



ADUR & WORTHING
COUNCILS

Joint Overview and Scrutiny Committee
15 October 2020
Agenda Item

Key Decision [No]

Ward(s) Affected: N/A

Executive Members for Customer Services interview

Report by the Director for Digital, Sustainability & Resources

Executive Summary

1. Purpose

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

2. Recommendations

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

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

3. Context

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

4. Issues for consideration

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

Adur Executive Member for Customer Services

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

Worthing Executive Member for Customer Services

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

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

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

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

5. Engagement and Communication

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

6. Financial Implications

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

7. Legal Implications

7.1 JOSC is responsible for holding the Executive Members to account, reviewing their work and decisions and in accordance with the procedures outlined within the Joint Overview and Scrutiny Procedure Rules set out in the Councils' constitution, can request Executive Members to attend its meetings.

7.2 Section 3(1) of the Local Government Act 1999 (LGA 1999) contains a general duty on a best value authority to make arrangements to secure

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

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

Background Papers

Platforms for our Places: Going Further

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Sustainability & Risk Assessment

1. Economic

Matter considered and no direct issues identified.

2. Social

2.1 Social Value

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

2.2 Equality Issues

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

2.3 Community Safety Issues (Section 17)

Matter considered and no direct issues identified.

2.4 Human Rights Issues

Matter considered and no direct issues identified.

3. Environmental

Matter considered and no direct issues identified.

4. Governance

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