



ADUR & WORTHING
C O U N C I L S

6 October 2020

Joint Overview & Scrutiny Committee	
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Date:	15 October 2020
Time:	6.30 pm
Venue:	Remote Meeting via Zoom

Committee Membership:

Adur District Council: Councillors; Stephen Chipp (Adur Chairman), Joss Loader (Adur Vice-Chairman), Carol Albury, Catherine Arnold, Kevin Boram, Ann Bridges, Paul Mansfield and Debs Stainforth

Worthing Borough Council: Councillors; Keith Bickers (Worthing Chairman), Karen Harman (Worthing Vice-Chairman), Margaret Howard, Charles James, Richard Nowak, Jane Sim, Bob Smytherman and Carl Walker

Agenda

Part A

1. Declaration of Interests

Members and officers must declare any disclosable pecuniary interests in relation to any business on the agenda. Declarations should also be made at any stage such an interest becomes apparent during the meeting.

If in doubt contact the Legal or Democratic Services representative for this meeting.

2. Substitute Members

3. Confirmation of Minutes

To approve the minutes of the Joint Overview and Scrutiny Committee meeting of held on 17 September 2020, copies of which have been previously circulated.

4. Public Question Time

So as to provide the best opportunity for the Committee to provide the public with the fullest answer, questions from the public should be submitted by 12.00pm Tuesday 13 October 2020

Where relevant notice of a question has not been given, the person presiding may either choose to give a response at the meeting or respond by undertaking to provide a written response within three working days.

Questions should be submitted to Democratic Services
democratic.services@adur-worthing.gov.uk

(Note: Public Question Time will operate for a maximum of 30 minutes.)

5. Items Raised Under Urgency Provisions

To consider any items the Chairman of the meeting considers to be urgent

6. Consideration of any matter referred to the Committee in relation to a call-in of a decision

7. Executive Members for Customer Services interview (Pages 1 - 6)

To consider a report by the Director for Digital and Resources, copy attached as item 7

8. Discussions on Food Poverty (Pages 7 - 14)

To consider a report by the Director for Communities, copy attached as item 8

9. Joint Overview and Scrutiny Committee Work Programme for 2020/21 (Pages 15 - 60)

To consider a report by the Director for Digital and Resources, copy attached as item 9

10. JOSOC Working Group on the review of the Adur Homes Repairs and Maintenance Service (Pages 61 - 74)

To consider a report by the Director for Digital and Resources, copy attached as item 10

Recording of this meeting

The Council will be voice recording the meeting, including public question time. The recording will be available on the Council's website as soon as practicable after the meeting. The Council will not be recording any discussions in Part B of the agenda

(where the press and public have been excluded).

For Democratic Services enquiries relating to this meeting please contact:	For Legal Services enquiries relating to this meeting please contact:
Chris Cadman-Dando Democratic Services Officer 01903 221364 chris.cadman-dando@adur-worthing.gov.uk	Joanne Lee Solicitor 01903 221134 Joanne.lee@adur-worthing.gov.uk

Duration of the Meeting: Four hours after the commencement of the meeting the Chairperson will adjourn the meeting to consider if it wishes to continue. A vote will be taken and a simple majority in favour will be necessary for the meeting to continue.

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ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
15 October 2020
Agenda Item

Key Decision [No]

Ward(s) Affected:N/A

Executive Members for Customer Services interview

Report by the Director for Digital, Sustainability & Resources

Executive Summary

1. Purpose

1.1 This report sets out background information on the Portfolios of the Adur and Worthing Executive Members for Customer Services to enable the Committee to consider and question the Executive Members on issues within their portfolios and any other issues which the Executive Members are involved in connected with the work of the Councils and the Adur and Worthing communities.

2. Recommendations

2.1 That the Committee consider any representations from the Executive Members on the work within their Portfolios, priorities and areas of focus; and

2.2 That the Committee question the Executive Members on the progress being made to achieve the priorities within their Portfolios and make appropriate comments or recommend suggested action to the Executive Members for their consideration.

3. Context

- 3.1 As part of its Work Programme for 2020/21, the Joint Overview and Scrutiny Committee (JOSC) has agreed to interview the Leaders and all Executive Members on their priorities for 2020/21.
- 3.2 As part of their fact finding/investigative role, JOSC are asked to consider the roles and responsibilities of the Executive Members for Customer Services. It is part of the Scrutiny role to fact find/investigate in the form of questions and JOSC is asked to direct questions to the Executive Members on any issues within the responsibility of the Adur and Worthing Councils that relate to their Portfolios.
- 3.3 The Committee are entitled to ask for further investigation into items where they may not be satisfied with the progress as described.

4. Issues for consideration

- 4.1 The Executive Members are responsible for the following issues:-

Adur Executive Member for Customer Services

- Customer contacts and services, including Help Points.
- Housing and Council Tax benefits
- Housing - Housing Revenue Account, Adur Tenants Forum Tenants' Services, anti-social behaviour / neighbourhood disputes in relation to tenants, sheltered housing, leasehold administration, Adur Housing Voice, Adur Talkback, Choice Based Lettings, Community Alarm, Grounds Maintenance and Building Cleaning, Adur Home Service, Temporary Accommodation Management.
- Housing strategy and housing enabling role; affordable housing provision; housing register need options and advice.
- Housing - non Housing Revenue Account - including homelessness and advice (prevention and management), private sector housing and other housing services - choice based lettings, grants (disability and housing).
- Adur Homes Management Board.

Worthing Executive Member for Customer Services

- Customer contacts and services, including Help Points.
- Affordable Housing Provision.
- Benefit Fraud Detection/Prevention

- Housing and Council Tax Benefits and Adjudication
- Disabled Facilities Grant and other Housing Grants
- Empty Properties.
- Housing Strategy Development & Review.
- Non-Domestic Rates (Worthing).
- Revenues and Benefits
- Strategic Housing and Enabling.
- Supported People (Other).
- Private Sector Housing.
- Worthing Cultural Assets; Museum, Art Gallery, Ritz Cinema, Assembly Hall, Pavilion Theatre, Connaught Theatre and Colonnade House. (NB. Worthing Pier is with the Regeneration Portfolio).
- Homelessness and Advice (Prevention and Management), including Choice Based Lettings, Bed & Breakfast.
- Housing Need, Options and Advice and Housing Register.

- 4.2 JOSC is requested to ask questions of the two Executive Members based on their responsibilities outlined in paragraph 4.1 above. Further information on work strands connected to the Portfolios can be found in the commitments and activities of 'Platforms for our Places: Going Further' which sets out the Councils' role in developing places and communities over the next three years (2020-2022).

<https://www.adur-worthing.gov.uk/media/Media,156442,smxx.pdf>

5. Engagement and Communication

- 5.1 The JOSC Chairmen and Vice-Chairmen have been consulted on the proposals contained in this report.

6. Financial Implications

- 6.1 There are no direct financial implications to consider within this report.

7. Legal Implications

- 7.1 JOSC is responsible for holding the Executive Members to account, reviewing their work and decisions and in accordance with the procedures outlined within the Joint Overview and Scrutiny Procedure Rules set out in the Councils' constitution, can request Executive Members to attend its meetings.
- 7.2 Section 3(1) of the Local Government Act 1999 (LGA 1999) contains a general duty on a best value authority to make arrangements to secure

continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

- 7.3 Section 1 of the Localism Act 2011 empowers the Council to do anything an individual can do apart from that which is specifically prohibited by pre-existing legislation.

Background Papers

Platforms for our Places: Going Further

Officer Contact Details:-

Mark Lowe

Scrutiny and Risk Officer

Tel: 01903 221009

mark.lowe@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

Matter considered and no direct issues identified.

2. Social

2.1 Social Value

Matter considered. Issues within the Executive Member Portfolios impact on social value.

2.2 Equality Issues

Matter considered and no direct issues identified but some issues do impact on access or participation.

2.3 Community Safety Issues (Section 17)

Matter considered and no direct issues identified.

2.4 Human Rights Issues

Matter considered and no direct issues identified.

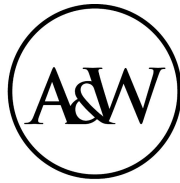
3. Environmental

Matter considered and no direct issues identified.

4. Governance

Matter considered and no direct issues identified. JOSC is responsible for holding the Executive Members to account and the process for this is set out in the JOSC Procedure Rules in the Constitution.

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ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
15 October 2020

Key Decision [No]

Ward(s) Affected: N/A

Discussions on Food Poverty

Report by the Director for Communities

Executive Summary

1. Purpose

1.1 This report provides an overview of the work being undertaken by the Councils relating to food and support for the vulnerable experiencing food insecurity.

1.2 This information will enable the Joint Overview and Scrutiny Committee (JOSC) to consider and question Officers on this work and any other issues connected that support the communities of Adur and Worthing.

2. Recommendations

2.1 The Joint Overview and Scrutiny Committee are recommended to note the contents of the report and consider if any further action or recommendations are required.

3. Context

- 3.1 As part of its Work Programme for 2020/21, JOSCS have requested a report on Food Poverty issues. This follows on from the receipt of a scrutiny request from Councillor Bob Smytherman earlier in 2020 which highlighted concerns about the increase in food poverty and the use of food banks.

4. Background

4.1 Pre COVID

- 4.1.1 Pre COVID-19, toward the end of 2019, the Councils carried out a piece of design work, to find out more and better understand, what helps to make people and our local communities thrive. One strand of this work looked in more depth at food, and what barriers people experience to eating a healthy diet.
- 4.1.2 The team carried out in depth interviews with a range of people to find out about their experiences, and to listen to their stories, including people who had received help from emergency food providers, food bank volunteers and people who were above a healthy weight.
- 4.1.3 The insights gathered through the discovery phase of this project were collated into themes, which included:
- Agency and choice over which foods are provided is important to people as opposed to being provided with ready made packs. A great example of this is Worthing Homes Community House, which enabled people to choose their own food.
 - The facilities people have directly affects their ability to create healthy meals; a lack of storage or cooking facilities will make healthier options more difficult.
 - We are a product of our environment; experiences growing up can influence our beliefs around food - we heard it said more than once during interviews that as children they were told to 'clear their plate', and they still felt they should - even when they are already full!
- 4.1.5 As part of the Thrive work, we met and talked with volunteers of the local Food Banks and found out more about the vital service they provide. There were three main food banks that we worked with: Shoreham and Worthing,

which are both supported by the national Trussell Trust charity and Lancing and Sompting Churches Food Bank. In addition to these three, we also found an informal network within a neighbourhood in Worthing, with one energetic woman helping out people in her locality. The emergency food providers were patch based, working to meet the needs of their immediate local communities and were unconnected with each other.

4.2 COVID 19 and help with food

- 4.2.1 In March of this year, as we are all too well aware, the global pandemic due to COVID 19 forced the United Kingdom into a 12 week Lockdown. The Councils quickly brought staff and partners together to create a COVID Community Response Team to help anyone with Covid needs who did not have the support of friends or family.
- 4.2.2 We anticipated that food was likely to be a key issue: both for people unable to access food, and those unable to afford it. Whilst our partners at the County Council were responsible for those who were 'shielding', Adur & Worthing Councils developed a role of ensuring that no one else would fall through the net and be without food.
- 4.2.3 To help meet the anticipated sudden increase in the need for emergency food, and to support the existing food banks, a temporary Food Depot was established in the Assembly Rooms. We were concerned that the Food Banks may not have had enough supplies or volunteers to cope with the increase in demand, and we knew that there were days when some did not operate.
- 4.2.4 The majority of requests for support with food were from people who were unable to access food because they were isolating, or were fearful of going out. These people were helped to find supermarket slots and local food deliveries, or were connected with one of the volunteers who had signed up with the Councils to help, who went shopping on their behalf.
- 4.2.5 The remainder of the requests were for help with emergency food. During the 12 weeks of the Lockdown period, over 600 requests for emergency food parcels were received. The majority of these received a food parcel from the temporary food depot, with the remainder of the requests referred to the Food Banks and new Mutual Aid Groups that had set up.
- 4.2.6 The Councils supported the emergency food providers with supplies; many parcels were donated by supermarkets, particularly Morrisons and Tesco. Food surplus was also brought in and distributed by UKHarvest, the food

rescue and donation charity that delivers free cookery skills courses on behalf of the Councils. Other parcels were purchased via Crawley Borough Council which had established a reliable supply from Aldi Supermarket.

- 4.2.7 The surplus food brought in by UKHarvest included fresh fruit, vegetables, meat and dairy products. Rather than donate this to the food banks, which did not have adequate storage facilities, the surplus food was donated to cafe Montague to help feed the people temporarily housed in the Chatsworth.
- 4.2.8 Through making the referrals for emergency food, we developed our relationships with the different emergency food providers and offered to bring them together to see if there was benefit to sharing information and experience between them. Through Community Works, the Community and Voluntary Infrastructure organisation the Council funds to support the sector, we provided a space and supported them to meet for the first time in April.
- 4.2.9 The group consists of all the main food banks, including the newer ones such as Worthing Vegan and Fishersgate Food Banks, and two of the larger Mutual Aid groups which provide food as well as other community support. There are also groups delivering related projects, such as We Are Food Pioneers and Turning Tides. Since the first meeting, the group has met every fortnight with good engagement from all partners. They have had wide ranging conversations, made plans, shared ideas, projects have supported and partnered with one another, shared contacts and feedback, set up shared approaches and linked people in to other support available.
- 4.3.0 A successful funding bid to the National Lottery of £50,000 toward the developing food partnership is being distributed to the emergency food providers for them to spend where they each need it most; it has also gone toward food projects: 'Batch' and 'Cook and Share', both delivered by local organisation We are Food Pioneers. Partners have shared the needs of their different projects and the communities they serve and built a common understanding of how best to develop what will have the greatest impact and more importantly, be sustainable. Part of this funding will go toward a shared premises. This was originally intended as storage, but has developed into an ambitious project to do much more than the original depot intended.
- 4.3.1 Some of the emergency food projects are developing much needed participatory and holistic approaches. Food poverty is usually an indicator of other wider issues such as: employment, housing or mental health. There are interesting and ambitious ideas emerging. For example, one project is developing a 'National Canteen' to feed working people in town facing food

poverty - where workers and people in need eat alongside one another a healthy and simple meal and pay what they can, and possibly take home an emergency food parcel at the same time, or help out in the food depot as a volunteer and chat to someone at the Volunteer Centre.

- 4.3.2 Community Works has been working on the Councils behalf with partners across the system to share the aims of the Food Partnership - both in its current form and also to set out longer term objectives. A core group of people is starting to form who will become part of a wider steering group. This will include food banks, food projects, green spaces projects, AWC Sustainability Officer and an officer from the Communities and Wellbeing Team, plus representatives from the Clinical Commissioning Group (CCG).
- 4.3.3 An experienced and passionate coordinator has recently been recruited with a portion of the funding to facilitate the network and to build on the development that has been achieved so far. There is a shared vision to hold the first expert user panel through a zoom call initially to get feedback from different beneficiaries on their experiences of using the food banks. Some projects have secured further match funding to develop elements of the work begun within the partnership.
- 4.3.4 The Covid crisis has acted as a catalyst for these developments in our communities around food and helping each other. There is much potential to build on this, to support and facilitate communities helping themselves and to link this across the business with key areas of sustainability, employment and wellbeing.

5. Engagement and Communication

- 5.1 Engagement and communication with emergency food providers, Mutual Aid Groups and other Voluntary and Community Sector organisations is ongoing. See 4.2.3 above regarding the new Food Partnership which the Councils have supported and facilitated. The Council is represented at each Partnership meeting to share information and provide an opportunity for participants to find out more about what the Councils are doing. The JOSOC Chairmen and Vice-Chairmen have been consulted on the proposals contained in this report.

6. Financial Implications

There are no financial implications.

7. Legal Implications

- 7.1 Under Section 111 of the Local Government Act 1972, the Councils have the power to do anything to facilitate or which is conducive or incidental to the discharge of any of their functions.
- 7.2 Section 1 of the Localism Act 2011 provides a Local Authority to do anything that individuals generally may do (subject to any current restrictions or limitations prescribed in existing legislation).
- 7.3 Section 3(1) of the Local Government Act 1999 (LGA 1999) contains a general duty on a Best Value Authority to make continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness.

Background Papers

Scrutiny request to Joint Overview and Scrutiny Committee - 25 June 2020

Officer Contact Details:-

Janice Hoiles

Families and Wellbeing Lead

01273 263402

janice.hoiles@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

The fragility of the food supply chain and the importance of locally sourced food has been highlighted during the community response.

2. Social

2.1 Social Value

The pandemic has led to additional small groups and organisations forming as our communities respond to the crisis to help each other. This participative approach can be nurtured by the Councils and built on to help meet people's changing needs as we move forwards.

2.2 Equality Issues

The pandemic has had a disproportionate impact on some communities and this will be reflected in the Communities and Wellbeing Team Business plan moving forward.

2.3 Community Safety Issues (Section 17)

No specific issues

2.4 Human Rights Issues

No specific issues

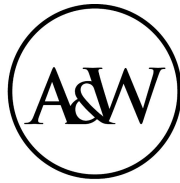
3. Environmental

There are no implications for the management, custodianship and protection of our natural resources

4. Governance

- Our Social Economies
 - - promoting the health & safety of our places
 - - Exploring place based solutions
- Services and Solutions for our Places
 - - using customer insight to develop more customer-centred services
 - - utilising the expertise in our communities

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ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
15 October 2020

Key Decision [No]

Ward(s) Affected: N/A

Joint Overview and Scrutiny Committee Work Programme for 2020/21

Report by the Director for Digital, Sustainability and Resources

Executive Summary

1. Purpose

- 1.1 This report outlines plans to implement the work contained in the Joint Overview and Scrutiny Committee (JOSC) Work Programme for 2020/21 and also provides information on **15** scrutiny requests which have been received from members of the public.

2. Recommendations

- 2.1 That the Committee note the plans for implementation of the JOSC Work Programme for 2020/21; and
- 2.2 That the Committee consider the 15 scrutiny requests set out at Appendix B of the report.

3. Context

- 3.1 The update on the implementation of the JOSC Work Programme for 2020/21 was previously considered by the Committee at its last meeting on 17 September 2020. A copy of the 2020/21 Work Programme is attached at Appendix A to this report.

4. Issues for consideration

- 4.1 The Committee will receive regular update reports on the implementation of the Work Programme at each meeting throughout the Municipal Year.
- 4.2 The Committee is requested to review the revised Work Programme and consider if any further items are required to be added to the Work Programme or items to be reviewed. Additional items may be added to the Work Programme, where appropriate. Requests for additional matters to be included in the Work Programme will initially be considered by the Joint Chairpersons in accordance with the criteria and they will make their recommendations to the next JOSC for consideration and determination. Consideration should also be given to the capacity of the Committee and resources available when considering further Work Programme items.
- 4.3 Items for the Work Programme need to be chosen guided by how closely they align with the Councils' Strategic objectives, how the Committee can influence the outcomes and also general value and outcomes in accordance with the (PAPER criteria) - P - Public Interest, (A) - Ability to change, (P) - Performance, (E) - Extent and (R) - Replication.
- 4.4 In this report, the Committee are asked to consider **15** scrutiny requests which have been submitted by members of the public. These requests have been received following a recent press release about the work of JOSC and highlight the potential for public engagement via the Committee.

5. Engagement and Communication

- 5.1 The JOSC Chairmen and Vice-Chairmen have been consulted on the proposals contained in this report.

6. Financial Implications

- 6.1 There are no direct financial implications to consider within this report.

7. Legal Implications

- 7.1 Under Section 111 of the Local Government Act 1972, the Councils have the power to do anything to facilitate or which is conducive or incidental to the discharge of any of their functions.
- 7.2 Section 1 of the Localism Act 2011 provides a Local Authority to do anything that individuals generally may do (subject to any current restrictions or limitations prescribed in existing legislation).
- 7.3 Section 3(1) of the Local Government Act 1999 (LGA 1999) contains a general duty on a best value authority to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.
- 7.4 Paragraph 9.2 of the current Joint Overview and Scrutiny Procedure Rules, which form part of the Councils' Constitutions and are binding on all Members, states that the Work Programme will be approved by each Council. A report must be taken to each Council on an annual basis seeking each Councils' approval of the Joint Overview and Scrutiny Committee work programme for the forthcoming year and any changes to the Work Programme should be submitted to each Council approximately mid year for noting.

Background Papers

Joint Overview and Scrutiny Procedure Rules

Officer Contact Details:-

Mark Lowe

Scrutiny & Risk Officer

Tel 01903 221009

mark.lowe@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

Some of the issues scrutinised as part of the Work Programme could impact on the development of our places or the economic participation of our communities if implemented.

2. Social

2.1 Social Value

Some of the issues to be scrutinised as part of the Work Programme will have an impact on the communities and have social value.

2.2 Equality Issues

Matter considered and no direct issues identified.

2.3 Community Safety Issues (Section 17)

Some of the issues to be scrutinised during 2020/21 will have community safety implications.

2.4 Human Rights Issues

Matter considered and no issues identified.

3. Environmental

Matter considered. Some of the issues to be scrutinised will have environmental implications.

4. Governance

Matter considered and no direct issues identified. It is good practice for an Overview and Scrutiny Committee to review its Work Programme regularly. The current Joint Overview and Scrutiny Procedure Rules state that the Work Programme will be approved by both Councils and that any changes to the Work Programme should be submitted to both Councils approximately mid year for noting.



ADUR & WORTHING
COUNCILS

APPENDIX A

Adur & Worthing Joint Overview and Scrutiny Committee Work Programme - 2020/2021

Joint Overview and Scrutiny Committee - 25 June 2020

<u>AGENDA ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBERS/OFFICERS TO ATTEND</u>	<u>CHANGE TO ORIGINAL WORK PROGRAMME?YES/NO/REASON</u>
Annual JOSC report for 2019/20	Joint Chairmen of JOSC	No	No
JOSC Work Programme setting for 2020/21	Director for Digital & Resources	No	No

Joint Overview and Scrutiny Committee - 23 July 2020

<u>AGENDA ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBERS/OFFICERS TO ATTEND</u>	<u>CHANGE TO ORIGINAL WORK PROGRAMME?YES/NO/REASON</u>
Interview with Leaders	Director for Digital & Resources	Leaders	No
Joint Revenue outturn report 2019/20	Director for Digital & Resources/Chief Financial Officer	Chief Financial Officer	No
Outline Budget Strategy 2020/21- Impact of Covid-19 on Council's finances	Director for Digital & Resources/Chief Financial Officer	Chief Financial Officer	No
Scrutiny request on disposal of Council owned land and assets	Director for the Economy	Head of Major Projects & Investment	No
Report from the Refuse & Recycling Working Group	Chairman of the Working Group	No	No
Review of JOSC Work Programme	Director for Digital & Resources	No	No

Joint Overview and Scrutiny Committee - 17 September 2020

<u>AGENDA ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBERS/OFFICERS TO ATTEND</u>	<u>CHANGE TO ORIGINAL WORK PROGRAMME?YES/NO/REASON</u>
Interview with Executive Members for Regeneration	Director for Digital, Sustainability & Resources	Executive Members	No
Review of the delivery of 'Platforms for our Places: Going further 2020/22 and interview with Chief Executive	Director for Digital, Sustainability & Resources	Chief Executive	No
Report from the Working Group reviewing the Adur Homes repairs and maintenance service	Chairman of the Working Group	No	Yes. Interim work from the Working Group is complete and ready for consideration.
Final report from the Climate Change Working Group	Chairman of the Working Group	No	Yes. Review completed by the Working Group and ready for consideration.
Review of JOSC Work Programme	Director for Digital & Resources	No	No

Joint Overview and Scrutiny Committee - 15 October 2020

<u>AGENDA ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBERS/OFFICERS TO ATTEND</u>	<u>CHANGE TO ORIGINAL WORK PROGRAMME?YES/NO/REASON</u>
Interviews with Executive Members for Customer Services	Director for Digital, Sustainability & Resources	Executive Members	No
Discussions on Food Poverty	Head of Wellbeing/Director for Communities	Head of Wellbeing	No
Report from the Working Group reviewing the Adur Homes repairs and maintenance service	Chairman of the Working Group	No	Yes. Interim report from the Working Group is complete and ready for consideration.
Review of JOSC Work Programme	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 26 November 2020

<u>AGENDA ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBERS/OFFICERS TO ATTEND</u>	<u>CHANGE TO ORIGINAL WORK PROGRAMME?YES/NO/REASON</u>
Adur & Worthing and Joint Outline 5 year forecast and savings proposals	Director for Digital, Sustainability & Resources/Chief Financial Officer	Chief Financial Officer	No
Interviews with Executive Members for Resources	Director for Digital, Sustainability & Resources	Executive Members	No
Review of progress on the delivery of the Housing Strategy	Director for Communities/Head of Housing Services	Director for Communities/Head of Housing	No
Worthing Theatres - Review of the operation of the new contract	Director for the Economy	Director for the Economy	No
Review of JOSC Work Programme including note of changes made since Work Programme agreed by Councils in July 2020	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 28 January 2021

<u>AGENDA ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBERS/OFFICERS TO ATTEND</u>	<u>CHANGE TO ORIGINAL WORK PROGRAMME?YES/NO/REASON</u>
Interviews with the Executive Member for Environment (Adur) and Executive Member for Digital and Environmental Services (Adur)	Director for Digital, Sustainability & Resources	Executive Members	No
Review of Corporate Assets	Head of Major Projects & Investment/Director for the Economy	Head of Major Projects & Investment/Director for the Economy	Yes. Originally scheduled for 15 October.
Review of JOSC Work Programme	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 18 March 2021

<u>AGENDA ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBERS/OFFICERS TO ATTEND</u>	<u>CHANGE TO ORIGINAL WORK PROGRAMME?YES/NO/REASON</u>
Review of the delivery of 'Platforms for our Places: Going further 2020/22 and interview with Chief Executive	Director for Digital, Sustainability & Resources	Chief Executive	No
Interviews with the Executive Members for Wellbeing	Director for Digital, Sustainability & Resources	Executive Members	No
Crime and Disorder update - Interview with the Chairman of the Adur & Worthing Safer Communities Partnership	Covering report - Director for Digital, Sustainability & Resources	Chairman of the Adur & Worthing Safer Communities Partnership.	Yes. Item deferred from 15 October 2020 because the Chairman of the Partnership was unable to attend.
Annual feedback report from meetings of the West Sussex Health & Adult Social Care Select Committee (HASC) - Issues affecting Adur & Worthing	Report from the Council Members on HASC	No	No
JOSC Work Programme setting 2021/22	Director for Digital, Sustainability & Resources	No	No

Working Group reports - Dates to be confirmed

<u>ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBER/OFFICERS TO ATTEND</u>	<u>STATUS</u>
Final report from the Working Group reviewing Cultural Services	Chairman of the Working Group	No	Working Group currently in progress - Evidence gathering. Report expected later in 2020.
Final report from the Working Group reviewing the Evening and night time economy	Chairman of the Working Group	No	Final Working Group report prepared and tabled to March 2020 JOSC meeting but meeting cancelled due to Covid-19 Pandemic. June 2020 - Decision taken by JOSC for Working Group to meet again in September 2020 to review the terms of reference in the light of the Covid-19 Pandemic with the aim of reporting back to JOSC by the end of 2020.

Other pending items - Dates to be confirmed

<u>ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBER/OFFICERS TO ATTEND</u>	<u>STATUS</u>
Presentation from Southern Water on bathing water quality issues - Results of 2021 Bathing water testing.	N/A	To be confirmed.	Probable report in either November 2021 or January 2022

Note:- This draft Work Programme is a 'live' document and all dates and items contained in it are provisional and subject to change in agreement with the JOSC Joint Chairmen/Vice-Chairmen, JOSC and relevant Officers.

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SCRUTINY REQUESTS

<u>Scrutiny request A</u> Issue - The impact on local people and council policy in relation to The Town and Country Planning (Permitted Development and Miscellaneous Amendments) (England) (Coronavirus) Regulations 2020.
Request from - Councillor Martin McCabe
Public interest - The creation of a new class of permitted development rights to make it possible to build up to two additional storeys to provide additional flats on top of purpose-built, detached blocks of flats without requiring full planning permission. This will have a dramatic impact on local peoples' wellbeing, provision of services and democratic voice. Peoples' sense of place and community cohesion could be dramatically affected.
Score = High
Ability to change - At the least, a working group could be established to review this issue. Evidence could be gathered and allow the Council to give feedback to Government on the local impact of these changes.
Score = Medium
Performance - No, it is not a review about the poor performance of a Council Service . But this has huge implications for the Council's Planning department and Local Plan.
Score = Medium
Extent - Huge
Score = High
Replication - No. This is of vast importance and urgency.
Score = High
Expected Outcomes - Collate evidence demonstrating the impact on Worthing of changes to Permitted Development. Use this evidence for the Council to take a policy position based on the facts.
Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject? Platforms for our Places: Going Further and the sister document 'And then' make reference to the aim to create the right opportunities and conditions to lead recovery of the communities by providing sustainable growth and using regulatory powers to assist growth..

Score = Medium

How could this review be undertaken? Working Group or report to JOSC.

Note for JOSC: The Adur & Worthing Planning Committees are responsible for determining individual planning applications and JOSC cannot get involved in individual planning matters due to these being quasi judicial.

Matters relating to policy are also within the remit of the Planning Committees, the Executives, Full Councils and the Executive Members for Regeneration also have responsibility for the Local Plans. JOSC has the opportunity to review other issues which affect Adur and Worthing residents and the services which they receive. JOSC could ask for a report on the policy implications of the new Town & Country Planning Regulations to provide some background and understanding on the issues and consider if it should make any representations to the Planning Committees, Councils and Executive Members as appropriate to assist in policy direction.

The Council will be considering the matter through the emerging Local Plan and, if it wanted to, JOSC could be involved by considering just the visual impact of the Permitted Development rights and then express concern to the Planning Committee and Cabinet Member. However, there is a Judicial Review against these changes in mid October and if JOSC does want to get involved then it should hold off for a while to see the outcome of this legal challenge.

Note: The new [Permitted Development](#) rights came into effect into Monday 31 August, and permit two-storey upwards extensions on homes with prior approval - which will be [fast-tracked](#) through the planning process from this week - and for developers to be given the right to demolish commercial and residential buildings and rebuild them as homes. The independent campaigning group Rights: Community: Action (RCA) is pushing for an immediate high court order to suspend the new rights because of the "significant environmental consequences of these reforms".

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That this matter be not added to the JOSC Work Programme because it is considered that the issues can be considered elsewhere at Planning Committee and by Executive Members if appropriate. The Chairmen and Vice-Chairmen are also aware of the workload of JOSC at this time and other Scrutiny requests received elsewhere on this agenda so want to avoid any duplication.

Scrutiny request B

Issue - Anti social behaviour, drug taking and litter

Request from - Adur resident

Public interest - People sit in public and smoke bonges, take nitrous oxide and leave all their rubbish where they have been sitting. This is intimidating and means other people have to clear up. The area I am concerned about is St Julian's Church yard and the lych gate where I regularly clear up drug rubbish.

Score = High

Ability to change - This matter has been ongoing for over 12 months and is known about by the Council and the Police as I have already made reports. After fires had been set in the church yard I was told there would be a meeting with the Police and Council but not happened so far.

Score = High

Performance - Yes I think the more the matter is highlighted the better chance of something being done.

Score = N/A

Extent - It puts people off going to the church and although leaving rubbish on an almost daily basis may not seem a huge problem it is down to local volunteers to clear up the mess and has been going on for too long.

Score = High

Replication - No

Score = High

Expected Outcomes - That the area will be safe for visitors and that something is done to help the drug takers and to stop the littering.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

Platforms for our Places: Going Further - Platform 2 - Thriving people and communities - Commitment to work with the Safer Communities Partnership to help address these issues and to review the anti social behaviour policy and approach to enforcement.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group set up to investigate the issues.

Note for JOSC: At the beginning of August, there was a multi agency meeting with a variety of actions allocated to the Police and members of the Communities and Wellbeing Team:

AWC Actions:

Liaise with Shoreham Academy to flag up young people gathering- Completed- joint patrols planned with school and PCSO

Signpost youth outreach- completed- outreach has visited and found no young people

Raise awareness at Peer Group Conference- completed- no further intelligence received

Link the PCSO for the area to the vicar- completed

Police actions:

Arrange a multi agency meeting with WSFR, Vicar, AWC and Sussex Police- in progress- chasing PCSO for dates.

Matrix drop - to collate more detail of times, descriptions etc- outstanding- we will chase or take over the action.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That this matter be added to the JOSC Work Programme for the November JOSC to consider the issues raised in this request and a more general report from the Safer Communities Team on anti social behaviour controls in Adur and Worthing. This should be linked with the matters contained in Scrutiny request C.

Scrutiny request C

Issue - I would like the Committee to review the constant anti social behaviour that is an on going problem connected to the rotunda opposite Windsor Road.

For the last 4 years the rotunda has been a gathering place for the residents of all local hostels, b&bs catering to the homeless. Due to the constant issues during the lock-down the rotunda was secured by fencing, which was meant to keep people out. This has not stopped them, people climb over the fencing, a 'door' has been cut into a panel and for the last 6 weeks have had people sleeping in there. Using the beach as a toilet, human excrement constantly being found around the fishing boats. Rubbish in and around the rotunda, needles, drug paraphernalia, stolen bikes, discarded around, drug dealing, prostitution at times.

The glass in the rotunda, supposedly anti scratch, has now been replaced 3/4 times, repainted, deep cleaned, all for the use of the homeless, no one else will use it.

Cameras have been fitted but not on line yet.

All this greatly impacts on the life of local residents. People don't feel safe, putting up with fights, anti social behaviour, drug use and drug dealing.

Even before 'covid' there have been constant issues with the rotunda, constant money being spent on it but no benefit at all for local residents and people walking by. Need a permanent solution, either remove the glass or the whole centre like the one by Lancing green.

Request from - Worthing resident

Public interest - The on going issues impact on all those on Brighton Road who live near it, also on residents of Windsor Road. People feel intimidated and do not feel safe walking past it. The general public cannot use it as always in a disgusting state, urination, rubbish, needles, pornographic graffiti on walls, glass, seating. People in there often very drunk, high on drugs, loud, aggressive. Can be very frightening for young and old. Cost of maintaining is high, waste of resources that could be used for better resources for the residents of Worthing.

Score = High

Ability to change - The Council can be pro active and actually deal with the issues that have been on going for 4 years, constantly reported, to police, council members, beach patrol, housing. Instead of constantly moving people on, cleaning, replacing windows, the rotunda could be permanently sealed as others have been in town, remove glass from windows so people would not find it a place to sleep, party, spend time drinking, using drugs. This was done before and quite effective. Can remove the centre structure, if necessary put in supporting pillar, to discourage use as at the moment, but still provide a shelter from the rain for residents passing by.

Score = High

Performance - Having been in constant contact with my local councillor; Keith Bickers for the last few years and being constantly frustrated by the lack of progress by other council members and departments, feel very let down and no support at all. This does not include Keith as he has been constantly supportive and is himself very frustrated at the lack of action and support for locals. I am not the only person who has constantly complained and asked for help. I feel that as we are out of town centre the council feel they can ignore the issues here.

I feel if the Committee agrees that there are major issues here that can be addressed and sorted, pressure can be put on the appropriate departments who will have to take action instead of fobbing us all off with platitudes.

Score = N/A

Extent - The issue does stem from one main source - the rotunda opposite Windsor Rd, but it connects directly to The Wolsey b&b, 6 Winsor Rd, Turning Tides hostel on Lyndhurst Rd and hostels on Selden as the residents of all these places seem to see the rotunda as their 'club house'. From contact with the police, they are constantly being called to deal with issues connected to the rotunda and surrounding area, would gladly see it gone.

Residents in housing on Brighton Road, Windsor Road are constantly affected. Residents of Worthing using the footpath are affected, also visitors to the local beach area. The local fishermen are very much affected, often the fisherman's boxes are urinated on, defecate around the boats, use the boats to stash their property, have caused damage. All been reported.

There are several b&bs on this stretch, definitely impacting on business. Guests woken at all hours of the night, been threatened, feel unsafe using foot path, seeing people publicly urinating, defecating in front of them.

Score = High

Replication - Despite many of us contacting police, councillors, asking for meetings, bar cameras being put up, not on line yet, nothing gets done. The latest sleepers have been there for over a month! Not a priority, even local councillors are frustrated at lack of action!!

Score = N/A

Expected Outcomes - I hope that proper action will be taken to address all the issues connected to the constant anti social behaviour, drug taking, criminal activity. The rotunda will be made so that it cannot be used for homeless to sleep there and use it as their 'club house'. The number of homeless that are gathered within 4 streets of each other will be looked at and the homeless departments will look for ways to disperse the numbers (look at how Finland has coped) that congregate and live here.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

Platforms for our Places: Going further - Platform 2 - Thriving People and communities - Commitment - Supporting stronger, participative and resilient communities

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group on the issues.

Note for JOSC: A range of measures have been carried out in response to some of the concerns around the Rotunda. Reports of ASB to the Police have been very low over the last few months but we do know that a few residents have expressed concern with the presence of some individuals and damage to the Rotunda. CCTV is now in place and will help with any retrospective evidence where ASB is reported. The Police have been patrolling there in response to issues and the outreach team have been visiting there daily. To help alleviate some of the issues and damage the Councils are considering other short and long term measures to prevent further damage.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That this matter be added to the JOSC Work Programme for the November JOSC to consider the issues raised in this request and a more general report from the Safer Communities Team on anti social behaviour controls in Adur and Worthing. This should be linked with the matters contained in Scrutiny request B.

Scrutiny request D

Issue - I wish to discuss the former impulse leisure centre and the future of leisure facilities.

Request from - Adur resident

Public interest - The health of residents

Score = High

Ability to change - JOSOC does have the ability to investigate this issue

Score = High

Performance - Yes. The outcome of the review can help improve the situation.

Score = High

Extent - The issue is critical.

Score = High

Replication - No

Score = High

Expected Outcomes - Leisure facilities reopening.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

This is a similar request to Scrutiny request E -

Note for JOSOC: Adur District Council has pledged to do all it can to speed up the search for a new operator for its leisure centres after allocating more than £350,000 of government funds towards the task.

Recognising the importance exercise plays in the health and wellbeing of residents the Joint Strategic Committee in September agreed to explore the option of an existing provider taking on the running of its facilities on a short term basis. The Committee also approved the allocation of government emergency COVID funding towards the project to ensure any new operator can reopen its centres as quickly as possible.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group to review the issues or ask for a position statement on the progress on a search for a new operator for the leisure facilities.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That JOSC receives a statement from the relevant Executive Member on this matter and contact is made with the resident to reassure them that the Council is doing all it can to ensure that the provision of leisure facilities is maintained. JOSC will continue to keep this matter under review.

Scrutiny request E

Issue - The swimming pool, leisure centre, tennis courts, new covered football pitches, football club, must be reopened. These amenities will become derelict and take lots more money to bring them up to scratch the longer they remain closed.

Are cyclists going to be asked to pay some form of road tax for the upkeep of the cycle lanes that are springing up everywhere?

Request from - Adur resident

Public interest - Not specified.

Score = N/A

Ability to change - Not specified.

Score = N/A

Performance - Not specified.

Score = N/A

Extent - Not specified.

Score = N/A

Replication - No

Score = High

Expected Outcomes - Access and use of fairly priced sporting amenities for Southwick and local communities.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

Note for JOSOC: Adur District Council has pledged to do all it can to speed up the search for a new operator for its leisure centres after allocating more than £350,000 of government funds towards the task.

Recognising the importance exercise plays in the health and wellbeing of residents the Joint Strategic Committee in September agreed to explore the option of an existing provider taking on the running of its facilities on a short term basis. The Committee also approved the allocation of government emergency COVID funding towards the project to ensure any new operator can reopen its centres as quickly as possible.

The issue of road tax for cyclists is not a matter within the remit of JOSC.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group to review the issues or ask for a position statement on the progress on a search for a new operator for the leisure facilities.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That JOSC receives a statement from the relevant Executive Member on this matter and contact is made with the resident to reassure them that the Council is doing all it can to ensure that the provision of leisure facilities is maintained. JOSC will continue to keep this matter under review.

<u>Scrutiny request F</u>
Issue - Parking in Gordon Road, Shoreham
Request from - Adur resident
Public interest - All residents of Gordon Road are negatively affected by the use of the road for commuters parking
Score = High
Ability to change - Implement a residents only parking scheme
Score = High
Performance - This request does not relate to the poor performance of a Council service.
Score = N/A
Extent - Several hundred Gordon Road residents affected.
Score = High
Replication - Not aware that the issue is being considered elsewhere.
Score = High
Expected Outcomes - Residents only parking.
<p>Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?</p> <p>No link to strategic objectives.</p> <p>Note for JOSC: This is a West Sussex County Council matter. West Sussex are undertaking a Road Space Audit for Shoreham,</p> <p>Score = Low</p>
How could this review be undertaken?

**Recommendations from Joint Overview and Scrutiny Committee
Chairmen/Vice-Chairmen:-**

That the resident be thanked for the request but advised that this is a matter for West Sussex County Council to consider, however, the resident should be advised to contact the relevant County Councillor and local District Councillors who will be able to assist with the request.

<u>Scrutiny request G</u>
Issue - Parking at the top of Hadrian Avenue, Southwick
Request from - Adur resident
Public interest - Accidents happen often at the top of Hadrian Avenue due to vehicles parking on the double yellow lines.
Score = High
Ability to change - Either make Hadrian Avenue one way, or better still take the double yellow lines down to past the junction of The Crescent.
Score = High
Performance - This request does not relate to the poor performance of a Council service.
Score = N/A
Extent - Before too long someone will be seriously injured or killed as cars turning from the Old Shoreham Road to go down Hadrian Avenue often can't get through due to cars coming up and vehicles illegally parked on the double yellow lines. I have had two cars hit me at different times whilst I am trying to get down Hadrian Avenue..
Score = High
Replication - Not aware that the issue is being considered elsewhere.
Score = High
Expected Outcomes - That the double yellow lines will be extended down past The Crescent and illegal parkers dealt with or Hadrian Avenue will be made one way to ease the problem of getting stuck at the top and then other cars coming round and not seeing you until it's too late. It has on occasions caused a back up on the Old Shoreham Road.
<p>Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?</p> <p>No link to strategic objectives.</p> <p>Note for JOSOC: This is a matter for West Sussex County Council and would need a change to the existing Traffic Regulation Order.</p> <p>Score = Low</p>
How could this review be undertaken?

**Recommendations from Joint Overview and Scrutiny Committee
Chairmen/Vice-Chairmen:-**

That the resident be thanked for the request but advised that this is a matter for West Sussex County Council to consider, however, the resident should also be advised to contact the relevant County Councillor and local District Councillor who will be able to assist with the request.

Scrutiny request H

Issue - Reinstatement of previous seasonal parking restrictions in Mardyke. Inline with the following TRO (<https://www.westsussex.gov.uk/media/12359/adr1801.pdf>) which completely overlooked the issues with unrestricted parking at the beach end of Mardyke in the summer months. Considerable safety issues with regards to emergency vehicle access as a result of no restrictions on the beach end of the road (other than on the junctions) and inconvenience to residents access to and from existing driveways. At least one side of the beach end of the road should have seasonal restrictions applied for the reasons stated above. Recent photographic evidence of the issue is available if required.

Request from - Adur resident

Public interest - Access to and from residents property. Access for emergency vehicles (especially relevant for larger vehicles such as fire and rescue). Damage to verges and pavements as a result of people parking. Obstruction of pavements for use by wheelchair, mobility scooter and pushchair users.

Score = High

Ability to change - Yes. Reinstatement of the single yellow seasonal parking lines at the beach end of Mardyke. These can be seen to have been in place at some point in the past but have subsequently been removed.

Score = High

Performance - Possibly. The majority of the residents are in agreement that something should be done by the Council, and many are unaware of why the original restriction was lifted. As such addressing the issue would be seen as a large benefit and therefore deemed a performance increase on the councils part, by the residents.

Score = N/A

Extent - It is an issue for all residents of the Shoreham Beach area however the TRO referenced above has now moved the issue, such that more and more people are parking here instead. Many of the vehicles are parked inconsiderately and in many cases unsafely, as outlined in the public interest section above.

Score = High

Replication - Yes. Please see the TRO referenced above. It does NOT address the lack of restrictions on the beach end of Mardyke however. This seems like a rather large oversight.

Score = Low

Expected Outcomes - That the seasonal parking restriction (single yellow lines) will be reinstated at the beach end of Mardyke such that the safety and accessibility concerns outlined are addressed.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

No

Score = Low

How could this review be undertaken?

Note for JOSC: These matters are the responsibility of West Sussex County Council and would involve a change to the existing Traffic Regulation Order which needs to follow a set process.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That the matter be referred to West Sussex County Council. This matter is also being taken up by the local West Sussex County Councillor.

Scrutiny request I

Issue - The inertia in implementation of new bike lanes in the area. Original plans have been amended narrowing lanes making them less user friendly. Routes are not joined up with some sections just designated as advisory. Council responsible seems to be prioritising motor vehicle transport with its inherent detriment on the environment rather than promoting alternative greener forms of transport.

Whole process seems to have been half-hearted. Other English councils have worked at pace to implement good well designed solutions to encouraging people to use bikes. Solutions implemented in Adur, whilst better than nothing, seem to be at best adequate and in most places poor.

Request from - Adur resident

Public interest - Encouraging residents to use cycle for short journeys improves the environment (less air pollution and emissions) for everyone and the fitness and health of those that cycle.

Score = High

Ability to change - Lobby WSCC for better solutions.

Score = High

Performance - This request does not relate to the poor performance of a Council service.

Score = N/A

Extent - Area wide.

Score = High

Replication - Not aware that the issue is being considered elsewhere.

Score = High

Expected Outcomes - Better provision of cycling infrastructure across Adur

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

The 'And then' document refers to the Councils leading on a 'major shift to walking and cycling [Platforms for our Places - Commitment 3.7 - Post coronavirus, delivering pop up cycle lanes identified in the local cycling and walking plan, expanding the bike share scheme and supporting new cycling projects to link to strategic objectives. However, the new cycle lanes referred to in this request are the responsibility of West Sussex County Council.

Note for JOSC: The provision of the new cycle lanes was undertaken by West Sussex County Council and is the responsibility of the County Council on the highways.

Score = Low

How could this review be undertaken? Report to the JOSC?

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That this matter not be added to the JOSC Work Programme at this time because it is inappropriate as the provision of cycle lanes on the highways is a matter for West Sussex County Council to consider. The resident should also be advised of the Council's Local Cycling and Walking Infrastructure Plan (LCWIP) which offers a strategic approach to safe and accessible walking and cycling routes and this will also feed into the overall West Sussex cycling and walking network which can be accessed here: - <https://www.adur-worthing.gov.uk/sustainable-aw/transport/>

Scrutiny request J

Issue - Worthing's sustainable transport strategy - what plans does the council have to reduce emissions and offer alternatives to travelling in motor vehicles for residents and visitors. Particularly in the town centre and around schools and the hospital?

Request from - Worthing resident

Public interest - It is in the public interest to make our air cleaner and create a better environment for residents now and for the future.

Score = High

Ability to change - Implementation of the 2030 carbon reduction strategy. Creating a better balance of road usage which favours pedestrians and cyclists over motor vehicles. Better and more affordable public transport.

Score = High

Performance - Worthing council has been slow to respond to the climate emergency facing us all.

Score = N/A

Extent - This is a global issue. We all need to do our bit. Councils can implement dramatic changes on a local level.

Score = High

Replication - I believe there have been plans considered with regard to this issue. But feel it is urgent that concrete action is taken now.

Score = Medium

Expected Outcomes - Big changes to how we use our roads and a positive campaign of persuasion to change the car-centric attitudes of local residents.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

Platforms for our Places: Going Further - Platform 3 - Tackling climate change and supporting our natural environment.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working

Group set up to investigate the issues.

Note for JOSC: JOSC considered a report from the JOSC Climate Change Working Group at its meeting on 17 September and these issues were considered as part of that report.

Transport infrastructure is the responsibility of West Sussex County Council.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That this matter not be added to the JOSC Work Programme. It is considered that JOSC have already undertaken a significant amount of work on transport infrastructure and climate change. The resident should be referred to the report from the Working Group on Climate Change and also the work of the Councils as part of the Sustainable Adur & Worthing framework and the Climate Change Assembly which is currently being held.

Scrutiny request K

Issue - Council houses in The Gardens, Southwick haven't been updated for 30 years. We need new bathrooms, kitchens and windows.

Request from - Adur resident

Public interest - To keep the Council housing stock from falling apart.

Score = High

Ability to change - Come and look around our houses.

Score = High

Performance - Yes, the request is about performance. Our houses are being left to rot!

Score = High

Extent - This affects about 11 houses in 'The Gardens'.

Score = High

Replication - No

Score = High

Expected Outcomes - Houses brought up to date.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

Yes. Platform 2 of Platforms for our Places: Going further - Commitment to ensure that the Council role as landlord supports better homes. - Fully revised and prioritised capital programme proposed for Winter 2020.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group on Repairs and maintenance issues could review this case.

Note for JOSC: Elsewhere on this agenda is a report from the JOSC Working Group that has reviewed the Adur Homes repairs and maintenance service. Recommendations contained in that report include a proposal for an effective planned maintenance programme to be developed which will include The Gardens.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That this matter not be added to the JOSC Work Programme. Work is already underway to develop an effective Planned Maintenance Programme to help the Council prioritise capital works and expenditure for the Adur Homes properties. Later on this JOSC agenda is a report from the Working Group that has reviewed the Repairs and Maintenance service of Adur Homes and this makes a series of recommendations for improvements to the management of Adur Homes properties which are being recommended to the Joint Strategic Committee and Executive Member for action.

Scrutiny request L

Issue - Refuse Collection back to weekly.

Bulk Waste back to home visits from the Council to give you a quote like they used to rather than getting the home occupier or tenant to have to send in dozens of photos to them to get a quote as they now do.

Request from - Adur resident

Public interest - No information provided.

Score = High

Ability to change - No information provided.

Score = High

Performance - No information provided.

Score = N/A

Extent - This affects all residents in Adur and Worthing

Score = High

Replication - Yes.

Score = Low

Expected Outcomes - Back to weekly collections and back to not having to send pictures online for bulky waste.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

Platforms for our Places: Going Further - Platform 3 - Tackling climate change and supporting our natural environment. Commitment to reduce waste, increase reuse, recycling and composting.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group set up to investigate the issues.

Note for JOSC: The Councils introduced a new alternate weekly refuse and recycling collection service in September 2019. A JOSC Working Group has recently (July 2020) undertaken a review on the introduction of the service. Matters relating to the collection of bulky waste were not considered by the Working Group. JOSC could ask for a report to explain the process that is

followed when requesting a bulky waste collection to see if there is a need for this to be changed to assist local residents, However, there are no plans to go back to sending staff out to quote either. The onus needs to be on the customer otherwise the fixed costs of staff make it very difficult to cover costs. Self service is the most efficient way to set this service up. Then people don't have to schedule a visit and be present for the quote.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That the matter be referred to the Adur Executive Member for Environment to provide a response to JOSC at the next meeting for further consideration if necessary.

Scrutiny request M

Issue - The facilities available to the users of Kingston Beach

Request from - Adur resident

Public interest - The beach is used by around 200-300 people per day during the summer, which creates a large amount of waste, the Council have added extra bins which is great, but there is no-where for people to use the toilet. In the morning we use the beach and have to dodge stepping in poo, used nappies and toilet paper. Also the stench of dried urine around the lifeboat station is overpowering as this is the nearest wall for people to cover themselves and stand against. People these days don't seem to care about where they do it, but the people that live there and have to use it the next day do.

Score = High

Ability to change - Perhaps some portaloos would help with the problem?

Score = High

Performance - I just think the Council should adapt to the increased usage of some of the areas it looks after and address the needs of the people. They have listened and acted upon the problem with Southwick Green being left in a mess with this kind of thing, how about the beach as well, there is nothing worse than parking your car and stepping out onto a human turd.

Score = N/A

Extent - Getting worse, it is now a "go to" beach as it has free parking.

Score = High

Replication - No

Score = High

Expected Outcomes - Cleaner beach and better standards for the users and residents of Kingston Beach.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

The Committee has the ability to review facilities available for users of the beaches. This could be a review covering Adur and Worthing.

Note for JOSOC: Where Kingston Beach is concerned, the Shoreham Harbour Joint Area Action plan last year encompassed a redevelopment of Kingston Beach, but toilets were never mentioned. The Council have no plans to install any.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group set up to investigate the issues.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That the matter be added to the JOSC Work Programme and a general report be requested to a future JOSC meeting explaining what the current toilets and litter bins provision is across Adur and Worthing beaches. This report should also explain any feasibility and financial constraints involved in the provision of toilets and litter bins.

Scrutiny request N

Issue - Incomplete flood defences at the East end of Shoreham Beach and resident living on multiple boats adjacent to the South side of the Adur Ferry Bridge.

Request from - Adur resident

Public interest - Flooding is a risk to those in the vicinity and the resident living on multiple boats is doing so without paying the relevant fees to both the Council & the Port Authority. How is either of these fair?

Score = High

Ability to change - If the Council cannot sort these issues, who can?

Score = High

Performance - I think the Council should stop ignoring issues that they find difficult to solve.

Score = N/A

Extent - The issues speak for themselves.

Score = High

Replication - No idea, it's always someone else's problem

Score = N/A

Expected Outcomes - Completed flood defences and a clear area by the footbridge instead of a junk yard. This area would be perfect for river dwellers to use if it were managed properly. It's also right next to the car park so access is superb.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

Platforms for our Places: Going further - Platform 3 - Tackling climate change and supporting our natural environment.

Commitment to improve the climate resilience of Adur & Worthing - Aim to deliver Adur and Worthing coastal defence programmes with the Environment Agency and other partners, maximising opportunities to leverage community benefit schemes and review flood risk management plans, including drainage network and opportunities for sustainable drainage.

Score = High

How could this review be undertaken? Report to JOSC or JOSC Working Group on the issues of flood defences in Adur and Worthing.

Note for JOSC: The flood defences which are referred to here are the responsibility of the Environment Agency.

Recommendations from Joint Overview and Scrutiny Committee Chairmen/Vice-Chairmen:-

That this matter be added to the JOSC Work Programme and the Environment Agency and the Council Engineers be requested to provide JOSC with an explanation as to why there are gaps in the sea defences in this area.

Scrutiny request O

Issue - The street lights go off early in Southview Road, all the other roads around us are well lit at night, please could you keep our lights on as it's dangerous walking up our road if we're late coming home. If the reason they're turned off is for economy purposes then can you please take it in turns with other roads

Request from - Adur resident

Public interest - Lots of my neighbours feel unsafe in the dark and we've had attempted burglaries in the past

Score = High

Ability to change - Yes.

Score = High

Performance - This request does not relate to the poor performance of a Council service.

Score = N/A

Extent - Minor issue but easily rectified.

Score = Low

Replication - Not aware that the issue is being considered elsewhere.

Score = High

Expected Outcomes - I hope to make my road safer at night.

Does the proposed review link with the Council strategic objectives or does the Joint Overview and Scrutiny Committee have the ability to influence and/or add value on the subject?

No link to strategic objectives.

Note for JOSCC: The majority of street lights in Adur and Worthing are looked after by West Sussex County Council (WSCC), not by Adur District Council or Worthing Borough Council.

Score = Low

How could this review be undertaken? Request to be referred to WSCC or . JOSCC could also ask for a position statement on street lighting in Adur and Worthing and discuss these issues but the issue is a WSCC issue.

**Recommendations from Joint Overview and Scrutiny Committee
Chairmen/Vice-Chairmen:-**

That this matter be not added to the JOSC Work Programme but the matter be referred to West Sussex County Council and the local ward Councillor to take this matter up on the residents behalf.

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ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
15 October 2020

Key Decision [No]

Ward(s) Affected:N/A

JOSC Working Group on the review of the Adur Homes Repairs and Maintenance Service

Report by the Director for Digital, Sustainability & Resources

Executive Summary

1. Purpose

- 1.1** This report sets out the work and recommendations from the Joint Overview and Scrutiny Committee (JOSC) Working Group which was created as part of the JOSC Work Programme to review the Adur Homes Repairs and Maintenance service.

2. Recommendations

- 2.1** That JOSC consider the report and recommendations from the Adur Homes (Repairs and Maintenance) Working Group which was created as part of the JOSC Work Programme to review the Adur Homes Repairs and Maintenance Service and refer the recommendations to the Joint Strategic Committee (JSC) and the Adur District Council Executive Member for Customer Services for consideration in due course.

3. Context

- 3.1 As part of its Work Programme, JOSOC agreed to set up a Working Group to review the Adur Homes Repairs and Maintenance service. The Working Group agreed the following terms of reference and objectives for the review:-

1. To review the performance of the Adur Homes repairs and maintenance service, including the value for money, and to understand the reasons for that performance;
2. To review the recommendations/proposed action plan from the recent Audit of the repairs and maintenance service and the work being undertaken by Adur Homes to mitigate the risks identified in the Audit;
3. To question the Adur Executive Member for Customer Services and Senior Council Officers on the level of the Adur Homes repairs and maintenance service and the response times for the service and communications provided to the tenants on this service;
4. To consider if there is a need for any recommendations to be put to the Adur Executive/Executive Member for Customer Services to improve the service and the processes.

Outcomes expected - A better understanding of the Adur Homes repairs and maintenance service and confidence that a satisfactory service will be provided within a reasonable timescale.

- 3.2 The Working Group has now completed its initial work and produced the attached report and identified some interim recommendations which it would like to be implemented as soon as possible to improve the Repairs and Maintenance service. The Working Group has been informed that work is ongoing to transform the service including a staffing restructure, therefore, the Working Group would like to continue to monitor this work, as part of the JOSOC Work Programme, to ensure that improvements are made to the service.

4. Issues for consideration

- 4.1 JOSOC is asked to consider the report and recommendations from the Adur Homes Repairs and Maintenance Working Group set out in the Appendix to this report and agree to refer them to the Joint Strategic Committee and Adur Executive Member for Customer Services for further consideration in due

course.

5. Engagement and Communication

5.1 The JOSC Working Group has held discussions with the Adur District Council Executive Member for Customer Services, tenant representatives from the former Adur Consultative Forum and Officers responsible for the Repairs and Maintenance service.

5.2 JOSC Chairmen/Vice-Chairmen and Senior Officers have also been consulted on the report.

6. Financial Implications

6.1 There are no direct financial implications relating to this report.

7. Legal Implications

7.1 Under Section 111 of the Local Government Act 1972, the Council has the power to do anything to facilitate or which is conducive or incidental to the discharge of any of their functions.

7.2 Section 1 of the Localism Act 2011 provides a Local Authority to do anything that individuals generally may do (subject to any current restrictions or limitations prescribed in existing legislation).

Background Papers

Any papers referenced in the Working Group report.

Officer Contact Details:-

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Scrutiny & Risk Officer

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Sustainability & Risk Assessment

1. Economic

Matter considered and no direct issues identified.

2. Social

2.1 Social Value

Matter considered. An improved Repairs and Maintenance service will improve social value for Adur Homes tenants.

2.2 Equality Issues

Matter considered and no direct issues identified.

2.3 Community Safety Issues (Section 17)

Matter considered and no direct issues identified.

2.4 Human Rights Issues

Matter considered and no direct issues identified.

3. Environmental

Matter considered and no direct issues identified.

4. Governance

Matter considered. The JOSC Working Group was set up in accordance with the JOSC Procedure Rules which form part of the Constitution and as part of the JOSC Work Programme. Recommendations from the review will need to be presented to the Joint Strategic Committee and the Adur Executive Member for Customer Services.



ADUR & WORTHING COUNCILS

Scrutiny review of the Adur Homes Repairs and Maintenance service

Report by the Joint Overview and Scrutiny Working Group

1.0 Summary

- 1.1 'Adur Homes' is the Council team responsible for Adur District Council's social housing stock. This report from the Joint Overview and Scrutiny Committee (JOSC) Working Group has reviewed the performance and areas of work of the Repairs and Maintenance service of 'Adur Homes' following concerns about the performance of the service.
- 1.2 This report sets out the findings and recommendations from the JOSC Working Group which was established as part of the JOSC Work Programme in 2019 to review the performance of the Adur Homes Repairs and Maintenance service.
- 1.3 The Working Group report proposes a number of recommendations to be put to the Adur Executive/Adur Executive Member for Customer Services to improve the Repairs and Maintenance service and the processes.

2.0 Background and context to the Adur Homes Repairs and Maintenance service

- 2.1 Adur District Council, under the team name 'Adur Homes', is responsible for managing the Adur District Council social housing stock which contains the following:-
 - 2509 tenanted properties
 - 518 leasehold properties
 - 288 sheltered housing properties
 - 1077 garages
- 2.2 The Repairs and Maintenance service of 'Adur Homes' has been undergoing some change over a number of years. Details of the most recent changes to improve the service are set out later in this report. To assist in the delivery of the service a new Responsive Repairs Policy has also been drafted and is

currently subject to consultation for approval in Autumn 2020. A repair guide was due to be produced as well as a new Fire Safety policy being in place and a Gas servicing policy being provided. It was recognised, however, that there was still some way to go before the desired performance level and standards could be achieved.

- 2.3 The number of repairs and maintenance jobs undertaken by the Service between July 2019 and May 2020 (22,289) had almost doubled compared with July 2018 and June 2019 (11,933) and further analysis was needed to understand how many repair requests this related to and the impact on the service. More than half of all the repairs reported between June 2019 and May 2020 were reported through the Council Customer Contact centre. Repairs being reported via the new digital repairs portal had increased in 2019/20 by 10%.
- 2.4 Previously, in February 2019, the findings from an Internal Audit report into the Housing Repairs service and the internal control processes and procedures relating to this service had been released. The Audit had been requested by the former Head of Housing following concerns in respect of repairs processes and the nil assurance Audit report which had been received in respect of void properties. The audit report findings gave only limited assurance and commented that there are weaknesses in the system of internal controls which are such to put the Council objectives at risk and a level of non compliance which also put the Council objectives at risk.
- 2.5 In March 2019 a scrutiny request was made to the JOSC asking for it to investigate and review the Adur Homes repairs and maintenance service in more detail following claims from Tenants and Councillors who were concerned about response times and the difficulty of communicating with housing staff on repairs/maintenance issues. It was considered that there was a need to establish better lines of communication with tenants and review whether staffing levels are adequate or not. The scrutiny request also wanted an improved service to tenants with greater tenant satisfaction.

3.0 Background to the JOSC Review

- 3.1 As part of the JOSC Work Programme for 2019/20, JOSC agreed to set up a Working Group to review the Repairs and Maintenance service and to consider ways that the service could be improved. Councillors Catherine Arnold, Kevin Boram, Stephen Chipp, Paul Mansfield, Andy McGregor and Lavinia O'Connor were originally appointed to the Working Group and Councillor Deb Stainforth was appointed as a co-opted Member. Due to membership changes of the main JOSC Councillors McGregor and O'Connor stepped down from the Working Group in 2020/21 and Councillor Stainforth became a full member of the Working Group.

3.2 The Working Group has held a number of meetings to gather evidence and

formulate findings and recommendations in June, July and September 2019 and February and July 2020. In October 2019 the Working Group also visited the Council Contact Centre, to listen to tenants calls about repairs and maintenance issues and the Repairs and Maintenance Depot at Commerce Way to speak with the Team.

3.3 The Working Group discussed and agreed the following Terms of Reference and project objectives for the review:-

1. To review the performance of the Adur Homes repairs and maintenance service, including the value for money, and to understand the reasons for that performance;

2. To review the recommendations/proposed action plan from the recent Audit of the repairs and maintenance service and the work being undertaken by Adur Homes to mitigate the risks identified in the Audit;

3. To question the Adur Executive Member for Customer Services and Senior Council Officers on the level of the Adur Homes repairs and maintenance service and the response times for the service and communications provided to the tenants on this service;

4. To consider if there is a need for any recommendations to be put to the Adur Executive/Executive Member for Customer Services to improve the service and the processes.

Outcomes expected - A better understanding of the Adur Homes repairs and maintenance service and confidence that a satisfactory service will be provided within a reasonable timescale.

4.0 Method of the review

4.1 From the start of the review, the Working Group wanted to ensure that it was briefed on as much background and information relating to the Repairs and Maintenance service as possible.

4.2 The Working Group has held evidence gathering meetings with the following witnesses:-

Mary D'Arcy, Former Director for Communities, Adur & Worthing Councils
Catherine Howe, Director for Communities, Adur & Worthing Councils
(July 2020)

Akin Akinyebo, Head of Housing, Adur & Worthing Councils

Anthony Alexander, Housing Operations Manager, Adur & Worthing Councils

Councillor Carson Albury, Executive Member for Customer Services, Adur District Council

Dave Donaldson, Paula Kinsella and Pauline Jeffery, (Tenants and Members of the former Adur Consultative Forum - ACF).

- 4.3 This report has also been shared with Jill Lennon, the Chairperson of the Adur Tenants Forum.

5.0 Improvements to the delivery of the Repairs and Maintenance service

- 5.1 The Working Group has held discussions with the former Director for Communities, Mary D'Arcy, Head of Housing, Akin Akinbeyo, and Adur District

Council Executive Member for Customer Services, Councillor Carson Albury. Discussions have also been held more recently with the new Director for Communities, Catherine Howe. As part of these discussions the Working Group have been briefed on the improvements being made to improve the delivery of the maintenance and repairs service to Adur Homes residents.

- 5.2 Since July 2019 a new staffing structure had been implemented with five new roles created, three of which had been filled but at the time of writing this report, the other two had been paused due to Covid-19 lockdown issues but the recruitment process had recently restarted.

- 5.3 Since January 2020, the Housing Operations Manager had focused mainly on driving through improvements in the maintenance and repairs teams. A Repairs and Modernisation Manager had been recruited in place of the Building Services Manager who was responsible for the inhouse repair team. The officer reported direct to the Housing Operations Manager and brought a wealth of experience running in-house repairs services. Line management of the multi trade operatives was now split between an Assistant Business Support Manager and two chargehands. A Fire Safety Manager had been recruited to oversee fire safety works and a Compliance Health & Safety Officer would be recruited to assist the manager. Recruitment for a fourth maintenance officer was underway.

- 5.4 A new Repairs & Modernisation Manager had also been appointed to improve the Service. Focus had been on recruitment. There had been improvements in the online reporting system with the number of repairs reported through the repairs portal increasing by 10%. More than half of all repairs reported between June 2019 and May 2020 were through the Customer Service Centre and a third were reported by Housing staff.

6.0 Conclusions and recommendations

- 6.1 The Working Group would like to thank the Tenants who contributed to the evidence for this review, Senior Council Officers, the Adur District Council Executive Member for Customer Services and members of the Customer

Contact Centre and Repairs and Maintenance Teams for their support and invaluable contributions to this review.

- 6.2 Appendix A to this report includes some background information to support the thinking behind the report and its recommendations. During the Working Group's work it has become evident that Adur Homes provides a key service within the community. The Working Group has also been briefed on the changes that have been made and are being made to the delivery of the repairs and maintenance service. The Working Group recognises and accepts that the full improvement of the repairs and maintenance service is not a quick process and will take time to deliver.
- 6.3 The Working Group, however, strongly recommends that the Adur District Council Executive Member for Customer Services and senior officers put in place a transformation programme that sets out a timetable to implement the following improvements to Adur Homes core business of the provision of social housing. It is further recommended that the transformation programme is endorsed by the Joint Strategic Committee and appropriate progress reporting is implemented in order to ensure that decisions are made to support this transformation programme on a timely basis.
- 6.4 Given the significant nature of the transformation programme the Working Group recommends that JOSOC continues to closely monitor the performance of Adur Homes.

7.0 Recommendations

- 7.1 That Adur District Council review and implement an appropriate governance structure within Adur District Council to include the appropriate senior officers responsible for delivering key Adur Homes functions.**

Reason - The Adur Homes Management Board, responsible for overseeing and setting the delivery of the strategic objectives of Adur Homes, has not met for nearly a year which the Working Group considers is unacceptable and, therefore, a revised governance structure is required in order to ensure that there is regular oversight and scrutiny of the running of the Adur Homes business.

- 7.2 That Adur District Council ensure that an effective Planned Maintenance Programme and strategy is developed and implemented to deliver a sustainable renewal, repairs and maintenance regime**

Reason - In order to improve the overall quality of the Adur Homes housing stock so that it all meets appropriate standards. Thorough tracking of day to day repairs will ensure that the Programme is informed and flexibility in the system will ensure that new urgent work does not allow the programmed work to slip. The strategy should identify the appropriate levels of

maintenance and repair in addition to setting out a renewal/ replacement programme.

7.3 That Adur District Council identify and implement key performance measures that can be used to monitor the adequacy of service and signpost areas for improvement.

Reason - To ensure that performance can be monitored more closely so that all Departments have a clear idea on faults and direction of travel.

7.4 That Adur District Council continue to implement improvements to maintenance and repairs processes to ensure prompt delivery of services and value for money.

Reason - To help create a more efficient and effective service for Adur Homes residents.

7.5 That Adur District Council implement a revised strategy to improve tenants' timely engagement with Adur Homes. This should include a revised Tenants' Manual which sets out the expectations of both tenants and Adur Homes (including such things as agreed timescales for repairs) and should involve customer journey mapping and the use of the Customer Services Effortless programme to gather customer feedback to help improve the service.

Reason - To improve engagement and consultation with Adur Homes residents and to help in the overall service design process by having the active involvement of Adur Homes residents. This will help in the delivery of the service and make it work better for residents. Customer feedback is essential to help improve the service.

7.6 Continue to improve the voids process which both increases the revenues to Adur Homes but also more importantly reduces the waiting list for social housing.

Reason - To help increase revenue to the Council, reduce spend on temporary accommodation and to help free up properties for occupation by people in need of housing.

7.7 That the JOSC agrees to keep this Working Group constituted for monitoring purposes.

Reason - To ensure that there is additional ongoing oversight and scrutiny of the proposed improvements to the Adur Homes Repairs and Maintenance service and to ensure that the recommendations in this report are being actioned.

**Local Government Act 1972
Background Papers:**

None

Contact Officer:

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APPENDIX A

Joint Overview and Scrutiny Working Group on the Adur Homes Repairs and Maintenance Service

Background information to support the thinking in the report and the recommendations

This appendix sets out key examples of issues identified during various site visits, including the call centre and operations centre and interviews with the Executive Member for Customer Services, senior officers and tenants. The matters identified are symptomatic of the key recommendations included in the report.

Fundamental issues:

(a) Stock Condition

We note that a number of stock condition reports have been prepared identifying the significant amount of work that needs to be undertaken on Adur Homes housing stock. The quantum of this work is significant, but we note that a strategy to deal with the backlog of repairs, maintenance and renewals has not been developed and the stock condition reports are a few years out of date now. This has led to difficulty in identifying the most appropriate maintenance programme to be delivered. The Stock Condition reports should be brought up to date with a view as to whether stock is cost effective to repair, or redevelop and prioritisation judged against Adur homes waiting list, health/ mental health issues and temporary re-housing.

(b) Tenants' Handbook

The Working Group notes that a revised draft handbook has been in preparation for some time. The timetable for its production and the method of engaging with tenants is unclear and incomplete. We recommend that once a clear transformation and maintenance and renewal strategies are developed a consultation programme is implemented to ensure that the Handbook adequately reflects the relationship between Adur Homes and its tenants.

(c) Performance Monitoring

There are no effective Key Performance Indicators (KPI's) being monitored for this service. This makes monitoring performance and taking corrective action difficult to achieve. This would have identified that the process for handling tenants' enquiries and implementing the required maintenance and renewals programme was unduly complex and inefficient.

The Working Group considers that frontline staff should be involved in the production of these performance measures.

(d) Contract Management

Both the Working Group and Internal Audit found multiple occasions where it is evident that repairs and renewals were completed where value for money was not obtained. Whilst it is noted that certain steps have been taken to improve this matter, further steps need to ensure that optimal value for money is obtained from both the internal and external providers of this service.

(e) Service Standards

Without a Tenants' Handbook, tenants, staff and Councillors have significant difficulty in identifying whether an appropriate service is being delivered on a timely basis as expectations of the level of service is judgmental and open to interpretation. This would also increase trust between all parties. As a simple example, Councilors were promised that all of their queries would receive a response within 10 days. This has failed to occur, nor do Councillors know how many queries are being delivered in that timescale.

(f) Management of calls and enquiries

The Working Group noted that the process of managing callers enquiries is overly complex and often requires input from staff based in a different office. This increases the risk of:

1. Errors being made; and
2. The provision of an inefficient service.

The transformation programme should set out a process of identifying what and how an effective service should be provided.

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