

**Minutes of a meeting of Scrutiny Committee for Leader, Deputy  
Leader & Housing and Customer Service  
held on 08 March 2023  
from 7.00 pm**

**Present:** J Knight (Chair)

A Bennett	S Smith	R Clarke
S Hicks	L Stockwell	J Dabell
R Jackson	C Trumble	J Edwards
C Phillips	R Whittaker	S Ellis

**Absent:** Councillors M Pulfer, H Brunsdon, P Coote, A Eves, J Henwood and Andrew Lea

**Also Present:** Councillors R de Mierre and R Salisbury

**Also present as Cabinet Members:** Councillors Ash-Edwards, J Belsey, Cromie

In the absence of Councillor Pulfer, the Chairman appointed Councillor Trumble as Vice Chairman for this meeting, with the agreement of the committee.

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

Councillor Clarke substituted for Cllr Pulfer. Councillor Dabell substituted for Cllr Andrew Lea. Councillor Ellis substituted for Cllr Coote. Councillor Edwards substituted for Cllr Eves.

**2 TO RECEIVE APOLOGIES FOR ABSENCE.**

Apologies were received from Councillors H Brunsdon, P Coote, A Eves, J Henwood, Andrew Lea and M Pulfer.

**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 JANUARY 2023.**

The minutes of the meeting held on 11 January were agreed as a correct record and signed by the Chairman. 9 Members voted in favour, with 1 abstention.

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

None.

## **6 OVERVIEW OF COMPLAINTS - 2021/2022.**

Simon Hughes, Director of People & Commercial Services introduced the report which details complaints and compliments received between April 2021 and March 2022.

A member acknowledged the low level of complaints received and the proactive way of responding to them. Discussion was held around how satisfaction levels are measured on waste services (including clinical waste).

The Chairman took Members to the vote on the recommendation as set out in the report, which was agreed unanimously.

### **RESOLVED**

The Committee noted the report.

## **7 PERFORMANCE MONITORING FOR THE THIRD QUARTER OF 2022/23.**

Louise Duffield, Director of Resources and Organisational Development, introduced the report.

The Committee discussed waste collection and the footfall at the Orchards Shopping Centre, as well as the best way to present qualitative data in relation to customer enquiries.

Members commented on staff turnover, the usage of Oaklands Campus and staff with an Armed Forces connection. The Director of Resources and Organisational Development noted that work was underway with Unison to work together to encourage staff to share information on Armed Forces connections. Clarification was sought on the target change in relation to staff sickness (whether it was a change from an annual target to quarterly) and it was agreed that a response would be confirmed in writing.

A Member queried the increase of time spent in temporary accommodation and it was noted that this was due to a number of factors including the supply of affordable accommodation and the increasingly complex nature of issues that are presented.

Discussion was also held around leisure centre attendance, cashless parking payments, the affordable homes target and the performance indicators related to delivering Government grants.

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

### **RESOLVED**

The Committee:

- (i) Noted the Council's performance in the third 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. (Given the timings of the meetings,

any comments made at this meeting will be reported verbally to Cabinet at its meeting on 13th March 2023).

## **8 EQUALITY AND DIVERSITY PROGRESS REPORT 2022.**

Louise Duffield, Director of Resources and Organisational Development, introduced the report and provided a further update related to Coronation Grant funding, recent successful Armed Forces training for Officers and Members and the continued support provided to Ukrainian refugees through housing, grants and partnerships with the local voluntary sector. The Director agreed to share further information on Coronation Grant funding in a format that can be shared with community groups.

Members discussed the increased number of hate crimes, noting that this was in part due to a recent drive (in conjunction with the Police) to encourage reporting. The Assistant Director for Communities agreed to share further information on how these figures compare to the national average. The increased figures relating to school leavers was discussed and it was agreed to provide further information in writing as to whether those school leavers were those not in employment, education or training (NEETS) or if they are involved in other activities, noting that these are WSCC statistics.

Discussion was held on ways to support isolated people in rural locations, support for young people and further work to promote Silver Sunday for the elderly. It was noted that Parish Councils often lead on work in the rural areas and they can apply to the District Council for grant funding.

Discussion was held around the figures related to domestic abuse, hate crimes and the increase in mental health issues amongst young people. It was noted that certain datasets relied on partnerships with external organisations (such as West Sussex County Council) but enquiries would be made on the type of data that could be reported in future. Clarification of the percentages reported in paragraph 43 was agreed to be provided outside of the meeting.

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

### **RESOLVED**

The Committee noted the Equality and Diversity Progress Report 2022 included at Appendix 1.

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

None.

The meeting finished at 7.47 pm

Chairman