
1 November 2022

Meetings of Council Committees are broadcast live through the Mid Sussex District Council's YouTube channel. Limited space is available to observe proceedings in-person. Those wishing to do so must reserve a seat by completing a [Registration Form](#) by 4pm on the working day prior to the meeting.

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR LEADER, DEPUTY LEADER & HOUSING AND CUSTOMER SERVICE** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 9TH NOVEMBER, 2022 at 7.00 pm** when your attendance is requested.

Yours sincerely,
KATHRYN HALL
Chief Executive

A G E N D A

	Pages
1. To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc.	
2. To receive apologies for absence.	
3. To receive Declarations of Interests from Members in respect of any matter on the Agenda.	
4. To confirm the minutes of the meeting held on 21 September 2022.	3 - 6
5. To consider any items that the Chairman agrees to take as urgent business.	
6. Capital Programme Monitoring.	7 - 14
7. Draft Corporate Plan and Budget 2023/24 - Consultation Process.	15 - 16
8. Performance Monitoring for the Second Quarter of 2022/23.	17 - 38

9. Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Services Work Programme 2022/23. **39 - 40**
10. Questions pursuant to Council Procedure Rule 10.2 due notice of which has been given.

To: **Members of Scrutiny Committee for Leader, Deputy Leader & Housing and Customer Service:** Councillors J Knight (Chair), M Pulfer (Vice-Chair), A Bennett, H Brunsdon, P Coote, A Eves, J Henwood, S Hicks, R Jackson, Andrew Lea, C Phillips, S Smith, L Stockwell, C Trumble and R Whittaker

**Minutes of a meeting of Scrutiny Committee for Leader, Deputy
Leader & Housing and Customer Service
held on Wednesday, 21st September, 2022
from 7.00 - 8.12 pm**

Present: J Knight (Chair)
M Pulfer (Vice-Chair)

A Bennett	S Hicks	R Whittaker
H Brunsdon	Andrew Lea	R Clarke
A Eves	C Phillips	J Dabell
J Henwood	S Smith	

Absent: Councillors P Coote, R, Cromie (Cabinet Member), R Jackson,
L Stockwell and C Trumble

Also Present as Cabinet Member: Councillors J Belsey and J Ash-Edwards

**1 TO NOTE SUBSTITUTES IN ACCORDANCE WITH COUNCIL PROCEDURE
RULE 4 - SUBSTITUTES AT MEETINGS OF COMMITTEES ETC.**

Councillor Dabell substituted for Councillor Trumble, Councillor Clarke substituted for Councillor Stockwell.

2 TO RECEIVE APOLOGIES FOR ABSENCE.

Apologies were received from Councillors Trumble, Coote, Cromie, Jackson and Stockwell.

**3 TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS IN RESPECT
OF ANY MATTER ON THE AGENDA.**

None.

**4 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 11 MAY AND 18 MAY
2022.**

The minutes of the meetings held on 11 and 18 May were agreed as a correct record and signed by the Chairman.

**5 TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS
URGENT BUSINESS.**

None.

6 MID SUSSEX PARTNERSHIP ANNUAL REPORT.

Paul Turner, Community Services Manager introduced the report noting that the Mid Sussex Partnership (MSP) is an overarching partnership of statutory and non-statutory organisations working to improve the quality of residents' lives across the District. Three subgroups comprise Community Safety, Health and Community Resilience and the Committee were presented with the key achievements and future projects related to each group.

With regards to Community Safety, highlights include support provided to parents of teenagers with challenging behaviour, fraud prevention, antisocial awareness and the Purple Bus project. Discussion was held 'Your Life, You Choose' programme and it was agreed to provide further information on how schools were selected, and plans for the coming year. Discussion was also held around the limited neighbourhood Police resources in the north of the District and the Leader confirmed that this has been recently raised with the new District Commander.

Members discussed the youth provision particularly in rural areas and it was noted that the Council is working in partnership with Sussex Clubs for Young People with projects such as Playdays, Skatefest and the Purple Bus. Crime Statistics and CCTV was also discussed. The Community Services Manager agreed to provide further information on the outcome of the bid for the Safer Streets Fund with regards to mobile CCTV units, and seek further information from the Police on the reason for increased incidents of arson and sexual offences noted in the appendix.

The work of the Health Group was discussed, particularly with regards to promoting the help available to adults with mental health issues (which will be the focus of the group in the coming year) and the provision for Dementia care which varies in cost by location. Concern was also raised around the statistics related to youth eating disorders and the resources available to address this.

The Committee discussed the work of the Community Resilience Group chaired by Mid Sussex Voluntary Action (MSVA) including the resources available for community hubs within the District such as the Cherry Tree and Stone Quarry. A Member requested that The Kiln in Burgess Hill be equally promoted and will email details to the Community Services Manager to follow up with MSVA. Discussion was also held on Neet projects, and it was agreed that the Community Services Manager would report back on the work that West Sussex County Council are doing with regards to tracing students that drop out of education.

The Community Services Manager concluded by providing an update on the UK Shared Prosperity Fund bid which was placed in August, with the outcome expected in October.

The Chairman took Members to a vote on the recommendation contained in the report which was agreed unanimously.

RESOLVED

The Scrutiny Committee noted the work of the Mid Sussex Partnership in 2021/22.

7 PERFORMANCE MONITORING FOR THE FIRST QUARTER OF 2022/23.

Marius Kynaston, Head of PMO and Service Redesign introduced the report noting that overall performance was generally good with 70% of indicators green. The

performance indicators have been updated to include those agreed at the last meeting covering fly-tipping, the housing register and electric vehicle charging. The significant workload of the Revenues and Benefits team was noted and additional resources have been provided to improve issues with performance. He also highlighted the success in streamlining decision making and improving processes within the housing options team resulting enabling speedier movement for residents through temporary accommodation and into long term homes.

Waste and recycling were discussed and the Head of PMO agreed to provide clarity on the volume of waste that had increased during the pandemic in terms of whether it is recycling or landfill. He will also update the Committee on when the initial report will be presented regarding the food waste pilot. The Deputy Leader provided further information on the capacity of the green waste system in response to concerns over waiting times to join the scheme.

Electric vehicle charging was discussed in detail and Members requested a KPI to monitor the miles driven by the Council fleet, and also the ability to measure the number of cars (as opposed to just the kw/hr) that use electric charging points around the District. The number of chargers in the Hurstpierpoint car park was discussed. A Member also sought clarity on whether the charging points are subsidised. The Leader noted that they are part of a large County Council led contract where it is designed to be a commercial contract without public subsidy. The Head of PMO agreed to confirm the position regarding the contract and consider the requests for additional monitoring. The Deputy Leader provided an update on why the potential rapid charger at the Triangle is not viable.

The Committee discussed issues relating to Leisure Centres including a specific issue at the Kings Centre with regards to swimming pool depth. The impact on attendance as a result of increased energy costs was a concern and the Head of PMO agreed to follow up on the impact that it may have on the contract and service providers and any steps being taken to mitigate. The pricing structure at the centres was discussed, to ensure that Places Leisure are charging competitively and not disadvantaging any attendees. The Deputy Leader agreed to raise the subject with the relevant Cabinet Member for the next meeting with Places Leisure.

With regards to the new performance indicator relating to the housing register, a Member requested further information on how the numbers within the 4 Choice-Based Letting priority bands are changing over time, as well as how people present themselves for affordable housing in order to join the register. The Head of PMO agreed to respond on this as well as providing clarification on reasons for the increase in the average length of stay in temporary accommodation. The Leader also provided information on the point of origin for those now needing accommodation, particularly in relation to refugees.

Development Management performance was also discussed in relation to a specific issue in the north of the District, while noting that reported performance exceeds the target.

The Chairman took Members to a vote on the recommendations contained in the report which were agreed unanimously.

RESOLVED

The Scrutiny Committee:

- (i) Noted the Council's performance in the first quarter of the year and identified any areas where further reporting or information is required;
- (ii) Agreed to advise the Cabinet of any issues that the Committee considers should be given particular consideration at the Cabinet meeting on 17th October 2022.

8 SCRUTINY COMMITTEE FOR LEADER, DEPUTY LEADER AND HOUSING AND CUSTOMER SERVICES WORK PROGRAMME 2022-23.

The Solicitor to the Council introduced the report noting that there are two additional items expected in March: a report on Complaints and Compliments and the Equality and Diversity Scheme progress report.

The Chairman took Members to a vote on the recommendation contained in the report which was agreed unanimously.

RESOLVED

The Scrutiny Committee agreed the indicative Work Programme as set out at paragraph 5 of the report.

9 QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10.2 DUE NOTICE OF WHICH HAS BEEN GIVEN.

None.

The meeting finished at 8.12 pm

Chairman

CAPITAL PROGRAMME MONITORING

REPORT OF: DIRECTOR OF RESOURCES AND ORGANISATIONAL DEVELOPMENT
Contact Officer: Stephen Fitzgerald, Interim Head of Corporate Resources (and S151 Officer) Email: stephen.fitzgerald@midsussex.gov.uk Tel: 01444 477202
Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Service
9th November 2022

Purpose of Report

1. To update the Committee on the progress of projects in the Capital Programme.

Recommendation

2. **The Scrutiny Committee is recommended to note the update.**
-

Introduction

3. This report provides an annual mid-year update of the progress of the Council's Capital Programme. The programme is set out each year in the Corporate Plan & Budget and is funded from a combination of reserves, grants, S106 funds and revenue contributions.
4. The projects are listed within appendix A and information provided on the budget and spend to date, with a commentary on progress. Because this work is dynamic, the appendix provides a 'snapshot' of the programme with the majority of programmes in live delivery.
5. A traffic light system has been used to provide an update on the project status and on the budget position.
 - The project status indicates whether the project is in planning (amber), in progress (green) or complete (grey).
 - The budget status shows whether spend is on target or project is complete within budget (green), rephased (amber) or over target (red) where there is a forecast variation greater than ten percent.

A key is included to describe this in the Appendix.

Commentary

6. There is strong progress in delivery of projects in the capital programme. Most projects are being delivered on schedule and within planned budget. The programme has continued to deliver across the majority of schemes despite difficult economic conditions causing pressure on supply chain and costs.

7. In key project areas, there has been successful delivery. Major infrastructure projects have been successfully delivered, including walking and cycling infrastructure in the Place & Connectivity Programme, and full fibre provision in the Rural Connectivity Programme; Council commitments to deliver improvement in parks and playgrounds and temporary accommodation provision have been met.
8. There are some significant projects and programmes which are managed over long time periods. In these cases, the phasing of capital spending is managed over the lifetime of the project. In the light of current circumstances, particularly economic, there are a minority of projects that have been rephased. Details of this are in the Appendix to this report and the Budget Management Report that will be considered by Cabinet on 21 November 2022.
9. As the Appendix shows, none of the projects has any unexplained delay, and any over or underspends are explained. Few projects are expected to exceed their forecast expenditure significantly; none of these give cause for concern.

Financial Implications

10. This report does not have any financial effects.

Risk Management Implications

11. It is not considered that this report carries any particular risks to be reported.

Equality and Customer Service Implications

12. There are none associated with this report.

Sustainability Implications

13. None arising directly from this report.

Other Material Implications

14. There are no legal implications as a direct consequence of this report.

Appendices

- Appendix A – Capital Monitoring to September 2022

Background Papers

[Corporate Plan and Budget for 2022/23](#)

Appendix A

Capital Monitoring for Scrutiny Committee Leader, Deputy Leader & Housing and Customer Service for the period ending 30th Sept 2022

Key - Project Status	
<i>Planning</i>	Project is in planning phase; works not yet started
<i>In Progress</i>	Works in progress
<i>Completed</i>	Work complete
Key - Budget Position	
<i>On Target</i>	= < 10% or £10k Forecast Variation to budget (i.e. within tolerance limits) or project complete within budget
<i>Rephased</i>	= rephased budget to next year
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Scheme Name	Revised Annual Budget	Actual to 30 Sept 2022	Commitments	Total to Date	Year-end Forecast Variation		TRAFFIC LIGHT - PROJECT STATUS	TRAFFIC LIGHT - BUDGET POSITION	PROJECT COMMENTARY	Expected Start Date	Expected Completion Date
	£	£	£	£	£	%					
Capital Projects											
SA04 - Economic Development & Sustainability											
Burgess Hill Place and Connectivity Programme	1,223,000	174,770	628,877	803,647	0	0	In Progress	On Target	This is a multiphased project being delivered over a number of years. The majority of Phase 1 works are complete with some snagging issues still to be resolved in 22/23. The overall scheme remains on track.		Mar-23
SA06 - Environmental Health											
Disabled Facility grants	1,643,000	529,160	407,070	936,230	0	0	In Progress	On Target	£541K was rephased from 21/22. Further grant of £1,102K was allocated for 2022/23. On target to spend in full by year end.	Rolling Programme	Rolling Programme
SA10 - Cleansing Services											
Replacement Wheelie Bin Purchase	117,000	9,660	28,812	38,472	0	0	In Progress	On Target	Projected to be spent by year end		Mar-23
SA11 - Landscapes & Leisure											
Forest Field HH Playground Improvements	56,000	53,274	1,648	54,922			Completed	On Target	Project complete - Retention held until August 23		Aug-22
SA15 - Facilities											
Replace intruder alarms Oaklands	33,000	0	0	0	0	0	Planning	On Target	Options appraisal in progress.		
East Court Pavilion Sewage Pump	85,000	52,776	17,480	70,256	-14,744	0	In Progress	On Target	Works near completion.		Oct-22

Appendix A

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	£	£	£	£	£	%					
Oaklands Replacement Windows - Phase V	95,000	0	0	0	0	0	<i>Planning</i>	<i>On Target</i>	Tenders evaluated.	TBA	Mar-23
Heating Works Phase 4	65,000	50,832	4,655	55,487	-9,513	0	<i>Completed</i>	<i>On Target</i>	Work complete - retention held		
Oaklands Rooms Remodelling and Refurbishment	44,000	0	0	0	0	0	<i>Planning</i>	<i>On Target</i>	Scoping works.		
Orchards Shopping Centre - Changing Places WC	190,000	640	179,566	180,207	0	0	<i>In Progress</i>	<i>On Target</i>	Contract awarded. UKPN scheduling works. Planned completion calendar year end.	Nov-22	Dec-22
Hickman's Lane Pavilion Renovation	255,000	0	0	0	-255,000	0	<i>Planning</i>	<i>Rephased</i>	Multi-year project linked to external funding. In planning phase and reprofiled into 2023/24 as costs are identified and external funding is available.		Mar-24
Swan Mead Redevelopment	1,500,000	0	46,620	46,620	-1,450,000	0	<i>Planning</i>	<i>Rephased</i>	In pre-construction phase for technical design and costing prior to development commencing.	Apr-23	Nov-23
SA03 - Housing Enabling											
Affordable Housing	690,000	80,000	0	80,000	-610,000	0	<i>Planning</i>	<i>Rephased</i>	Rough Sleeper grant of £80K paid. East Grinstead Police station site not being progressed due to RP withdrawing. £610,000 to be re-phased to 23/24.		Mar-24
Temporary Accommodation	1,880,000	1,402	729,573	730,975	-830,000	0	<i>In Progress</i>	<i>Rephased</i>	Multi-year project initial phase complete with next phases being planned and budget apportioned to works at other TA sites		Mar-24
SA21 - Digital & Technology											
PC Replacement Programme	60,000	13,023	140	13,163	0	0	<i>In Progress</i>	<i>On Target</i>	Recurring yearly project to replace out of warranty user equipment. Any savings achieved will be reported at the end of year.	Apr-22	Mar-23
Rural Connectivity Programme	998,000	648,601	14,950	663,551	0	0	<i>Completed</i>	<i>On Target</i>	Civils works stage completed August 22; testing and commissioning stage underway. Final accounts being settled and remain within original grant funded budget. Retention held until March 23.	Aug-21	Aug-22
Research and Innovation Fibre Ring	100,000	30,358	0	30,358	0	0	<i>Completed</i>	<i>On Target</i>	Funded 100% by BHCC through recharge arrangements with MSDC for Project Management costs.	Aug-21	Nov-22

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	£	£	£	£	£	%					
Revenue Projects											
<u>SA02 - Planning Policy</u>											
About the Place - Public Art Project - RP	114,000	10,530	45,450	55,980	0	0	● In Progress	● On Target	Good progress is being made on this multi-year project. An artist has been appointed to produce the eight waymarkers and designs have been approved. Planning application to be submitted Autumn/Winter 2022 with installation in Autumn 2023. Spending will be reprofiled accordingly. Five community projects are currently underway or in development (Ansty, Worth, Slaugham, East Grinstead and Lindfield).	Jan-22	Mar-24
Hill Place Farm SANG	693,000	730,762	0	730,762	37,762	0	● Completed	● Over Target	The Deed of Easement at Hill Place Farm has been secured and the SANG is now live. The total costs also include SDLT and legal costs incurred, which were not part of the original budget. However, all monies will be recouped as financial contributions are made by developers to secure the SANG capacity.		Sep-22
<u>SA04 - Economic Development & Sustainability</u>											
Electric Vehicle fast charging points (priority sites) RP	38,000	26,515	100	26,615	0	0	● In Progress	● On Target	52 of 66 (79%) EVCP's completed. On target to be completed by March 2023.		Mar-23
<u>SA11 -Landscapes and Leisure</u>											
					0						

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Centre for Outdoor Sport (Master Planning) RP	545,000	72,383	68,438	140,821	-170,000	0	<i>In Progress</i>	<i>Rephased</i>	This is a multi-year project, the development and implementation planned to take place over 2022/23 and 2023/24. The year-end variation shows the spend profiled to take place in 2023/24. A further Project Justification form is being prepared to release funds for subsequent phases of the work.	Apr-22	Mar-24
Hollands Way Play Area EG - Playground Imps RP	62,000	0	61,700	61,700	0	0	<i>In Progress</i>	<i>On Target</i>	On target to be completed in 2022/23	Apr-22	Mar-23
Hemsleys Meadow and Finches Field, PP Masterplan Park ImpsRP	900,000	0	90,215	90,215	-810,000	0	<i>In Progress</i>	<i>Rephased</i>	In progress- this is a multi-year project. Site work starting before end of 22/23 and will be completed in 23/24	Apr-22	Mar-24
Victoria Park, HH Masterplan Parks Imps RP	326,000	0	0	0	-326,000	0	<i>In Progress</i>	<i>Rephased</i>	In progress- this is a multi-year project. Site work starting before end of 22/23 and will be completed in 23/24		Mar-24
Mount Noddy, EG Masterplan - Parks Imps RP	180,000	0	0	0	0	0	<i>In Progress</i>	<i>On Target</i>	On target to be completed in 2022/23		Dec-21
Martlets Temporary Urban Park	100,000	9,097	23,520	32,617	0	0	<i>In Progress</i>	<i>On Target</i>	On target to be completed in 2022/23		Feb-22
SA15 - Facilities											
MCR Resurfacing of Heath Road Car Park RP	41,000	0	0	0	-41,000	0	<i>Planning</i>	<i>Rephased</i>	Project awaiting outcome of car park condition survey/ Asset Management Plan (AMP) to be commissioned in 23/24.		
Bedelands Gypsy & Traveller Site Repairs - RP	500,000	0	10,750	10,750	-489,000	0	<i>In Progress</i>	<i>Rephased</i>	Negotiations with residents are underway. Start on site to be rephased to Spring/Summer 2023 to reduce risk of weather disruption/delays.		Aug-23
SA21 - Digital & Technology											

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Telephony System Replacement RP	196,000	0	0	0	-194,000	0	<i>In Progress</i>	<i>Rephased</i>	Phase II of the project will be rephased to 23/24 to align with 2023/24 service plans.	Apr-23	Mar-24

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DRAFT CORPORATE PLAN AND BUDGET 2023/24 – CONSULTATION PROCESS

REPORT OF: DIRECTOR OF RESOURCES AND ORGANISATIONAL DEVELOPMENT
Contact Officer: Marius Kynaston, Head of PMO and Service Redesign
Email: marius.kynaston@midsussex.gov.uk Tel: 01444 477088
Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Service
9th November 2022

Purpose of Report

1. The purpose of this report is to inform the Committee of the proposed consultation process for the Corporate Plan and Budget 2023/24.

Recommendation

2. **The Scrutiny Committee is recommended to agree the proposed approach.**
-

Background

3. In accordance with the Council's Budget and Policy Framework Procedure Rules, this Committee has an important role in the service planning and budget making process. The Committee has the opportunity to consider the service and budget proposals and to make any recommendations to Cabinet prior to the proposals being finalised for submission to Council. Cabinet is required to have regard to the recommendations when finalising their proposals.
4. The process of consultation for the draft Corporate Plan and Budget for 2023/24 will follow a similar timeline to last year. Further details are set out below.

Process of Consultation for Corporate Plan and Budget 2023/24

5. As is usual, it is proposed that there will be a six-week consultation period, commencing on 16th December 2022 when the Cabinet has agreed to submit the draft Corporate Plan and Budget for consideration by Members. At the start of the consultation process the draft report is planned to be circulated to Scrutiny Committee Members.
6. It should be noted that Cabinet will not, at this stage, have adopted the draft in formal session, and the Committee will have a period of six weeks from the commencement of the consultation period to submit comments to Cabinet. This period of consultation is planned to conclude on 27th January 2023.
7. A special meeting of this Committee on 11th January 2023 is planned to discuss the draft proposals. The Committee's comments, suggestions and recommendations are proposed to be reported to Cabinet on 6th February 2023. The draft Corporate Plan and Budget is then timetabled for recommendation to Council on 1st March 2023.
8. The service and budget proposals will have been drafted by the appropriate senior Officers and Cabinet Members. The entire Management Team will be present to deal with the overall budget and strategic issues.

Context for the 2023/24 Plan

9. The proposals will be put together in line with the Council's robust approach to service and financial planning and will follow the model adopted in previous years. The draft Corporate Plan will not contain the detailed Service Plans for each service area, but these can be provided to Members electronically or in hard copy, on request.
10. In considering the Corporate Plan and Budget proposals, the Committee will need to be mindful of the Council's financial strategy and address the effects of any recommended proposals. If, for example, the Committee proposes that increased spending in a certain area should be made, the Committee should have regard to how the resultant shortfall in the overall budget will be addressed. The Council can only agree a balanced budget.

Financial Implications

11. This report relates to the setting of the council budget and relevant consultation arrangements associated with that budget setting.

Risk Management Implications

12. It is not considered that this report carries any risks to be reported.

Equality and Customer Service Implications

13. There are none associated with this report.

Sustainability Implications

14. None arising directly from this report.

Other Material Implications

15. There are no legal implications as a direct consequence of this report.

Background Papers

[Service and Financial Planning Guidelines for 2023/24](#) Cabinet 26th September 2022.

PERFORMANCE MONITORING FOR THE SECOND QUARTER OF 2022/23

REPORT OF: DIRECTOR OF RESOURCES AND ORGANISATIONAL DEVELOPMENT
Contact Officer: Neal Barton, Policy and Performance Manager
Email: Neal.Barton@midsussex.gov.uk Tel: 01444 477588
Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Service
9th November 2022

Purpose of Report

1. This report provides the Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Services with information about the Council's performance for the second quarter of 2022/23 from July to September 2022.

Summary


2. Performance during the second quarter of 2022/23 has been good overall, with the majority of services performing at or close to target. In the small number of cases where service targets are not being fully met, the reasons for this are clearly understood and appropriate action is being taken.


Recommendations


3. **The Scrutiny Committee is recommended to:**
 - (i) **Note the Council's performance in the second quarter of the year and identify any areas where further reporting or information is required;**
 - (ii) **Advise the Cabinet of any issues that the Committee considers should be given particular consideration at the Cabinet meeting on 21st November 2022.**

Background

4. One of the functions of the Committee is to regularly monitor the performance of the Council's services, with a view to determining whether any additional scrutiny is required of specific services, particularly if performance is not of a satisfactory level. This report sets out performance in the first quarter of 2022/23 covering the period from 1st July to 30th September 2022.
5. Performance indicator information for the second quarter is provided at Appendix A. This is set out in tabular form using a traffic light system as explained below:

 green – OK. On or exceeding target.

 amber – Alert. Off target but under control with mitigation measures in place or is temporary and the target is still deliverable.





 red – Warning. Off target and fundamental change or immediate action is required or that the target is no longer viable.

health check – data only with no target.

- The appendix sets out the bundle of performance indicators that the Scrutiny Committee monitors and reflects the minor changes agreed at the meeting of the Committee on 18th May 2022. These included new indicators for fly tipping, electric vehicle charging and numbers on the Housing Register.

Performance Indicators

- Performance continues to be good across the Council, with a small number of exceptions. The second quarter position in comparison with the same period in the previous financial year is summarised below:

Quarter 2	 Green	 Amber	 Red	 Health check	Total
2022/23	30 (73%)	6 (15%)	5 (12%)	26	67
2021/22	28 (76%)	6 (16%)	3 (8%)	24	61

- Notable achievements in quarter 2 include progress with the installation of electric vehicle charging points in the Council's car parks through the West Sussex wide Connected Kerb contract. This is a partnership to provide a new ChargePoint network across West Sussex involving West Sussex County Council and 5 other District and Borough councils. There are now 52 new charging points installed in the district, with Mid Sussex given priority in the contract for the first round of installations. The remaining priority site installations are at Cyprus Road, Burgess Hill and Queens Way, East Grinstead
- It was agreed in the response to the request made at the last meeting of the Scrutiny Committee for further information on the numbers using the charging points that a snapshot of their use would be provided in the next performance report. This information is provided below:

Car Park	EVC points	Energy KWH	Sessions	Users
Trinity Road Car Park Hurstpierpoint	8	2,652	320	118
Chequer Mead Car Park, East Grinstead	6	2,167	175	80
Franklynn Road Car Park, Haywards Heath	6	3,615	431	116
Hazelgrove Car Park, Haywards Heath	6	2,042	556	239
Norton House Car Park, East Grinstead	6	927	158	64
Station Road Car Park, Burgess Hill	6	156	26	15
Vicarage Road Car Park, East Grinstead	6	2,268	473	121
Denmans Lane Car Park, Lindfield	4	1,833	130	38
Orion Car Park, Hassocks	4	2,044	270	39
Totals	52	17,704	2,539	830

10. The Revenues and Benefits service has continued to be affected in quarter 2 by the additional responsibilities associated with the payment of Energy Rebates, while continuing to deliver their day-to-day services. Additional resources have been allocated to assist with the associated telephone enquiries and to administer the energy rebates. Administration of the mandatory Energy Rebate scheme ended on 30th September and of the local scheme will end on 30th November.

Conclusions

11. The Council's services continued to perform well in the second quarter of 2022/23. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered.

Risk Management Implications

12. There are no risk management implications associated with this report.

Equalities Implications

13. There are no direct equality implications contained within this report. Equality impact assessments are undertaken within individual services as required.

Sustainability Implications

14. The suite of performance indicators monitored by the Scrutiny Committee contains sustainability-based indicators.

Financial Implications

15. There are no direct financial implications contained within this report.

Appendices

- Appendix A - Quarter 2 Performance Indicators





Background papers

None.



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Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Service - Quarter 2 Performance Report 2022-23






PI Status	
	OK - On or exceeding target
	Alert. Off target but under control with mitigation measures in place or is temporary and the target is still deliverable
	Warning. Off target and fundamental change or immediate action is required or the target is no longer viable
	Data Only


Community Portfolio - Cllr Norman Webster



Building Control						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
The percentage of plans received by Building Control which are checked within 15 working days	87%	97%	89%	87%		Q2 22/23 - 247 plans checked Q2 21/22 - 257 plans checked
Building Control Site inspections carried out within 24 hours of date requested.	98%	98%	98%	98%		Q2 22/23 - 2048 inspections Q2 21/22 - 1,750 inspections

Community Services						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Anti-social behaviour cases resolved within 3 months as a percentage of those referred	Data only	41.75%	56.9%	Data only		45 out of 79 ASB cases in Q2 22/23 46 out of 77 ASB cases in Q2 21/22
Overall Crime Rate per 1000	Data only	11.47	N/A	Data only		Q2 crime data awaited from the Home Office.
Number of health and wellbeing interventions delivered	1850	488	490	425		
Proportion of health and wellbeing interventions resulting in health improvement	85%	90.3%	92.3%	85%		This indicator involves calling back three months after the intervention to monitor whether it has led to a sustained improvement.


Environmental Health						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt	94%	96%	96%	94%		Q2 22/23 – 732 service requests Q2 21/22 – 1,290 service requests
Percentage of Environmental Health service requests that are responded to within five working days	95%	99%	96%	95%		Q1 22/23 – 1,236 service requests Q1 21/22 – 1,621 service requests Requests for services can be across the range of Environmental health activities including

						licensing, housing standards, environmental protection and food hygiene.
Disabled Facilities Grants completed	Data only	19	47			


Land Charges						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
The percentage of Local Authority Searches replied to within 7 working days	96%	100%	100%	96%		Ytd 22/23 – 2,018 searches Ytd 21/22 – 2,598 searches

Legal and Member Services						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
The percentage of agendas which are published on the website 5 days before a meeting	100%	100%	100%	100%		
Number of legal cases which are live as at the end of each month	Data only	507	444	Data only		

Deputy Leader Portfolio – Cllr John Belsey**Finance**



	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Percentage of undisputed invoices paid within 10 days of receipt	95.0%	99.9%	100.0%	95.0%		Q2 22/23 – 1,023 invoices Q2 21/22 – 1,012 invoices

Landscapes





	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
% Satisfaction with the grounds maintenance service	85%	85%	66%	85%		The satisfaction survey was moved from face to face to online and has provided anonymous feedback. As previously reported, although online surveys typically provide lower satisfaction scores they do provide site specific information for more focussed and geographically specific contract management.




Property and Asset Maintenance

	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	

Footfall in the Orchards Shopping Centre, Haywards Heath	Data only	+17.5%	+7.4%	Data only		Footfall for Q2 22/23 was 1,187,373, which is 7.4% up on the same quarter of last year of 1,109,424.
The percentage of rent due collected	97%	98%	98%	97%		


Waste and Outdoor Services

	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
% satisfied with refuse collection, recycling collection and street cleansing	89%	N/A	N/A	89%	N/A	No survey completed in Q2.
The percentage of fly tips removed within one working day of notification	82%	96%	88%	82%		
Amount of waste per household which is disposed of in landfill sites (kilos)	420	106	103	106		
Percentage of household waste sent for reuse, recycling and composting	46%	45%	44%	46%		The 1-2-3 collection trial from around 3,000 properties commenced on 12 September. An update on progress will be provided to the Scrutiny Committee in the new year.
Number of subscriptions to green waste composting	Data only	22,534	22,501	Data only		


Number of missed collections per 100,000	50	68	135	50		The Queen's funeral led to a late change in the waste collection schedules to include a weekend, which also contributed to additional missed bins.
% of relevant land assessed as having below acceptable levels of litter	6%	N/A	2%	6%		
% of relevant land assessed as having below acceptable levels of detritus	8%	N/A	8%	8%		

Economic Growth and Net Zero Portfolio – Cllr Stephen Hillier

Economic Development


	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Business grants – funds awarded compared to total grant received	Data only	18%	38%	Data only		£26,809 awarded out of the budget of £71,428 (38%) at 3 Cabinet Grants Panel meetings, with 18 grant awards.





Sustainability








	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Greenhouse gas emissions from Council buildings (kg)	Data only	44,490	32,701	Data only		New emission targets for 2022/23 will be set in Q3.





Housing and Customer Services Portfolio – Cllr Rachel Cromie



Customer Services and Communications


	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Number of Complaints received	Data only	23	34	Data only		Complaints breakdown by service area and summary of main reasons for complaints: Waste & Outdoor Services – 9 (missed collections, garden waste service) Revenues – 7 (issuing of summons and other recovery notices, delays in issuing refunds and returning documents) Development Management – 5 (planning application process, delay in planning investigation, recording of application comments) Community Services – 4 (handling of ASB complaints) Estates Services and Facilities – 2 (condition of Orchards toilets, Cyprus Road car park boundary issues)
Percentage of enquiries resolved at point of Contact	85%	65%	N/A	85%	N/A	Q2 figure is currently unavailable. As well as switchboard, the Centre receives direct line calls for 11 Council services. Number of calls made to the Contact Centre: Q2 22/23 – 18,423 calls (excludes some direct line service calls currently unable to be collated) Q2 21/22 – 16,855 calls.







						In addition to phone calls, Centre staff also dealt with 6,178 personal callers to reception in Q2 22/23 against 2,119 in Q2 21/22.
Number of Compliments received	Data only	83	84	Data only		Breakdown of main services in receipt of compliments: Customer Services - 42 Waste & Outdoor Services - 5 Development Management - 12 Landscapes - 6 Community Services - 2 Environmental Health - 2 Parking - 2
Number of e-forms submitted directly by the public	Data only	6966	7254	Data only		
Monthly customer satisfaction scores	90%	96%	95%	90%		Customer satisfaction is being measured by phoning back a sample of customers who had previously contacted the Customer Service Centre to gain their feedback on how the call was dealt with.
Percentage of complaints responded to within published deadlines	100%	100%	100%	100%		The deadline for responding to complaints is to acknowledge within 5 days and respond within 10 working days.



Housing						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Number of households assisted to access the private rented sector	Data only	3	0	Data only		It is difficult to assist households to access private rented housing in Mid Sussex, due to high rents and a shortage of landlords who are willing to take tenants who need help to meet their housing costs.
Number of households accepted as homeless	Data only	11	20	Data only		
The number of households approaching the Council with a housing enquiry (excludes telephone calls)	Data only	205	234	Data only		
Number of households living in temporary accommodation	Data only	85	82	Data only		
Number of households in nightly paid temporary accommodation	Data only	26	33	Data only		
The average amount of time a household has spent in temporary accommodation overall when they leave following the acceptance of a full homelessness duty (days)	Data only	272	205	Data only		
Number of applicants on the Housing Register	Data only	1,974	1,988	Data only		Choice-Based Lettings priority bands and numbers in each at Q2 are: Band A – Emergency or high priority (61) Band B – High priority (42) Band C –Medium priority (562) Band D – Non -priority housing need (1,323)

Human Resources						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Staff sickness absence rate (Cumulative days per fte)	7 days	2.22	4.83	3.60		A small number of longer-term cases along with a few Covid cases are contributing to the higher figures. Cases are all being actively managed.
Staff turnover	12%	2.91%	7.62%	6%		A higher than usual number of staff leavers in September. There are no specific trends. Exit interviews are in place and are monitored.
Ethnic Minority representation in the workforce - employees	Data only	3.9%	3.4%	Data only		
Percentage of Employees with a Disability	Data only	6.1%	6.4%	Data only		

ICT and Digital						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
The percentage of ICT help desk service requests completed within the target time agreed with the customer	97%	96%	96%	97%		Q2 22/23 - 863 service requests Q2 21/22 - 1,074 service requests
Percentage of ICT helpdesk calls outstanding	15%	14%	15%	15%		


Freedom of Information Requests responded to within 20 working days	100%	99.66%	99.46%	100%		Q2 22/23 - 352 FOI requests Q2 21/22 - 250 FOI requests
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Revenues and Benefits						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Speed of processing - new Housing Benefit claims	21	23.9	20.4	21		Q2 22/23 - 107 claims Q2 21/22 - 109 claims
Speed of processing - new Council Tax Support claims	20.0	17.1	18.5	20.0		Q2 22/23 - 449 claims Q2 21/22 - 388 claims
Speed of processing - changes of circumstances for Housing Benefit claims	8.0	10.0	10.5	8.0		Q2 22/23 - 1,372 HB and 3,978 CT adjustments Q2 21/22 - 1,785 HB and 5,070 CT adjustments The administration of the £150 Energy Rebates has delayed processing of new claims and changes. Additional resources have been allocated to assist with the telephone enquiries and to administer the energy rebates. The Team has responded to calls for the energy rebate and to date 39,991 payments have been made amounting to nearly £6 million.
Speed of processing - changes of circumstances for Council Tax Support claims	9.0	13.5	16.1	9.0		
Percentage of Council Tax collected	98.5%	28.7%	56.3%	56.8%		Q2 22/23 - £73,977,862 collected Q2 21/22 - £70,574,756 collected The administration of energy rebates has temporarily impacted on the issuing of reminders and other recovery action.
Percentage of Non-Domestic Rates Collected	93.1%	31.5%	64.9%	54.3%		Q2 22/23 - £32,125,805 collected Q2 21/22 - £20,694,550 collected




						The Revenues Team's proactive work, particularly with grants to help businesses during COVID, has increased the accuracy of our database and improved contacts with local businesses. This has helped to improve the NDR collection rate. The 2023 revaluation of business rates will also impact on business rates collection in 2023/24.
LA Overpayment Error	£105,000	£11,076	£19,024	£52,500		
Accuracy in Assessment	93.0%	94.8%	91.8%	93.0%		The allocation of resources for new staff training has temporarily impacted on quality checking and accuracy. The end of year target is still expected to be achieved.



Leisure and Parking Portfolio - Cllr Ruth de Mierre

Leisure Operations

	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
The number of visits made to the Leisure Centres	Data only	340,425	362,645			Attendance at the Leisure Centres continues to recover following the pandemic, with numbers slightly lower than for the same quarter in 2019/20.








Parking Services and Electric Vehicle Charging



	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Cancellation rate of Penalty Charge Notices	7%	7%	6%	7%		Q2 2022/23 - 287 PCNs cancelled out of 4,749 issued. Q2 2021/22 - 511 PCNs cancelled out of 7,201 issued.
The percentage of pay and display transactions made by cashless payments	58%	63%	63%	58%		
Percentage uptime for electric vehicle charging points in Council car parks	95%	100%	99.94%	95%		

Usage of Council-owned electric vehicle charging points in public car parks (in kWh)	Data only	6,286	17,704	Data only		A snapshot providing details of the enabled EV charging point locations and usage in Q2 through the Connected Kerb contract is provided in the covering report.
Number of enabled electric vehicle charging points in Council car parks	Data only	36	52	Data only		

Planning Portfolio – Cllr Robert Salisbury

Development Management

	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Validation of planning applications within 7 working days	96%	99%	98%	96%		Q2 22/23 ytd – 1,230 total applications processed (all categories) Q2 21/22 ytd – 1,337 total applications processed (all categories)
Costs awarded against the Council where the decision of the Council is overturned at Planning appeal	Data only	£00	£00	Data only		
Processing of planning applications: Major applications within 13 weeks (or agreed extension of time)	90%	100%	100%	90%		Q2 22/23 - 8 major applications Q2 21/22 - 14 major applications
Processing of planning applications: Minor applications within 8 weeks	90%	99%	100%	90%		Q2 22/23 - 83 minor applications Q2 21/22 - 55 minor applications
Processing of planning applications: Other applications within 8 weeks	95%	99%	100%	95%		Q2 22/23 - 297 other applications Q2 21/22 - 352 other applications
Planning appeals allowed	33%	50%	20%	33%		
Planning Enforcement site visits made within 10 days of complaint	80%	90%	91%	80%		

Housing Enabling						
	2022/23	Q1 2022/23	Q2 2022/23			Latest Note
	Target	Value	Value	Target	Status	
Cumulative number of affordable homes delivered (gross)	Data only	72	183	Data only		
The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold	Data only	100%	100%	Data only		4 of 4 S106 agreement signed and compliant.

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SCRUTINY COMMITTEE FOR LEADER, DEPUTY LEADER AND HOUSING AND CUSTOMER SERVICES WORK PROGRAMME 2022/23.

REPORT OF: Geoff Wild – Interim Assistant Director Legal and Democratic Services
(Corporate Solicitor / Monitoring Officer)
Contact Officer: Lucinda Joyce, Senior Democratic Services Officer
Email: lucinda.joyce@midsussex.gov.uk 01444 477225
Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Deputy Leader and Housing and
Customer Services
9 November 2022

Purpose of Report

1. For the Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Services to agree its work programme for 2022/23.

Summary

2. Members are asked to note the attached work programme. The work programme will be reviewed as the final piece of business at each meeting, enabling additional business to be agreed as required.

Recommendations

3. **The Committee is recommended to agree the indicative Work Programme as set out at paragraph 5 of this report.**
-

Background

4. It is usual for Committees to agree its work programme at the first meeting of a new Council year and review it at each subsequent meeting, to allow for the scrutiny of emerging issues during the year.

The Work Programme

5. The Committee's indicative Work Programme for 2022/23 is set out below:

Meeting Date	Item	Reason for Inclusion
11 January 2023	Draft Corporate Plan and Budget 2023/24.	Annual report
8 March 2023	Performance Monitoring for the 3 rd Quarter of 2022/23.	To report on the Council's performance in the third quarter.
	Complaints and Compliments Report & Review of Customer Services across the Council	Annual report
	Equality and Diversity Scheme Progress Report	Annual Report (Moved from Scrutiny Committee for Community, Leisure and Parking due to Portfolio change.)

Policy Context

6. The work programme should reflect the key priorities of the Council, as defined in the Corporate Plan and Budget.

Financial Implications

7. None.

Risk Management Implications

8. None.

Sustainability Implications

9. None

Background Papers

10. None.