (excluding exempt items). Copies of reports can be obtained on request from the Committee Manager).

Note : Members are reminded that if they have any detailed questions would they please inform the Chairman and/or relevant Director in advance of the meeting.

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OVERVIEW SELECT COMMITTEE

12 March 2019 at 6.00 pm

Present: Councillors Dingemans (Chairman), English (Vice-Chair), Mrs Bence, Blampied, Edwards, Hughes, Mrs Oakley, Oliver-Redgate, Mrs Rapnik, Warren, Dr Walsh and Wheal

Councillors T Bence, Charles, Clayden, Haymes and Wensley were also in attendance for all or part of the meeting.

Apologies: Councillors Stanley and Mrs Brown

446. DECLARATIONS OF INTEREST

No Declarations of interest were made.

447. MINUTES

The Minutes of the meeting of the Committee held on 29 January 2019 were approved by the Committee as a correct record and were signed by the Chairman subject to the following;

Attendance confirmation amendment that Councillors Wensley and Mrs Oakley (Part) were actually absent from Minute 382 and not 383 as recorded in the minutes.

448. RESCINDING OF ICM/058/310119 - REPORT TO CONSIDER APPROPRIATE ACTION REGARDING THE NON-PAYMENT OF A SECTION 106 AGREEMENT FOR AFFORDABLE HOUSING - LAND AT ST MICHAELS AND ALL ANGELS, QUEENS FIELD EAST, WEST MEAD, BOGNOR REGIS, WEST SUSSEX, PO21 5RN

The Chairman introduced this report to the Committee and explained that although Cabinet had already resolved this issue [Cabinet Minute 425], this item still required scrutiny.

The Chairman invited the Cabinet Member for Planning, Councillor Charles, to update the Committee. At this point the Chairman proposed and the Committee agreed to a change in the order of the agenda that agenda *Item 7 - Cabinet Member Questions and Updates* would also be discussed during this item.

The Cabinet Member for Planning, Councillor Charles started his update by answering the Chairman's question which was, *'In view of the aborted 'call in' on the s106 agreement for the development near West Meads what action has been taken or is proposed, to ensure such a situation does not happen again and to properly monitor and collect 106 payments in the future?'*

In responding Councillor Charles acknowledged that the monitoring processes were not satisfactory and that resources were insufficient to be able to adequately monitor planning obligations. This was recognised at that time by the Director of

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Planning & Economic Regeneration as changes were being considered to improve matters. It should also be recognised that there were around 650 planning obligations that either required obligations to be complied with or contributions spent. The task of monitoring all of these was huge. It was recognised in 2016 that resources needed to be directed to this area of work to significantly improve.

Discussions with the Cabinet Working Party in mid-2016 included directing more resources to the monitoring of strategic sites. Following this, Cabinet agreed in January 2017 to fund two delivery and monitoring posts within the Strategic Development Team. These were funded, in part, through the receipt of Planning Performance Agreement money (which the Council had sought in recent years). Further, as a result of the Group Head of Planning's restructure after his April 2017 appointment, there was now one post dedicated to s106 data and monitoring (where previously the post was also responsible for planning policy work as well). Therefore, such delays and oversights are less likely now.

The Chairman put forward a suggestion of placing bonds on developers to ensure that this would not happen again.

The Cabinet Member for Planning advised that he would need to take this suggestion away to investigate and report back in September 2019. The Chairman requested that an update also be given at this time.

The Committee were in support of the Chairman's suggestion and after some discussion the Chairman invited the Cabinet Member for Residential Services, Councillor Bence to speak.

Councillor Bence made the following statement that outlined as the Ward Member involved and having liaised with the ward residents immediately affected by this. He had looked into the suggestion of a Performance Guaranteed Bond (PGB) and found that these are widely used by Councils. As they were of huge benefit should the Council consider adopting this option for the smaller developments as a condition to granting planning permission in order to protect the s106 commitments. Councillor Bence confirmed that as Ward Member he had passed the information regarding these PGB's to the Cabinet Member for Planning.

The Chairman confirmed that all Members were in agreement with this suggestion so that when the Cabinet Member for Planning would attend a meeting of the Committee in September 2019 that he would return with a report showing the results of the improvement implementation.

Councillor Dr Walsh suggested that the Audit and Governance Committee should also have sight of this and should consider adding it to their Work Programme for 2019/2020. This was supported by the Committee.

The Committee RESOLVED that;

- 1) The Cabinet Member will investigate and report back to the Overview Select Committee in September 2019 and;

- 2) a bi-annual report to be provided to the Committee until it is satisfied that the new process had been properly embedded.

449. FEEDBACK FROM MEETINGS OF THE SUSSEX POLICE AND CRIME PANEL HELD ON 1 FEBRUARY 2019

The Cabinet Member for Community Wellbeing, Councillor Clayden updated the Committee on the meeting that took place on 1 February 2019. The next meeting of the panel will be on 26 April 2019.

At this meeting the Panel discussed the Police Precept for 2019/20. The Panel were all in agreement that the Precept would be increasing, and the extra funds this increase would generate, would be used in particular for extra community Policing presence.

It was also highlighted that Sussex Police would be offering Apprenticeships to PCSO Recruits and Degree Apprenticeships to PC Recruits later this year (2019).

There was some discussion regarding the significant decrease in numbers of PCSO's and PC's potentially leading to a rise in petty crimes' inclusive of vandalism and that the news of recruitment for PCSO's and PC's was welcomed. However, Councillor Dr Walsh raised a significant concern that was supported by Committee Members regarding Police response time in relation to reported incidents along with the suggestion that members of the public were advised to report crimes online. Councillor Dr Walsh highlighted that online reporting was not always an option for all members of the public nor would it be the best option in an emergency. The 101 number still reported to have long waiting times before calls are answered. Councillor Dr Walsh then asked the Cabinet Member for Community Wellbeing to hold the Police Commissioner to account regarding faster response times to incidents and reduced waiting times on the 101 line.

The Cabinet Member for Community Wellbeing responded stating that he had not been made aware of these points prior to this meeting. He reiterated that the meeting had been a positive one and that all in attendance were in favour of the precept increase and the promises that had been made in that an improvement in the visibility of local policing in the area would be seen. Councillor Clayden also advised the Committee that recruitment on this level would take some time; recruitment had already started and was ongoing but there would not be an overnight resolution. Inclusive of this recruitment there was also a focus on recruiting for 101 call handlers to ensure that the waiting times and other response times on this contact channel would also be improved.

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Councillor Edwards provided further input stating that Sussex Police had tweeted recently that they had recruited 72 new PC's and this was a really positive news story so early on in the recruitment process.

As part of the debate Councillor Wheal asked the Cabinet Member for Community Wellbeing what had actually been achieved in the last year.

The Cabinet Member for Community Wellbeing responded stating that while he did not have the exact numbers to hand, approximately 200 Police Officers had been recruited over the last year. This year's increase was for extra PCSO's and PC's so there will be even higher numbers of visibility.

The Committee noted the contents of the feedback report.

450. CABINET MEMBER QUESTIONS AND UPDATES

The Cabinet Member for Residential Services was invited to give an update to the Committee. He advised the Committee that Housing Revenue Account Business Plan (HRABP) had recently been reviewed for the forthcoming year and that it now allowed for 275 houses to be purchased or built during the life of the plan. In achieving this assurance was given that the required borrowings would not exceed the original borrowing figures prior to the borrowing cap being removed.

In relation to the Council House Fraud initiative the Arun Fraud Officer had now returned a total of 42 properties over the last 2.5 years. Fifteen of which had been returned to legal occupation in the last year representing a total value of £1.4 million. The Cabinet Member for Residential Services outlined that this officer had worked tirelessly in liaison with other Councils and her achievements had been remarkable. In view of this the Cabinet Member suggested to the Committee that it added this to its Work Programme for 19/20.

Finally the Cabinet Member confirmed the Council's Local Plan also allowed for a further 5000 plus affordable properties to be built within the Arun district.

Councillor English (Vice Chairman) asked The Cabinet Member for Residential Services if an update on the HRA could be provided at the September meeting of the Committee to allow it to address some of the outstanding issues surrounding Homelessness in the area.

The Cabinet Member for Residential Services confirmed he would do this.

The Committee therefore RESOLVED that:

- 1) An HRA update report be submitted to the September 2019 meeting of the Committee

451. IDEAS FOR WORK PROGRAMME - 2019/2020

The Group Head of Policy reminded the Committee that the Councils Constitution required it to report annually on its future work programme to Full Council for approval. This would take place at the Full Council meeting in June 2019.

The Committee was asked to consider its work programme for 2019/2020 year identifying any issues to develop or review, whilst working to the key themes of the Committee's responsibilities, so that these could be included within a draft work programme.

In discussing the possible topics that Members might wish to review, the following observations were made:

- Overpaid Housing Benefit Policy
- Homelessness Reduction Act
- Empty Homes Officer update – tying in with the discussion the Committee had previously discussing the HRA

The Work Programme 2018/19 was then noted by the Committee.

452. VOTE OF THANKS

The Chairman Councillor Dingemans thanked the Members for their contributions to this Committee over the last year.

As this was the last meeting of the Committee in this Municipal Year, as Vice-Chairman, Councillor English stated that he wished to take this opportunity to thank the Chairman, Councillor Dingemans, for all his work and mentorship over the years, as he would not be standing for re-election at the District Elections on 2 May 2019.

He thanked the Chairman for his 24 years of continuous service as a District Councillor, including the four years he had spent as Leader of the Council which was from 2002 – 2006. Alongside his role as a District Councillor, Councillor Dingemans had taken on the roles of Chairman for the Licensing and Enforcement Committee in 2016/17 and was currently Chairman for this Committee and Vice-Chairman of the Littlehampton Regeneration Sub-Committee as well as the Council's nominated Outside Body representative on the South Downs National Park Authority and the Leader-South Downs and Coastal Plain Action Group.

(The meeting concluded at 7.05 pm)

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE ON TUESDAY 25 JUNE 2019

SUBJECT: Corporate Plan 2018-2022 – Quarter 4 performance report for the period 1 April 2018 to 31 March 2019

REPORT AUTHOR: Gemma Stubbs
DATE: 16 May 2019
EXTN: 37707

EXECUTIVE SUMMARY:

This report sets out the Q4 performance outturn for the Corporate Plan performance indicators for the period 1 April 2018 to 31 March 2019.

RECOMMENDATIONS:

Overview Select Committee is requested to:

- a) Note the Council's Q4 performance against the targets for the Corporate Plan indicators as set out in this report and Appendix A which is **attached**.

1. BACKGROUND:

- 1.1 The 2020 Vision programme was established to provide the strategic direction required to help the Council become a more effective and sustainable one and to enable it to meet future demands that are placed upon it. The three Council Priority themes and the 2020 Vision are as follows:
 1. Your services
 2. Supporting you
 3. Your future
- 1.2 Behind these priorities are a series of targets that are measureable and, ideally, in the control of the Council. These are the Corporate Plan indicators. Service targets (Service Delivery Plan indicators – SDP's) lay beneath these corporate priorities to provide more detail about how the service is doing. All indicator targets for 2018-2019 were agreed at Cabinet on 12 February 2018.
- 1.3 Performance of these indicators is reported to the Corporate Management Team every quarter and to Overview Select Committee and Cabinet every six months and at year end.

Q4 CORPORATE PLAN PERFORMANCE 2018/2019

1.4 There are 11 Corporate Plan indicators. All 11 Corporate Plan indicators are measured at Q4.

Status	Number of Corporate Plan indicators in this category
No data available	3
Over Achieved target	7
Didn't achieve target	1
TOTAL	11

1.4.1 No data available

There were **3** Corporate Plan indicators which did not have data available at Q4. Full commentary for each indicator can be found within Appendix A which is **attached** to this report. In terms of indicators CP1 and CP4, a separate report will be presented to CMT, OSC and Cabinet when the data becomes available later in 2019. Regarding indicator CP9, this information will be given via the Q2 report for 2019/20.

1.4.2 Over achieved target

There were **7** Corporate Plan indicators which were classed as Over Achieving their target at Q4. Full commentary for each indicator can be found within Appendix A which is **attached** to this report.

1.4.3 Didn't achieve target

There was **1** Corporate Plan indicator which was classed as not achieving its target at Q4. Full commentary for this indicator can be found within Appendix A which is **attached** to this report.

1.5 Actions

CMT have given their comments in the Appendix to this report. CMT believe that no remedial action is required at Q4 as most indicators which were measured at Q4 overachieved their target. The one which did not achieve its target was only just behind target. The three which did not have data available at Q4 will be considered by CMT when the data becomes available and this will be reported to OSC and Cabinet at a future meeting.

2. PROPOSAL(S):

a) Note the Council's Q4 performance against the targets for the Corporate Plan indicators as set out in this report and the attached Appendix A **attached**.

3. OPTIONS:

- i. To note the report
- ii. To request further information and/or remedial actions be undertaken

4. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√
Other groups/persons (please specify)		√
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:		
Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√
Other (please explain)		√
6. IMPLICATIONS:		
The Council may consider whether they wish to request that actions be taken by the relevant service area for some indicators.		

7. REASON FOR THE DECISION:
 In order for OSC to be updated with the Q4 Performance Outturn for the Corporate Plan the period 1 April 2018 to 31 March 2019.

8. BACKGROUND PAPERS:
 None

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New CP number	CP Performance Indicator	Council Priority Theme	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q2 data			Q4 data			Q4 Commentary	Status at Q4	CMT comment at Q4	2017/18 Q4 Performance
CP1	The level of public satisfied or very satisfied with the overall quality of the Council's services	Your Council Services	Policy	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Annually	Higher is better	75%	No data required			Information not available at Q4			This information is not available at Q4 so a separate report will be presented to CMT, OSC and Cabinet later in 2019.	No data available	No further CMT comment as commentary explains the proposed way forward	2017/18: 68% 2016/17: 73% 2015/16: 74% 2014/15: 76% 2013/14: 76%
CP4	The level of customer satisfaction with the cleanliness of the District	Your Council Services	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	70%	No data required			Information not available at Q4			This information is not available at Q4 so a separate report will be presented to CMT, OSC and Cabinet later in 2019.	No data available	No further CMT comment as commentary explains the proposed way forward	2017/18: 64% 2016/17: 72% 2015/16: 69% 2014/15: 68% 2013/14: 69%
CP9	Number of new homes completed (net)	Your future	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Annually	Higher is better	930	No data required			No data available until September 2019			No data available until September 2019 as data is collected annually on behalf of Arun by WSCC, however Arun is to employ its own member of staff to monitor this in the future	No data available	No further CMT comment required	No data until Sept 2018
CP2	Food businesses with food hygiene ratings of 3 (satisfactory) and above	Your Council Services	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	93%	No data required			97%			998 rated 3 or above. 28 rated 2 or below 97% greater than or equal to rating of 3	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	No comparable data available
CP5	Number of visits to Council Leisure Centres per annum	Your Council Services	Community Wellbeing	Councillor Gill Yeates	Philippa Dart - Director of Services	Annually	Higher is better	860,300	No data required			1,035,325			Total number of visitors across all centres which includes Arun Leisure Centre, Littlehampton Leisure Centre, Bersted Park Community Centre, Windmill and Community Development.	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	No comparable data available
CP6	Time taken to process Housing Benefit/Council Tax Benefit new claims	Supporting you	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Lower is better	8 days	3.7			3.3 days			Target exceeded. Total of 87812 claim events processed	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: 6.4 days 2016/17: 5.6 days 2015/16: 5.5 days 2014/15: 5.4 days 2013/14: 8 days
CP7	Homelessness applications where homelessness is prevented	Supporting you	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	70%	72%			85%			The way homeless stats are recorded has changed, as of April 2019, following the implementation of the Homeless Reduction Act. The figure when using the previous methodology is 85 per cent of homelessness prevented. Under the new methodology, prevention and relief are recorded separately. Prevention figure is 40.65 per cent and relief is 46 per cent. This indicator will be amended moving forward to reflect the changes in methodology and recording.	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: 66.30% 2016/17: 68.82% 2015/16: 68.00% 2014/15: 76.00% 2013/14: 80.00%
CP8	Number of new Council homes built or purchased per annum	Supporting you	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	25	22			40 including 10 new units of temporary accommodation				Over achieved	No further CMT comment required to the positive commentary and outturn detailed	No comparable data available
CP10	Total rateable business value for the Arun District	Your future	Economy	Councillor Dr James Walsh	Karl Roberts - Director of Place	6-monthly	Higher is better	£91m	98032.001			£98,063,676			Data available to end of February.	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: £98,123,538 2016/17: £90,993,675 2015/16: £88,557,058 2014/15: £86,848,268 2013/14: £87,100,000
CP11	Household waste sent for reuse, recycling and composting	Your future	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	6-monthly	Higher is better	40%	29167 Tonnes	13085 Tonnes	44.86%	30957 Tonnes	23354 Tonnes	42.01%	This is overachieving and is a good improvement on the previous year. This is down to the introduction of the street sweeping recycling plant and also further improved Green Waste Club performance	Over achieved	No further CMT comment required to the positive commentary and outturn detailed	2017/18: 40.90% 2016/17: 38.93% 2015/16: 38.34% 2014/15: 37.45% 2013/14: 40.00%
CP3	Council Tax collected	Your Council Services	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6-monthly	Higher is better	98%	60%			97.80%			Marginally below target. This is attributable to the minimum £3.70 per week contribution that is currently applied across the board. This will no longer exist in 2019/20	Didn't achieve	Only just under achieving so no additional CMT comment	2017/18: 98.01% 2016/17: 98.25% 2015/16: 98.16% 2014/15: 98.01% 2013/14: 98.40%

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF OVERVIEW SELECT COMMITTEE ON TUESDAY 25 JUNE 2019

SUBJECT: Service Delivery Plan 2018-2022 – Quarter 4 performance report for the period 1 April 2018 to 31 March 2019

REPORT AUTHOR: Gemma Stubbs
DATE: 16 May 2019
EXTN: 37707

EXECUTIVE SUMMARY:

This report sets out the Q4 performance outturn for the Service Delivery Plan (SDP) performance indicators for the period 1 April 2018 to 31 March 2019.

RECOMMENDATIONS:

Overview Select Committee is requested to:

- a) Note the Council's Q4 performance against the targets for the SDP indicators as set out in this report and Appendix A which is ***attached*** and to note the remedial action to be taken against the indicators which were did not achieve their target by Q4.

1. BACKGROUND:

- 1.1 The 2020 Vision programme was established to provide the strategic direction required to help the Council become a more effective and sustainable one and to enable it to meet future demands that are placed upon it. The three Council Priority themes and the 2020 Vision are as follows:
 1. Your services
 2. Supporting you
 3. Your future
- 1.2 Behind these priorities are a series of targets that are measureable and, ideally, in the control of the Council. These are the Corporate Plan indicators. Service targets (Service Delivery Plan indicators – SDP's) lay beneath these corporate priorities to provide more detail about how the service is doing. All indicator targets for 2018-2019 were agreed at Cabinet on 12 February 2018.
- 1.3 Performance of these indicators is reported to the Corporate Management Team every quarter and to Overview Select Committee and Cabinet every six months and at year end.

Q4 SERVICE DELIVERY PLAN PERFORMANCE 2018/2019

1.4 There are 23 Service Delivery Plan (SDP) indicators. All 23 indicators are measured at Q4.

Status	Number of SDP indicators in this category
Over Achieved target	15
Achieved target	3
Didn't achieve target	5
TOTAL	23

1.4.1 Over achieved target

There were **15** SDP indicators which over achieved their target at Q4. Full commentary for each indicator can be found within Appendix A which is **attached** to this report.

1.4.2 Achieved target

There were **3** SDP indicators which achieved their target at Q4. Full commentary for each indicator can be found within Appendix A which is **attached** to this report.

1.4.3 Didn't achieve target

There were **5** SDP indicators which were did not achieve their target at Q4. Full commentary for each indicator can be found within Appendix A which is **attached** to this report and actions required are detailed below. Two of the indicators were only just behind target. SDP10 is being monitored by the Group Head of Council Advice & Monitoring Officer who continues to review complaint levels and lessons learned with the Senior Management Team. SDP18 and SDP21 are being monitored by the Group Head of Housing and the Director of Services.

1.5 Actions

CMT have confirmed that three indicators, SDP10, SDP18 and SDP21 are to be monitored by the Group Heads and CMT during 2019/20 and any actions required will be considered during the forthcoming year.

2. PROPOSAL(S):

- a) Note the Council's Q4 performance against the targets for the SDP indicators as set out in this report and the attached Appendix A **attached** and to note the actions to be taken against indicators which were did not achieve their target by Q4.

3. OPTIONS:

- i. To note the report and request any remedial actions for under achieving indicators, if appropriate and required.
- ii. To request further information before any remedial actions are undertaken.

4. CONSULTATION:		
Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√
Other groups/persons (please specify)		√
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:		
	YES	NO
Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√
Other (please explain)		√
6. IMPLICATIONS:		
Where targets were not met, the Council may consider whether they wish to request that remedial actions be taken by the relevant service area, in addition to those already stated within the report.		

7. REASON FOR THE DECISION:
 In order for OSC to be updated with the Q2 Performance Outturn for the Service Delivery Plan indicators for the period 1 April 2018 to 31 March 2019.

8. BACKGROUND PAPERS:
 None

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SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q1 data	Q2 data	Q2 Commentary	Q2 status	Q3 data	Q3 Commentary	Q4 data	Q4 Commentary	Status at Q4	CMT comment at Q4	Previous performance data	
SDP1	Major applications determined in 13 weeks	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	80%	71.43%	81.25%	The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 13 out of 16 or 81.25% (over the 2 quarters). This performance is below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Overachieving	88.24%	The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 30 out of 34 or 88.24% (over the 3 quarters). This is a big improvement on the previous quarter after Team Leaders were reminded of performance in PDR's. When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 2 out of 34 or 5.88% determined in 13 weeks. This performance is above the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur.	100%	Q4 data: 9 applications received and 9 determined within 13 weeks. The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Councils performance was 39 out of 43 or 90.70% (over the 4 quarters). When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 3 out of 43 or 6.98% determined in 13 weeks. This performance is above the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The performance demonstrates that we are using Extensions of Time correctly when taking decisions on major applications and that the emphasis on securing them is a message that has been actioned by the staff.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available	
SDP2	Minor applications determined in 8 weeks	Planning	Councillor Martin Lury	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	85.94%	80.95%	The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 102 out of 126 or 80.95% (for the two quarters). This performance is below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Not achieving	83.51%	The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 162 out of 194 or 83.51% (for the three quarters). When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 28 out of 194 or 14.43% determined in 8 weeks. This performance is marginally below the targets set but is an improvement from Q2. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur.	87.30%	Q4 data: 63 applications received and 55 determined within 8 weeks. The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 216 out of 255 or 84.71% (for the four quarters). When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these applications was 35 out of 255 or 13.73% determined in 8 weeks. This performance is marginally below the targets set but is an improvement from Q2. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. This data demonstrates that case management needs to be improved so that Extensions of Time are secured before decisions are issued.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available	
	Other applications			Karl Roberts -						The council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the councils performance was 341 out of 397 or 85.89% (for the two quarters). This performance is below the targets set. Whilst securing an extension of					The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 529 out of 615 or 86.05%. When not taking these agreement s into consideration and just providing raw data on timescales, the Council's performance on these		Q4 data: 216 applications received and 198 determined within 8 weeks. The Council uses 'extensions of time' agreements with applicants to ensure that decisions are made within agreed time limits. In reporting performance, government guidance allows for these agreements to be used so that decisions are issued within time. When taking the use of these agreements into consideration the Council's performance was 728 out of 833 or 87.39% (over the 4 quarters). When not taking these agreements into consideration and just providing raw data on timescales, the Council's performance on these applications was 420 out of 833 or	No further CMT comment required	

SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q1 data	Q2 data	Q2 Commentary	Q2 status	Q3 data	Q3 Commentary	Q4 data	Q4 Commentary	Status at Q4	CMT comment at Q4	Previous performance data
SDP3	determined in 8 weeks	Planning	Councillor Martin Lury	Director of Place	Quarterly	Higher is better	90%	91.04%	85.89%	time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. The figures included here are cumulative and include Q1 and Q2 together.	Not achieving	86.05%	applications was 309 out of 615 or 50.24% determined in 8 weeks (for the three quarters). This performance is marginally below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur.	91.67%	50.42% determined in 8 weeks (for the four quarters). This performance is marginally below the targets set. Whilst securing an extension of time is important in terms of complying with national performance targets, it is also important that the underlying performance improves in order to reduce overall determination times. The Area Teams are fully staffed at present (allowing for the use of temporary agency staff) and so a gradual improvement in performance should now occur. This data demonstrates that case management needs to be improved so that Extensions of Time are secured before decisions are issued.	Over achieved	to the positive commentary and return detailed	No comparable data available
SDP4	Occupied retail units in Littlehampton	Economy	Councillor Dr James Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	No data required	92%	On-line shopping continues to grow at the expense of town centre retail. Vacancy rates in Littlehampton remain fairly low, but some key sites remain empty (e.g. HSBC, Waitrose, Natest)	Over achieving		No data required	90.43%	Q4 data: 188 properties and 170 occupied. Downturn in retail has resulted in increased closures over the past 12 months, with 4 sizeable units in Littlehampton town centre as vacant. There is interest in a number of the vacant sites, but slower than normal in occupancy.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 92% 2016/17: 93% 2015/16: 94% 2014/15: 93% 2013/14: 94%
SDP6	Vacant private sector dwellings returned to occupation	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	25	No data required		No data required			No data required	82	Exceeded target and achieved through informal advice and guidance but also effective enforcement work and persistent monitoring to ensure properties are brought back into use.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 49 2016/17: 40 2015/16: 20 2014/15: 30 2013/14: 17
SDP7	The total income received from general fund assets	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	Higher is better	£600K	No data required		No data required			No data required	£1,011,791.71	In 18/19 core general fund asset income was ahead of target at 700k. In addition, an additional £311k in non-core general asset income was received which will be included in the reported figures in future years against an adjusted target of £1m.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP9	Licence applications determined within the various statutory or service time limits	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Quarterly	Higher is better	90%	Data not available	Data not available	This software needed to produce this information has now gone live, and the data extract report has been successfully set up in the new system. However, the migrated data does not include one of the dates needed to produce the performance indicator. This is because there was no corresponding field in the old EHADD database. To go back through six months' licence applications (which will be over 200 applications) would take an administrative officer a number of days to undertake. There is no spare capacity in the team and it is considered better use of their time to ensure statutory deadlines for determining applications being received now are met, than it is to divert resource to find the information to populate this performance indicator. We will be able to provide figures for applications received in the third quarter.	No data	79.16%	475 applications received and 376 determined within the statutory or service time limits. A new animal licensing regime introduced in October has resulted in a massive increase in workload for the team. An additional post funded by the additional fee income has been agreed to provide necessary capacity and an officer should be in post by end of February 2019. Excluding the animal licensing applications the figure is 89% determined within time limits. Capacity to deal with these has also been impacted by the animal licensing work and secondment of experienced staff to support implementation of a new software system. Of the 11% (non-animal licence applications) not determined within time limits: 13 applications have not been determined due to lack of capacity, 5 applications were determined out of time due to the applications being invisible missing from view due to a system migration issue, and 1 application still has fees outstanding so cannot be determined.	91.80%	Q4 data: 393 applications received and 363 determined within statutory or service time limits. The target for this quarter indicates a slight increase. However there are still deadline failures affecting this indicator; these include Officers still undertaking clearing the backlog of animal inspections. Significant progress is being made in this area, however it will be sometime yet before the task is complete. Two Officers are required currently to undertake such inspections and planning is required to ensure availability around other duties such as complaints investigation, report writing and committees. This has also impacted on the ability to be able to inspect tattooing and piercing premises resulting in a failure. The remainder of applications had been determined but paperwork had not been issued as there is insufficient resource to deal with workload until such a time as we see the full functionality of the new software available. It is noted there has been a very significant improvement in results now we have greater resources to hand.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP11	Residual household waste per household	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Lower is better	450kg	No data required		No data required			No data required	445.87	This figure is an positive improvement of 5 kg/hh on last year. This can be partly be attributed to education campaigns run this year around improving recycling in flats and reducing food waste. This figure is subject to verification.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 450.89kg 2016/17: 448.66kg 2015/16: 450.00kg 2014/15: 457.00kg 2013/14: 466.00kg
SDP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	6 Monthly	Lower is better	80	No data required	46.61	The figure is on target and Biffa are putting in measures to reduce this figure even further over the forthcoming months.	Over achieving		No data required	40.57	Biffa have put extra monitoring and performance measures in during the year that has had good results in reducing the number of missed bins. This is well within the contractual target and represents good performance.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available

SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q1 data	Q2 data	Q2 Commentary	Q2 status	Q3 data	Q3 Commentary	Q4 data	Q4 Commentary	Status at Q4	CMT comment at Q4	Previous performance data
SDP13	Contractor achieving performance target for all green space management operations following monitoring	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	>61%	No data required		No data required			No data required	71.40%	Performance target achieved each quarter for 18/19 and overall annual performance score of 71.4% ensures Tivoli have met its contractual responsibility for performance	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP15	Increase grass regimes managed specifically for biodiversity purposes	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	+5% year on year increase from contract start baseline figure (146,000 sqm)	No data required		No data required			No data required	157,700	Figure increased by 8% from baseline 146,000m2 to 157,700. A number of sites identified where regimes have been changed for fringe areas and woodland edges.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP17	Housing Benefit overpayments recovered	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	110%	106.09%	125.75%	On track to meet overall target. However over payments recoverend are dependant on level of debt raised.	Over achieving	107.23	Should achieve target at year end.	121.35%	Target Achieved. Over payments recoverend are dependant on level of debt raised.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 101.4% 2016/17: No data 2015/16: No data 2014/15: No data 2013/14: No data
SDP19	Rent collected on Council housing	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Higher is better	94%	No data required	97.27%	£97,465,346.65 owed and £94,801,301 collected. Collection rate remains above target with decreases in secure tenancy arrears of 12 weeks and under . Impact of full roll out of universal credit yet to be seen.	Over achieving		No data required	96.66%	£16,617,661.4 owed and £16,062,084.33 collected. Collection rate is above target. However, this has been significantly impacted by the introduction of Universal Credit and delays in housing costs being paid. It is now taking, at least 4 weeks for payment to reach our residents accounts, and the payment are 4 weeks in arrears. We also have accounts which were not previously in debt, showing arrears which are being repaid at a low rate. Where possible, we are requesting direct payments, to mitigate the impact.	Over achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 97.47% 2016/17: 97.86% 2015/16: 98.75% 2014/15: 98.85% 2013/14: 99.00%
SDP20	Number of Council housing fraud cases prevented or properties recovered	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Annually	Higher is better	10	No data required		No data required		No data required		14	14 properties recovered & 14 properties fraudulent applications prevented We have now expanded into DWP & CTRS fraud and our case load has increased year on year.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP23	Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of an intervention)	Community Wellbeing	Councillor Gill Yeates	Philippa Dart - Director of Services	Annually	Higher is better	80%	No data required		No data required			No data required	84%	Clients accessing Wellbeing services such as Health MOT's and Pre Diabetes are asked as part of the service to consider making changes to their lifestyle and set goals that they would like to achieve in order to make them more healthy. Three months after the interventions have finished, the clients are called back to find out if they have managed to achieve one or more of their lifestyle goals. 287 of the 342 that gave feedback 84% of clients stated that they had achieved at least one or more of their goals.	Over achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP8	The inspection of all Arun District Council coastal defence assets twice a year	Technical Services	Councillor Matt Stanley	Karl Roberts - Director of Place	Annually	2 is better	2	No data required		No data required			No data required	2	Full inspections undertaken in July '18 and March '19. Other od hoc inspections carried out on a risk-based frequency. Grouped instructions forwarded to TMT	Achieved	No further CMT comment required to the positive commentary and return detailed	No comparable data available
SDP14	Achieve Green Flag awards for Council Parks, 4 by 18/19 5 by 19/20 and maintain at 5 thereafter	Neighbourhood Services	Councillor Dan Purchase	Philippa Dart - Director of Services	Annually	Higher is better	4 in first year 5 thereafter	No data required		No data required			No data required	4	Target of 4 Green Flag Awards achieved in 2018/19. Norfolk Gardens, Littlehampton awarded Green Flag status for 1st time in 2018/19, alongside Hotham Park, Mewsbrook Park and Marine Park Gardens retaining awards.	Achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 3 2016/17: 3 2015/16: 3 2014/15: 3 2013/14: 3
SDP22	Number of Council properties with a valid gas safety certificate	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Higher is better	100%	No data required	99.96%	2350 properties need to have a valid certificate. Unable to gain access to 1 property. Necessary enforcement action being taken to gain entry to the property to undertake the necessary gas safety checks	Not achieving		No data required	100%	As of 31/3/19 there were no overdue gas safety checks for the 2350 properties requiring a certificate.	Achieved	No further CMT comment required to the positive commentary and return detailed	2017/18: 100% 2016/17: 100% 2015/16: 100% 2014/15: No data 2013/14: 100%
SDP5	Occupied retail units in Bognor Regis	Economy	Councillor Dr James Walsh	Karl Roberts - Director of Place	6 Monthly	Higher is better	90%	No data required	90.80%	This is for the wider BID area and represents 37 empty premises. This in a 0.2% improvement against the April 2018 baseline of 38 empty premises; the previously measured smaller town centre area is at an all-time high of 93.3% occupancy (18 vacant premises), an improvement of 1.5% from April 2018.	Over achieving		No data required	87.70%	Q4 data: 407 properties and 357 occupied. For wider BID area and represents 50 empty premises, a 3% rise in vacancies echoed nationally and in Littlehampton. Also an opportunity; The Arcade has new vacant units from a charity shop leaving which will bring good quality retail/catering .	Didn't achieve	This was only just behind target so no further comment from CMT	2017/18: 92.00% 2016/17: 92.00% 2015/16: 91.20% 2014/15: 90.60% 2013/14: 92.00%

SDP number	SDP Performance Indicator	Portfolio	Cabinet Member	CMT Member	Measure Interval	Assess by	Target figure 2018	Q1 data	Q2 data	Q2 Commentary	Q2 status	Q3 data	Q3 Commentary	Q4 data	Q4 Commentary	Status at Q4	CMT comment at Q4	Previous performance data
SDP10	Number of stage 2 corporate complaints found to be justified or partially justified	Council Advice and Monitoring	Councillor Francis Oppler	Nigel Lynn - Chief Executive	Quarterly	Lower is better	10	6	12	In total, 19 complaints have been determined in the first 2 quarters of this reporting year. Of these, 9 were partially justified (8 in Planning and 1 in Housing) and 3 were justified (2 in Housing and 1 in Street Naming team). The Group Head of Council Advice & Monitoring Officer continues to review complaint levels and lessons learned with the Senior Management Team	Not achieving	16	In total, 25 Stage 2 complaints have been received this year. Of these, 3 were justified (2 in Housing and 1 in Street Naming), and 13 were partly justified (11 in Planning, 2 in Housing). There have been a number of repeat complaints relating to particular planning applications (4 relating to one application, and 5 relating to a second application). The Group Head of Council Advice & Monitoring Officer continues to review complaint levels and lessons learned with the Senior Management Team	18	In total, 29 Stage 2 complaints have been received this year. Of these, 3 were justified (2 in Housing and 1 in Street Naming), and 15 were partly justified (11 in Planning, 4 in Housing). There have been a number of repeat complaints relating to particular planning applications (4 relating to one application, and 5 relating to a second application). The Group Head of Council Advice & Monitoring Officer continues to review complaint levels and lessons learned with the Senior Management Team	Didn't achieve	As per the commentary, this is being reviewed and monitored	2017/18: 14 2016/17: 5 2015/16: 10 2014/15: 5 2013/14: 5
SDP16	Business rates collected	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Quarterly	Higher is better	99%	28.71%	59.80%	Marginally over target, on track to meet Q4 target	Over achieving	85.50%	Q3 marginally over target	98.60%	Marginally under target attributable to the high street downturn.	Didn't achieve	This was only just behind target so no further comment from CMT	2017/18: 99.00% 2016/17: 98.35% 2015/16: 99.36% 2014/15: 98.48% 2013/14: 99.00%
SDP18	Cost of emergency accommodation per annum (net)	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	6 Monthly	Lower is better	£533,000	No data required	£577,221	This year has seen an unprecedented demand for temporary accommodation. This is due to a combination of factor including the implementation of the Homelessness Reduction Act and the increase in homelessness generally, which is reflective of the national picture. More robust management control processes have recently been adopted. The objective is to ensure that households only occupy temporary accommodation for the shortest period of time.	Not achieving	No data required	No data required	£1,271,243.79	Following implementation of the Homelessness Reduction Act (HRA), there has been an increased demand. The national picture one year into the HRA is that 78% of LA's report increased homeless presentations and 60% of LAs have more households in TA. We have significantly raised recovery of contributions from those households placed in emergency accommodation. The focus is now very much on the prevention of homelessness to reduce the number of placements and length of stay in temporary accommodation.	Didn't achieve	As per the commentary, this is being monitored	2017/18: £575,089.23 2016/17: £343,622.01 2015/16: £223,408.00 2014/15: £254,377.00 2013/14: £272,000.00
SDP21	Average time from property vacated to property re let	Residential Services	Councillor Pauline Gregory	Philippa Dart - Director of Services	Annually	Lower is better	15 days	No data required	No data required	No data required	No data required	No data required	No data required	32 days	252 properties completed with an average turn around of 32 days. The target has not been met due to dealing with complex ASB issues leaving properties longer than the target of 15 days to enable the ASB issues to be resolved. The indicator is measured from when the property is vacated to the date it is relet.	Didn't achieve	As per the commentary, the reason for not achieving has been explained	No comparable data available

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

Report to Overview Select Committee – 25 June 2019

Name of Meeting:	West Sussex County Council's Health & Adult Social Care Select Committee (HASC)
Date of Meetings:	12 June 2019
Report by:	Cllr Bennett – The Council's Nominated Representative
Relevant Cabinet Member:	Cllr Mrs Gill Yeates – Cabinet Member for Community Wellbeing

Housing Related Support – West Sussex County Council are have decided to reduce the amount of HRS from £6.3 Million in 2018/19 to £2.3 Million in 2020/21 this is a reduction of £4 Million pounds with all current contracts coming to an end on 30 September 2019, a task and finish group headed by Natalie Brahma-Pearl Chief Executive of Crawley Borough Council has been set up to investigate how the cuts will affect people within West Sussex.

Concerns where raised about Ex-Offender accommodation which is sure to completely end.

Proposals to improve Mental Health Services in West Sussex

HASC received a report from West Sussex CCG's (Clinical Commissioning Groups) on proposed changes to Mental Health Services, as part of the report the proposal is to close the Harold Kidd Unit (22 beds) in Chichester and Horsham Hospital Dementia unit (12 beds) and relocate them to Meadowfield Swandean in Worthing (27 additional beds) and Langley Green Hospital Crawley (3 extra beds) concerns have been raised as it would leave all Dementia beds for West Sussex in Worthing meaning family from around the county would need to travel further.

HASC is next meeting on 26 September where the committee will be looking at the following concerns

- Substance Misuse – Drugs and Alcohol
- Suicide Prevention Strategy
- Health Protection Annual Report

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Agenda Item 9

Name of Meeting:	Sussex Police & Crime Panel
Date of Meeting:	26 th April 2019
Report by:	Councillor Mike Clayden
Relevant Cabinet Member:	Cabinet Member for Community Wellbeing

I attended this meeting as Chairman of our Community Safety Partnership. The Panel scrutinises the Police Commissioner who intern scrutinises the Chief Constable. The Chief Constable makes all the operational decisions for the force

The Commissioner spoke on her plans to reduce knife crime.

One of the interesting items that was discussed was resident's reluctance to contact the Police on the 999 number, more work was requested to help people understand when it is appropriate to call 999 the emergency number.

As we have already heard the 101 non-emergency number service is being improved but we are still encouraging people to report issues on the internet.

I have enjoyed these meetings and look forward to re-joining the panel in the future.

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**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 25 JUNE 2019			
Date of Agenda Prep: 28 May 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
Performance Reviews			
2	Corporate Plan 2013-2018 – Q4 and End of Year Performance outturn for 1 April 2018 to 31 March 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
3	Service Delivery Plan 2013-2018 – Q4 and End of Year Performance outturn 1 April 2018 to 31 March 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from Health & Adult Social Care Panel meeting on 12 June 2019		
5	Feedback from Sussex Police & Crime Panel held on 26 April 2019		
Holding Cabinet to account			
6	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
7	To agree the work programme for 2019/20	Jackie Follis	To be reported to Full Council on xx.xx.xxxx

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 03 September 2019			
Date of Agenda Prep: 15 August 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Call in Procedure Review	Jackie Follis	
2	Combined Cleansing Services Contract – Review of Performance since award and extension of Contract	Ollie Handson – Greenspace & Development Manager	
3	Council Tax Working Party Recommendations for 2019	A Dale	To agree the membership of this working party
4	Homelessness Reduction Act – Update	Satnam Kaur	
Performance Reviews			
	There are no items for this meeting		
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
5	Feedback from Police and Crime Panel Meeting held on 28 June 2019		
Holding Cabinet to account			
6	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan and Service Delivery Plans	All Cabinet	
Work Programme			
7	Work Programme – 2019/20 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 22 October 2019			
Date of Agenda Prep: 8 October 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Leisure Contract Annual Report	Robin Wickham	
2	Section 106 Review	Neil Crowther	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
3	Feedback from Police and Crime Panel Meeting held on 27 September 2019		
4	Feedback from Meeting of HASC held on 26 September 2019		
Holding Cabinet to account			
5	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
6	Work Programme 2018/19 – Update	Jackie Follis – Group Head of Policy	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 10 DECEMBER 2019			
DATE OF AGENDA PREP: 26 NOVEMBER 2019			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Citizens Advice Report	Robin Wickham	
Performance Reviews			
2	Corporate Plan – 2018 – 2022 – Q2 Performance outturn report for the period 1 April 2019 – 30 September 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
3	Service Delivery Plan – 2018 – 2022 – Q2 Performance outturn report for the period 1 April 2019 – 30 September 2019	Gemma Stubbs – Executive Assistant to the Chief Executive	
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
4	Leisure Operating Contract – Annual Report [including review of Dual Use Agreement at the Arun Leisure Centre]	Robin Wickham – Group Head of Community Wellbeing	It is a constitutional requirement for the Committee to annually review the Dual Use Agreement
Feedback from Joint Scrutiny in West Sussex			
5	Feedback from Meeting of HASC held on 13 November 2019		
Holding Cabinet to account			
6	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
7	Work Programme 2019/20 – Update	Jackie Follis [Group Head of Policy]	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 28 JANUARY 2020			
DATE OF AGENDA PREP: 9 JANUARY 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	Council Budget – 20/21	Alan Peach – Group Head of Corporate Support	
2	Greenspace Management Contract	Oliver Handson – Greenspace & Development Manager	
3	Overpaid Housing Benefit Policy 2014 Review	A Dale	
Performance Reviews			
	There are no items for this meeting		
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting		
Feedback from Joint Scrutiny in West Sussex			
4	Feedback from the Meeting of the HASC Panel held on 15 January 2020		
Holding Cabinet to account			
5	Cabinet Member Questions and Updates	All Cabinet	
Work Programme			
6	Work Programme 2019/20 – Update	Jackie Follis [Group Head of Policy]	

**OVERVIEW SELECT COMMITTEE
WORK PROGRAMME – 2019/20**

Date of Meeting: 10 MARCH 2020			
DATE OF AGENDA PREP: 20 February 2020			
Policy/Strategy Reviews			
Agenda Items	Subject	Lead Officer/Member	Comments
1	There are no items for this meeting		
2			
Performance Reviews			
	There are no items for this meeting		
Contractor/Partner Performance Reviews			
	There are no items for this meeting		
Partner Reviews			
	There are no items for this meeting.		
Feedback from Joint Scrutiny in West Sussex			
3	Feedback from Sussex Police and Crime Panel Meeting held on 31 January 2020		
Holding Cabinet to account			
4	Cabinet Member Questions and Updates – focus for this meeting on reviewing performance against the Corporate Plan	All Cabinet	
Work Programme			
5	Work Programme 2019/20 – Update and Work Programme planning for 2020/21	Jackie Follis – Group Head of Policy	