



ADUR & WORTHING
COUNCILS

8 February 2023

Joint Overview & Scrutiny Committee

Date:	16 February 2023
Time:	6.30 pm
Venue:	Gordon Room, Stoke Abbott Road, Worthing Town Hall

Committee Membership:

Adur District Council: Councillors; Joss Loader (Adur Chair), Mandy Buxton (Adur Vice-Chair), Carol Albury, Tony Bellasis, Ann Bridges, Paul Mansfield, Sharon Sluman and Debs Stainforth

Worthing Borough Council: Councillors; Cathy Glynn-Davies, Ibsha Choudhury, Dan Hermitage (Worthing Vice-Chairman), Margaret Howard, Daniel Humphreys, Heather Mercer, Jon Roser (Worthing Chairman) and Elizabeth Sparkes

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 held on 19 January 2023, 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 **12.00 noon Monday 13 February 2023**

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. Members Questions

Councillors who are not members of this committee can ask questions under CPR 12 Questions should be relevant to the committee where the question is being asked and also relevant to an item on the agenda. Please contact Democratic Services for more information

Members' question time is 30 minutes and questions should be submitted no later than **12:00 noon on Monday 13 February 2023**.

6. Items Raised Under Urgency Provisions

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

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

8. Annual Summary of Complaints and Compliments (Pages 5 - 56)

To consider a report by the Director for Digital, Sustainability and Resources, copy attached as item 8

9. Annual update on progress with delivering the Climate Change agenda (Pages 57 - 68)

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

10. Interview with Adur Cabinet Member for the Environment and Leisure (Pages 69 - 74)

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

11. Review of JOSC Work Programme (Pages 75 - 90)

To consider a report by the Director for Digital and Resources, copy attached as item 11

12. Worthing Theatres Contract Monitoring (Pages 91 - 94)

To consider a report by the Director for the Economy, copy attached as item 12

13. Interview with Worthing Cabinet Member for Climate Emergency (Pages 95 - 98)

To consider a report by the Director for Digital and Resources, copy attached as item 13.

14. Interview with Worthing Cabinet Member for Culture and Leisure (Pages 99 - 102)

To consider a report by the Director for Digital and Resources, copy attached as item 14.

15. Interview Worthing Cabinet Member for Community Wellbeing (Pages 103 - 106)

To consider a report by the Director for Digital and Resources, copy attached as item 15.

Recording of this meeting

The Council will be livestreaming 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 Simon Filler Democratic Services Officer 01903 221438 Simon.filler@adur-worthing.gov.uk	Joanne Lee Head of Legal Services & Monitoring Officer 01903 221134 joanne.lee@adur-worthing.gov.uk

Duration of the Meeting: Three 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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Joint Overview and Scrutiny Committee
16 February 2023



ADUR & WORTHING
COUNCILS

Key Decision: No

Ward(s) Affected: None

Annual Summary of Customer Feedback (Complaints and Compliments)

Report by the Director for Digital and Resources

Executive Summary

1. Purpose

- This report provides an overview of compliments and complaints received by the councils for the financial year 2021/22. It includes trend analysis for the previous two financial years.
- It sets out progress on improvements to the feedback process and policy and the steps that are planned for the next financial year to embed a feedback driven culture.

2. Recommendations

- This report is for information only
- There are no decisions or requests

3. Context

- 3.1. Customer feedback is important and a chance to learn both what we do well and what we could do better. Our customers deserve the best service possible and by looking at themes in both complaints and compliments we can improve services where needed and share best practice across the councils.
- 3.2. This report provides an overview of formal complaints and compliments received by the councils in 2021-22 as we slowly moved away from the worst impacts of the covid pandemic and started to feel the impact of increasing costs of living.
- 3.3. In 2021-22 the volume of complaints increased from the previous year, 2020-21, which was the start of the pandemic. We believe we saw fewer complaints in 2020-21 as people were more aware of the pressures councils were under, and lowered their expectations. By 2021-22 as we moved to a 'new normal', customer expectation increased to pre-pandemic levels whilst the councils were still adapting to the long term impacts of the pandemic.
- 3.4. Both quantitative and qualitative customer feedback is collected by many areas of the councils. Quantitative data is the most commonly collected (e.g. the number and types of calls received by the customer service team, and how long they take to answer and resolve). Qualitative data collected is often in the form of surveys that are used to ask our customers what they think of the service that they have received. For example surveys are automatically sent to customers who have called both the Adur Homes and the Waste Services phone line asking them about their customer experience. This data is collected and analysed by the specific services.
- 3.5. This report only looks at official complaints and compliments which can be logged by customers verbally (both over the phone or face to face), online or in writing via the customer feedback team. Individual services are then responsible for reviewing and responding to the customer in line with corporate deadlines and policies.
- 3.6. When the councils' formal process has been completed any complainant who is still unhappy with the councils' response has the right to have their complaint looked at by the ombudsman. In the case of Adur and Worthing this is the Local Government Ombudsman (LGO) and the Housing Ombudsman (HO). Responses to the HO and the LGO are dealt with by the complaints team to make sure that services have satisfactorily answered all questions and provided the corrected information requested and that all

responses are in a timely manner. Further details about Ombudsman cases can be found later in this report.

- 3.7. The team consists of approximately a day of the Senior Customer Insight and Performance Officer at 0.2 FTE and two Feedback and Request for Information Officers at 0.3FTE each who primarily work in the Information Governance team and spend approximately a third of their time working in Customer Feedback. There is no dedicated resource or a dedicated budget to provide training etc this is provided by the team as part of their role.
- 3.8. The feedback system was upgraded in January 2022 and it now enables more detailed analysis of complaints and compliments including themes and trends. The previous system was not so well developed, and as a result the data presented in this report is still very high level. The report for 2022/23 will include a lot more detailed analysis.

4. Customer Feedback in detail

Compliments

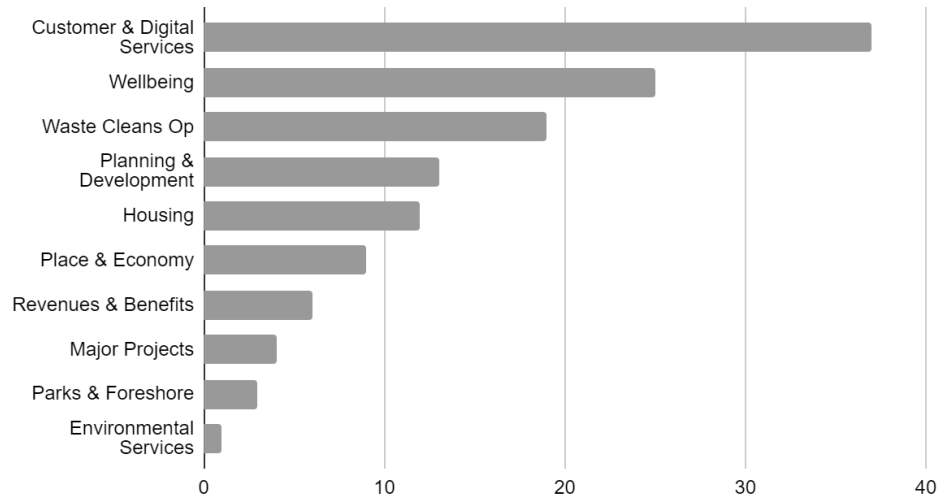
- 4.1. Compliments are logged when an officer or service has gone over and above what the resident expected. Thank you messages for doing the day to day job are not logged although these expressions of appreciation are also collated and passed to the teams.

Number of compliments logged per year per directorate			
	2019-20	2020-21	2021-22
Communities	59	33	38
Digital & Resources	52	59	62
Economy	34	46	29
Total	145	138	129

- 4.2. External customer facing teams are much more likely to receive compliments than services which have less direct customer contact. A lack of compliments is not an indicator of poor service or performance. Compliments are often about good service from individual officers and acknowledge the work that is done by the councils in difficult
- 4.3. circumstances A couple of examples include a compliment to a Wellbeing team officer: “without him I don’t know what tomorrow would look like/ he

was a gem and brilliant” and a complement to Housing team stated “We are aware that constituents’ expectations can often be incredibly challenging particularly when their need is so great and when we are not in a position to be able to offer a fast solution, thank you for what you have done to prevent that and know that the family are eternally grateful to you and all who helped *bring about this positive outcome*”

Compliments per service 2021-22



- 4.4. We know from engagement work with customers that clarity of communication, honesty, respect, speed/convenience and warmth of approach are what matters to them and these themes can be seen reflected in the compliments received. Examples include a compliment to the AWES team when collecting a three piece suite stating the men were “*very cheerful, polite and efficient*” and a compliment for a Customer Services team member stating he was “*lovely, very calm and patient*” and for having “*sorted it all out*”.

Complaints

- 4.5. A complaint is defined as “an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents”.
- 4.6. When looking at complaints it is important to remember that the Councils’ have thousands of interactions with residents on a daily

basis whether this is with officers out in the community, via the phone or email or when visiting one of our offices.

- 4.7. The council's have a two stage process for complaint handling.
- Stage 1 - when the complaint is initially received and is passed to the service to respond. Corporately we aim to respond to stage 1 complaints within ten working days.
 - Stage 2 - if a customer is not happy with the stage 1 response this is referred to a different senior officer to review the complaint and the stage 1 response. We aim to respond to stage 2 complaints within 15 working days.
- 4.8. If the customer is not satisfied with the stage 2 response they can contact either the Local Government Ombudsman or the Housing Ombudsman Service to ask for an independent review.

Stage 1 complaints

- 4.9. The number of complaints received in 2020-21 was 44% lower than in 2019-20 for reasons set out above but increased significantly in 2021-22 as can be seen in the table below. Service level detail is set out in Appendix 1. In summary the majority of complaints were for Housing with 44% (88 cases) of these relating to Adur Homes, followed by Waste Service and Revenues and Benefits. These are all high profile frontline services and have the highest numbers of customer interactions. The new system categorises complaints into five categories. These are poor communication, poor behaviour, poor product or service, long wait time and other. We will be able to report on these categories in the next report.

Number of Stage 1 complaints logged per directorate per year			
	2019-20	2020-21	2021-22
Communities	170	96	186
Digital & Resources	109	42	142
Economy	44	42	75
Total	323	180	403

- 4.10. The table below shows that 58 complaints at a stage 1 have not been updated on the customer feedback system for 2021-22 currently shown as not responded to. This may be because they have been answered outside of

the system either by letter or phone call, as well as the potential of having been missed. The new system makes it easier for services to reply to customers and track communications so this performance should improve in future.

4.9

Complaints at Stage 1 2021-22 responded to per directorate			
Responded	Yes	No	Total
Communities	134	52	186
Digital & Resources	141	1	142
Economy	72	3	75
Total	347	58	403

- 4.11. There are 347 complaints at Stage 1 in 2021-22 that are showing on the system as being responded to. When these were completed the officer responding to the complaint is asked to log what they believe the outcome of the complaint to be.

Outcomes for Stage 1 complaints				
	No outcome logged	Not upheld (we are not at fault)	Partially upheld (we are partially at fault)	Upheld (we are at fault)
Communities	31	42	26	35
Digital & Resources	17	47	34	43
Economy	8	38	11	15
Total	56	127	71	93

- 4.12. As can be seen in the table above 56 complaints that on the system that have been answered have no outcome logged against them. This is 16.1% of the total number of complaints. In the new customer feedback system this is now a compulsory field and every complaint needs to have an outcome added before the case is closed. This will mean more meaningful figures can be reported at the end of the next financial year.
- 4.13. Of the 291 that had a response logged against them 127 complaints (43.6%) were not upheld, 71 (24.4%) were partially upheld and in 93 cases (32%) we were at fault. We need to learn from complaints that are upheld and the new

system will enable us to report on the learnings from these complaints so that we can improve on this. A measure of our success should be to see fewer stage 1 complaints upheld as time goes by.

- 4.14. For details on outcomes per service see Appendix 3. The service with the highest number of complaints that had no outcome logged was Housing with 29 (25%) cases not logged. Customer & Digital service had 10 complaints out of 22 logged upheld (45.5%). Customer & Digital service also had the highest percentage of stage 1 complaints that were partially upheld with 25.9% of cases partially upheld.
- 4.15. Corporately the aim is complete a stage one complaint within 10 working days from the date that the complaint is received.

Response times for Stage 1 complaints			
	Responded in 10 working days or under	Responded in longer than 10 working days	Percentage of cases responded to in longer than 10 working days
Communities	71	63	47%
Digital & Resources	98	43	30.5%
Economy	57	15	20.8%
Total	226	121	34.9%

- 4.16. Overall 65.1% of Stage 1 complaints were answered within 10 days however there were variations between the directorates with 53% Stage 1 complaints in the Communities Directorate being answered within this time scale compared to close to 80% for the Economy Directorate. Some complaints are much more complex than others and may require input from multiple services that take longer to respond to. Provided the customer is informed of the delay and when they are likely to receive a response then this is in line with our policy, as we should aim to give a clear and comprehensive response. .
- 4.17. See appendix 4 for Service detail. Housing had the highest number of complaints that were not responded to in 10 working days, 60 out of 114 cases. However, Housing complaints are also some of the more complex complaints.

Stage 2 complaints

- 4.18. The number of stage 2 complaints received in 2021/22 is summarised in the table below

Number of Stage 2 complaints logged per directorate per year			
	2019-20	2020-21	2021-22
Chief Executive	2	3	1
Communities	50	17	33
Digital & Resources	13	7	16
Economy	12	9	28
Total	77	36	78

- 4.19. The total number of stage 2 complaints logged in 2021-22 increased from the low levels in 2020-21. Roughly 19% of stage 1 complaints are escalated to stage 2. This is only an estimate as some stage 2 cases in 2021-22 actually refer to stage 1 complaints made in 2020-21 and some stage 1 complaints made at the later end of the 2021-22 financial year will not show as stage 2 complaints until the 2022-23 financial year.
- 4.20. The number of stage 2 complaints in the Communities Directorate was lower than the pre-pandemic year 2019-20, whereas this number increased for the Economy Directorate (although the overall number of complaints for the directorate is low). This appears to have been driven by an increase of stage 2 complaints across all services in the directorate. Limitations of the previous feedback system means we can not easily drill down further at this stage. With the new system we will be able to do so in 2022-23. However, across the board the total number of stage 2 complaints is relatively small, taking into account the breadth of our services and the number of people we provide services to.
- 4.21. See Appendix 5 for service level detail. Housing had the largest number of stage 2 complaints logged, followed by Parks & Foreshore and Planning & Development.
- 4.22. Of the 78 Stage 2 complaints logged on to the system in 2021-22, 15 (19.2%) have not been shown as being responded to. This is likely to be due responses being sent outside of the system, something that has been addressed with the new system.

Complaints at Stage 2 2021-22 responded to per directorate			
Responded	Yes	No	Total
Chief Executive	1	0	1
Communities	22	11	33
Digital & Resources	13	3	16
Economy	27	1	28
Total	63	15	78

- 4.23. See Appendix 6 for service level detail. Housing had the highest number not logged with 11 out of the 15 complaints
- 4.24. There are 63 Stage 2 complaints on the system that are showing as being responded to on the system. Of these just under half were still not upheld (31) and 18 were either partially or fully upheld. If a complaint that was not upheld at stage 1 is upheld at stage 2 this can be due to the customer providing additional information, or the senior officer reviewing it taking a different view.

Outcomes for Stage 2 complaints				
	No outcome logged	Not upheld (we are not at fault)	Partially upheld (we are partially at fault)	Upheld (we are at fault)
Chief Executive	0	1	0	0
Communities	6	6	3	7
Digital & Resources	3	6	2	2
Economy	5	18	2	2
Total	14	31	7	11

- 4.25. For service level detail please see Appendix 7. Housing has the highest number of cases being upheld or partially upheld at stage 2 with 9 out of 13 cases with an outcome logged falling into this category.
- 4.26. The councils' aim to complete a stage 2 complaint within 15 working days from the date that it was received. In 2021-22 this occurred in

55.6% of stage 2 complaints logged on the system as completed. Complex complaints can take longer to provide a detailed response to, and in these cases customers should be provided with an explanation and a revised response date. Again the new system allows for better tracking and analysis of complaint responses.

Response times for Stage 2 complaints		
	Responded in 15 working days or under	Responded in longer than 15 working days
Chief Executive	1	0
Communities	11	11
Digital & Resources	7	6
Economy	16	11
Total	35	28

4.27. For service level detail please see Appendix 8.

Ombudsman complaints

4.28. Customers who are not satisfied with a stage 2 response can contact the ombudsman to review their complaint in a fair and independent way. There are two ombudsmen that a customer can go to and they can potentially ask both to investigate in certain circumstances. These are the Local Government Ombudsman (LGO) and the Housing Ombudsman (HO). They each deal with different types of service complaints.

The LGO investigates:

- Planning and Building Control
- Some housing issues
- Housing benefit
- Council tax
- Environment and waste
- Neighbour nuisance and antisocial behaviour
- Transport and highways

- Social care
- Some education and schools
- Children's services

4.29. The LGO will not generally not investigate until the council has had the opportunity to try and resolve the complaint.

4.30. The HO investigates:

- Disputes involving the tenants and leaseholders of social landlords
- Leasehold services
- Rent/service charges
- Moving to a property - tenancy/transfer/mutual exchange
- Tenant behaviour
- Repairs/housing standards
- Environmental health issues at a property
- Complaints about housing staff
- Councils' handling of the complaints process

4.31. A complaint can be referred to the HO eight weeks after a final stage 2 response has been received. This requirement is no longer part of the process from 1 October 22 and a complainant can refer a complaint as soon as the formal process from the councils has been completed after this date.

4.32. Either ombudsman can decide to reopen a case up to a year after it has been completed and can take up to a year to come to a final decision i.e. most of the cases in this report were initially stage 1 complaints in 2020-21 or earlier. We won't see the impact on the ombudsman cases of increase in the number of stage 1 complaints in 2021-22 until next years report.

Local Government Ombudsman cases

Adur District Council

4.33. The LGO received 13 cases to investigate and the decisions were as follows:

Service	Advice given	Closed after initial enquiries	Council to investigate	not upheld	upheld	Total
Environmental Health	0	0	2	0	1	3
Housing	0	1	2	0	0	3
Revenues & Benefits	0	1	0	0	1	2
Planning & Development	0	1	0	0	1	2
Corporate & other services	0	1	0	0	0	1
Highways & transport	0	0	0	1	0	1
Other	1	0	0	0	0	1

4.34. There were 4 cases that were investigated and 1 was not upheld and 3 were upheld. Please refer to Appendix 9 for details around the cases that were upheld by the LGO/

4.35. Worthing Borough Council

4.36. The LGO received 10 cases to investigate and the decisions were as follows:

Service	Closed after initial enquiries	Referred back to the council	not upheld	upheld	Total
Environmental Health	3	1	0	1	5
Housing	1	1	0	1	3
Corporate & other services	1	0	0	0	1

4.37. There were 2 cases investigated and both of those were upheld. For full case details see Appendix 10

Housing Ombudsman Cases

4.38. The HO has not yet issued their annual report for 2021-22.

Future reporting

- 4.39. In January 2022 a new system was launched for logging and processing customer feedback. The system was built in house in conjunction with the Digital team and with extensive user testing. The system has also been refined since its launch with ongoing support from the development team. It will enable more meaningful reporting next year, with greater analysis of the reasons for complaints, trends etc.
- 4.40. New functionality also gives people the option of submitting equalities data. Although the data is anonymised we can link it to the service that the complaint was about enabling us to see if we are disadvantageous to any group and enabling service improvement.
- 4.41. Other improvements of the system include:
- The ability to report on lessons learnt
 - Improved monitoring of and reporting on Ombudsman complaints
 - Direct communication with customers through the system, keeping all correspondence in one place making it easier to manage cases.
 - Monitoring where customers submit multiple complaints over a short or extended time period. This functionality is particularly helpful when dealing with complex complaints, which can involve multiple services at the same time.
 - The Problem Resolution Group has been set up to look at Housing cases in more detail.

Next steps

- 4.42. The degree of analysis and interpretation of complaints and compliments data for 2021-22 has been limited as a result of the limitations of the old system. This has also made it harder to identify trends and learn from complaints in an evidence based manner. The new system has now been in place since January, is working well and is being refined. This will enable us to present much more meaningful data for the current financial year. Next steps in the management of complaints are:
- Finalising tweaks to the system by the autumn, based on user experience.
 - Making complaints data more visible through dashboards in data studio
 - Continue the Problem Resolution Group to review complex complaints within Housing

- The Complaints/Compliments Working Group will be starting this summer and will be looking at the whole process from start to finish to investigate the issues and recommend possible solutions
- Continued focus on avoiding complaints by building on the good services work that has already been done.

Conclusions

- 4.43. Feedback in the form of complaints and compliments, and how we respond to it is extremely important both reputationally and to foster an environment of trust with our residents and businesses. A good organisation is trusted to respond objectively to that feedback and make changes if necessary. How an organisation responds when something goes wrong influences how an organisation is perceived to be performing. Feedback should be easy to make and we should be willing to accept and listen to it and respond accordingly.
- 4.44. This report shows that we have seen an increase in the number of complaints in 2021-22, due to a dip in complaints during the first year of the pandemic. Overall the number of complaints, as a percentage of our interactions, is very low and is a credit to our teams. The data also shows that at Stage 1 and Stage 2 we admit when we have not got things right, resulting in only a handful of LGO complaints being upheld.
- 4.45. Due to data limitations we have not been good at analysing reasons for complaints and trends and we haven't had an evidence based approach to learning from them. The new system launched in January of this year will greatly help with this and will result in a more meaningful report to this committee for 2022-23.

5. Financial Implications

- 5.1 There are no direct financial implications arising from this report.

Finance Officer: Sarah Gobey

Date: 3rd October 2022

6. Legal Implications

- 6.1 There are no direct financial implications arising from this report.

Legal Officer: Geoff Wild

Date: 4 October 2022

Officer Contact Details:-

Mandy Redman

Senior Customer Insight and Performance Officer

Mand.Redman@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

- Matter considered and no issues identified

2. Social

2.1 Social Value

- A robust and easy to access feedback system gives a voice to those where things may not have gone as well as we would have liked

2.2 Equality Issues

- We have recently started collecting equality data and this is likely to raise queries about access and participation and will be monitoring these and feeding to relevant services as more data becomes available

2.3 Community Safety Issues (Section 17)

- Better complaints handling and learning will ensure that procedures are robust adhered to council wide and this will mean that any community safety issues will be investigated and addressed if this is found to be necessary

2.4 Human Rights Issues

- Matter considered and the human right to have concerns thoroughly investigated and addressed will be supported throughout the process

3. Environmental

- Matter considered and no issues identified

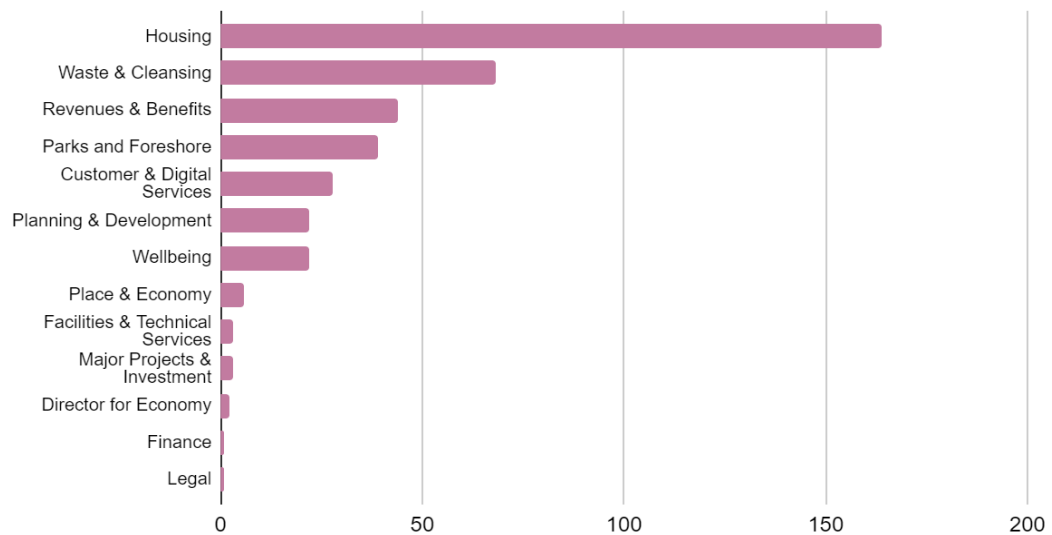
4. Governance

- The customer feedback policy and process will be adhered to
- The only risk to the Councils' reputation is by not investigating complaints thoroughly or acting on the lessons learned

Appendix 1

Of the 403 stage 1 complaints logged in 2021-22 164 (40.7%) were for Housing with more than half of these (86 cases) regarding Adur Homes Repairs.

Total number of Stage 1 complaints logged per service



Appendix 2

Stage 1 complaints showing no response on system per service	
Housing	50
Wellbeing	2
Major Projects	2
Director for Economy	1
Electoral Services	1
Total	56

89.3% of cases that show no response on the system for Stage 1 are in Housing complaints.

Appendix 3

Outcomes for Stage 1 complaints				
	No outcome logged	Not upheld (we are not at fault)	Partially upheld (we are partly at fault)	Upheld (we are at fault)
Customer & Digital Services	5	6	6	10
Director for the Economy	0	0	1	0
Facilities & Technical Services	1	0	1	1
Finance	0	0	0	1
Housing	29	33	22	30
Legal	0	1	0	0
Major Projects & Investment	0	1	0	0
Parks & Foreshore	4	24	3	8
Place & Economy	1	1	1	3
Planning & Development	2	12	5	3
Revenues & Benefits	5	14	14	11
Waste Cleans Ops	7	26	14	21
Wellbeing	2	9	4	5
Total	56	127	71	93

Stage 1 complaints were either upheld or partially upheld in 164 (47.3%) cases with Place and Economy having the highest percentage of cases in this category with 4 out of 6 cases (66.7%) and Customer & Digital Services having 16 out of 27 cases (59.3%). Although these percentages seem high, admitting that something has gone wrong and explaining what has been done to make sure this doesn't happen again is exactly what the Ombudsman would recommend and good practice. The services with the highest percentage of complaints that were not upheld were Parks & Foreshore with 24 out of 39 cases (61.5%) and Planning & Development with 12 out of 22 cases (54.6%)

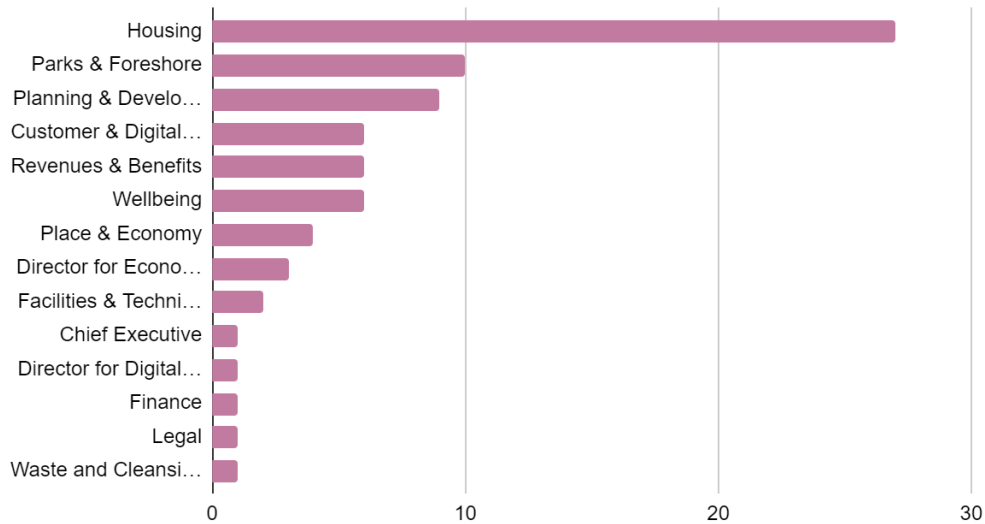
Appendix 4

Response times for Stage 1 complaints per section		
	Responded in 10 working days or under	Responded in longer than 10 working days
Customer & Digital Services	22	5
Director for the Economy	0	1
Facilities & Technical Services	2	1
Finance	1	0
Housing	54	60
Legal	1	0
Major Projects & Investment	0	1
Parks & Foreshore	33	6
Place & Economy	5	1
Planning & Development	17	5
Revenues & Benefits	18	26
Waste Cleans Ops	56	12
Wellbeing	17	3

Legal and Finance responded to stage 1 complaints within the aim of 10 working days all of the time but only had 1 complaint each to answer over the whole year. Customer & Digital Services, Parks & Foreshore, Place & Economy, Waste & Cleansing Operations and Wellbeing all responded to stage 1 complaints in over 80% of cases. Revenues & Benefits responded to stage 1 complaints within 10 working days in 18 out of 26 cases (40.9%) and Housing did so in 54 out of 114 cases (47.4%)

Appendix 5

Total number of Stage 2 complaints logged per service



The Service with the largest number of stage 2 complaints was Housing with 27 (34.6%).

Appendix 6

Stage 2 complaints showing no response on system per service	
Customer & Digital Services	2
Director for the Economy	1
Housing	11
Revenues & Benefits	1
Total	15

73.3% of cases that have not been logged as responded to at a stage 2 are in Housing

Appendix 7

	No outcome logged	Not upheld (we are not at fault)	Partially upheld (we are partially at fault)	Upheld (we are at fault)
Chief Executive	0	1	0	0
Customer & Digital Services	2	1	0	1
Director for Digital & Resources	0	1	0	0
Director for the Economy	1	0	1	0
Facilities & Technical Services	0	0	1	1
Finance	1	0		0
Housing	3	4	2	7
Legal	0	1	0	0
Parks & Foreshore	2	8	0	0
Place & Economy	1	3	0	0
Planning & Development	1	7	0	1
Revenues & Benefits	0	3	2	0
Waste Cleans Ops	0	0	0	1
Wellbeing	3	2	1	0
Total	14	31	7	11

Stage 2 complaints are either upheld or partially upheld in 18 out of 63 cases (26.6%). The highest percentage of these cases was in Facilities and Technical Services where 2 out of 2 (100%) of stage 2 complaints were upheld or partially upheld and Housing where 9 out of 16 (56.3%) were either upheld or partially upheld. Chief Executive, Director for Digital & Resources, Finance, Legal, Parks & Foreshore and Place & Economy all had no stage 2 complaints upheld or partially upheld.

Appendix 8

Response times for Stage 2 complaints per service		
	Responded in 15 working days or under	Responded in longer than 15 working days
Chief Executive	1	0
Customer & Digital Services	2	2
Director for Digital & Resources	0	1
Director for the Economy	1	1
Facilities & Technical Services	2	0
Finance	0	1
Housing	8	8
Legal	1	0
Parks & Foreshore	6	4
Place & Economy	2	2
Planning & Development	5	4
Revenues & Benefits	3	2
Waste Cleans Ops	1	0
Wellbeing	3	3
Total	35	28

The aim is to answer stage 2 complaints within 15 working days. Of the 63 cases logged as responded to on the system 55.6% are answered within this time. The Director for Digital & Resources and Finance both did not answer any cases within this time scale but both only responded to one stage 2 complaint. Customer & Digital Services, Director for the Economy, Housing, Place & Economy and Wellbeing answered 50% of complaints within this timescale.

Appendix 9

Adur District Council LGO Cases upheld

Case 1 - Mr X did not agree with the drafting of some conditions with his planning application. The LGO agreed that there was “some fault” in the drafting of conditions attached to the Permissions and supported the Council’s offer to settle the complaint by refunding 50% of the complainants planning application fee and a refund of £117 was issued.

Remedy - Financial redress for quantifiable loss

I Case 2 - Ms Y was not happy with the way that her benefit claim had been handled by the Revenues and Benefits department. The Council was aware that Ms Y wanted to claim housing benefit on the 6 August 2020 but did not advise her until September to claim universal credit causing anxiety and uncertainty and putting her to time and trouble. The LGO recommended that the Council pay Ms Y £500 in view of its failure to advise her to claim Universal Credit earlier.

Remedy - Financial redress for avoidable distress time and trouble

Case 3 - Mr Z was not happy about the Councils handling of a noise investigation and the antisocial behaviour of a neighbour. The LGO recommended a payment of £150 to recognise the stress and worry caused. The council to provide an apology and to provide Mr Z with information about the Community Trigger for future reference

Remedy - Apology, financial redress for avoidable distress time and trouble and provide further information and advice

Appendix 10

Worthing Borough Council LGO Cases upheld

Case 1 - Mr M was unhappy with the way housing had handled his complaint about outstanding issues raised over two years regarding his homelessness application.

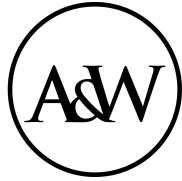
The LGO found fault by the Council, causing an injustice to the complainant. The Council was required to apologise to Mr M for the frustration and uncertainty caused by its complaint handling and pay Mr M £200. The council was also required to remind officers who deal with complaints of the importance of adhering to the timescales set out in its complaints procedure.

Remedy - Apology, financial redress for avoidable distress, time and trouble and provide staff with training and/or guidance.

Case 2 - Ms P was unhappy with her housing application decision and would like it reassessed.

The LGO found that the Council was at fault with how it dealt with Ms P's housing application and would like the Council to reassess Ms P's application in line with its own policy

Remedy - New appeal/review or reconsidered decision



ADUR & WORTHING
COUNCILS

Key Decision: No

Ward(s) Affected: None

**Half Year Summary of Customer Feedback (Complaints and Compliments)
2022-23**

Report by the Director for Digital and Resources

Executive Summary

1. Purpose

- This report provides an overview of compliments and complaints received by the councils for the first half of the financial year 2022/23 (1 April 22 up to and including 30 September 22) and is an update to be shared with the annual report 2021/22. It includes trend analysis for the previous three financial years.
- It sets out an update on progress on improvements to the feedback process and policy and the steps that are planned for the rest of the financial year to embed a feedback driven culture.

2. Recommendations

- Members are asked to consider this Report which is for information only.

3. Context

- 3.1. Customer feedback is important and an opportunity to learn both what we do well and what we could do better. Our customers deserve the best service possible and by looking at themes in both complaints and compliments we can improve services where needed and share best practice across the councils.
- 3.2. This report provides an overview of formal complaints and compliments received by the councils for the first six months of 2022-23 as an update to the delayed annual report 2021-22 and should be read in conjunction to that report.
- 3.3. Both quantitative and qualitative customer feedback is collected by many areas of the councils. Quantitative data is the most commonly collected (e.g. the number and types of calls received by the customer service team, and how long they take to answer and resolve). Qualitative data collected is often in the form of surveys that are used to ask our customers what they think of the service that they have received. For example surveys are automatically sent to customers who have called both the Adur Homes and the Waste Services phone line asking them about their customer experience. This data is collected and analysed by the specific services.
- 3.4. This report only looks at official complaints and compliments which are logged by customers verbally (both over the phone or face to face), online or in writing via the customer feedback team. Individual services are then responsible for reviewing and responding to respond to the customer in line with corporate deadlines and policies.
- 3.5. When the councils' formal process has been completed any complainant who is still unhappy with the councils' response has the right to have their complaint looked at by the ombudsman. In the case of Adur and Worthing this is the Local Government Ombudsman (LGO) and the Housing Ombudsman (HO). Responses to the HO and the LGO are dealt with by the complaints team to make sure that services have satisfactorily answered all questions and provided the correct information. They also aim to ensure that all responses are submitted in a timely manner. Further details about Ombudsman cases can be found later in this report.
- 3.6. The team consists of a Senior Customer Insight and Performance Officer at 0.2 FTE and two Feedback and Request for Information Officers at 0.3FTE each who primarily work in the Information

Governance team and spend approximately a third of their time working in Customer Feedback. Training and guidance to officers across the organisation this is provided by the team as part of their role.

- 3.7. The feedback system was upgraded in January 2022 and it now enables more detailed analysis of complaints and compliments including themes and trends. This report does not look at these changes but the more detailed analysis will be in the annual report for 2022/23 later this year

4. Customer Feedback in detail

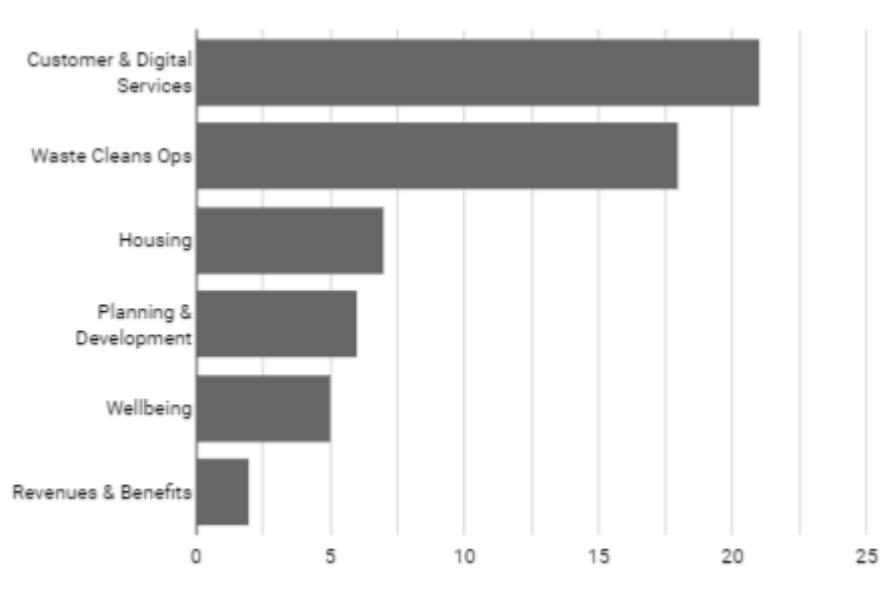
Compliments

- 4.1 Compliments are logged when an officer or service has gone over and above what the resident or service user expected. Thank you messages for doing the day to day job are not logged although these expressions of appreciation are also collated and passed to the teams.

Number of compliments logged per year per directorate				
	2019-20	2020-21	2021-22	2022-23 April - September
Communities	59	33	38	12
Digital & Resources	52	59	62	41
Economy	34	46	29	9
Total	145	138	129	62

- 4.2 External customer facing teams are much more likely to receive compliments than services which have less direct customer contact. A lack of compliments is not an indicator of poor service or performance. Compliments are often about good service from individual officers and acknowledge the work that is done by the councils in difficult circumstances.

Compliments per service



Complaints

- 4.3 A complaint is defined as “*an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents*”.
- 4.4 Council officers have thousands of interactions with residents on a daily basis. In the community, on the phone, in our receptions and via email. In this context the number of complaints we receive is low. However, we do need to respond properly and learn from all complaints.
- 4.5 Complaints can be about a process of interacting with us or about the outcome of a process. In both cases we can use the insight from complaints to see where something doesn't work for our customers and improve it. Particular areas we need to focus on are ensuring that we are clear about why we do something, ensuring responses are in plain english and fully answer the customers' concerns. Areas for improvement could include reviewing wording on the website or in letters and notifications.
- 4.6 Due to the sensitivity and importance of some of our services, some subjects are very emotive for example, housing, finances and environment and these complaints can be difficult to resolve.

- 4.7 The council's have a two stage process for complaint handling.
- Stage 1 - when the complaint is initially received and is passed to the service to respond. Corporately we aim to respond to stage 1 complaints within ten working days.
 - Stage 2 - if a customer is not happy with the Stage 1 response then this is referred to a different senior officer to review the complaint and the Stage 1 response. We aim to respond to stage 2 complaints within 15 working days.

4.8 If the customer is not satisfied with the Stage 2 response they can contact either the Local Government Ombudsman or the Housing Ombudsman Service to ask for an independent review.

Stage 1 complaints

4.9 The number of complaints received in the first half of 2022-23 is higher than in 2021-22.

- 4.10 The three services receiving the highest number of stage 1 complaints are:
- Housing who are on course to have about the same number as in 2021-22 2)
 - Waste and cleansing who have received more complaints than in 2021-22 in part due to the industrial action and
 - Customer & digital services who have received a higher number of complaints. The main service is customer services who take up to 1,000 calls per day in busy periods in what has been a challenging first six months.

4.11 These are all high profile frontline services and have the highest numbers of customer interactions. The new system categorises complaints into five categories. These are poor communication, poor behaviour, poor product or service, long wait time and other. We will be able to report on these categories in the next report.

Number of Stage 1 complaints logged per directorate per year				
	2019-20	2020-21	2021-22	2022-23 April to September
Communities	170	96	186	97
Digital & Resources	109	42	142	119
Economy	44	42	75	27
Total	323	180	403	243

4.12 The table below shows that 30 complaints (out of 243) at stage 1 have not been updated on the customer feedback system. They are showing as not responded to and this may be because they have been answered outside of the system e.g. by letter or phone call, or still be within the system waiting to be dealt with. Some of them may also have been missed. These complaints sit within Housing and work is underway to improve use of the system to allow them to be tracked.

4.13

Complaints at Stage 1 2022-23 April - September responded to per directorate			
Responded	Yes	No	Total
Communities	67	30	97
Digital & Resources	119	0	119
Economy	27	0	27
Total	214	30	243

4.14 There are 214 complaints that are showing on the system as being responded to. When these were completed the officer dealing with it asked to log the outcome of the complaint (whether it was upheld, partially upheld or not upheld).

Outcomes for Stage 1 complaints 2022-23 April - September			
	Not upheld (we are not at fault)	Partially upheld (we are partially at fault)	Upheld (we are at fault)
Communities	33	16	18
Digital & Resources	54	31	35
Economy	23	21	2
Total	110	49	55

4.15 Of the 214 stage 1 complaints with outcomes,

- 110 complaints (51.4%) were not upheld which is an increase on the 2021-22 annual report (43.6%),
- 49 (22.9%) were partially upheld which is slightly less than the annual report 2021-22 (24.4%) and
- 55 cases (25.7%) the complaint was upheld which is significantly less than in the previous annual report (32%).

- 4.16 The new system will enable us to report on the lessons learnt from these complaints so that we can improve our performance. We should be aiming for fewer stage 1 complaints, and of the ones we do receive, fewer being upheld.
- 4.17 For details on outcomes per service please see Appendix 3. Customer & Digital services had 10 complaints out of 32 logged upheld. This was 31.3% of the total for this service and significantly better than in the annual report 2021-2 when 45.5% were upheld. Admitting that something has gone wrong is not necessarily a bad thing if we learn from those mistakes. Waste and Cleansing Operations had the highest percentage of stage 1 complaints that were partially upheld with 27.8% of cases partially upheld (15 out of 54).
- 4.18 Corporately the aim is complete a stage one complaint within 10 working days from the date that the complaint is received.

Response times for Stage 1 complaints			
	Responded in 10 working days or under	Responded in longer than 10 working days	Percentage of cases responded to in longer than 10 working days
Communities	38	59	60.8%
Digital & Resources	105	15	12.5%
Economy	21	6	22.2%
Total	164	80	32.8%

- 4.19 Overall 66.9% of Stage 1 complaints were answered within 10 days which is a slight improvement from the annual report for 2021-22 when 65.1% were answered within corporate timescales. However there were variations between the directorates with just 39.2% Stage 1 complaints in the Communities Directorate being answered within this time scale down from 53%. This may be because the complaints are more complex and require input from multiple services. In these instances, the customer should be informed of the delay and when they are likely to receive a response (the 10 day response time is only a guideline, and not appropriate in all instances). Please refer to Appendix 4 for further details.

Stage 2 complaints

4.20

Number of Stage 2 complaints logged per directorate per year				
	2019-20	2020-21	2021-22	2022-23 April to September
Chief Executive	2	3	1	0
Communities	50	17	33	22
Digital & Resources	13	7	16	20
Economy	12	9	28	11
Total	77	36	78	53

- 4.21 The total number of stage 2 complaints logged in the first half of 2022-23 indicates that there is likely to be a slight increase in the total number for this year when compared to previous years. Roughly 22% of stage 1 complaints have been escalated to stage 2 this financial year so far compared to roughly 19% in the previous year. This is only an estimate as some stage 2 cases in 2022-23 actually refer to stage 1 complaints made in 2021-22 financial year.
- 4.22 Housing had the largest number of stage 2 complaints logged, followed by Customer and Digital Services and Wellbeing. The number of stage 2 complaints in the Digital and Resources directorate is higher for the first half of the year than the total for 2021-22, although total numbers are still low. Limitations of the previous feedback system means we can not easily drill down further at this stage. With the new system we will be able to do so in 2022-23. See Appendix 5 for service level detail.
- 4.23 Of the 53 Stage 2 complaints logged on to the system in the first half of 2022-23, 12 (22.6%) have not shown as being responded to. As with stage 1 complaints some of these may be responded to outside the system, or still be open.

Complaints at Stage 2 2021-22 responded to per directorate			
Responded	Yes	No	Total
Communities	14	8	22
Digital & Resources	18	1	19
Economy	9	2	11
Total	41	12	52

4.24 See Appendix 6 for service level detail. Housing had the highest number not responded to with 8 out of the 13 complaints

4.25 There are 41 Stage 2 complaints on the system that are showing as being responded to. Of these over half were still not upheld (23) and 18 were either partially or fully upheld. If a complaint that was not upheld at stage 1 is upheld at stage 2 this can be due to the customer providing additional information, or the senior officer reviewing it taking a different view.

Outcomes for Stage 2 complaints			
	Not upheld (we are not at fault)	Partially upheld (we are partially at fault)	Upheld (we are at fault)
Communities	7	7	0
Digital & Resources	9	5	4
Economy	7	2	0
Total	24	14	4

4.26 For service level detail please see Appendix 7. Customer and Digital Services has the highest number of cases being upheld at stage 2 with 2 out of 7 cases with an outcome logged falling into this category. Given the low numbers, it is not possible to read any meaningful trends in this data.

4.27 The councils' aim to complete a stage 2 complaint within 15 working days from the date that it was received. In the first half of 2022-23 this occurred in 51.2% of stage 2 complaints logged on the system as completed. This is slightly lower than the 55.6% for the annual year 2021-22. Complex complaints can take longer to provide a detailed response to, and in these cases customers should be provided with an

explanation and a revised response date. Again the new system allows for better tracking and analysis of complaint responses.

Response times for Stage 2 complaints		
	Responded in 15 working days or under	Responded in longer than 15 working days
Communities	9	5
Digital & Resources	8	10
Economy	4	5
Total	21	20

4.28 For service level detail please see Appendix 8.

Ombudsman complaints

4.29 Customers who are not satisfied with a stage 2 response can contact the ombudsman to review their complaint in a fair and independent way. There are two ombudsmen that a customer can go to and they can potentially ask both to investigate in certain circumstances. These are the Local Government Ombudsman (LGO) and the Housing Ombudsman (HO). They each deal with different types of service complaints.

The LGO investigates:

- Planning and Building Control
- Some housing issues
- Housing benefit
- Council tax
- Environment and waste
- Neighbour nuisance and antisocial behaviour
- Transport and highways
- Social care
- Some education and schools
- Children's services

4.30 The LGO will generally not investigate until the council has had the opportunity to try and resolve the complaint.

4.31 The HO investigates:

- Disputes involving the tenants and leaseholders of social landlords
- Leasehold services
- Rent/service charges
- Moving to a property - tenancy/transfer/mutual exchange
- Tenant behaviour
- Repairs/housing standards
- Environmental health issues at a property
- Complaints about housing staff
- Councils' handling of the complaints process

4.32 A complaint can be referred to the HO eight weeks after a final stage 2 response has been received. This requirement is no longer part of the process from 1 October 22 and a complainant can refer a complaint as soon as the formal process from the councils has been completed after this date.

4.33 Either ombudsman can decide to reopen a case up to a year after it has been completed and can take up to a year to come to a final decision i.e. most of the cases in this report were initially stage 1 complaints in 2020-21 or earlier. We will not see the full impact on the ombudsman cases of increase in the number of stage 1 complaints in 2021-22 until the full annual report 2022-23 or beyond.

Ombudsman reporting

4.34 All cases are calculated from the date that the ombudsman case was closed on the complaints system. This may not align with the ombudsman's own dates as they use a different system but for consistency and accuracy in reporting and to show trends, this report is based on the dates in our system.

Local Government Ombudsman cases

4.35 The LGO received 18 cases to investigate and the decisions are summarised in the table below. Only two were partially upheld and one was upheld.

Service	Incomplete invalid	Closed after initial enquiries	Not upheld	Partially upheld	upheld	Total
Bereavement services	0	1	0	0	0	1
Environmental services/health	0	1	0	0	0	1
Housing	0	1	0	0	0	1
Parking	0	0	0	1	0	1
Parks & Foreshore	0	0	1	0	0	1
Planning & Development	0	5	0	0	0	5
Revenues & Benefits	0	1	0	1	1	3
Waste Ops and Management	0	2	0	0	0	2
Wellbeing	0	1	0	0	0	1
Totals	0	12	1	2	1	16

4.36 Please refer to Appendix 9 for details around the cases that were partially upheld or upheld by the LGO.

4.37 LGO decisions are summarised in the table below.

LGO Decisions	2019-20	2020-21	2021-22	April - Sept 2022-23
Incomplete/Invalid	0	0	1	0
Closed after initial enquiry	8	7	18	11
Not upheld	1	0	2	1
Partially upheld	0	1	1	2
Upheld	0	3	2	1
Total	9	11	23	13

4.38 As can be seen in the chart above, 2021-22 saw complaints to the LGO more than double from 2020-21. Part of this was due to the backlog created by the pandemic when the LGO stopped accepting cases for a

period. However, even with this increased number of cases the number of cases either partially upheld or upheld reduced from the previous year.

- 4.39 When looking at the first half of the current year the number of cases has been lower in total however the number of cases that have been either upheld or partially upheld has already reached the number for the whole year in 2021-22 and there are currently 11 cases in the system since 1 October 22 two of which have been closed after initial enquiry whilst 9 are awaiting a final decision.

Housing Ombudsman Cases

- 4.40 The HO did not issue an annual report 2021-22 for Adur Council (the HO only makes determinations on landlords - Adur Homes cases) as the number of cases where a determination was made was only 2. A report is only created if there have been more than 5 cases. However in December 22 the council received a letter from the HO concerning the organisation's high maladministration rate which was 66%, although this was calculated across only 2 cases. Details of these cases can be found in Appendix 10.

Service	2019-20	2020-21	2021-22	April - September 2022-23
Adur Homes	3	2	1	1
Housing	2	4	3	5
Totals	5	6	4	6

- 4.41 As can be seen in the table above the number of cases referred to the HO has increased in the first half of 2022-23 and there are 10 cases where decisions have been made since October 22 or a decision is still awaited (2 not upheld, 3 closed after initial enquiry and 5 awaiting a determination). When the annual report for 2022-23 is reported the number of cases will be at least 16 for the current financial year which is a significant increase.

HO Decisions	2019-20	2020-21	2021-22	April to Sept 2022-23
Incomplete/Invalid	0	0	0	0
Closed after initial enquiry	3	1	3	3
Not upheld	0	0	0	0
Partially upheld	0	0	1	1
Upheld	3	4	0	2
Total	6	5	4	6

4.42 All three of the cases with a determination in the first half of 2022-23 have either been upheld or partially upheld compared to one in the annual year 2021-22. Detail of all three cases can be found in Appendix 11

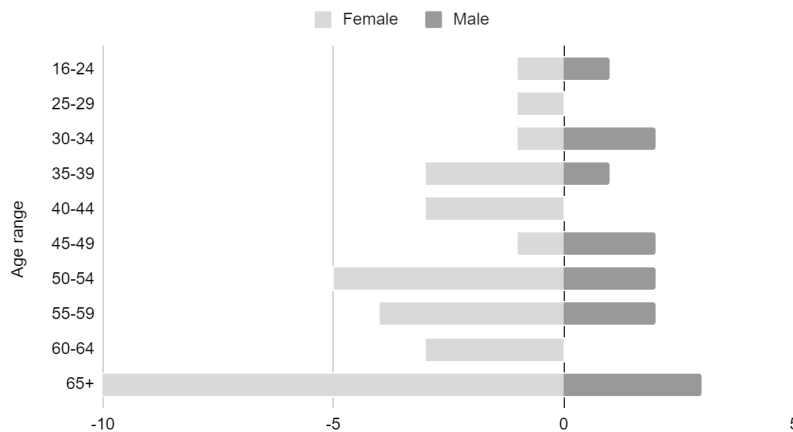
Equalities Reporting

4.43 Equalities questions were added to the complaints process in week commencing 9 May 22 to improve our understanding of the people who submit complaints, and whether there are any groups in the community who have more reason to complain. This section provides an early overview, a more detailed analysis will be included in the annual report for 2022-23. The equalities questions are optional and some people choose not to complete them.

4.44 The total number of those making a complaint who started an equalities form from 9 May 22 up to 30 September 22 was 48. The total number of complaints received during this period was 196 giving a percentage who completed the equalities form of 24.5%. Looking at other equivalent organisations who publish their response rate for the completion of equalities monitoring forms this appears to be around the average.

Service	Number of complaints received 9-5-22 to 30-09-22	Number of Equalities questionnaires completed	Percentage who completed a questionnaire
Customer & Digital Services	26	6	23.1%
Director for Communities	2	0	0.0%
Director for Digital & Resources	2	0	0.0%
Facilities & Technical Services	2	0	0.0%
Finance	4	0	0.0%
Housing	61	11	18.0%
Legal Services	1	1	100.0%
Parks & Foreshore	4	4	100.0%
Place & Economy	3	1	33.3%
Planning & Development	6	1	16.7%
Revenues & Benefits	27	7	25.9%
Waste Cleans Ops	42	15	35.7%
Wellbeing	16	2	12.5%
Grand Total	196	48	24.5%

Gender per age bracket



4.45 As can be seen in the above chart the largest group are those age 65+ who accounted for 28.3% and more respondents were female (66.7%) than male (33.3%). One customer aged 25-29 preferred not to enter their gender.

Marital status	Number	Percentage
Civil partner	2	4.2%
Married (opposite sex)	25	52.1%
Single	14	29.2%
Cohabiting	4	8.3%
Prefer not to say	3	6.3%
Total	48	100.0%

4.46 As we can see in the chart above just over half are married and just under a third are single.

Service	Do you consider yourself to have a disability?	
	Yes	No
Customer & Digital Services	3	3
Housing	7	3
Legal Services	1	0
Parks & Foreshore	4	1
Place & Economy	0	1
Planning & Development	0	1
Revenues & Benefits	2	5
Waste Cleans Ops	1	14
Wellbeing	2	0
Total	20	28

4.47 Out of the number of people who filled in the questions 20 stated they had a disability (41.7%). Housing, Parks and Foreshore and Wellbeing all have high percentages of those who completed forms saying they had a disability. At this stage the total number of forms completed is very small, again making it difficult to identify trends, but services should be looking to see if certain sections of our communities are adversely affected and therefore submitting more complaints.

Future reporting

- 448 In January 2022 a new system was launched for logging and processing customer feedback. The system was built in house in conjunction with the Digital team and with extensive user testing. The system has also been refined since its launch with ongoing support from the development team. It will enable more meaningful reporting next year, with greater analysis of the reasons for complaints, trends etc.
- 4.49 New functionality also gives people the option of submitting equalities data. Although the data is anonymised we can link it to the service that the complaint was about enabling us to see if we are disadvantageous to any group and enabling service improvement. Some of this data is in this report but there will be further reporting in the full year report for 2022-23
- 4.50 Other improvements of the system include:
- The ability to report on lessons learnt
 - Improved monitoring of and reporting on Ombudsman complaints which can be seen in some of the additional reporting in this report but will improve over time
 - Direct communication with customers through the system, keeping all correspondence in one place making it easier to manage cases.
 - Monitoring where customers submit multiple complaints over a short or extended time period. This functionality is particularly helpful when dealing with complex complaints, which can involve multiple services at the same time.
 - The Problem Resolution Group has been set up to look at Housing cases in more detail.

Next steps

- 4.51 The degree of analysis and interpretation of complaints and compliments data for 2021-22 has been limited as a result of the limitations of the old system.

This interim report has been based on the 2021-22 report to allow a degree of comparison. In the full year report for 2022/23 we will be able to provide more detailed analysis of the data, including

ombudsman cases and equalities monitoring data. Next steps in the management of complaints are:

- Finalising tweaks to the system by the spring, based on user experience.
- Making complaints data more visible through dashboards in looker studio
- Continue the Problem Resolution Group to review complex complaints within Housing
- A review of the end to end complaints process is underway in Housing with a new complaints policy for Adur Homes residents and a new complaints handling approach being developed within the service
- Continued focus on avoiding complaints by building on the good services work that has already been completed.

Conclusions

- 4.52 Feedback in the form of complaints and compliments, and how we respond to it is extremely important both reputationally and to foster an environment of trust with our residents and businesses. A good organisation is trusted to respond objectively to that feedback and make changes if necessary. How an organisation responds when something goes wrong influences how an organisation is perceived to be performing. Feedback should be easy to make and we should be willing to accept and listen to it and respond accordingly.
- 4..53 This report shows a continued increase in the number of complaints in the first half year of 2022-23 and an increase in the number of residents taking complaints through to the ombudsman. Overall the number of complaints, as a percentage of our interactions, is very low and is a credit to our teams. The data also shows that at Stage 1 and Stage 2 we admit when we have not got things right, resulting in only a handful of LGO complaints being upheld.
- 4.54 Due to data limitations we have not been able to properly analyse reasons for complaints and trends and we have not had an evidence based approach to learning from them. The new system launched in January of this year will greatly help with this and will result in a more meaningful report to this committee for the annual report 2022-23.

5. Financial Implications

5.1 There are no direct financial implications arising from this report.

Finance Officer: Sarah Gobey

Date: 08.02.2023

6. Legal Implications

- 6.1 The Monitoring Officer is required to report to the Council in any case where the Ombudsman, after investigation, has reported that any proposal, decision or omission by the Council or any Committee, SubCommittee or Joint Committee of the Council, or any Member or Officer of the Council has given rise to maladministration or injustice, in accordance with section 5(2)(b) of the Local Government and Housing Act 1989.
- 6.2 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.

Legal Officer: Joanne Lee

Date: 06/02/2023

Officer Contact Details:-

Mandy Redman

Senior Customer Insight and Performance Officer

Mand.Redman@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

- Matter considered and no issues identified

2. Social

2.1 Social Value

- A robust and easy to access feedback system gives a voice to those where things may not have gone as well as we would have liked

2.2 Equality Issues

- We have recently started collecting equality data and this is likely to raise queries about access and participation and will be monitoring these and feeding to relevant services as more data becomes available

2.3 Community Safety Issues (Section 17)

- Better complaints handling and learning will ensure that procedures are robust adhered to council wide and this will mean that any community safety issues will be investigated and addressed if this is found to be necessary

2.4 Human Rights Issues

- Matter considered and the human right to have concerns thoroughly investigated and addressed will be supported throughout the process

3. Environmental

- Matter considered and no issues identified

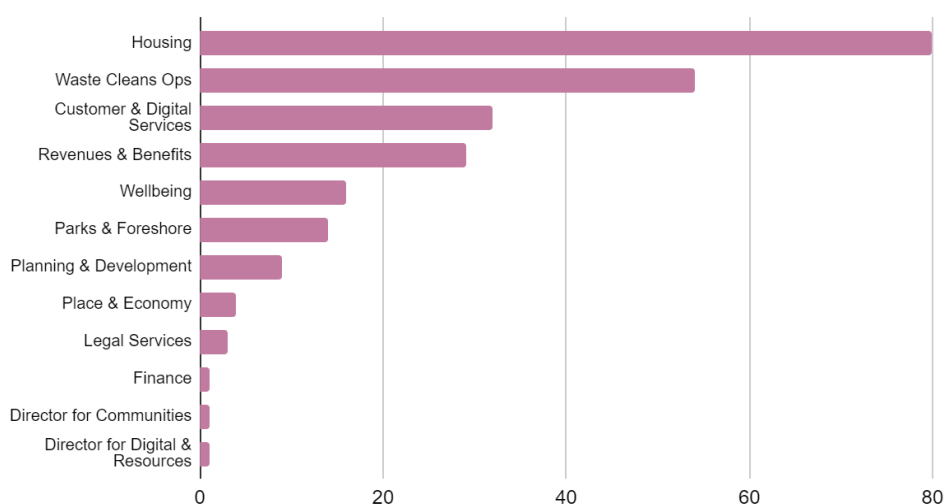
4. Governance

- The customer feedback policy and process will be adhered to
- The only risk to the Councils' reputation is by not investigating complaints thoroughly or acting on the lessons learned

Appendix 1

Of the 243 stage 1 complaints logged in the first six months of 2022-23 80 (32.8%) were for Housing with more than half of these (43 cases) regarding Adur Homes Repairs.

Total number of Stage 1 complaints logged per service



Appendix 2

Stage 1 complaints showing no response on system per service	
Housing	30
Total	30

All cases that show no response on the system for Stage 1 are Housing complaints. These can be broken down per section as shown in the table below with 70% of these being for Adur Homes Repairs.

Stage 1 complaints showing no response on system per section		
Adur Homes Repairs	21	70%
Neighbourhood services	5	16.7%
Housing Needs	3	10%
Private Sector Housing	1	3.3%
Total	30	100%

Appendix 3

Outcomes for Stage 1 complaints			
	Not upheld (we are not at fault)	Partially upheld (we are partly at fault)	Upheld (we are at fault)
Customer & Digital Services	14	8	10
Director for Communities	0	1	0
Director for Digital & Resources	0	0	1
Finance	1	0	0
Housing	23	11	15
Legal	3	0	0
Parks & Foreshore	12	0	2
Place & Economy	3	1	0
Planning & Development	8	1	0
Revenues & Benefits	13	8	8
Waste Cleans Ops	23	15	16
Wellbeing	9	4	3
Total	110	49	55

Stage 1 complaints were either upheld or partially upheld in 104 (48.6%) cases with Waste and Cleansing Ops having the highest percentage of cases with 31 out of a total of 54 (57.4%) followed by Customer & Digital Services (56.3%), Revenues and Benefits (55.2%) and Housing (52%) (the directors for Communities and Digital and Resources each had 100% of cases either partially upheld or upheld but each had only 1 case). Although these percentages seem high, admitting that something has gone wrong and explaining what has been done to make sure this doesn't happen again is exactly what the Ombudsman would recommend and good practice.

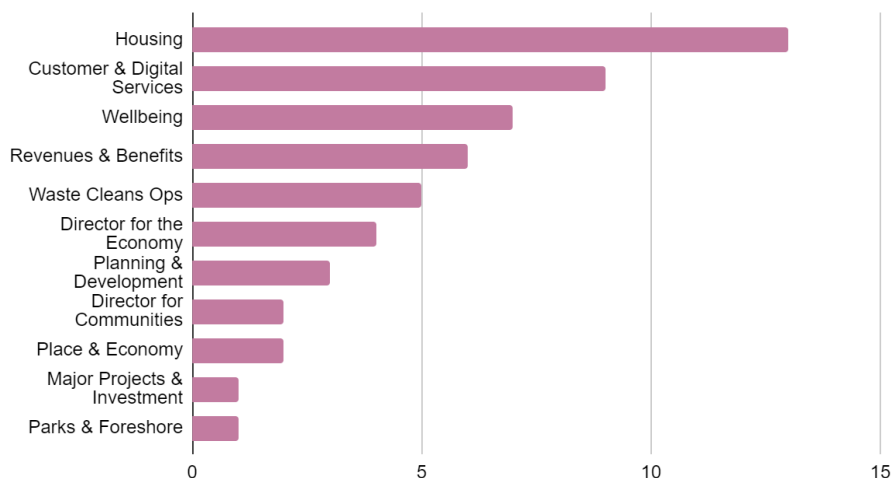
Appendix 4

Response times for Stage 1 complaints per section		
	Responded in 10 working days or under	Responded in longer than 10 working days
Customer & Digital Services	30	2
Director for Communities	0	1
Director for Digital & Resources	0	1
Finance	1	0
Housing	24	56
Legal	2	1
Parks & Foreshore	12	2
Place & Economy	3	1
Planning & Development	6	3
Revenues & Benefits	21	8
Waste Cleans Ops	51	3
Wellbeing	14	2

Finance responded to stage 1 complaints within the aim of 10 working days all of the time but only had 1 complaint to answer over the six month period. Waste and Cleansing ops (94.4%) & Customer & Digital Services(93.8%), both responded to stage 1 complaints within 10 working days in over 90% of cases. Housing responded to stage 1 complaints within 10 working days in 24 out of 80 cases (30%). Complaints within Housing tend to be complex complaints involving multiple issues and these can take time to investigate and resolve. So long as the customer is kept informed and understands why there is a delay this is not necessarily a bad experience.

Appendix 5

Total number of Stage 2 complaints logged per service



The Service with the largest number of stage 2 complaints was Housing with 13 (24.5%). This is down from the annual report 2021-22 where Housing had 34.6% of the total amount.

Appendix 6

Stage 2 complaints responded to on system per service		
	No	Yes
Customer & Digital Services	1	7
Director for Communities	0	2
Director for the Economy	1	3
Housing	8	5
Major Projects and Investment	0	1
Parks and Foreshore	0	1
Place and Economy	1	1
Planning and Development	0	3
Revenues and Benefits	0	6
Waste and Cleansing Ops	0	5
Wellbeing	0	7
Total	12	41

66.7% of cases that had not been logged as responded to at a stage 2 were in Housing. Some of these cases may still be ongoing at the current time

Appendix 7

	Not upheld (we are not at fault)	Partially upheld (we are partially at fault)	Upheld (we are at fault)
Customer & Digital Services	3	2	2
Director for Communities	1	1	0
Director for the Economy	2	1	0
Housing	3	2	0
Major Projects & Investment	1	0	0
Parks & Foreshore	1	0	0
Place & Economy	0	1	0
Planning & Development	3	0	0
Revenues & Benefits	2	3	1
Waste Cleans Ops	4	0	1
Wellbeing	3	4	0
Total	23	14	4

Stage 2 complaints are either upheld or partially upheld in 18 out of 41 cases (43.9%). Revenues and Benefits have the highest percentage of Stage 2 complaints either partially upheld or upheld at this stage.(66.7% - 4 out of 6 stage 2 complaints)

Appendix 8

Response times for Stage 2 complaints per service		
	Responded in 15 working days or under	Responded in longer than 15 working days
Customer & Digital Services	4	2
Director for Communities	0	2
Director for the Economy	1	2
Housing	2	3
Major Projects and Developments	0	1
Parks & Foreshore	1	0
Place & Economy	1	0
Planning & Development	1	2
Revenues & Benefits	3	3
Waste Cleans Ops	1	4
Wellbeing	7	0
Total	21	20

The aim is to answer stage 2 complaints within 15 working days. Of the 41 cases logged as responded to on the system 51.2% are answered within this time. Wellbeing, Parks and Foreshore and Place and Economy all answered 100% of their stage 2 complaints within 15 working days whilst waste and cleansing ops only managed this 20% of the time.

Appendix 9

LGO Cases partially upheld/upheld

Case 1 - Mr X complained that the Council failed to prevent deductions the DWP made from his Universal Credit. Mr X also says the Council has not refunded all the money it owes. Mr X says that as a result of the Council's actions, he suffered financial hardship. The LGO found

fault in the Council's actions to prevent and refund deductions taken from Mr X's Universal Credit. This fault has caused Mr X an injustice.
Remedy - Financial redress of £300 and an apology to Mr X.

Case 2 - Ms Y was not happy with the way that her PCN dispute has been handled by the Parking team. The Council did not properly take account of her vulnerability when enforcing an unpaid penalty charge notice. Ms Y says she suffered a harmful impact on her mental health and spent unnecessary time and trouble in trying to resolve the matter. The LGO found fault by the Council but did not consider it caused Ms Y an injustice requiring a remedy in addition to the action the Council has already taken.

Remedy - The Council had already provided Ms Y with a detailed response and removed the compliance fee and set up a payment plan to allow extra time to make the payment due. No further remedy was needed

Case 3 - Mrs Z's son was unhappy that the Council instructed bailiffs who wrote to Mrs Z after the son had already informed the Council that his mother had moved into a care home.

Remedy - The Council had already removed the arrears and cancelled all costs before the ombudsman investigated this case. In recognition of the distress and upset caused by being contacted by bailiffs the ombudsman suggested that the Council pay a financial remedy of £150 which the Council agreed to do. The ombudsman decided in the light of this not to start an investigation.

Appendix 10

Cases used to determine the percentage of maladministration

Letter from the Housing Ombudsman

Case 1 (this case was counted as completed in 2021-22 by the HO but on the MATs system this was completed 24-6-22 so is also showing in Appendix 11) - Ms A was unhappy with the Council's response to her reports of damp and mould at her address and the handling of her complaint. The HO found fault with the Council in its handling of the reported complaint about condensation and mould at the property. £100 compensation was awarded for this and a further £75 for the handling of the complaint. The Council was also ordered to, if not done already, the rendering and plastering needed to make good around the windows that was identified as required; to install a humidistat fan in the bathroom and to inspect the guttering and downpipe during rainfall.

Remedy - Apology, financial redress of £175 for the service failures identified and works to be completed

Case 2 - Ms C was unhappy with the Councils handling of her reports concerning anti-social behaviour, the installation of soundproofing and the handling of the complaint.

Remedy - The council is to pay Ms C £50 for the delay in progressing the complaint and the failure to keep her reasonably updated with regards to its progress

Appendix 11

HO Cases partially upheld/upheld

Case 1 - Ms A was unhappy with the Councils response to her reports of damp and mould at her address and the handling of her complaint. The HO found fault with the Councils in its handling of the reported complaint about condensation and mould at the property. £100 compensation was awarded for this and a further £75 for the handling of the complaint. The Council was also ordered to, if not done already, the rendering and plastering needed to make good around the windows that was identified as required; to install a humidistat fan in the bathroom and to inspect the guttering and downpipe during rainfall.

Remedy - Apology, financial redress of £175 for the service failures identified and works to be completed

Case 2/3 - Mr B was unhappy about neighbours cluttering the communal stairwell and cat fouling in the communal stairwell. Mr B also reported anti-social behaviour by a neighbour's grandson and was unhappy at the way that this had been handled. He was also unhappy with the way that the complaint had been handled. Mr B raised an initial complaint regarding the stairwell the 20-05-21 and a second complaint was raised regarding the handling of anti-social behaviour complaint and how the complaint had been handled. The HO looked at both complaints together. The Ombudsman found maladministration in respect of the Councils handling of Mr B's reports of cat fouling and rubbish left in the communal hallway of the property and the Councils response to Mr B's complaint.

Remedy - Apology, financial redress of £450 (£300 for lack of meaningful response to the cat fouling and rubbish in the communal stairwell and £150 for failures in complaints handling). To undertake a case review at senior level with a written report sent to Mr B and the HO



ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
16 February 2023

Key Decision [Yes/No]

Ward(s) Affected:

Annual update on progress with delivering the Climate Change Agenda

Director for Digital, Sustainability & Resources

Executive Summary

1. Purpose

- 1.1. To update JOSC on the progress made and delivery of the important Climate and Nature agenda.

2. Recommendations

- 2.1 This report is for information. The Committee is asked to note the progress made in relation to the climate agenda

3. Context

- 3.1. The Councils developed and adopted their sustainability framework, Sustainable AW, in 2018. This was revised in 2019 and again in 2021 to showcase the important climate and nature-related work going on across Adur and Worthing.

- 3.2. SustainableAW provides a framework to address the crisis in natural ecosystems and the Climate Emergency declared by members at the Joint Strategic Committee on 9 July 2019.
- 3.3. The plan incorporates actions put forward by the community at the Zero 2030 Community Climate Conference. It also helps to address many of the eighteen recommendations which were put forward at the Adur & Worthing Climate Assembly in Autumn 2020.
- 3.4. The councils' Carbon Reduction Plan sets out an ambitious, challenging and yet achievable pathway for the councils to become carbon neutral by 2030 and we are on track to achieve this.
- 3.5. This report focuses on the Council's commitments and progress against those. Mechanisms for reporting progress across partner organisations will be developed over the coming year as we build on existing partnerships and joint working.

4. Overview of progress to date

- 4.1. Climate and nature are core themes running throughout the new corporate plan, Our Plan. This demonstrates the councils' continued commitment to this important agenda and detailed action plans will be developed in the first half of 2023.
- 4.2. Fifteen of the eighteen recommendations put forward by the A&W Climate Assembly, are being delivered or underway (7 green - being delivered; 8 amber underway/ partially delivered, stalled due to lack of capacity; 3 red - not started due to lack of capacity/ not our remit so better partnership working required – e.g. WSCC responsible for transport).
- 4.3. Significant progress has been made in delivering the actions within the Sustainable AW framework. This includes a range of new partnerships and projects established as a result of the plan.
- 4.4. The Worthing Local Plan, adopted in 2022, incorporates the UN Sustainable Development Goals and features 11 policies that are relevant to climate change and sustainability.

5. Carbon reduction: progress, successes and challenges

- 5.1. Progress on work to reduce carbon emissions was reported to the Joint Strategic Sub Committees of both councils in November 2022. These

reports detail the performance for 2021/22 and set out the progress made to date.

In summary some of the key achievements in this area to date include:

- securing in excess of £7m from the Department for Business, Energy and Industrial Strategy (BEIS) through the Heat Network Delivery Unit/Heat Network Investment Project (HNDU/HNIP), the Public Sector Decarbonisation Scheme (PSDS) and Low Carbon Skills Fund (LCSF) to help fund the decarbonisation of its buildings.
- Installation of multiple ground source heat pumps at two Sheltered Housing sites
- Installation of air source heat pumps and efficiency works at the Shoreham Centre
- Installation of 6 solar PV arrays on council-owned buildings which have already generated over 100,000kWh of renewable electricity
- Installation of multiple energy efficiency measures on Civic Quarter Buildings

5.2. We are nearing the completion of the procurement of the Worthing Heat Network which will be a key milestone in decarbonising the heat supply in Worthing, starting with our own buildings, and those of key partners including, Worthing Theatres and Museums, Worthing Hospital, the Library and the Courts. It is anticipated that the network will expand to include existing off takers, new developments and residential customers. In support of this work we have further PSDS funding bids pending, worth £2.9 million for low carbon enabling works to the Civic Quarter and have supported the NHS in submitting a bid for approximately £13m for adaptations to the main hospital building prior to a heat network connection.

5.3. The Council's fleet is responsible for over 40% of scope 1 emissions. We have started to replace a smaller fleet (vans and small trucks) with electric vehicles. Most of our large fleet (refuse and recycling collection vehicles) are due for replacement in 2026/27. Replacement options include electric or hydrogen powered vehicles, both of which are rapidly evolving technologies with different performance and operational requirements. We have commissioned consultants to produce a Green Fleet Strategy which will help us set a roadmap to

effectively decarbonise the fleet by 2030. The strategy will be completed in the summer of 2023.

- 5.4. A new Sustainable Transport Group has been established. Officers from Adur & Worthing Councils and West Sussex County Council come together every 6 weeks to progress active travel plans and other key transport issues.

6. Nature: progress, successes and challenges

- 6.1. The Parks team have been working hard over the last three years to explore opportunities where we can renature (also known as rewilding) within our parks and open spaces. The areas are all mapped and included on our website <https://www.adur-worthing.gov.uk/renaturing/>
- 6.2. Feedback from local residents to the new approach to re-naturing is largely positive, although there have been some complaints which demonstrates the need for further communications, engagement and signage to inform and educate as to the importance of renaturing.
- 6.3. Parks and green spaces have also benefited from planting of thousands of bulbs, trees and wildflower areas to maximise and enhance biodiversity as well as changes in mowing regimes to aid recovery of these areas. Work has commenced on developing a community tree planting initiative. A report is planned for members in the coming weeks. The continued use of grey water saw nearly 100 '000 litres of grey water used by the parks team to water plants and trees.
- 6.4. Brooklands: the parks teams activity in the park has been building and this has seen the introduction of honey bees into the park and there is ambition to create a pollinator site nearby so as to provide a rich source for bees.
- 6.5. Over 400 trees have been planted across the site including 300 whips to establish hedgerow.
- 6.6. There are plans in place to improve the winter food source in the park by introducing areas of prairie planting in the autumn / winter of 2023. Once the construction works in the park is completed and the park is opened, work to establish a habitat and species baseline will begin in order that we can gain a greater understanding of what already exists in the park. Work to transform the once manicured amenity grass into meadow grass has also begun and this work will continue throughout the coming year.

- 6.7. Foreshore: Following the fishing trawler ban the foreshore is already showing signs of ecological recovery and continued work with a wide range of stakeholders including the local fishing community. There is continued collaboration with the Sussex Kelp Restoration Project, Blue Marine Foundation and the Sussex Wildlife Trust to continue the progress being made.
- 6.8. The Coastal Office have developed and introduced new educational initiatives including the introduction Rockpool Reef and Marine Warrior and are also continuing to support initiatives such as The Big Seaweed Search.
- 6.9. Cissbury Fields is a 100 acre site in the South Downs National Park owned by Worthing Borough Council. A project team has been exploring the potential to restore species-rich chalk grassland there, working in partnership with the SDNPA and Findon Valley Residents Association to achieve this vision. Taking a participatory approach the council and SDNPA have been building relationships with the community, dog walkers, ecologists and farmers. A co-developed management plan for the site has been produced which hopefully will lead to greater buy-in from the community when the grazing animals arrive on site in the future.
- 6.10. Options to restore intertidal habitat (saltmarsh and mudflat) at Pad Farm (45 acre site owned by Adur District Council) are progressing, albeit slowly due to recent staff changes. Funding is available from multiple sources, including the Environment Agency and Highways England and this is being progressed via the Pad Farm project team.
- 6.11. Working with the Ouse & Adur Rivers Trust as lead applicant, we submitted a funding bid to the National Lottery Heritage Fund for “Adur Community Wetlands” at New Salts Farm. This followed significant community engagement which helped shape the vision and plans reflected in the funding bid for habitat restoration alongside community food growing space and an extensive range of activities and opportunities for the local community, particularly focussing on young people 16-25 yr olds.
- 6.12. We have secured multiple funding bids to progress nature recovery at a landscape scale, including:
 - 6.12.1. DEFRA Test & Trials funding (£76k, Dec 2021): to understand the funding and partnerships needed to restore intertidal habitats locally. This project has now been delivered and

progress and information presented back to DEFRA which helps shape and inform national policy.

- 6.12.2. DEFRA Natural Environment Readiness Fund (£79k, Sept 2021) to develop the UK's first kelp carbon code
- 6.12.3. Coast to Capital LEP (£74k, Dec 2021) for core development of Sussex Bay. This is progressing well with the development of branding and a website, further funding bid development, engagement with coastal authorities and other stakeholders and plans for the constitution of Sussex Bay as a charity will continue in 2023.
- 6.12.4. DEFRA Landscape Scale Recovery Funding (£500k over two years) led by Knepp Wildland Foundation, ADC is one of 27 landowners engaged in the project to restore the Adur River; we also sit on the Project Steering Group.
- 6.12.5. Instigated a new Research Network, the Solent to Sussex Bay Seascape Restoration Network, which has now secured £173k NERC funding and £23k Environment Agency (3Cs) funding which will enable Portsmouth, Brighton, Sussex and Surrey University members to work together to develop an integrated seascape restoration strategy
- 6.13. Natural England has committed funding for the production of two or three interpretation panels about the Adur Estuary SSSI (Site of Special Scientific Interest) and they are soon to carry out a full condition assessment of the SSSI as they are concerned about its continued decline.
- 6.14. There is a new email newsletter established to share information with the wider community from the Adur Estuary Sub-Group of the Catchment Partnership. This follows a meeting with concerned citizens. To receive the e-newsletter updates people can email adurestuary@oart.org.uk and ask to be added to the mailing list.

7. Circular economy: progress, successes and challenges

- 7.1. Work on the circular economy has so far largely focussed on our residential and commercial waste collection services. In October 2022 we introduced a kerbside collection service for small electrical items

which has proven very popular, and we estimate we will collect approximately one tonne of material per week.

- 7.2. We formally launched our commercial food waste collection service in January 2022 and we have been gradually growing our customer base. We now have 27 customers including restaurants, cafe's, hotels and canteens. In the coming year we will continue to promote recycling and food waste collection to our commercial customers.
- 7.3. Funded by WRAP, we have completed a feasibility study on food waste collection in Adur and Worthing. The study modelled different collection options in terms of cost, performance and ease of use. We are awaiting announcements from the government regarding capital and new burdens funding to support the roll out of food waste collections across Adur and Worthing. In the meantime officers are scoping a trial of the service for a small scale roll out, subject to resources and engaging with West Sussex County Council (the waste disposal authority) on the end to end process.
- 7.4. We have significantly stepped up communications around waste minimisation and recycling, including Blogs by our Waste Project Officer and seasonal campaigns (eg around Christmas, and linking to national campaigns).
- 7.5. There is a significant amount of community led circular economy work in both Adur and Worthing delivered by a diverse range of re-use, repair and recycling organisations with a significant amount of knowledge and expertise. These include community led composting, scrap stores, repair cafes, and re-use organisations. These organisations as well as the business sector play a significant role in creating a circular economy. As part of Our Plan, we will start to build on existing networks to help define our shared priorities and actions to improve our resource efficiency and jointly work towards a circular economy.

8. Work planned for 2023

- 8.1. Within the framework of Our Plan, we will develop a roadmap and action plans to address carbon reduction, nature restoration and building a circular economy. These road maps will build on the existing work underway.

- 8.2. We will continue to deliver the recommendations from the A&W Climate Assembly, working together with the wider community to pick up on the recommendations that have stalled and prioritising these for action.

9. Engagement and Communication

- 9.1. Revising the Sustainable AW climate and nature plan involved an extensive period of engagement with council officers and the wider community (over 200 organisations involved in the process). This engagement has continued with many new partnerships and projects being developed to ensure the work is delivered.
- 9.2. We continue to share our climate and nature related work through blogs, webinars, website updates and press releases. Due to other priorities we no longer have the capacity to produce the Sustainable AW online magazine at present.
- 9.3. Officers attended the Green Dreams Festival 2022 (Worthing) with a programme of activities to share with the local community, including talks and information from Park Rangers, Highdown Gardens, Waste and Sustainability teams. Over 3000 people attended the festival and feedback on the stand was very positive.
- 9.4. Progress of the A&W Climate Assembly has been shared through Officer presentations at conferences/webinars with the local community, local businesses (e.g. Adur & Worthing Business Partnership and Worthing & Adur Chamber of Commerce breakfast meetings); local and regional organisations (e.g. Shoreham Port's Sustainability Week; South Downs National Park Authority Member's Workshop; SouthEast Climate Alliance conference 2022) and national organisations (Defra policy workshop; Involve conference).
- 9.5. Officers have also shared details around the development, delivery and progress made since the A&W Climate Assembly with over 15 Local Authorities nationally seeking an understanding around the process, this includes advice given to the Welsh Assembly, and governments across Europe. This demonstrates the Council's Leadership in taking this approach.
- 9.6. In November 2021, we held the Climate Action AW fortnight, with webinars for local residents and for AWC employees to share progress since the A&W Climate Assembly. We also created and shared community-led video case studies to inspire people & businesses to

take action themselves. Extensive information collated around climate action is available on our website

<https://www.adur-worthing.gov.uk/climate-action/>

- 9.7. Local businesses, including Shoreham Port Authority, also feature within Low Carbon Business case study videos produced by WSCC.
- 9.8. Following on from the deliberative democracy approach trialled at the A&W Climate Assembly, the councils have showed continued commitment to taking a participatory approach, for example through extensive engagement we have co-developed site management plan at Cissbury Fields (Worthing), and co-created a National Lottery Heritage Fund bid for a climate & nature related project at New Salts Farm (Adur).
- 9.9. Work undertaken within the ongoing project in Lancing, Now and into the Future, has involved extensive engagement and participation with the local community. The environment is one of the core concerns of local residents which will be reflected in future funding bids for the area.
- 9.10. Engagement and communication will continue to be a key element of our work in this area, as successful delivery of this agenda requires joint working across communities, community sector, public sector and business organisations.

10. Financial Implications

- 10.1 There are no unbudgeted implications associated with this report.

Finance Officer: Sarah Gobey

Date: 8/2/2023

11. Legal Implications

- 11.1 The Climate Change Act 2008 (2050 Target Amendment) Order 2019 came into force on 27th June 2019 and increased the UK's 2050 net greenhouse gas emissions reduction target under The Climate Change Act 2008 from 80% to 100%. The Climate Change Act requires the government to set legally-binding 'carbon budgets' to act as stepping stones towards the 2050 target. A carbon budget is a cap on the amount of greenhouse gases emitted in the UK over a five-year period.

- 11.2 Under Section 111 of the Local Government Act 1972, the Council has the power to do anything that is calculated to facilitate, or which is conducive or incidental to, the discharge of any of their functions.
- 11.3 s1 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
- 11.4 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.
- 11.5 The Council is to ensure that any grant funding received is used as required by the grant funding terms and conditions.

Legal Officer: Joanne Lee

Date: 07/02/2023

Background Papers

- [Sustainable AW framework 2021-2023](#)
- <https://www.adur-worthing.gov.uk/sustainable-aw/carbon-reduction/>
- [JSC paper \(July 2021\): SustainableAW update on progress and targets](#)
- [JSC paper \(Dec 2019\): SustainableAW Refresh - increasing ambition and deepening engagement](#)
- [Sustainable AW 2020-2023](#) (previous plan)
- [Sustainable AW 2019-2020](#) (original plan)
- [Adur & Worthing Carbon Neutral Plan 2019](#)
- [Adur & Worthing Climate Assembly Recommendations Report 2020](#)
- [A Carbon Neutral Study for Adur & Worthing 2019](#)
- [2021/22 Carbon Reduction Performance - JSC Report Adur](#)
- [2021/22 Carbon Reduction Performance - JSC Report Worthing](#)

Officer Contact Details:-

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Director for Digital & Resources

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Sustainability & Risk Assessment

- This report details progress being made in relation to the climate and nature agendas. The activities reported seek to reduce our carbon emissions, mitigate climate change and improve biodiversity.

1. Economic

- Creating a more sustainable place to live and work contributes to creating a more prosperous place, attracting business and investment.

2. Social

2.1 Social Value

- The collaborative approach benefits local community organisations and businesses. Action under the food, energy, transport and water strands will benefit local residents and those on low incomes providing cost savings from energy, water and transport.

2.2 Equality Issues

- Details of any equality issues, any equality impact assessment undertaken, or how the proposal impacts on access or participation.

2.3 Community Safety Issues (Section 17)

- Issue considered - no implications

2.4 Human Rights Issues

Issue considered - no implications

3. Environmental

- The report outlines progress made on key strategic work to protect and enhance our environment.

4. Governance

- The work set out in this report aligns to the priorities in Our Plan, relating to Thriving Environment, Thriving People, Thriving Economy and Thriving Place.

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ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
16 February 2023

Key Decision [No]

Ward(s) Affected:N/A

Interview with Adur Cabinet Member for Environment and Leisure

Report by the Director for Digital, Sustainability & Resources

Executive Summary

1. Purpose

1.1 This report sets out background information on the Portfolio of the Adur Cabinet Member for Environment and Leisure to enable the Committee to consider and question the Cabinet Member on issues within her portfolio and any other issues which the Cabinet Member is involved in connected with the work of the Council and the Adur communities.

2. Recommendations

2.1 That the Committee question the Cabinet Member on the work within her Portfolio and any other issues which the Cabinet Member is involved in; and

2.2 That the Committee consider if it would like to make any recommendations or comments to the Cabinet Member for her consideration.

3. Context

- 3.1 As part of its Work Programme for 2022/23, the Joint Overview and Scrutiny Committee (JOSC) have agreed to hold interviews with the Adur and Worthing Cabinet Members and question them on their priorities for 2022/23.
- 3.2 As part of its 'Holding to account role' and the responsibility for reviewing Cabinet Member work and decisions, JOSC is requested to consider the work and responsibilities of the Adur Cabinet Member for Environment and Leisure. Part of the scrutiny role is to fact find/investigate in the form of questions to the Cabinet Member on issues within her portfolio and other issues involving the Cabinet Member that relates to her Portfolio. This questioning should also relate to those matters within the Portfolio which the Councils are directly responsible for.
- 3.3 JOSC plays a similar role to that played by the Parliamentary Select Committees in Westminster and is entitled to ask for further investigation or make recommendations to the Cabinet Member into items where it may not be satisfied with the progress of issues as described by the Cabinet Member.

4. Issues for consideration

- 4.1 The Adur Cabinet Member for Environment and Leisure has responsibility for the following:-
- Waste collection and recycling.
 - Street cleaning.
 - Streetscene, including abandoned vehicles, bus shelters, enforcement, street names and numbering, road name plates, street furniture.
 - Environmental management and strategy.
 - Highway liaison.
 - Cemeteries and burials.
 - Parks and grounds maintenance, including allotments and dog control. Adur Watch.
 - On and off street car parking.
 - Public conveniences.
 - Energy management and sustainability.
 - Transport (maintenance).
 - Cultural Projects and public entertainment events (not covered by the licensing functions, with a potential attendance of 500) to enhance the District's cultural offer to residents and visitors.

- Client for Adur Community Leisure Ltd and management of Adur Leisure facilities and sites.
- Foreshore management, including beach huts and chalets, beach maintenance.

4.2 JOSC is requested to question the Cabinet Member based on her responsibilities outlined in paragraph 4.1 above.

5. Engagement and Communication

5.1 The JOSC Chairpersons, Vice-Chairpersons, Cabinet Member and relevant Officers 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 Cabinet 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 Cabinet 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

New Priorities for Adur District Council agreed by Joint Strategic Sub-Committee 29 September 2022 - New priorities

Our Plan - A three year framework for Adur and Worthing Councils

Our Plan

Officer Contact Details:-

Mark Lowe

Scrutiny & Risk Officer

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mark.lowe@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

Matter considered. There are a number of issues contained within the Cabinet Member Portfolio which can impact on the overall economy of the area.

2. Social

2.1 Social Value

Matter considered. The aims of the Cabinet Member Portfolio seek to achieve improved social value through improvements to the wellbeing of individuals, Communities and the environment.

2.2 Equality Issues

Matter considered. The Cabinet Member will apply relevant equality considerations when considering issues within the Portfolio as appropriate.

2.3 Community Safety Issues (Section 17)

Matter considered. Relevant community safety issues are considered by the Cabinet Member when dealing with issues within the Portfolio as appropriate.

2.4 Human Rights Issues

Matter considered and no direct issues identified.

3. Environmental

Matter considered. The Cabinet Member has responsibility for energy management and sustainability issues.

4. Governance

Matter considered and no direct issues identified. JOSOC has responsibility for holding the Cabinet Members to account and for reviewing their work and decisions. In accordance with the procedures outlined within the Joint Overview and Scrutiny Procedure Rules set out in the Councils constitution JOSOC can request the Cabinet Members to attend its meetings and can ask questions of the Cabinet Members as part of this process.

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ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
16 February 2023

Key Decision [No]

Ward(s) Affected:N/A

Review of the JOSC Work Programme

Report by the Director for Digital, Sustainability and Resources

Executive Summary

1. Purpose

- 1.1 This report outlines progress in implementing the work contained in the Joint Overview and Scrutiny Committee (JOSC) Work Programme for 2022/23.

2. Recommendations

- 2.1 That JOSC note the progress in delivering the JOSC Work Programme for 2022/23 and consider if any amendments are required.

3. Context

- 3.1 The JOSC Work Programme for 2022/23 was agreed by the Committee in March and confirmed by both Councils in April 2022. It is usual practice for the Work Programme to be reviewed at each meeting during the Municipal Year and the last review was undertaken at the meeting on 19 January 2023. A copy of the updated 2022/23 Work Programme is attached as part of the Appendix A to this report for review.

- 3.2 Paragraph 9.2 of the 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 both Councils. A report must also be taken to each full Council on an annual basis detailing any changes to the Work Programme and this was done in December 2022.

4. Issues for consideration

- 4.1 Items for the JOSC 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.
- 4.2 The Committee is requested to review the draft Work Programme and consider if any further items are required to be added to the Work Programme. During the Municipal Year, items may be added to the JOSC 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 following receipt of the Officer report.
- 4.3 When considering further Work Programme items, the Committee should assess the capacity and resources available to scrutinise the issues within the timescales required and the impact this might have on existing work within the Work Programme.

5. Engagement and Communication

- 5.1 The JOSC Chairpersons and Vice-Chairpersons have been consulted on the proposals contained in this report and agreed to the amended Work Programme as set out in the Appendix to this report.

6. Financial Implications

- 6.1 There are no direct financial implications to consider within this report, however, some items contained in the Work Programme do have financial implications for the Councils.

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 both Councils. A report must be taken to both Councils on an annual basis seeking both 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 the Councils approximately mid year for noting.

Background Papers

Joint Overview and Scrutiny Procedure Rules

Officer Contact Details:-

Mark Lowe

Scrutiny and 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.

2.2 Equality Issues

Matter considered and no direct issues identified.

2.3 Community Safety Issues (Section 17)

Some of the issues being scrutinised will have community safety implications.

2.4 Human Rights Issues

Matter considered and no issues identified.

3. Environmental

Matter considered. The Work Programme includes an item to receive an update on the Councils approach to climate change.

4. Governance

- 4.1 Matter considered and no direct issues identified. It is good practice for an Overview and Scrutiny Committee to set its Work Programme ahead of the Municipal Year. 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 the Councils approximately mid year for noting.



APPENDIX A

Adur & Worthing Joint Overview and Scrutiny Committee Work Programme - 2022/2023

Joint Overview and Scrutiny Committee - 16 February 2023

<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 summary of complaints and compliments	Director for Digital, Sustainability & Resources	Director for Digital, Sustainability & Resources	Yes. Item deferred from the October meeting which was abandoned.
Interview with the Adur Cabinet Member for Environment and Leisure	Director for Digital, Sustainability & Resources	Cabinet Member	Item deferred from the meeting on 19 January because of unforeseen circumstances.
Interview with Worthing Cabinet Member for Climate Emergency	Director for Digital, Sustainability & Resources	Cabinet Member	Yes. Item deferred from November JOSC meeting in consultation with

			the Chairmen.
Interview with Worthing Cabinet Member for Culture and Leisure	Director for Digital, Sustainability & Resources	Cabinet Member	Yes. Interview was due to be held at the JOSC meeting on 15 September which was postponed. Cabinet Member unable to attend on the rearranged date of 22 September.
Interview with Worthing Cabinet Member for Community Wellbeing	Director for Digital, Sustainability & Resources	Cabinet Member	Yes. Item deferred from the November meeting.
Annual update on progress with delivering the Climate Change agenda	Director for Digital, Sustainability & Resources	Director for Digital, Sustainability & Resources/Sustainability Manager	Yes. Item moved from the November meeting in consultation with Chairmen.
Worthing Theatres contract monitoring	Director for the Economy	Director for the Economy	Yes. Item deferred from the July meeting to enable appropriate Officer attendance at the meeting.
Review of JOSC Work Programme	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 16 March 2023

<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 Adur Cabinet Member for Regeneration & Strategic Planning	Director for Digital, Sustainability & Resources	Cabinet Member	No
Interview with Worthing Executive Member for Regeneration	Director for Digital, Sustainability & Resources	Cabinet Member	No
Interview with Worthing Cabinet Member for Resources to elaborate about information concerning car parking charges.	Director for Digital, Sustainability & Resources	Cabinet Member	Item added at the request of JOSOC in January. Joint Chairmen agreed the matter could be fitted into the Work Programme.
Planning Enforcement - The Committee is asked to review planning enforcement issues, planning enforcement policy and the Councils approach to planning enforcement	Head of Planning	Head of Planning	Yes. Item added at the request of JOSOC in September following the consideration of a scrutiny request
Annual review report on the work of the Worthing BID	Director for the Economy/Head of Place & Economy/Town Centre Manager	Director for the Economy/Head of Place & Economy/Town Centre Manager	Yes. Item added at the request of JOSOC as one of the recommendations from the JOSOC review on the Worthing BID.

Annual feedback report from meetings of the West Sussex Health & Adult Social Care Scrutiny Committee (HASC) - Issues affecting Adur & Worthing	Verbal report from the Council Members on HASC	No	No
JOSC Work Programme setting 2023/24	Director for Digital, Sustainability & Resources	No	No

Working Group reports and other items - Dates to be confirmed

<u>ITEM</u>	<u>REPORT AUTHOR</u>	<u>EXECUTIVE MEMBER/OFFICERS TO ATTEND</u>	<u>STATUS</u>
Reports from the Working Group reviewing the Adur Homes repairs and maintenance service and transformation	Chairman of the Working Group	No	Ongoing -Working Group currently in progress
Final report from the Working Group reviewing Cultural Services	Chairman of the Working Group	No	Report expected in 2023.
Final report of JOSC Working Group set up to review the policy used by the Councils when placing vulnerable people in accommodation outside of the	Chairman of the Working Group	No	Working Group set up by JOSC on 14 July. First meeting of the Working Group held in September 2022 which is reviewing the issues. Work ongoing.

Council areas.			
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PREVIOUS MEETINGS AND ITEMS CONSIDERED IN 2022/23

Joint Overview and Scrutiny Committee - 9 June 2022

<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 JOSOC report for 2021/22	Joint Chairmen of JOSOC	No	No
JOSOC Worthing BID Working Group report	Chairman of the Working Group	No	No
Review of JOSOC Work Programme and confirmation of JOSOC Working Group memberships for 2022/23	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 14 July 2022

<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>
Joint Revenue outturn report	Director for Digital, Sustainability	Chief Financial Officer	No

2021/22	& Resources/Chief Financial Officer		
Outline Budget Strategy 2023/24	Director for Digital, Sustainability & Resources/Chief Financial Officer	Chief Financial Officer	No
Interview with Adur Leader	Director for Digital, Sustainability & Resources	Adur Leader	No
Interview with Worthing Leader	Director for Digital, Sustainability & Resources	Worthing Leader	No
Adur Homes Repairs and Maintenance transformation work and feedback from the JOSC Working Group	Report from the JOSC Working Group and Housing Transformation Manager	No	No
Review of JOSC Work Programme	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 22 September 2022

<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 Adur Cabinet Member for Adur Homes & Customer Services	Director for Digital, Sustainability & Resources	Cabinet Member	No

Report on Governance issues relating to JOSC	Director for Digital, Sustainability & Resources/ Head of Legal Services	No	Yes. Item added at the request of JOSC on 9 June 2022.
Review of JOSC Work Programme	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 13 October 2022

<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 Worthing Cabinet Member for Citizens Services	Director for Digital, Sustainability & Resources	Cabinet Member	Yes. Interview was due to be held at the JOSC meeting on 15 September which was postponed. Cabinet Member unable to attend on the rearranged date of 22 September.
Report on the review of the delivery and our new approach to Corporate Plan and interview with Chief Executive	Director for Digital, Sustainability & Resources	Chief Executive	No
Follow up review of Adur & Worthing evening and night time economy	Chairperson of the Working Group	No	Yes, item added at the request of JOSC from the July meeting.

Joint Overview and Scrutiny Committee - 24 November 2022

<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 the Adur Cabinet Member for Communities & Wellbeing	Director for Digital, Sustainability & Resources covering report	Cabinet Member	Yes. Item deferred from the 13 October JOSC meeting because the meeting was abandoned.
What the Councils are doing to help with the Cost of living crisis -	Director for Communities and Cost of living Lead - Reports from the JSC Sub-Committees to be considered.	Director for Communities and Cost of Living crisis lead officer and Cabinet Members.	Yes. Item added at the request of JOSC in September following a scrutiny request.
Crime and Disorder update - Interview with the Chairman of the Adur & Worthing Safer Communities Partnership	Director for Digital, Sustainability & Resources	Chairman of the Adur & Worthing Safer Communities Partnership and Cabinet Members.	Yes. Item deferred from the 13 October JOSC meeting because the meeting was abandoned.
Towards a sustainable financial position - Budget update	Director for Digital, Sustainability & Resources/Chief Financial Officer	Chief Financial Officer	No
Interview with Adur Cabinet Member for Finance & Resources	Director for Digital, Sustainability & Resources	Cabinet Member	No

Interview with Worthing Cabinet Member for Resources	Director for Digital, Sustainability & Resources	Cabinet Member	No
Review of JOSC Work Programme including note of changes made since Work Programme agreed by Councils in April 2021	Director for Digital, Sustainability & Resources	No	No

Joint Overview and Scrutiny Committee - 19 January 2023

<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>
Outcomes from the Joint Strategic Committee - Consideration of the JOSC report on the review of the Adur and Worthing evening and night time economies	Director for Digital, Sustainability and Resources	No	Yes. Item added following the consideration of the JOSC report by the Joint Strategic Committee (JSC) on 6 December and to inform JOSC on the outcomes.
Interview with Worthing Cabinet Member for the Environment	Director for Digital, Sustainability & Resources	Cabinet Member	No
Interview with Adur Cabinet Member for Environment and Leisure	Director for Digital, Sustainability & Resources	Cabinet Member	No

Interview with the Worthing Deputy Leader	Director for Digital, Sustainability & Resources	Worthing Deputy Leader	No
Review of progress on the delivery of the Housing Strategy	Director for Communities/Head of Housing Services	Director for Communities/Head of Housing Services	Yes. Item moved from November to January in consultation with Chairmen to accommodate other work.
Southern Water consultation on the draft drainage and wastewater management plan and the designation of the River Adur as bathing water	Director for Communities	Director for Communities	Yes. Item added to inform JOSC on the issues which were raised at the JOSC meeting in January 2022.
Review of JOSC Work Programme	Director for Digital, Sustainability & Resources	No	No

Additional items to be considered as part of the forward Work Programme in 2023/24

Annual review of the recovery of the Adur & Worthing evening and night time economies and outcomes of discussions with Cabinet Members at the request of JSC	Director for Economy/Director for Communities	Director for Economy/Director for Communities	Yes. Item added as a result of JOSC review. JOSC agreed to receive a report in July 2023.
Interview with the Adur Member	Director for Digital, Sustainability	Cabinet Member	Item deferred from the meeting

for Finance and Resources	& Resources		on 24 November due to unforeseen circumstances. The Cabinet Member is unable to attend in the current Municipal Year.
Review of the delivery of the new Corporate Strategy and interview with Chief Executive	Director for Digital, Sustainability & Resources	Chief Executive	Item deferred from the JOSC meeting in March in consultation with the JOSC Chairmen in order to manage the number of items being considered. Item to be added to the 23/24 Work Programme for review in Autumn 2023 when more detailed outcomes and progress with the delivery of 'Our Plan' can be reported.
UK Shared Prosperity Fund - Report on the work and the outcomes of funding allocations	Head of Place & Economy/Director for Economy	Director for the Economy/Head of Place & Economy	Item deferred from the JOSC meeting in March in consultation with the JOSC Chairmen. Report presented to JSC in January with outcomes of bids. Work on agreed workstreams will be undertaken now and it is proposed that the item will be deferred for JOSC consideration until July when details of progress on how the funding is being spent and on what, can be provided.

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



ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
16 February 2023

Key Decision [No]

Ward(s) Affected:N/A

Worthing Theatres and Museum Annual review

Report by the Director for Digital, Sustainability and Resources

Executive Summary

1. Purpose

- 1.1 This report provides the Joint Overview and Scrutiny Committee (JOSC) with the details of the annual review of the Worthing Theatres and Museum (WTM) which was reported to the Worthing Joint Strategic Sub-Committee on 5 December 2022.
- 1.2 This report will assist JOSC in questioning the Director for Economy who will present the annual review.

2. Recommendations

- 2.1 That JOSC review the performance of the WTM and question the Director for Economy; and
- 2.2 That the Committee consider if it would like to make any recommendations or comments to the Director for Economy for his consideration.

3. Context

- 3.1 As part of the Work Programme for 2022/23, JOSC has agreed to review the performance on the WTM and interview the Director for Economy.

4. Issues for consideration

- 4.1 JOSC is asked to consider the performance of the WTM, further details of which are included in the report presented to the Worthing Joint Strategic Sub-Committee on 5 December 2022 which is attached as an appendix to this report. At that meeting, the Joint Strategic Sub-Committee acknowledged and welcomed the achievements of Worthing Theatres and Museum over the Year and agreed to refer the report and the accompanying Annual Report to JOSC for noting.
- 4.2 The Council entered into a Management and Operation Agreement with WTM on 19 September 2019. WTM is obliged to provide an annual report to update Members under the terms of that Agreement. The Director for the Economy has a delegated authority to manage the relationship between Worthing Borough Council and the WTM.

5. Engagement and Communication

- 5.1 The JOSC Chairpersons, Vice-Chairpersons and relevant Officers have been consulted on the proposals contained in this report.

6. Financial Implications

- 6.1 There are no direct financial implications connected to this report, however, financial implications for the Council connected with the agreement with WTM are set out in the report presented to the Worthing Joint Strategic Sub-Committee.

7. Legal Implications

- 7.1 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.
- 7.2 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

Worthing Theatres and Museum Annual Review 2021/22

Officer Contact Details:-

Mark Lowe

Scrutiny & Risk Officer

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mark.lowe@adur-worthing.gov.uk

Sustainability & Risk Assessment

1. Economic

Economic Culture is of vital significance to our local economy, employing a growing number of people across a range of skilled activities. A vibrant cultural offer is a significant consideration for businesses seeking to attract new employees and helps to support our visitor economy.

2. Social

2.1 Social Value

The contractual relationship with the Trust is predicated on a formal expectation of extending the scope and range of work with our local communities. This includes working with our schools and colleges to support the development of new skills valued by the creative sector.

2.2 Equality Issues

Equality Issues The Council's contract with WTM includes a formal commitment to inclusive programming which includes youth theatre; signed and audio described screenings and autism and dementia friendly screenings.

2.3 Community Safety Issues (Section 17)

As is the case with any venue offering public performance and participative programming, careful attention is paid to ensuring that safeguarding remains a priority and that the safety of customers/participants is paramount.

2.4 Human Rights Issues

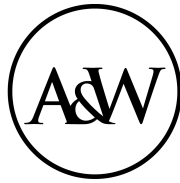
Matter considered and none identified.

3. Environmental

The Trust is expected to embody a commitment to sustainable procurement and to pay close attention to minimising waste and its use of resources.

4. Governance

WTM is a charitable company limited by guarantee. JOSOC has agreed to review the performance and work of the WTM as part of its Work Programme for 2022/23. In accordance with the procedures outlined within the Joint Overview and Scrutiny Procedure Rules set out in the Councils constitution JOSOC can ask questions of Officers as part of this process.



ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
16 February 2023

Key Decision [No]

Ward(s) Affected:N/A

Interview with the Worthing Cabinet Member for Climate Emergency

Report by the Director for Digital, Sustainability and Resources

Executive Summary

1. Purpose

- 1.1 This report sets out background information on the Portfolio of the Worthing Cabinet Member for Climate Emergency to enable the Committee to consider and question the Cabinet Member on issues within her portfolio and any other issues which the Cabinet Member is involved in connected with the work of the Council and the Worthing communities.

2. Recommendations

- 2.1 That the Committee question the Cabinet Member on the work within her Portfolio and any other issues which the Cabinet Member is involved in; and
- 2.2 That the Committee consider if it would like to make any recommendations or comments to the Cabinet Member for her consideration.

3. Context

- 3.1 As part of its Work Programme for 2022/23, the Joint Overview and Scrutiny Committee (JOSC) have agreed to hold interviews with the Adur and Worthing Cabinet Members and question them on their priorities for 2022/23.
- 3.2 As part of its 'Holding to account role' and the responsibility for reviewing Cabinet Member work and decisions, JOSC is requested to consider the work and responsibilities of the Worthing Cabinet Member for Climate Emergency. Part of the scrutiny role is to fact find/investigate in the form of questions to the Cabinet Member on issues within her portfolio and other issues involving the Cabinet Member that relates to her Portfolio. This questioning should also relate to those matters within the Portfolio which the Councils are directly responsible for.
- 3.3 JOSC plays a similar role to that played by the Parliamentary Select Committees in Westminster and is entitled to ask for further investigation or make recommendations to the Cabinet Member into items where it may not be satisfied with the progress of issues as described by the Cabinet Member.

4. Issues for consideration

- 4.1 The Worthing Cabinet Member for Climate Emergency has responsibility for the following:-
- Climate and nature positive policy
 - Carbon reduction and energy management policy, including low carbon building standards
 - Energy management and sustainability strategy
 - Environmental management and strategy (to share with Environment Portfolio)
- 4.2 JOSC is requested to ask questions of the Cabinet Member based on her responsibilities outlined in paragraph 4.1 including any high level strategic issues relating to the Councils and our communities.

5. Engagement and Communication

- 5.1 The JOSC Chairpersons and Vice-Chairpersons 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 Cabinet 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 Cabinet 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

New Priorities for Worthing Borough Council agreed by Joint Strategic Sub-Committee 5 July 2022 - JSC Sub-Committee Worthing - 5 July 2022

Our Plan - A three year framework for Adur and Worthing Councils
Our Plan

Officer Contact Details:-

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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. A sustainable environment is desired and the Cabinet Member has aims in their Portfolio to help achieve this.

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

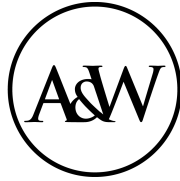
Matter considered and no direct issues identified.

3. Environmental

Matter considered. The Cabinet Member has within her Portfolio the responsibility for overseeing the Council Climate Emergency and sustainability policies.

4. Governance

Matter considered and no direct issues identified. JOSC is responsible for holding the Cabinet 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 Cabinet Members to attend its meetings.



ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
16 February 2023

Key Decision [No]

Ward(s) Affected:N/A

Interview with the Worthing Cabinet Member for Culture and Leisure

Report by the Director for Digital, Sustainability and Resources

Executive Summary

1. Purpose

1.1 This report sets out background information on the Portfolio of the Worthing Cabinet Member for Culture and Leisure to enable the Committee to consider and question the Cabinet Member on issues within her portfolio and any other issues which the Cabinet Member is involved in connected with the work of the Council and the Worthing communities.

2. Recommendations

2.1 That the Committee question the Cabinet Member on the work within her Portfolio and any other issues which the Cabinet Member is involved in; and

2.2 That the Committee consider if it would like to make any recommendations or comments to the Cabinet Member for her consideration.

3. Context

- 3.1 As part of its Work Programme for 2022/23, the Joint Overview and Scrutiny Committee (JOSC) have agreed to hold interviews with the Adur and Worthing Cabinet Members and question them on their priorities for 2022/23.
- 3.2 As part of its 'Holding to account role' and the responsibility for reviewing Cabinet Member work and decisions, JOSC is requested to consider the work and responsibilities of the Worthing Cabinet Member for Culture and Leisure. Part of the scrutiny role is to fact find/investigate in the form of questions to the Cabinet Member on issues within her portfolio and other issues involving the Cabinet Member that relates to her Portfolio. This questioning should also relate to those matters within the Portfolio which the Councils are directly responsible for.
- 3.3 JOSC plays a similar role to that played by the Parliamentary Select Committees in Westminster and is entitled to ask for further investigation or make recommendations to the Cabinet Member into items where it may not be satisfied with the progress of issues as described by the Cabinet Member.

4. Issues for consideration

- 4.1 The Worthing Cabinet Member for Culture and Leisure has responsibility for the following:-
- Cultural projects and public entertainments (not covered by the licensing functions, with a potential attendance of 500) to enhance the Borough's cultural offer to residents and visitors
 - Wellbeing and development functions for culture, leisure and sport, including the cultural strategy
 - Worthing Cultural Assets; Museum, Art Gallery, Ritz Cinema, Assembly Hall, Pavilion Theatre and Connaught Theatre. (NB. Worthing Pier is within the Regeneration Portfolio)
 - Client for South Downs Leisure Trust and management of Worthing Leisure facilities and sites
 - Tourism and Tourist Information Centres
- 4.2 JOSC is requested to ask questions of the Cabinet Member based on her responsibilities outlined in paragraph 4.1 including any high level strategic issues relating to the Councils and our communities.

5. Engagement and Communication

- 5.1 The JOSCS Chairpersons and Vice-Chairpersons 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 JOSCS is responsible for holding the Cabinet 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 Cabinet 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

New Priorities for Worthing Borough Council agreed by Joint Strategic Sub-Committee 5 July 2022 - JOSCS Sub-Committee Worthing - 5 July 2022

Our Plan - A three year framework for Adur and Worthing Councils
Our Plan

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 but some issues contained within the Cabinet Member Portfolio impact on the local economy in Worthing.

2. Social

2.1 Social Value

Matter considered and no direct issues identified but some issues within the Cabinet Member Portfolio impact on the communities.

2.2 Equality Issues

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

2.3 Community Safety Issues (Section 17)

Matter considered and no direct issues identified but the delivery of some of the issues contained in the Cabinet Member Portfolio are impacted by community safety matters.

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 Cabinet 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 Cabinet Members to attend its meetings.



ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
16 February 2023

Key Decision [No]

Ward(s) Affected: N/A

Interview with Worthing Cabinet Member for Community Wellbeing

Report by the Director for Digital, Sustainability and Resources

Executive Summary

1. Purpose

- 1.1 This report sets out background information on the Portfolio of the Worthing Cabinet Member for Community Wellbeing to enable the Committee to consider and question the Cabinet Member on issues within her portfolio and any other issues which the Cabinet Member is involved in connected with the work of the Council and the Worthing communities.

2. Recommendations

- 2.1 That the Committee question the Cabinet Member on the work within her Portfolio and any other issues which the Cabinet Member is involved in; and
- 2.2 That the Committee consider if it would like to make any recommendations or comments to the Cabinet Member for her consideration.

3. Context

- 3.1 As part of its Work Programme for 2022/23, the Joint Overview and Scrutiny Committee (JOSC) have agreed to hold interviews with the Adur and Worthing Cabinet Members and question them on their priorities for 2022/23.
- 3.2 As part of its 'Holding to account role' and the responsibility for reviewing Cabinet Member work and decisions, JOSC is requested to consider the work and responsibilities of the Worthing Cabinet Member for Community Wellbeing. Part of the scrutiny role is to fact find/investigate in the form of questions to the Cabinet Member on issues within her portfolio and other issues involving the Cabinet Member that relates to her Portfolio. This questioning should also relate to those matters within the Portfolio which the Councils are directly responsible for.
- 3.3 JOSC plays a similar role to that played by the Parliamentary Select Committees in Westminster and is entitled to ask for further investigation or make recommendations to the Cabinet Member into items where it may not be satisfied with the progress of issues as described by the Cabinet Member.

4. Issues for consideration

- 4.1 The Worthing Cabinet Member for Community Wellbeing has responsibility for the following:-
- Children and young people, including mental wellbeing (to share with Deputy Leader portfolio)
 - Community development, including cohesion and planning, fuel poverty, community buildings and wellbeing hubs
 - Community safety, anti-social behaviour management, neighbourhood disputes, safer communities
 - Cross-cutting health issues and NHS liaison
 - Equalities and diversity
 - Partnership working with voluntary and community organisations (including Local Strategic Partnership; grants and commissioning)
 - Police performance and intelligence liaison
- 4.2 JOSC is requested to ask questions of the Cabinet Member based on her responsibilities outlined in paragraph 4.1 including any high level strategic issues relating to the Council and the Worthing community.

5. Engagement and Communication

- 5.1 The JOSCS Chairpersons and Vice-Chairpersons 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 JOSCS is responsible for holding the Cabinet 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 Cabinet 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

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Our Plan

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. There are a number of issues contained within the Cabinet Member Portfolio which can impact on the overall economy of the area.

2. Social

2.1 Social Value

Matter considered. The aims of the Cabinet Member Portfolio seek to achieve better social value in those particular areas.

2.2 Equality Issues

Matter considered. The Cabinet Member has responsibility for equalities and diversity.

2.3 Community Safety Issues (Section 17)

Matter considered. The Cabinet Member has responsibility for community safety issues.

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. JOSOC is responsible for holding the Cabinet 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 Cabinet Members to attend its meetings.