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18 October 2022

Notice is hereby given that there will be a meeting of the:

Policy and Finance Committee

**Venue: The New Millennium Chamber, The Manor House, Church Street,
Littlehampton BN17 5EW**

Date: Monday 24 October 2022

Time: 6.30 pm

Committee:

Councillor Dr Walsh KStJ – Chair

Councillor Blanchard-Cooper

Councillor Chace

Councillor Long

Councillor Northeast

Councillor Tandy

Peter Herbert, Town Clerk

2022 to 2023

Agenda

- 1. Evacuation Procedures**
- 2. Filming of Council Meetings, Use of Social Media and Mobile Phones**

During this meeting, the public are allowed to film the Committee and officers only from the front of the public gallery, providing it does not disrupt the meeting. Any items in the Exempt Part of an agenda cannot be filmed. If another member of the public objects to being recorded, the person or persons filming must stop doing so until that member of the public has finished speaking. The use of social media is permitted but all members of the public are requested to switch their mobile devices to silent for the duration of the meeting.

3. Apologies

4. Declarations of interest

Members and Officers are reminded to make any declaration of disclosable pecuniary or personal and or prejudicial interests that they may have in relation to items on this Agenda.

You should declare your interest by stating:

- a. the item you have the interest in
- b. whether it is a disclosable pecuniary interest, whereupon you will be taking no part in the discussions on that matter, or
- c.
 - i. whether it is a personal interest and the nature of the interest
 - ii. whether it is also a prejudicial interest
 - iii. If it is a prejudicial interest, whether you will be exercising your right to speak under Public Forum.

It is recorded in the register of interests that:

- Councillor Dr Walsh KStJ is a Member of Arun District Council, West Sussex County Council and Littlehampton Harbour Board
- Councillor Blanchard-Cooper is a Member of Arun District Council
- Councillor Chace is a Member of Arun District Council
- Councillor Northeast is a Member of Arun District Council and Chairman of the Keystone Centre Management Committee

These interests only need to be declared at the meeting if there is an agenda item to which they relate.

5. Minutes

To confirm the Minutes of the meeting held on 11 July 2022, circulated herewith, pages 4 to 9. In accordance with the Town Council's Standing Orders, Section 9a, Members are reminded that no discussion of the draft minutes of a preceding meeting shall take place except in relation to their accuracy.

6. Chair's Report and Urgent Items

7. Public Forum

Members of the public are invited to ask questions or raise issues which are relevant and are the concern of this committee. A period of 15 minutes is allocated for this purpose. If possible, notice of intention to address the Committee should be given to the Clerk by noon of the day of the meeting.

8. Officers Reports

8.1. Sussex Police District Commander Arun & Chichester

Chief Inspector Bowman had been expected to attend the September meeting and is unfortunately unable to attend this meeting. Members are asked to note that he has confirmed he will be attending the meeting in 19 December.

8.2. Community Infrastructure Levy Policy and Priorities

Report attached, pages 10 to 21.

8.3. Complaints Policy Review

Report attached, pages 22 to 28.

8.4. Notes of the Town Branding Working Group

To receive the Notes of the Town Branding Working Group held on 26 July 2022, pages 29 to 30.

8.5. Town Centre Strategy

Report attached, pages 31 to 49.

8.6. Town Centre Events

Report attached, pages 50 to 52.

8.7. Arun District Council – UK Shared Prosperity Fund Update

To note the attached update by the District Council regarding their funding bid, pages 53 to 54. Details of the Town Council's submitted ideas are also attached for reference, pages 55 to 60.

9. Finance

9.1. Finance Report

Report attached, pages 61 to 64.

9.2. Finance Report – Bad Debt Review Report

attached, pages 65 to 74.

10. Exempt Business

It is Recommended that:

The public and accredited representatives of the press be excluded from the Meeting under Section 100 Local Government Act 1972 due to the confidential nature of the business to be conducted.

**Minutes of the Policy and Finance Committee held on Monday 11 July 2022 at
6.30 pm**

Present:

Councillor Dr Walsh KStJ – Chair
Councillor Blanchard-Cooper
Councillor Butcher – substituting for Councillor Northeast
Councillor Chace
Councillor Long
Councillor Tandy

2022 to 2023

11. Evacuation Procedures

The evacuation procedures were noted.

12. Filming of Council Meetings, Use of Social Media and Mobile Phones

The procedures were noted.

13. Apologies

There were apologies from Councillor Northeast.

14. Declarations of Interest

Members and Officers were reminded to make any declarations of disclosable pecuniary or personal and or prejudicial interests that they might have in relation to items on the agenda. The standing declarations were noted.

Councillor Chace declared a personal and prejudicial interest in item 8.3 on the agenda as the owner of Mewsbrook Café and would leave the meeting at that point*.

15. Minutes

The Minutes of the meeting held on 13 June 2022, previously circulated, were confirmed as a true record and signed by the Chair.

16. Chair's Report and Urgent Items

None.

17. Public Forum

There was one member of the public present.

- 17.1. Danny Surridge, resident and member of The Littlehampton Society commented that in the beach area he had often directed people to events such as Armed Forces Day. He asked if there were any plans for more visible signage.

The Town Clerk noted that there were always some people who didn't hear about events, despite them being advertised on social media, the website and in printed publications. The comments were noted and the Community Resources Committee would consider this issue when reviewing their events.

- 17.2. The following question was submitted in advance by Janet Crosley and read out by the Town Clerk:

'Are there going to be any further consultations about the Seafront and Riverside Fund? Bearing in mind the inadequate artists impressions published in 2017, and the widespread objections to LDA's designs and quality of the town centre'.

The Town Clerk advised that this was Arun District Council's responsibility and he would write to them and feed back any response.

- 17.3. A further representation from Sarah Tyrrell was read by the Town Clerk:

'A large amount of money has been spent on the regeneration of the High Street and, when the work has been completed, I am sure there will be marked improvement to the look of the area. Is there anything the Council can do to persuade the owners of the main High Street properties to look up and observe the upper storeys above the shopfronts of their buildings? Most of them are very attractive but the paintwork is stained and dirty, there are trees and weeds growing out of the gutters and downpipes and their general condition spoils the look of the High Street. I know general maintenance is expensive but it is essential if the buildings are to be preserved.'

The Town Clerk explained that this was principally a District Council function, who had grants for shop front improvements. He would pass the comments on to Arun District Council. However, liaison with landlords was identified as an element of the Draft Town Centre Strategy and he believed that this was an issue that the Town Centre Action Group, if formed, would want to look at.

- 17.4. Derrick Chester had also submitted a question in advance which was read out by the Town Clerk:

'Visiting Littlehampton Town Centre last week there was anti-social behaviour, drink and drugs in abundance plus smashed shop windows in Kamsons, William Hill and Sainsburys, as well as the defacing of newly installed street

furniture. I was amazed to discover from the minutes of your previous meeting that the widely anticipated and essential upgrade and expansion of CCTV in the Town Centre has been pulled from the public realm project altogether? Who made the decision, when and under what authority?’

The Town Clerk responded that the CCTV and Public Realm were Arun District Council matters and he had contacted them seeking clarification. Once a response had been received it would be shared with the Committee and Mr Chester.

- 17.5. The Town Clerk advised that many questions submitted were not within the remit of the Town Council, and therefore the public were not benefitting from the responsible authority hearing their questions directly. It was therefore thought important that questions were addressed to the correct Council. The public have the opportunity to ask questions at Arun District Council’s Full Council meetings and Committees which were held every 8 weeks and details could be found on their website. By asking their questions to the Town Council, their concerns were not being picked up by the responsible authority. If members of the public wished to highlight points to elected Members, they needed to make use of these opportunities.

18. Officer Reports

18.1. Consultation on Proposed vehicle restrictions on High Street and Clifton Road

The Committee discussed Arun District Council’s proposal to introduce vehicle restrictions on the High Street and Clifton Road between 10 am and 10 pm. Currently, there were no restrictions in place and the aim was to keep the High Street free of vehicles during this time to improve safety and encourage pedestrian activity.

- 18.1.1. Members were supportive of the proposal but had concerns about the undertaking of a verbal consultation rather than a clearly recorded survey. Enforcement would be the key to this being successful.

Members were happy for these comments to be forwarded to the District Council.

It was Resolved to:

Forward the Committee’s comments to Arun District Council.

18.2. Article 4 Directive

- 18.2.1. The Committee received a report, previously circulated, which gave background to the use of Article 4 Directives and explored issues around the changing shape of local town centres caused by the growth in the conversion of retail units to residential accommodation and the impact on the long-term sustainability of town centres. This had been referred by the Planning and Transportation Committee.

The Chair of The Planning and Transportation Committee highlighted the problems that Permitted Development Rights could have on local communities but did not believe that there was an immediate solution He

hoped that the Town Centre Action Group would be able to undertake or commence a scoping exercise to look at the options available to address the issue and to understand its extent. Members were supportive of this being incorporated in the Town Centre Draft Strategy.

It was Resolved that:

The need for scoping work to assess the extent of the problem of permitted development rights, its location and options to address this be included in the Draft Town Centre Strategy.

18.3. Public Conveniences

*Councillor Chace left the meeting at 6:50 pm.

Councillor Blanchard-Cooper declared an interest in the following agenda item as a member of Arun District Council. He confirmed that when considering any matters, he would do so without predetermination, taking into account the papers that were before him at that meeting.

The Committee were asked to consider a recommendation from the Planning and Transportation Committee on 20 June 2022 that a representation be made to the District Council regarding the loss of public conveniences in the Town.

The Chair of the Planning and Transportation Committee explained that this recommendation had arisen following consideration of the Mewsbrook Park Café planning application. Although the Committee had no objections to the planning application, Members were concerned regarding the loss of facilities to the public when the café was not open. This could set a precedent. Other toilets were situated some distance away. At a primary seafront location especially in summer this was not the image wanted for the Town.

There was general support for a letter of representation to be sent to the District Council regarding the reduced public convenience hours at Mewsbrook Park, about which the Town Council had not been consulted.

Members felt that improving public conveniences needed to be written into the Town Centre Strategy. It was felt that the condition of the conveniences in the town, particularly St Martins was poor and open to alternative use. It was suggested that this separate issue also be brought to the attention of the District Council.

It was Resolved that:

1. A representation be made to Arun District Council concerning the loss of amenity to the public at Mewsbrook Park.
2. A representation be made to Arun District Council regarding improving the town's public conveniences, particularly at St Martins Car Park.
3. Improved public conveniences in the Town Centre be included in the Draft Town Centre Strategy.

*Councillor Chace returned to the meeting₇ at 7.00 pm.

18.4. Town Centre Strategy

- 18.4.1. Members received a report, previously circulated, and were asked for their observations on the draft Town Centre Strategy which had been written following consultation with Members and colleagues and assisted by a Town Centre Health Check undertaken by Arun District Council and the experience of those who worked in this area. The Town Clerk advised that the aim was to get this out to consultation next week and report back to the September meeting.
- 18.4.2. It was noted that West Sussex County Council was not on the 3.1. Key Partners list and it should have been. A list of key consultees should be drawn up. Organisations identified as key or likely consultees i.e. larger local employers, the Clinical Commissioning Group, GP surgeries. The Town Clerk advised that these would be included in the consultation phase including landlords, who could be asked if they would like to be further involved.
- 18.4.3. Under 5. Ambitions, it was suggested that the 4th bullet point should include showcasing what the town has, and capitalising on spend. It was agreed that it should read 'connects town centre businesses to the waterfronts especially pedestrian access'. Also under Ambitions, there should be building longer usage of the town centre and evening café culture focusing on hospitality. The promotion of events within the town should also be incorporated.
- 18.4.4. Regarding 6. Town Centre Health Check, digital signage could be considered to inform visitors of events and offerings. Arun District Council could make the locations that offer visitor information clearer. The railway station had no leaflets for visitors which would be valuable.
- 18.4.5. Under 8. Strategic Objectives, but also crosses over with Ambitions, is using online shopping to channel customers to physical retail outlets.
- 18.4.6. Regarding 9. The Town Centre Action Group membership, an outside representative was supported. For Littlehampton Town Council membership, the Committee agreed they would be happy with the Chair of the Policy and Finance Committee and one other Member. That Member would not have to be a Ward member but one with an interest.

It was therefore Resolved that:

The draft Strategy for formal consultation with a view to this being brought back to the Committee on the 19 September 2022 be approved, subject to the suggested revisions.

18.5. Artwork Easter Eggs

- 18.5.1. Members were asked to agree a way forward regarding the remaining four Artwork Easter eggs following the previous meeting. The Town Clerk reported that feedback received from many people was that the artworks should not be painted over.

It was suggested that local churches might wish to keep the eggs, which could be brought out next Easter and the churches added to the next trail for those who did not see the eggs the previous year. It was suggested that

Littlehampton Churches Together could be asked if they would like to have custody of them and Members were happy with this course of action.

It was therefore Resolved to:

Ask Littlehampton Churches Together if they would like guardianship of the remaining four giant decorated eggs.

19. Exempt Business

There was none.

The meeting closed at 7.18 pm.

Chair

Littlehampton Town Council

Non-Confidential

Committee: Policy and Finance

Date: 24 September 2022

Report by: Town Clerk

Subject: Community Infrastructure Levy Priorities

1. Summary

1.1. The Community Infrastructure Levy is a charge which can be levied by local authorities on new development in their area. Town and Parish Councils are required to publish via their website or that of the Charging Authority the amount of Levy received and spent within their area. The Town Council has now received two payments totalling £2,487.50 since April 2022 and the Committee is asked to consider how this income is spent.

2. Recommendations

2.1. The Committee is Recommended:

1. To approve that Community Infrastructure Levy receipts received in the next twelve months are directed to the K2, New Youth Centre in Wick Project.
2. To approve that Community Infrastructure Levy receipts be reviewed after one year and consideration given to redirecting them to the North Littlehampton Community Centre and other Regeneration Projects in accordance with Policy 23 of the Littlehampton Neighbourhood Plan.

3. Background and Update

- 3.1. The Levy replaces certain elements of Planning Obligations, although 'Section 106' agreements will still be used for site specific infrastructure or mitigation required to make individual development acceptable in planning terms, as well as to cover non-infrastructure requirements – e.g., the provision of affordable housing, local open space, access roads, habitat protection. Where development is in an area covered by a Neighbourhood Plan such as Littlehampton, the proportion of Community Infrastructure Levy receipts received by the Town, Parish or Neighbourhood is 25% of the levy.
- 3.2. The Levy is designed to address the extra demand on infrastructure and services that are caused by development within the area. These are defined within Regulations which state that funding must be used to support:

- a. the provision, improvement, replacement, operation, or maintenance of infrastructure; or
- b. anything else that is concerned with addressing the demands that development places on an area.
 - Examples of infrastructure works includes:
 - Roads and other transport facilities
 - Flood defences
 - Schools and other education facilities
 - Sporting and recreational facilities – for example upgrades to play equipment
 - Open spaces
 - Green Infrastructure – may include tree or hedgerow planting

The Levy cannot be used as a replacement for everyday Town or Parish Council expenditure and must be spent within five years of receipt or it can be claimed back by the Charging Authority. A copy of the District Council's Guidance is attached, Appendix 1.

- 3.3. The bulk of any significant benefit for the Parish in terms of development has been realised or secured through housing that has already been delivered or is currently under construction in North Littlehampton. It is therefore very difficult to predict how much the Council is likely to benefit from the Levy in the future. Also, the levy can be paid in one lump sum or in instalments. It should be noted that this is the case with this initial payment.
- 3.4. In considering how to use these funds Parish and Town Councils should look to their Neighbourhood Plans as a starting point for the prioritisation of infrastructure projects that they might wish to focus on and progress in line with the guidance. The Littlehampton Neighbourhood Plan has been in place since 2014 and covers the period to 2029: [Submission Plan post examination modifications.pdf \(littlehampton-tc.gov.uk\)](#).
Some examples could be new community facilities, security measures and improvements at existing community facilities owned and operated by the Town Council at the Allotment sites, Rosemead Park, and Southfields Jubilee Centre – boundary treatment, lighting, CCTV, notice boards.
- 3.5. Neighbourhood Plan Policy 14 identifies the Keystone Centre on Eldon Way as an important facility for the town that should be retained, expanded, and improved. This is objective is now being progressed by the Town Council as the K2 Youth Centre in Wick. Whilst a budget increase was recently approved, and with construction imminent, it is proposed that any funding received from the Levy in the next twelve months is directed to this to this Project, allowing funds to be returned to the Council's reserves.
- 3.6. Neighbourhood Plan Policy 13 envisaged the Town Council providing a new community centre for the town on the Manor House, Church Street site. The principle of this objective was set when the Plan was approved in 2014 and

has since been superseded by the planned Community Centre in the North Littlehampton. The cost of delivering this Centre is currently projected to exceed the Section 106 provision and it would therefore be more realistic to consider directing funding from the Levy to support the development of this centre. This is supported by Policy 23 of the Plan which identifies both these projects and support for a regeneration budget fund for economic, environmental, leisure and community projects. It is therefore also proposed that Levy receipts be reviewed after one year to allow with a view to redirecting them to the North Littlehampton Community Centre and other Regeneration Projects if appropriate.

- 3.7. It is also prudent to consider the potential to maximise Community Infrastructure Levy by understanding how the needs of the town fit with the wider programme for infrastructure works across the district and county. The District Council has a published Infrastructure Investment Plan which is a spending plan for Community Infrastructure Levy Investment. This covers the period from 2022 to 2025. The new youth centre in Wick, the K2 Project features on this list as the District Council plan to make improvements to the outside space as part of the project.
- 3.8. It should be noted that for transparency, Parish Councils are required to account for, maintain and publish records regarding how this funding is spent. This information will therefore be published in the Finance section of the Town Council's website alongside the existing expenditure information.

4. Financial Implications

- 4.1. There are none directly arising from this report, however the following should be noted:
 - To meet the requirements of the Regulations, with effect from the financial year 2021 to 2022, an income line has been included in the budget for Community Infrastructure Levy receipts under the remit of this Committee.
 - Income received from the Levy will be included in the overall published accounts but is not required to be identified separately therein.

Peter Herbert
Town Clerk

Arun District Council
Community Infrastructure Levy (CIL)

Guidance
for Town and Parish Councils

April 2020



Community
Infrastructure
Levy

CIL



Arun is a CIL
charging authority
www.arun.gov.uk/CIL

1. Introduction

The Community Infrastructure Levy (CIL) is a charge that local authorities can set on new developments in their area. Its purpose is to raise funds for infrastructure needs in the area to support growth. The CIL charge is set out in what is called a Charging Schedule. Arun District Council recently approved its Charging Schedule and agreed that it would come into effect on 1 April 2020. Therefore, from that date onwards, the Council will become a CIL Charging Authority.

Arun District Council is responsible for collecting and allocating the neighbourhood element to Town & Parish Councils that fall within the Arun District Charging Authority Area. This is the area within the Arun District outside of the South Downs National Park Authority Area.

The legislation which sets out how CIL is spent requires that a portion of the CIL income raised from development, within a charging authority area is paid to the Town & Parish Council where the development has taken place. This is referred to as Neighbourhood CIL.

The information contained within this guide is intended to assist Town & Parish Councils (referred to within this guidance note as “local councils”) to understand their responsibilities relating to CIL.

2. CIL Rates

The Arun CIL Charging Schedule sets a fixed rate per square metre (sqm) of new floorspace. Developments creating one or more dwellings, or new floorspace of 100sqm or more, could be charged CIL.

CIL Regulations set out indexation arrangements for calculating the CIL. An annual index, which is called the RICS Community Infrastructure Levy Index must be applied to the CIL Levy rates in order to ensure that they keep up with inflation. New rates will be published by 31 December each year, by the Royal Institute of Chartered Surveyors (RICS).

To view the Arun CIL Charging Schedule; interactive CIL Zone Maps and a Frequently Asked Questions document, please visit www.arun.gov.uk/cil.

3. How CIL is allocated for expenditure

Once CIL has been received it is split in the following way as per the CIL Regulations

➤ Administration

This is 5% of the CIL retained by Arun District Council to pay for systems and salaries of staff that manage CIL collection and spend processes.

➤ **Neighbourhood CIL (the amount allocated to local councils)**

The legislation which sets out how CIL is spent requires that a portion of the CIL income raised from development, within a local council area, is paid to that local council where development has taken place. The portion passed on will depend on whether the local council has a ‘made’ Neighbourhood Development Plan (NDP) in place or not.

The amount passed on to local councils depends on the following:

- The amount of development that has been granted and commenced in the local council area (CIL payment is only due upon commencement of the development).
- If all/any part of that development is granted exemption of relief from some/all of the CIL charge.
- If the local council has a ‘made’ neighbourhood development plan or not. The following table sets out the proportion of CIL passed to a local council depending on whether it has a ‘made’ NDP or not:

Neighbourhood Plan?	Portion of Levy
Yes	25% uncapped, paid to parish/town council
No	15% capped at £100/dwelling, paid to parish/town council

There are four parishes within Arun District Charging Authority Area that the 15% rule applies to. These parishes will receive a 15% portion of CIL receipts from development in their area, limited to £100 per council tax dwellings in the area. This capped amount will be monitored by Arun District Council on a monthly basis.

➤ **District CIL**

The rest of the CIL goes to the District Infrastructure CIL Fund which is then allocated to infrastructure projects that make the development in the area sustainable – e.g. extensions to schools and health. This may be spent on infrastructure projects identified in the Local Plan’s Infrastructure Capacity Study and Delivery Plan or through bids received based on an Infrastructure Business Plan (IBP) that will be developed and consulted upon.

At the time of writing Arun District Council is in the process of preparing its IBP and Governance arrangements. This will be published in due course.

It should be noted that the Council’s CIL spending prioritisation process will be subject to consultation. This will give local councils opportunity to put forward larger infrastructure projects for their areas for delivery by District Council CIL. This process should also assist local councils in identifying their own, more locally specific, CIL spending priorities. Further details about what local councils can spend CIL on, and

the importance of coordinating spending with infrastructure providers, is set out below under Section 5.

4. When and how will Local Councils receive CIL monies?

The CIL Officer will record income from CIL receipts in each local council area and will instruct payment of either 15% (capped) or 25% to each local council. Unless agreed otherwise, the Council will make these payments twice a year based on Regulation 59D of the CIL Regulations 2010 (as amended).



5. How Should Local Councils Spend CIL Receipts?

CIL receipts are to be spent by local councils within five years of receipt and it must be spent on (see Regulation 59C of the CIL Regulations 2010 as amended):

- ✓ providing, replacing, improving, operating or maintaining infrastructure that supports development in the area; or
- ✓ anything else concerned with addressing the demands that development places on the area.

Infrastructure includes:

- Roads and other transport facilities
- Flood defences
- Schools and other education facilities
- Sporting and recreational facilities (for example upgrades to play equipment)
- Open spaces
- Green Infrastructure (may include tree or hedgerow planting)

It is advisable that local councils start to prepare their own infrastructure and CIL spending lists in coordination with the District Council to avoid duplication to identify how they would like to spend CIL income. In preparing this list, it will be important to consider the following points:

- How will the project address the impacts of development taking place in the area (think about the potential impacts from your Neighbourhood Development Plan (NDP) for example)?

- Scheme costs – what will the project cost be? Is it a manageable cost, to be covered by CIL receipts within five years of receipt?
- Delivery timescales and delivery partners – what are the timescales for delivering the project?
- Are there any delivery partners that could assist or jointly fund the project?
- Will your project align with service providers CIL investment plans? For example, if you are aiming to fund an upgrade to a playground or plant more trees in your area, check whether the proposed project aligns with the District Council's intentions for spending its CIL receipts. Communication and consultation on CIL spending and infrastructure lists with service providers is therefore strongly advisable to ensure that the Council and Local Councils spend CIL in the most effective way. The Council would welcome requests to review local council CIL spending plans. Please contact us on CIL@arun.gov.uk to arrange to discuss this matter.
- Unlike charging authorities, the CIL Regulations do not specifically allow local councils to set aside 5% of CIL income for the administration of CIL. However, if it can be shown that the administrative burden on the area becomes significantly more demanding as a result of development in the area, then it may be allowable to spend a proportion of CIL income on administration.

It is understood that in order to set a spending plan for CIL income, it is important to have a rough estimate of how much CIL money will be available on an annual basis. The Council will work on preparing trajectories for each parish and will be able to provide a rough estimate in liaison with each parish. This figure can only be an estimate.

The Council will be happy to meet local councils to discuss infrastructure lists and CIL spending. Please contact CIL@arun.gov.uk to with any queries.

6. What do Local Councils need to do?

CIL received by local councils **must** be spent within 5 years. This is a requirement of Regulation 59E of the CIL Regulations. Arun District Council may serve a notice on the local council to repay some or all the neighbourhood CIL receipts that are not spent in accordance with the Regulations.

Local councils **must** also record all CIL receipts, expenditure and CIL receipts carried over to the following monitoring year. They **must** prepare an Annual CIL Report for each financial year (1 April to 31 March) they receive CIL. In accordance with Regulation 121B of the CIL Regulations 2010 (as amended), the report must include the following:

- Total CIL receipts for the reported year.

- Total CIL expenditure for the reported year.
- Summary details of CIL expenditure during the reported year including –
 - The items to which CIL has been applied
 - The amount of CIL expenditure on each item.
- Details of any notices received in accordance with regulation 59E (Regulation 59E notices may require a local council to repay some or all of the CIL receipt in cases where CIL has not been spent within 5 years or has not been spent in accordance with Regulation 59C), including –
 - Total value of CIL receipts subject to notices served in accordance with regulation 59E during the reported year.
 - The total value of CIL receipts subject to a notice served in accordance with regulation 59E in any year that has not been paid to the relevant charging authority by the end of the reported year.
- The total amount of:
 - CIL receipts for the reported year retained at the end of the reported year.
 - CIL receipts from previous years retained at the end of the reported year.

See Appendix 1 for an example of the Monitoring Report Template. An editable version will be made available on the Council's website. It is advisable that this template is used by all local councils for consistency, ease of reference and to ensure that all monitoring requirements are covered.

Local councils must publish the CIL Annual Monitoring report by 31 December following the reported year. **The reports must be published on their own websites, and on the Arun District Council's website.**

Although not a mandatory requirement, Arun District Council would like to introduce the following system for publishing these reports as follows:

- **All local councils to submit their CIL Annual Monitoring Reports to CIL@arun.gov.uk by 1 October following the reported year (i.e. by Friday 1 October 2021), so that they can be checked for compliance with the regulations, and consistency with financial records. The reports can then all be published on Arun District Council and the local council's website, for ease of reference.**

7. How does the General Power of Competence (GPC) affect CIL spending by the Local Council?

Parish/Town Councils should consider how their statutory powers on spending affect their CIL expenditure decisions e.g. whether or not they have the General Power of Competence (GPC)? Where a Parish/Town Council does not have a GPC, this will

restrict the use of CIL funds to infrastructure or other matters which it has a statutory power to provide, maintain or improve.

8. What if the Local Council mis-spends or does not spend their CIL income?

Arun District Council will review the Annual CIL Report and where it believes CIL has been mis-spent and not in accordance with the CIL Regulations, then they will send the Parish/Town Council a CIL Repayment Notice. They must respond as required and make immediate arrangements to return the mis/unspent CIL to Arun District Council, as directed. Arun District Council will then spend the CIL income to support the development of the area.

If the Parish/Town Council is unable to repay the amount specified in the CIL Repayment Notice, Arun District Council will claw back this amount from future CIL income that the Parish/Town may receive.

9. What does the Community Infrastructure Levy Officer do?

The CIL Officer is responsible for collecting, administering, monitoring and enforcing the CIL income. This includes calculating the amount of CIL payable on individual developments, monitoring commencement of development and payment of CIL and calculating the amount of CIL to be passed on to Parish/Town Councils.

The CIL Officer can be contacted by email:

cil@arun.gov.uk

and there is more information available about CIL on our website:

www.arun.gov.uk/cil

Appendix 1 – Template for Town/Parish CIL Annual Monitoring Report (An editable version is available on the Arun CIL webpage)

xxxxxx TOWN/PARISH COUNCIL [Complete as appropriate]

CIL Monitoring Report (Regulation 121B)
1 April 2020 – 31 March 2021

*See Notes over page to help you complete the form.

Note No*	Details	
1 (refers to CIL received in each 6 month period)	CIL received for year 1 April 2020 – 31 March 2021	
		Amount
	April 2020	£ Click here to
	October 2020	£ Click here to
	Total CIL receipts for reported year	£Click here to enter text.

Note No*	CIL Received but not spent	
2 (refers to CIL received but not spent in each of the periods)	CIL receipts retained	
		Amount
	April 2020 – March 2021	£ Click here to
	[LEFT BLANK AWAITING FURTHER CIL REPORTING]	£ Click here to text.
	[LEFT BLANK AWAITING FURTHER CIL REPORTING]	£ Click here to
	Total Amount of unspent CIL receipts for reported years	£Click here to enter text.

Note No*	Details of any notices received in accordance with Regulation 59E, including:	
3 (refers to CIL to be repaid to ADC as requested in the Notice)		
		Amount
	The total value of CIL receipts subject to the aforementioned notices during the reported year April 2020 – March 2021	£ Click here to
	The total value of CIL receipts subject to the aforementioned notices in any year that has not been paid to the relevant charging authority (CA) by the end of the reported year.	£ Click here to
	Total value of CIL receipts subject to aforementioned notices for reported year	£Click here to enter text.

Note No*	CIL Spent	
4 (refers to CIL spent within period)		
		Amount
	Total CIL spent during April 2020 – March 2021	£ Click here to

Note No*	Summary of CIL expenditure during this reported year
5 (requests a summary of CIL expenditure)	Please provide project details (in table below), to include: <ul style="list-style-type: none"> • Identify which of the following criteria (a) or (b)- the project meets. (a) <i>The provision, improvement, replacement, operation or maintenance of infrastructure: or</i> (b) <i>Anything else that is concerned with addressing the demands that development places on an area.</i> • Total cost of project • CIL contribution to project • Details on any additional funding if required to complete the project.

Project details and either (a) or (b) criteria		Total project Cost	CIL contribution	If other funding required to complete project:	
(a) or (b)	Project Details brief summary	£	£	Type/Source	£

Notes:

1 Regulation 121B (2)(a) of the Community Infrastructure Levy Regulations 2010 (as amended) requires a local council to report the total CIL receipts for the reported year

2 Regulation 121B (2)(e) of the Community Infrastructure Levy Regulations 2010 (as amended) requires a local council to report details of the total amount of:

- (i) CIL receipts for the reported year retained at the end of the reported year; and
- (ii) CIL receipts from previous years retained at the end of the reported year.

3 Regulation 121B (2)(d) of the Community Infrastructure Levy Regulations 2010 (as amended) requires a local council to report details of any notices received in accordance with regulation 59E¹, including

- (i) The total value of CIL receipts subject to notices served in accordance with regulation 59E during the reported year
- (ii) The total value of CIL receipts subject to a notice served in accordance with regulation 59E in any year that has not been paid to the relevant charging authority by the end of the reported year.

4 Regulation 121B (2)(b) of the Community Infrastructure Levy Regulations 2010 (as amended) requires a local council to report the total CIL expenditure for the reported year.

5 Regulation 121B (2)(c) of the Community Infrastructure Regulations 2010 (as amended) requires a local council to provide a summary of CIL expenditure during the reported year including

- (i) The items to which CIL has been applied; and
- (ii) The amount of CIL expenditure on each item.

Regulation 121B (3) (a) the parish council must publish the report:

- (i) [On its website;](#)
- (ii) [On Arun District Council's website if the parish council does not have a website;](#)

Regulation 121B (3) (b) the parish council must send a copy of the report to Arun District Council's CIL Team, no later than 31 December following the reported year.

For further guidance on the CIL Regulations please refer to [Gov.uk - Community Infrastructure Levy](#)

¹ Regulation 59E covers notices served by Arun District Council (ADC) on the Town or Parish Council requiring it to repay some or all of the CIL receipts where ADC believes some or all of the CIL received by the town or Parish Council has not been spent in accordance with the regulations as stated in Regulation 59C.

Littlehampton Town Council

Non-Confidential

Committee: Policy and Finance

Date: 24 October 2022

Report by: Town Clerk

Subject: Complaints Policy Review

1. Background and Update

- 1.1. The current Complaints Policy was reviewed by the Governance and Audit Committee in July. At that time amendments were proposed which aimed to bring the policy in line with current practice. Having reviewed the proposed changes, Members felt that when compared to other sectors the policy could be further refined and the language improved.
- 1.2. Additional research has therefore been undertaken and further work carried out to refine the Policy and take these suggestions into consideration. The proposed changes are highlighted in red on the revised policy document Appendix 1, attached to this report. Overall, the changes aim to demonstrate the positive view adopted by the Council in handling feedback. The main changes are:
 - The Policy recognizes the value to the Council of positive and negative feedback particularly as a tool to improve services.
 - Clarity in terms of timescales and expectations.
 - Clearly defined procedure for managing a formal complaint.
- 1.3. Alongside updating the Policy, the website content will also be refreshed to bring it into line with the policy changes and the Governance and Audit Committee will continue to review feedback annually.

2. Recommendation

2.1. The Committee is Recommended to:

Approve the updated Policy and should there be any significant changes that it be referred to Council for approval.

3. Financial Implications

- 3.1. There are none arising from this report.

Peter Herbert
Town Clerk



Feedback Policy and Complaints Procedure

Date	5 July 2022
Document Number	1
Edition Number	1
Replaces	Not applicable
Policy Maker	Assistant Town Clerk
Responsibility	Full Council
Resolution Number	please insert resolution number from minutes
Review Cycle	Every three years

This information pack contains:

Feedback Policy and Complaints Procedure
Introduction and objectives
Procedure
Process
Panel
Contact details

Littlehampton Town Council Feedback Policy

1. Introduction

- 1.1. Littlehampton Town Council is committed to providing an excellent standard of service to its Customers.
- 1.2. Positive and negative feedback play a role in maintaining and improving standards and the quality of service provided. When feedback is received, this is viewed as a way of understanding how services are delivered and importantly, how the Town Council can improve.
- 1.3. This policy details the way in which feedback will be managed, investigated, and acted upon. It covers all activities of the Town Council and may be used by members of the public who have specific feedback about the conduct, administration, or operation of the Council.
- 1.4. Feedback is information about a Customer's reaction or opinion as a result of the actions or behaviour undertaken by the Council. It can be either positive or negative and is used as a basis for service improvement. All feedback is recorded, and a copy is sent to the relevant service manager to review and feed into their work plans accordingly.
- 1.5. A complaint can be defined as "An expression of dissatisfaction about the standard of the Town Council's service, actions or lack of action by staff, particularly where a problem has not been remedied to the satisfaction of the Customer".
- 1.6. This Policy does not cover:
 - i. Complaints against services or actions for which the Town Council is not responsible such as those provided by District, County or Central Government, to whom the feedback must be made direct;
 - ii. Complaints about elected Town Council Members – Councillors – must be made direct to the Monitoring Officer, at Arun District Council. The address is Arun Civic Centre, Maltravers Road, Littlehampton, West Sussex BN17 5LF. The telephone number is 01903 737500.

2. Objectives of the Feedback Policy

- 2.1. The objectives of the Policy are:
 - a. To provide the public with a formalised system if negative feedback is given to the Town Council and a complaint made.
 - b. To fix the timescales during which a complaint must be investigated.
 - c. To state how the complaint will be investigated.
 - d. To state who will investigate the complaint.
 - e. To formalise how the response to the Customer will be made.
 - f. To allow the Town Council to review its procedures to prevent a further occurrence of this nature.

3. Procedure For Giving Feedback

- 3.1. Members of the public may give feedback about Town Council services and administration in the following ways:
- a. To a Town Councillor.
 - b. In person at the Town Council offices.
 - c. By writing to the Town Clerk at the Council offices.
 - d. Via the 'contact us' page of the Council's website.
 - e. By email.
 - f. By telephone or fax.
 - g. Through a representative, e.g., friend, advocate, or solicitor.

Contact details are set out at the end of this policy.

- 3.2. There may be times when feedback is negative and constituting a complaint. In giving this feedback the Customer is encouraged to provide as much detail as possible, for example:

- a. What service, policy, person, or aspect of the Council the feedback is about.
- b. If appropriate, the date, time, and location where an incident may have taken place and who may have been affected.
- c. The expectations held of Council services, particularly as a result of information provided or that staff or Councillors may have given.
- d. Name, address, and contact details so that the Council can respond.
- e. Details of what they consider is a satisfactory resolution, e.g., acknowledgment, change in policy or practice, apology, refund.
- f. Anything else which would help to make the point and the subsequent investigation.

- 3.3. Littlehampton Town Council recognises that it is frustrating when expectations are not met and will endeavour to resolve all feedback. In return:

- Our staff must be treated with respect;
- Abusive language or behaviour will not be tolerated when communicating with us;
- Please engage with all reasonable requests made in an effort to resolve concerns.

- 3.4. Should a complaint be specifically about the conduct of the Town Clerk this should be sent to either the Town Mayor or Deputy Town Clerk and Responsible Financial Officer who will conduct the investigation.

- 3.5. The Town Council will not usually consider complaints about issues which took place more than 12 months before the date of the complaint. Where there is a long delay, it is unlikely that any investigation would be effective. The Council will also not consider complaints which are substantially about issues which have already completed our complaints procedure – see Appendix 1 – or from customers who may be persistent, habitual and vexatious complainants.

4. Contact Details

Address:

Littlehampton Town Council
Manor House
Church Street
Littlehampton
West Sussex BN17 5EW

Telephone: 01903 732063
Fax: 01903 731690

Email: ltc@littlehampton-tc.gov.uk
Website: www.littlehampton-tc.gov.uk

DRAFT

Appendix 1

1. Complaints Procedure

- 1.1. Upon receiving a complaint, the Town Clerk or Deputy Town Clerk and Responsible Financial Officer will acknowledge this in writing to the **Customer**.
- 1.2. The **information** will be kept on file and logged in a spreadsheet specifically kept for this purpose.
- 1.3. The complaint should be resolved and answered within ten working days. If this is not possible, **the Town Council will provide regular updates at least every ten working days. These will detail the reason for the delay and when a response can be expected. Our response can be provided by letter, email, face to face or telephone. Where a response is given by telephone or in person, the Town Council will offer to provide written confirmation of the discussion.**
- 1.4. The Town Clerk or Deputy Town Clerk and Responsible Financial Officer should investigate the complaint, record the result in the **Feedback** spreadsheet and when resolved, write to the **Customer** with the results. If the issue involves one of these Officers, then another should deal with the investigation.
- 1.5. If the issue cannot satisfactorily be resolved in this way, a panel will be convened comprising three of the following Councillors:
 - Mayor
 - Deputy Mayor
 - Committee Chair
 - Committee Vice-Chairs.
- 1.6. The **Customer** should be informed of the date of the panel and should be invited to attend either personally or with a friend.
- 1.7. The Panel should be conducted in accordance with the National Association of Local Council's guidance as set out in Legal Topic note 9, as set out in paragraph 5 of this policy.
- 1.8. A summary report on the Panel's judgement must be reported to the next meeting of the appropriate Committee or Full Council.
- 1.9. The Panel hearing is the final stage of the Complaints Procedure. The Panel and Town Council are not covered by the Local Government Ombudsman.

2. The Panel Hearing

- 2.1. The public and press are not permitted at Panel hearings. However, the Town Mayor will report on the hearing at the next appropriate Council meeting. The order of business for the Panel meeting is in accordance with the National Association of Local Council's guidance as set out in Legal Topic note 9 as follows:
 - a. Chair to introduce everyone.

- b. Chair to explain procedure.
- c. **Customer** or representative to outline grounds for complaint.
- d. Members to ask any question of the **Customer**.
- e. If the Panel believe that the matter has legal or technical complexities, support – in the form of advice and guidance – from a Senior Officer of the Council, who has not been involved, or in exceptional circumstances from another Council, will be sought.
- f. If relevant, the Town Clerk or other proper Officer in attendance will explain the Council's position.
- g. Members to ask any question of the Town Clerk or other proper Officer.
- h. The Town Clerk or other proper Officer and the **Customer** to be offered opportunity of last word, in this order.
- i. The Town Clerk or other proper Officer and the **Customer** to be asked to leave the room while Members decide whether or not the grounds for complaint have been made. If a point of clarification is necessary, both parties to be invited back.
- j. Clerk or other proper Officer and **Customer** return to hear the decision or to be advised when the decision will be made.
- k. Following the conclusion of the meeting the **Customer** will be advised of the decision of the Panel, which is final with no right of further appeal. This will be confirmed in writing within seven days with details of any action to be taken.

**Notes of the Town Branding Working Group held on Tuesday 26 July 2022 at
11.30 am**

Present:

Councillor Blanchard-Cooper – Chair

Councillor Long

Councillor Northeast

2022 to 2023

1. Appointment of Chair

Councillor Blanchard-Cooper was elected as Chair of this Working Group.

2. Mobile Phones

The procedures were noted.

3. Apologies

There were none.

4. Declarations of Interest

Members and Officers were reminded to make any declarations of disclosable pecuniary or personal and or prejudicial interests that they might have in relation to items on the Agenda. Councillors Blanchard-Cooper and Northeast are Members of Arun District Council.

5. Officer Report

Members discussed the scope, terms of reference and aims and objectives for the town branding exercise. Members felt that the main aims were to bring visitors to the town and civic pride. Some initial thoughts were shared including Visit Littlehampton which already existed, but was not unique as used by many towns and cities. Gateway to the Sea could be used on signage to show what the town had to offer to those driving through.

However, before developing these thoughts further, Members considered whether now was the best time to progress this. There were two issues that

needed to be borne in mind. The first of these was the unbudgeted cost of employing consultants etc. It was thought that given the extreme pressures on the budget, progressing this piece of work at this time would not be well received by the local taxpayer. It was also noted that the work would likely overlap the Council elections, which was not ideal in terms of continuity.

Members emphasised that this was an important piece of work that should be brought back to the main Council to consider as one of their priorities. It was also thought important that Branding should be included in the Town Centre Strategy.

6. Resolution

It was Resolved that the Policy and Finance Committee be Recommended to:

1. Not proceed with Town Branding at this stage, but recommend that the new Council consider it as part of their priorities for 2023 to 2027.
2. Include Town Branding in the emerging Town Strategy.

The meeting closed at 12:14 pm.

Chair

Littlehampton Town Council

Non-Confidential

Committee: Policy and Finance

Date: 24 October 2022

Report by: Town Clerk

Subject: Town Centre Strategy

1. Summary and background

- 1.1. The report has Appendices 1 and 2, a summary of the consultation undertaken and the draft Town Centre Strategy. The report has generally been well received, with many interesting issues raised.
- 1.2. The draft strategy is attached as Appendix 3. It is suggested that this be adapted incorporating the changes below:

2. Mission Statement

- In the Mission Statement paragraph add 'safe' to make the sentence 'Littlehampton Town Council will be a safe and thriving centre'.

3. The Ambition

There was feedback to say that people wanted certain areas to be prioritised, it is proposed that The Ambition is reordered in order of priority, as below:

- Welcoming and safe
- A bustling place that drives out localised anti-social behaviour
- Supportive of schemes which benefit the whole town and its community
- An attractive and accessible place to visit, work and live
- A place that stands out from other destinations, offering something 'different'
- Accessible to everyone and well signposted in a way that connects the Town to the waterfronts, making pedestrian access to business areas much easier.
- A place with a good public transport system including good commuter links and public car parks
- Environmentally sustainable
- A hub for connecting people of all ages through cultural activities that compliment local businesses and showcase local talent
- A place that provides essential services such as banks, post offices and health care.

- A place that provides services such as hairdressers, beauty care and leisure facilities, including eateries
- Supportive of existing businesses looking to diversify
- A location supportive of alternative commercial opportunities, such as markets
- Supportive of commercial investors
- Where businesses and residents mutually benefit each other
- Able to provide housing with support for the residents without detracting from the retail offer
- Linked to the whole town
- A place that utilises virtual and online shopping methods to drive footfall into the physical offerings
- A place with strong supporting infrastructure including public conveniences, seating, and accessibility
- Home to a thriving evening economy attracting people of all generations
- A town with businesses that attract people all year round.

Make the following changes to The Ambition as seen above:

- Add 'accessible' to 'An attractive and accessible place to visit, work and live'.
- Remove the point about commuter links and instead merge it with another point by adding 'including good commuter links' to 'A place with a good public transport system including good commuter links and public car parks'.
- Split and re word 'A place that provides essential services such as banks, Post Office, hair and beauty care and leisure facilities including eateries' into 2 points. Point 1 – 'A place that provides essential services such as banks, post offices and health care'. Point 2 – 'A place that provides services such as hairdressers, beauty care and leisure facilities, including eateries'.
- Add 'with support for the residents' to the point 'Able to provide housing with support for the residents without detracting from the retail offer'.
- Add a new point 'A town with businesses that attract people all year round'.
- Change the word 'Bustling' to 'vibrant' in the point 'A vibrant place that drives out localised anti-social behaviour'.

4. The Strategic Objectives

- Shorten point 2 to read 'Participate in regular forums involving the Traders Partnership to develop and steer the Town Centre Action Plan.
- Move point 8 higher to make it point 3 as it is an important point and reword it to include 'drug usage'. 'Focus on addressing problems relating to crime, anti-social behaviour, drug usage and street drinking.
- Following the above point, point 5 will now become point 6 and will include 'and cater to all those visiting' at the end of the point.

- Expand on point 11 at the end by adding ‘including improving disability access’.
- Expand on point 12 by adding the following text to the end of the sentence ‘and look to improve the offer of information for visitors to the Town’.
- Add ‘fill vacant shops and’ to point 19 to read as ‘Investigate and where practicable work with landlords to fill vacant shops and deliver pop-up shops’.
- Add ‘and look at easy, inexpensive alternatives’ to point 21 to read as ‘Review the Car Parking Disc Scheme and look at easy, inexpensive alternatives.’
- Add ‘possibly new markets and’ to point 22 so it reads as ‘Review the existing market arrangements, with other options to be considered, possibly new markets and including creating a marketplace n St Martins Car park.
- Include sports and fitness in point 27, ‘Focus on Culture, Sports, Fitness and the Arts to uplift the image of the town’.
- Add the following additional point to the objectives, ‘Support and encourage new or young investors wanting to start a business in the town’.

The Action Plan and Town Centre Action Group

- Add ‘A member of a successful Littlehampton leisure business’.

5. Recommendations

- 5.1. It is recommended that the strategy be adopted, incorporating the changes above – paragraph 1.2 – and reviewed in March 2023 when the Town Centre Action Group has had an opportunity to prepare an Action Plan and identify any gaps or issues with the Strategy.

6. Financial Implications

There are no direct financial implications from this report.

Peter Herbert
Town Clerk

Town Centre Strategy Consultation Feedback Report

Summary

This is a summary of the feedback following consultation on the draft Town Centre Strategy.

Feedback was sought online and at community events between 26 July to 31 August. The aim was to hear the views of traders, residents, and those who do or would use the town centre to ensure the strategy covers all relevant points. The feedback will help to generate the action plan moving forward.

The survey consultation received 130 responses. Respondents mainly being Littlehampton residents – 81% – who visit the town centre at least once a week – 81%. 84% of 130 respondents visit the town for shopping, eating, and socialising.

The divide between genders was nearly an even split with 54% of respondents being females. The ages ranged from 25 to 65 and over years old, with most responses from those 45+ years old – 86%. 88% of people that completed the survey live in Littlehampton, and a large majority use the town centre more than once a week.

Feedback

General points

Attached are charts summarising the key outcomes. Detailed feedback will be shared with the Town Centre Action Group to assist in formulating an Action Plan. The general consensus from respondents was that the strategy was much needed and was broadly supported. There was concern that it might be too ambitious, and that SMART Targets would be needed to deliver an Action Plan. Crime and anti-social behaviour were the highest concern.

Retail

Overall, the biggest concern from respondents was the lack of shops in the town, the types of shops – vaping, betting, off-licenses – and the attractiveness of the units. Respondents want to see more variety in shops with a mix of independent and chains, often suggested was having a butcher shop. Some also feel that there should be more shops for tourists such as gift shops and galleries.

The loss of clothing stores such as M&Co has affected the footfall in the town as there is a lack of places to shop for clothing. Alongside clothing stores, there were comments on the closing of two main banks. Respondents believe it is important no more banks close and that we ensure the post office stays for older generations who need face-to-face services.

There are concerns over the poor appearance of the shop units, and many want to see these improved with the help given to shops to do so. This includes the arcade that they feel is dull and could be made attractive with a refurbishment.

Respondents think there needs to be an understanding of what prevents occupancy in the town. Landlords without occupancy are preventing the town's success, and they believe the Council needs to look at penalties for landlords. If the strategy can get landlords to work collaboratively it would benefit the town as rates and rents are currently perceived as too high, deterring potential investors, and making current shop owners leave. They also feel that there is little to no advice on how to start a business.

It's believed that the opportunities for pop-up shops have been missed and should be investigated. However, other respondents feel that shopping habits have changed, and fewer shopping units are needed in the town.

Leisure

As times are changing, respondents feel there's a need for an attraction to bring people into the town now that retail isn't as effective. There are concerns over accommodation offerings in the town. Littlehampton needs more hotels, as giving tourists a place to stay would help make the town successful.

There were multiple comments on the following sites: Waitrose car park, old indoor market, and the Nelson Hotel questioning what plans there are for them. Some feel there's a missed opportunity with the Waitrose site, with suggestions including a bowling alley and ice rink.

Respondents want Littlehampton to have more evening and nightlife, with more incentives needed to encourage this. They want to see more outdoor eateries with free licenses for tables and chairs and no 9 pm cut-off for outdoor seating as this has a negative impact.

As retail habits change people want to see the town as a creative hub connecting people of all ages to complement local businesses and showcase talent, there is also a demand for more fitness facilities in the town centre.

Town Centre

Overall, many responses commented on the appearance of the town. Some feel it has lost its heritage and nautical theme and we should capture the history and seaside nature of the town, to make it unique and encourage tourists to visit. Suggestions included using Ronnie Barker and Ian Fleming connections and having information points installed in the High Street with old photos and descriptions of the town over the years, complementing the 'rebirth' of it.

The paving and street furniture haven't been well received, many believe it's a waste of money, and the funds could have been spent differently. Many respondents have concerns over the cleanliness of the paving and would like to know how often it will be cleaned and who by. It was suggested that the new bins have clearer signage to show they're for recycling and that the town has more do not litter signs. It was also suggested that the town needs more trees, flowers, shade, nature, seating, and some form of shelter if it rains.

In response to housing in the town, there are mixed views, some want more housing, and others don't. Respondents also feel there is a need to address the loss of employment in the town centre with shops closing. Families would like more family-friendly businesses, as this would also attract tourists with children.

Transport

The transport system into Littlehampton was reported as sparse, the 700-bus called unreliable, and number 9 only once an hour. Respondents feel that the Anchor Springs bus stop area needs improving, with toilets and a waiting area.

Those who travel on a bike, want more consideration for bike riders, and there is disappointment that the bike racks have been reduced. On the contrary, there needs to be more in place to make the precinct safe from bikes.

There are concerns over traffic management around Church Street/East Street and Surrey Street/Arundel Road and the flow through town along Beach Road.

Events and markets

Respondents had concerns over the Friday market, most don't want it to move to the car park as they feel the space is needed for parking. They'd like to see more markets in a regular programme of events, such as flea markets, French markets, more artisans, and Christmas cabin-style markets during Christmas. Respondents would like to bring back the indoor market so there is somewhere to shop when it is raining. In terms of events, there weren't many comments but there was a suggestion to bring back the Carnival.

Car parking

Respondents feel there should be a review of the parking disc, perhaps following Rustington's system with a number plate recognition instead. They believe that easy and inexpensive parking will be essential to the success of the strategy. Those that want to keep the disc don't want independent stores to contribute to the cost. Residents also suggested a residence parking scheme to allow free parking for those in winter to encourage locals to exercise outdoors.

In terms of car parks, some struggle to park in the town especially if they aren't mobile and wider spaces could help with that. There have also been problems parking in the Manor House car park as Arun District Council workers have permits to park.

Anti-social behaviour

The most raised issue from all respondents was anti-social behaviour and crime in town including graffiti, scooters, bikes, shoplifting, street drinking, noise, fights, and drug usage. It's felt that there's a problem with substance abuse and addiction. Many respondents believe there's an inadequate police presence and few patrols, they are concerned about the lack of funding for police in the town and how it is being dealt with. People often feel unsafe when they visit the town, both day and night and due to the behaviour, they've witnessed they choose to visit other towns. There needs to be better CCTV and visible deterrents to help stop crime. Respondents feel there needs to be a call on authorities such as the police and local councils to sign up for the strategy and commit to exercising their powers to address problems such as litter, crime, and anti-social behaviour.

Linking the Town Centre to the rest of Littlehampton

Respondents feel that Littlehampton is missing clear links in terms of how people can get from the river and beach to the town centre. Not everyone can walk far, and the seafront is what attracts people. There have been suggestions to expand the land train from the seafront to the town centre or organise a free shuttle bus service. There were also suggestions for a park-and-ride service to bring people into town. Many think the current signposting around the town is misleading. There needs to be better signposting to direct people from the beach to the town centre. There are concerns over the route to the Seafront via Bayford Road and what people see as it is very dirty.

Public conveniences:

It was raised by many that the public conveniences aren't adequate, and it's thought the toilets in St Martin's car park are being used for drug taking. There were suggestions for the toilets to be kept separate as male and female and for the town to get a 'Changing Places' toilet with full facilities for people who need hoisting and a changing table and space for going to the toilet.

Survey Questions

After reading The Ambition, do you feel that anything is missing, or any points are not relevant?

Those who feel that the strategy is achievable feel it only would be if met with the finance and political will, locally and nationally. There needs to be a focus on main and pressing priorities and then work down a list of smaller priorities.

Some respondents said that there needs to be support for residents with social issues, and the number living on benefits needs addressing. Others raised the issue with Houses of Multiple Occupation, noting that the strategy is missing plans to reduce them and low standard accommodation. Respondents feel that having a successful town providing both housing and retail offers cannot be achieved without addressing the low accommodation and the lack of treatment, support, and supervision of tenants with mental health needs. Town centre residents have concerns over the negative impact potential leisure activities may have, particularly businesses that promote the consumption of alcohol. It was stated that in the strategy beauty care is not an essential service. Medical Centres, Dentists and other health services are and should be included, if they aren't in town then accessibility is an issue for people.

Respondents also feel it is missing what will be done for youth opportunities such as business start-ups and enterprises.

After reading The Strategic Objectives, do you feel anything included isn't relevant and should be reconsidered?

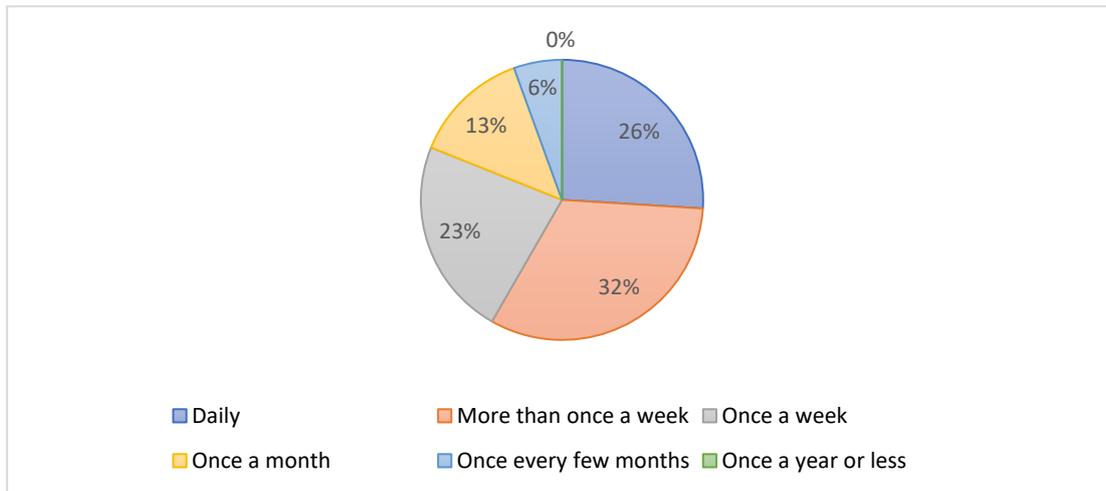
Some respondents feel all objectives are essential but missing a vision. On the other hand, some disagreed commenting that it's repetitive and should be more concise. It's suggested that objectives should be grouped with clear headings. They feel that there needs to be a statement about the need for agreement, cooperation and coordination between the Town Council, Arun District Council and West Sussex County Council. There were also questions over the Town Centre Action Plan Group, what are the governance arrangements?

Respondents are generally happy over transport links objectives but have concerns over 'direct traffic into the town centre'. One person felt that the town centre doesn't need all the commercial property with demand in Sussex for new property, town centre should build a mixture of housing. It is also missing how to make it attractive for families, nothing for children currently.

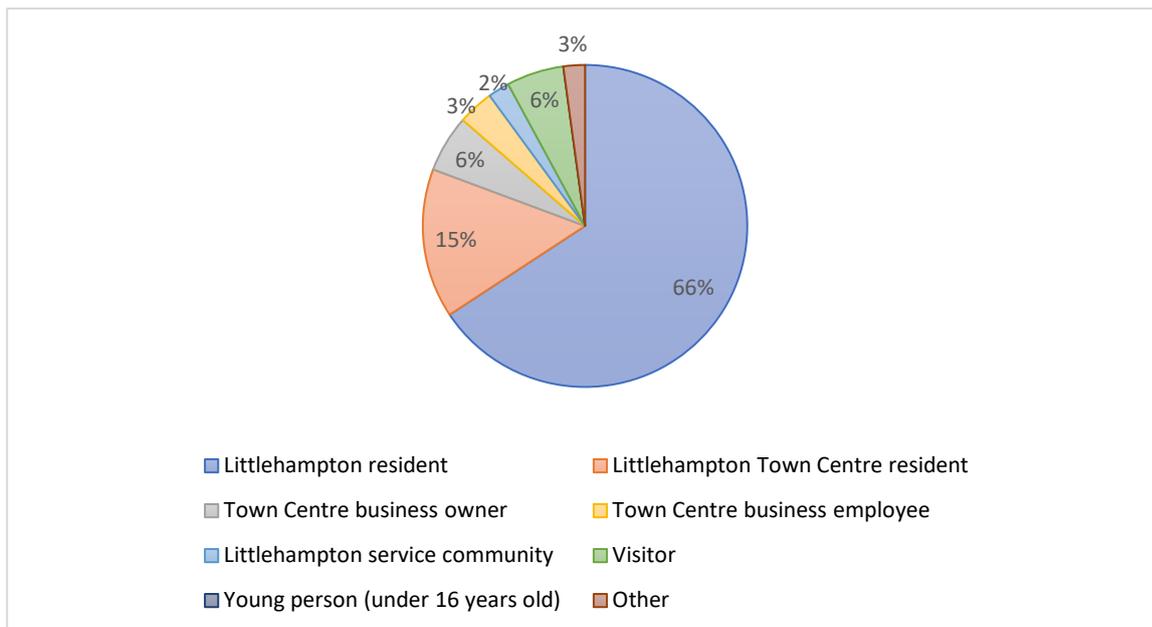
Littlehampton Town Centre Strategy Consultation Survey

About You

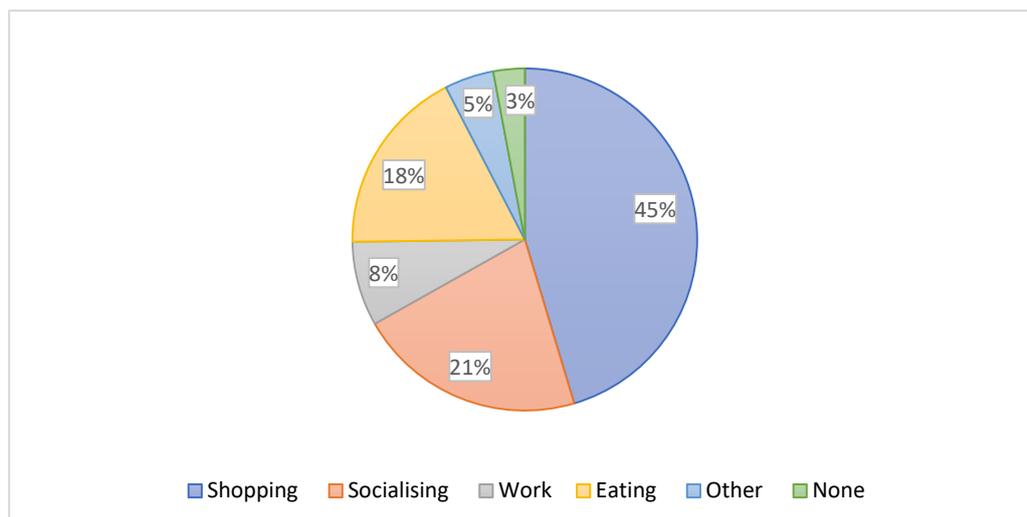
Do you currently use Littlehampton Town Centre? How often do you visit?



In what capacity are you answering this questionnaire? Please tick all that apply.

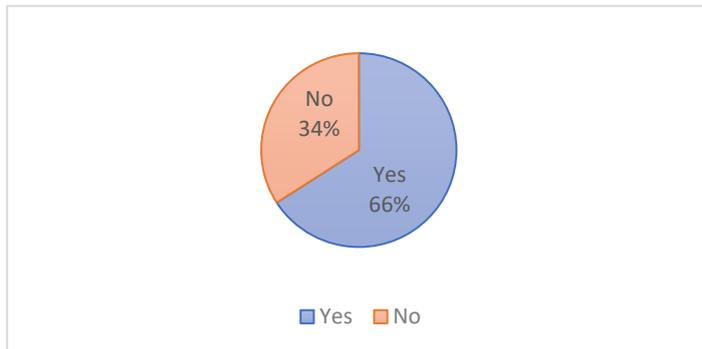


What do you normally use the Town Centre for?



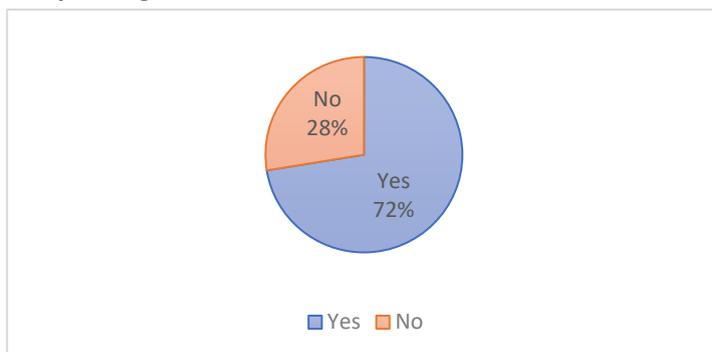
Town Centre Strategy

Do you agree that the Town Centre Strategy target is clear and concise?



66% of respondents agreed that the Town Centre Strategy target is clear and concise. Some respondents feel it is too vague with a lack of measurable targets. It was highlighted that although there is a date of 2030, there are no smaller time scales and no prioritisation or milestone targets, they feel it needs to be more focused on what can be done now.

Do you agree with the mission statement?



72% of respondents said that they agreed with the mission statement.

However, it is felt by some that the mission statement doesn't provide a realistic way to rejuvenate the town, it is over the top and unrealistic. It's felt it mostly addresses cosmetic issues without altering the cultural and social issues at the root of the current failure.

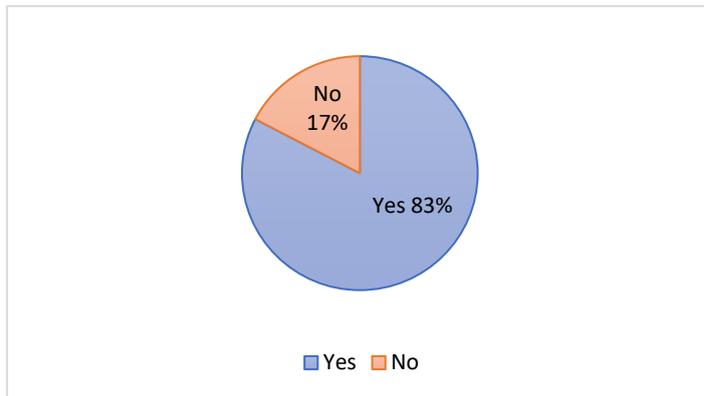
People have questioned what 'high-quality office space' and 'excellent leisure facilities' mean. It's a small High Street, not a large town centre with space for offices and leisure facilities. Focusing on making the High Street into a pleasant place with shops people want to visit is more realistic and achievable. Others felt there's a need for cheaper town-centre housing for people in the following demographics: Single or couples without children, Working locally, No car, or Younger

How well are specific subjects covered in the strategy?

The survey asked the public how well they thought subjects were covered in the strategy, starting with 1 – not covered at all, to 5 – well covered. The following subjects received a 3 from most respondents: Safety, Events, Public Services, Tourism, Parking Facilities, and Retail Units. This means they are included in the strategy, but most people feel they could be covered more. People felt that Transport and Attractiveness of the town were covered well in the strategy as they both received 4 the most.

Strategic Objectives

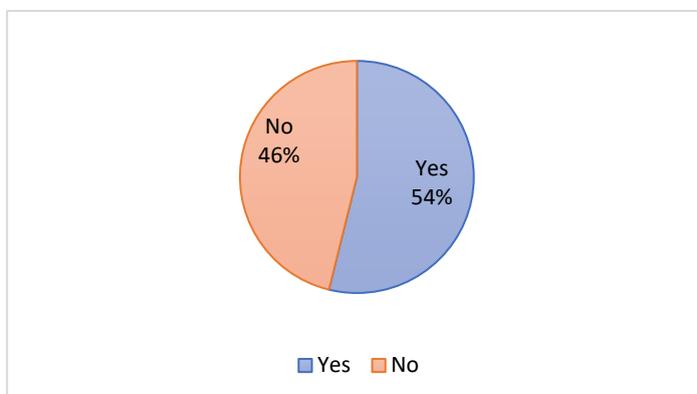
If the strategic objectives were met, do you think you would visit Littlehampton Town Centre more?



Key areas to improve to make people visit more:

- Variety and attractiveness of the shops and attractiveness of the high street in general.
- Showcase the history of Littlehampton throughout the town centre
- Less antisocial behaviour and street drinking, higher police presence
- More leisure facilities to visit.
- Better travel links and better accessibility for those disabled.
- Better parking schemes

As a Town Centre business owner, would you be happier having a business located in the Town Centre if these objectives were met?



Business owners' main concerns are antisocial behaviour. They said they would be happier having a business in the town if their customers felt safe and not threatened, one owner is looking to move away due to the policing and crime.

Some also feel that they wouldn't be happier as the rates and rents are too expensive. They feel the new pavements and benches aren't making Littlehampton a place to visit.

Littlehampton Town Centre Strategy Draft

1. Introduction

Littlehampton Town Centre is viewed as a vital area of the Town, providing residents and visitors with essential retail outlets, services – both public and private – and leisure space. Leadership from local authorities, other key stakeholder parties and the private sector is required to ensure the long-term viability of this asset.

Over many years, the District and Town Council have provided support to the Town Centre, originally through the Single Regeneration Budget funds, but also through attracting significant investment into such schemes as the current Public Realm Enhancements. A range of Strategies have been developed over that time, some overlapping, but a coherent strategy signed up to by all parties and focussed solely on the Town Centre has been lacking.

The Town Centre is largely perceived as retail focused. This is historically largely true, but given the trends facing the retail sector, this perception requires challenge. At a national level, at the end of 2020, just over 14% of High Street retail and leisure businesses were vacant in Great Britain (House of Commons, Briefing Paper no. 9218. May 2021). The recessions following the financial crises of the last 12 to 13 years and much more recently the pandemic have been damaging. However, one of the biggest negative factors quoted by traders, both nationally and locally, is the impact of business rates and rent.

The need for a strategy to lead all the parties through these difficult times has never been greater. Therefore, this Strategy, signed up to by all key parties sets out clear aspirations as to what can make a positive difference, whilst also retaining a sense of what is realistic and achievable. It sets out clear aspirations. These will need to be reviewed regularly, but also underpinned by an achievable Action Plan.

All the partners who signed up to the Strategy will need to look to work to deliver the aspirations and the actions within the Action Plan and focus their budget and priorities accordingly. Paramount to the delivery of their objectives will be the leadership provided by elected representatives. Without this, the Strategy is likely to wither on the vine.

On a more positive note, the effective implementation of the Strategy should enable Littlehampton Town Centre to remain a vital element of a successful, vibrant Town, providing key services and recreation for all people. It should be attractive, safe, fun, robust, flexible and vital. Littlehampton has adapted to change in the past, be it moving away from a harbour-based town to more recent threats such as out-of-town Shopping Centres. It is in the nature of the businesses and residents to overcome once again.

Littlehampton Town Mayor

2. Purpose of the Strategy

2.1. The Target

By 2030 the partners signed up to this strategy will have worked together to deliver positive change that places the Town Centre both at the heart of the Town and as a retail and leisure hub for the Eastern Arun area.

2.2. Why Is A Strategy Needed?

Since the early part of this Century, when the Town Centre was last the focus of cohesive partnership work, supported by Single Regeneration Funding, considerable change has impacted Town Centres across the nation, including Littlehampton. Many recognisable retail chains have disappeared; shopping trends have altered, particularly because of internet shopping; there has been more than a decade of national “austerity” and most recently the pandemic has impacted the nation, including retail.

Consequently, there is a need to develop a strategy that focusses on attracting investment into the Town Centre, as a revitalised community hub offering leisure, entertainment, arts, key services such as education and health, housing and office space, supplementing and in sympathy with the retail offer.

These should all be aligned with encouraging to people to visit and spend in the locality, whilst also enjoying their time there.

3. Informing the Strategy

The Strategy has been developed using extensive knowledge of the recent history of the Town Centre, together with the threats, opportunities, and challenges it faces. This has been assisted by A Town Centre Health Check delivered for Arun District Council earlier this year, which is summarised below. The full Health Check and background analysis are attached as appendices to the Strategy.

Before publication the Strategy will have been consulted upon with all key partners, traders, and residents.

3.1. Key Partners

Arun District Council
Littlehampton Town Council
Littlehampton Traders’ Partnership
West Sussex County Council
Sussex Police

The key partners will lead on this work but other key players such as Health bodies, the Harbour Board etc will be needed to assist when matters cross refer to their area of expertise.

4. Mission Statement

Littlehampton Town Centre will be a thriving centre offering a wide range of shops, excellent leisure facilities, high quality office premises, residential opportunities, and a full range of community services for the local and wider community.

In achieving this, there will be a high quality of design with an attractive street scene and easy access to the centre with good public transport and an emphasis on pedestrian priority.

5. The Ambition

Littlehampton Town Centre should be:

- Welcoming and safe
- An attractive place to visit, work and live
- A place that stands out from other destinations, offering something 'different'
- Accessible to everyone and well signposted in a way that connects the Town to the waterfronts, making pedestrian access to business areas much easier.
- A place with a good public transport system and public car parks
- Environmentally sustainable
- A bustling place that drives out localised anti-social behaviour
- A hub for connecting people of all ages through cultural activities that compliment local businesses and showcase local talent
- A place that provides essential services such as banks, Post Office, hair and beauty care and leisure facilities including eateries
- Supportive of schemes which benefit the whole town and its community
- Supportive of existing businesses looking to diversify
- A location supportive of alternative commercial opportunities, such as markets
- Supportive of commercial investors
- A place that benefits from good commuter links – railway station, bus services, taxis and car parking
- Where businesses and residents mutually benefit each other
- Able to provide housing without detracting from the retail offer

- Linked to the whole town
- A place that utilises virtual and online shopping methods to drive footfall into the physical offerings
- A place with strong supporting infrastructure including public conveniences, seating, and accessibility
- Home to a thriving evening economy attracting people of all generations

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6. Town Centre Health Check

Commissioned by Arun District Council, a health check was undertaken by Nexus Planners on the three Towns in Arun. Published in February 2022, this was particularly well-timed and has been included in its entirety as an Appendix to this Strategy. This provides good evidence to support the direction and Strategic Aims

The key messages and findings regarding Littlehampton are:

- a. The acknowledgement of the need for planning authorities to support the viability and vitality of Town Centres (paragraph.1.2).
- b. The breakdown of types of use of premises in the Town Centre and vacancy levels are set out in figures 10 and 11. These also show vacancy rates which are largely better than the national average, but with the floorspace figure significantly impacted by the empty former Waitrose building.
- c. Figure 12 sets out the key trends, showing a growth in convenience stores; lower floorspace for comparison retailers than nationally and a significant growth in services, which now equate to more than 50% of the units in the Town Centre.
- d. The vacancy rate has worsened but remains within healthy tolerances and below UK averages.
- e. There is a relative lack of national multiples, but a higher than usual level of independent retailers.
- f. Prime rents are below those of Bognor Regis.
- g. Both ends of the High Street have good pedestrian flows.
- h. The disc-parking scheme is noted.
- i. Despite negative perceptions, the Town Centre was observed to feel safe.
- j. There is a limited evening economy.
- k. The Town Centre was thought to be attractive, with tired street furniture and the upcoming public realm works noted.
- l. The competition with larger retail hubs was noted, together with the range of vacant units that could allow a wide variety of investors to locate to the Town.
- m. The conclusion was that:
 - The composition of uses is broadly in line with UK averages with a lower-than-average vacancy rate
 - The street furniture was tired
 - Car parking was an issue at the time of the health check, but this could be as a result of the use of St Martins Car Park for COVID tests and the Public Realm.
 - Long-term vacancies such as the former Waitrose site and the Indoor Market were detrimental to the Town.

These findings broadly align with the thinking that had gone in to preparing a first draft of this Strategy but emphasise the importance of actively progressing an Action Plan to address the Strategic Aims set out in the body of this paper.

7. Area of Coverage

For the purposes of this Strategy, the Town Centre is taken as being the area shown in the map below. Pier Road has also been addressed within this Strategy given that it is a key link between the main visitor offers of the beach and river and the Town Centre.



8. The Strategic Objectives

To achieve the Vision a range of Strategic Objectives will need to be achieved. It is envisaged that the lead on this will be a newly constituted Town Centre Action Group, details of which are covered under section 9.

The Strategic Objectives that have been identified for progression by the Town Centre Action Group are:

1. Draw up and progress a realistic and achievable Action Plan renewable by partners annually.
2. Participate in regular forums involving the Traders Partnership to develop and steer the Action Plan, potentially called the Town Centre Action Plan.
3. Recognise the importance of Community and Public Sector Services as key providers for the future Town Centre.
4. Encourage further investment to complete the public realm works.
5. Encourage a more diverse retail sector, robust enough to meet changing shopping trends.
6. Investigate opportunities to seek to attract online shoppers into the Town Centre, possibly through locating collection facilities in the locality.
7. Develop the Traders Partnership to be self-sufficient and to represent all sectors of Town Centre commerce.
8. Focus on addressing problems relating to crime, antisocial behaviour and street drinking.
9. Consider how best to encourage leisure and key services to emerge in the Town Centre.
10. Prepare a proposal to deliver sympathetic housing that will uplift the Town Centre, whilst reducing, or at a minimum keeping to existing levels hostel accommodation.
11. Undertake a transport plan for the Town Centre.
12. Prepare Marketing and Branding Plans.
13. Protect and market the heritage of the Town Centre.
14. Progress the promised Feasibility Study for the redevelopment of St Martins Car Park.
15. Look to work with those involved to assist in the taking forward of the proposals for the Hospital, Health Centre, Library and Fire Station sites.
16. Progress the introduction of Charge Points in Town Centre Car Parks to meet the advent of electric vehicles and to relieve the parking congestion on nearby roads in the evening.
17. Set up links with landlords to involve them in the Town Centre planning and to maintain high quality building maintenance.
18. Develop and promote an all-year-long Events programme for the Town Centre.

19. Investigate and where practicable work with landlords to deliver pop-up shops.
20. Look to deliver 21st century public conveniences, free from crime and antisocial behaviour.
21. Review the Car Parking Disc Scheme as the scenario cannot continue whereby small independent shops are subsidising nationals and determine whether this is the best way to use these funds in supporting the Town Centre.
22. Review the existing market arrangements, with other options to be considered, including creating a marketplace in St Martins Car park.
23. Addressing negative perceptions of the Town and Promotion.
24. Ensuring that the new roads to the North of the Town direct traffic to the Town Centre.
25. Similarly work to encourage mobility between the seafront, riverside and Town centre for pedestrians and to that end support the pedestrianisation of Pier Road, at least seasonally.
26. Ensure Town Centre Gateways – Railway Station and Anchor Springs – are inviting and attractive.
27. Focus on Culture and the Arts to uplift the image of the Town.
28. Encourage the service sector to work alongside the established retail core of the Town to reflect changes in consumer practice.
29. Look to improve the offer of information for visitors to the Town Centre and to attract those using other facilities in the area to visit.

9. The Action Plan and Town Centre Action Group – TCAG

The creation and delivery of an Action Plan is essential to the success for this Strategy. Chaired by the Mayor the action group should comprise of the following Members:

West Sussex County Council

- County Division Member and relevant Officers.

Arun District Council

- Relevant Committee Chair, Ward Member and relevant officers

Littlehampton Town Council

- Chair of Policy and Finance Committee; one other Member and relevant Officers.

Sussex Police

- Divisional Commander and Relevant Officers.

Traders Partnership

- Chair and Vice-Chair.

The Town Centre Action Group should meet 3 times a year and be underpinned by an Officer Task Group. The TCAG will be serviced by the Town Council, but the actions will need to be taken forward by partners. The minutes of meetings of the TCAG will be made publicly available, except where there is "Exempt" information. Partners would be expected to feedback on meetings to assist priorities and resourcing discussions within each organisation.

DRAFT

Littlehampton Town Council

Non-Confidential

Committee: Policy and Finance

Date: 24 October 2022

Report by: Town Clerk

Subject: Town Centre Events

1. Summary

This report updates the Committee on the outcome of the summer programme of town centre events and the progress of the winter programme.

2. Recommendations

2.1. The Committee is Recommended to:

Note the report.

3. Background

3.1. Littlehampton Town and Arun District Councils have each committed £25,000 per year, over at least a 2-year period to deliver activities that uplift the Town Centre and increase the footfall in the High Street. The aim is to deliver a series of events and marketing opportunities to be launched in Littlehampton that will encourage residents to spend more in the High Street and create a positive experience for neighbouring town residents, visitors from further afield and potential investors.

3.2. Love Local Arts Summer 2022 Programme

3.2.1. A series of high-quality events were held in the High Street over the course of the summer holidays. The programme built on the success of the inaugural Love Local Arts programme of summer 2021. The events focused on a different theme each week and all the activities were suitable for all the family.

3.2.2. The programme ran from 27 July for five consecutive weeks and covered different topics including Local Arts, Health and Wellbeing, Local Music, and Sustainable Living and culminated with a children's fun day on the final week. Only one event had to be called off – due to torrential rain and strong winds.

3.2.3. Local musicians, artists and groups were invited to get involved with the events whilst outdoor theatre shows were sourced from Applause – a cultural organisation, funded by Arts Council England aimed at providing engaging cultural experiences for all.

3.2.4. The events attracted good crowds each week with more people attending as the weeks went on. The final event, the fun day, attracted over 300 people.

3.2.5. Marketing included social media promotion including paid ads, roadside banners, flyers and posters and exposure on a dedicated page on the Visit Littlehampton website.

3.3. Love Local – 12 Days of Christmas Trail

3.3.1. The Council is working with Artsworld to design a festive trail replicating the format of the successful egg trail. Artsworld are working with local schools and artists to design a collection of art inspired by the Christmas carol “12 Days of Christmas” using upcycled materials as an antidote to Christmas consumerism. The art pieces will be on display in local businesses throughout the town from Saturday 19 November – when the Christmas Lights are switched on – and until the New Year.

3.3.2. Community involvement is taking place in the form of two free sessions being hosted at the Manor House where children can join artists in creating decorations. The first session is being hosted by local Artist Staci during the October half-term and it will see children aged five and over and their families create a piece to represent “3 French Hens”. In addition, smaller decorations will be created to adorn the town’s Christmas Tree. The second session is being hosted by local Artist Lucy and will take on the theme of “A Partridge in a Pear Tree” – this piece will be on display in a shop window.

3.3.3. Similar to the Easter Trail and previous reindeer trails, there will be a prize draw to encourage visitors to the town centre and children to follow the trail. An entry form is being included in the Christmas What’s on guide inviting children to write down the name of the shop they have spotted the decoration in. Completed entry forms will be entered into a prize draw to enter one of the 12 prizes. The first prize is a Nintendo Switch with the runner-up prizes being donated by local businesses.

3.3.4. The art trail is being promoted on social media and via the Christmas What’s on Guide.

3.4. Love Local Christmas Fun Days

3.4.1. Two Christmas events are being held in the High Street on Saturday 26 November and Saturday 10 December. The dates were chosen to avoid clashing with other community events including two artisan markets and the Christmas Lights Switch on in Wick.

3.4.2. The first event will include live performances from Nolan the Magician and singer Emma Cranham, children’s rides courtesy of Coles, Daina’s Art Studio workshop, free face painting, festive stalls, Littlehampton Museum stall and meet and greets with Disney princesses, Spiderman and Paw Patrol characters.

3.4.3. The second event will include live performances from August Radio Project, children’s rides, and festive inflatables courtesy of Nic and Ben’s Entertainment, and Tricia’s art workshop, Christmas Jumper competition, festive stalls and Littlehampton Museum stall.

3.4.4. The events are being promoted through a shared Christmas Switch on roadside banner, social media posts and paid campaign, posters and via a radio campaign shared with the Christmas Switch on.

3.5. Future Projects

3.5.1. Officers will put together proposals to celebrate the completion of the new Public Realm works in April 2023 in consultation with the Town Centre Action Group. A proposal will be presented to Members at the next meeting of this Committee in December.

4. Financial Implications

4.1. A total of £100,000 – over a 2-year period – has been allocated from the Town Centre Events Match Funding budget made up of £50,000 from the Town Council and another £50,000 from Arun District Council.

4.2. The total expenditure for the Summer 2022 programme was £10,322.49.

4.3. The total budget allocated to the 12 Days of Christmas is £10,100. It is expected the expenditure will be within budget.

4.4. The estimated expenditure for the Fun Days is £5,500.

4.5. Expenditure for the 2023 event will be met from the Town Centre Events Match Funding budget jointly funded by the Town Council and Arun District Council.

Peter Herbert
Town Clerk

Subject: UK Shared Prosperity Fund – Arun District Council Update

Dear Applicant,

Karl Roberts, Director of Growth, wrote to you in May to consult with you about the UK Share Prosperity Fund (UKSPF). This fund is the government's domestic replacement for the European Structural and Investment Programme (ESIF) which the UK continues to participate in until 2023. The ESIF programme was essential for local regeneration, employment and skills.

Arun District Council has been allocated £1,083,399 to be spent over three years from April 2022 to March 2025 and the council, as a lead authority, has been given the responsibility of developing a local investment plan setting out how the fund will be spent.

The first phase of consultation resulted in over 60 suggestions and ideas for projects which we have assessed in relation to our vision, economic development strategy and other key documents. We have also updated our evidence base on the challenges facing Arun's economy and labour market. This has resulted in a number of themes which we believe will deliver the best results for the UKSPF and are as follows:

Communities and Place

- Improvements to support the ongoing regeneration in Bognor Regis and Littlehampton, e.g. public realm, green spaces, signage, street art, street furniture, accessibility
- Taking forward the green infrastructure master plan including walking and cycling
- Campaigns to encourage visits and exploring of the local area

Supporting Business

- Support for the visitor economy through developing the brand and offer
- Tailored business support for start-ups and growth companies and key sectors such as creative and digital businesses, manufacturing businesses and support for innovation

People and Skills

- Employment support for economically inactive people
- Provision to meet employer's' skills needs
- Green skills courses

Our Investment Plan, reflecting these interventions, was submitted to government on 29th July and we expect to know if it is accepted by October.

As the fund was significantly over subscribed the council will be inviting partners to submit their more detailed proposals in the early autumn. These will assist us to assess the projects for feasibility, deliverability, output & outcomes and monitoring mechanism. A proforma will be provided to help partners understand the criteria that must be met to be allocated any funding and the most appropriate scale of intervention.

I appreciate some partners have already provided quite detailed project proposals at the stage one consultation phase and I hope the new proformas will be easy to transfer the information onto and to complete any gaps.

A number of projects that came forward in the consultation were very local community and place specific and consequently did not provide any outcomes that would satisfy the UKSPF funding requirements. The council is considering how such projects could be funded via a different more local approach. Consideration is being given to this and partners will be advised if such a fund can be provided.

I will contact you again as soon as we hear any news regarding our UKSPF Investment Plan.

Matt Gover
Economic Regeneration Projects Officer
Directorate of Place



Mr K Roberts – Director of Place
Arun District Council
Arun Civic Centre
1 Maltravers Road
Littlehampton
West Sussex BN17 5LF

BY EMAIL & HAND

14th June 2022

PH/zg/IPUKSPF

Dear Karl

Investment Plan for UK Shared Prosperity Fund

Thank you for the opportunity to submit proposals for the above and the extension of the deadline to make our submission. These proposals have been considered by the Town Council's Policy and Finance Committee and are the preferred options form a wider range of ideas.

Should these proposals duplicate any other that you have received, we would be very happy to consider working with others to progress what could be extremely valuable projects. It has not been possible to create detailed delivery mechanisms and exit strategies but should Arun District Council support any of these projects we can develop these swiftly.

The proposals are set out below:

1. The Town Centre

1(a) Enhancing the Littlehampton Public Realm

Given how far along the financial year we already are, using these funds would most effectively be addressed by supplementing an existing scheme. Arun District Council currently are delivering the Public Realm works in the Town Centre. To meet budget constraints at the time, some highly desirable elements were omitted from the scheme. Should Arun seek to use these funds to re-instate these, this would be strongly supported by the Town Council.

This could include:

- Ghost signwriting on the walls of buildings.
- Feature lighting, including clock tower.
- Upgraded CCTV.
- Upgrading Public Conveniences.

(Communities and Place E14, E16, E17, E5)

1.2. Other Town Centre

There are other issues not directly linked to the Public Realm works, which would enhance the impact and benefit of those works. These include:

- Support for a Pop-up Shop to supplement the budget provided by Arun District Council.
- Improvements to the public conveniences, the standard of which falls far below that of the other infrastructure in the town.
- The provision of a “marketplace” in St Martins car park, with properly laid out stalls and awnings.
- The development of improved Town-River-Beach connectivity e.g. signage, footsteps, coloured lines.
- Support for a comprehensive branding strategy for Littlehampton and Wick.

(Communities and Place E8, E16, E17)

These projects are initially targeted at the 2022 to 2023 funding, but the latter group could roll-over into the subsequent years. These projects would largely be Arun District Council led, but the Town Council would be prepared to assist with this work.

The remaining proposals relate to 2023 to 2025 and would be Town Council led. The details are set out in the attachments to this letter.

2. Town Council Projects

2.1. First Class Youth Services and Adult Education in Littlehampton (Appendix A)

This proposal, which is the centrepiece of the Town Councils ideas focuses on the significant deficit in skills and lack of provision to address these. This work will need to involve many partners and might benefit from also being formally delivered in other areas of the District. The lack of provision in the most deprived areas of Arun is disturbing and focussed work is required.

The proposals look at lifting the skills of groups of young people, thereby addressing some of the hidden gaps in employability and staff shortages for local businesses.

Having identified this gap for young people, the Town Council believes that there is a similar deficiency in provision for adult education, particularly where key skills such as Maths and English are lacking.

More detail is set out in Appendix A.

2.2 Allotments: Ground to Plate (Appendix A)

A simple scheme aimed at getting young people to learn to grow crops. The traditional difficulty is that young people move on, and impetus is lost. By using established youth groups to take on plots in a specific area of an allotment site, improved continuity is envisaged, together with better intergenerational understanding.

More details are incorporated in Appendix A.

I would be very happy to expand on any of these proposals and very much hope that Arun District Council will wish to support some of these.

Yours sincerely

Peter Herbert
Town Clerk

Encs.

Appendix A

Project Title	A brief description of the project you are proposing	Identification of the Intervention from the list that most aligns with your proposal, if any	The estimated value of the project over each year	If it is a capital or revenue project	The financial years the project would be delivered either 2023 to 24 or 2024 to 25	Urgent for 2022 to 23
<p>1 Town Centre, Public Realm</p>	<p>To deliver further enhancements, mainly by picking up some of the elements that were not able to be progressed through lack of funds. This should focus on signwriting on the walls of buildings and lighting enhancements to highlight prominent buildings / features. Improvements to the public conveniences in the Town Centre should also be considered. This would be for Arun District Council to progress but should be supported.</p>	<p>Communities & Place E14 E16 E17</p>		<p>Capital and should include a 10% allowance for inflation</p>		<p>Urgent for 2022 to 2023</p>

Appendix A

Project Title	A brief description of the project you are proposing	Identification of the Intervention from the list that most aligns with your proposal, if any	The estimated value of the project over each year	If it is a capital or revenue project	The financial years the project would be delivered either 2023 to 24 or 2024 to 25	Urgent for 2022 to 23
<p>2</p> <p>Investing in Littlehampton's Young People First Class Youth Services</p>	<p>To continue to develop existing work aimed at delivering a first class youth service. Littlehampton Town Council supports a developing a programme which envisages</p>	<p>Communities & Place E1 E2 E3 on cohesive approach to tackling mental health issues, anti-social behaviour, addiction, abuse. Expanding work in the following areas outreach, crime prevention, consultancy & engagement. Building links with between all stakeholders tasked with delivering support for children and young people with the aim of improving life chances, training and developing social and entrepreneurial skills</p>		<p>Revenue expenditure to increase resources and capital Expenditure to improve infrastructure such a youth or community centre improvements, adaptations</p>	<p>2023 to 2024 and 2024 to 2025</p>	

Appendix A

Project Title	A brief description of the project you are proposing	Identification of the Intervention from the list that most aligns with your proposal, if any	The estimated value of the project over each year	If it is a capital or revenue project	The financial years the project would be delivered either 2023 to 24 or 2024 to 25	Urgent for 2022 to 23
<p>3 Allotments</p>	<p>Upgrade infrastructure-rehabilitate abandoned areas Improve accessibility. Widen availability to defined groups such as schools, colleges and uniformed groups and possibly rehabilitation projects</p>	<p>Communities & Place E3</p>		<p>Revenue to expand resources available – Amenity Team – and provide support specific groups</p>	<p>2023 to 2024 and 2024 to 2025</p>	

Littlehampton Town Council

Non-Confidential

Committee: Policy and Finance

Date: 24 October 2022

Report by: Town Clerk

Subject: Finance Report

1. Summary

- 1.1. The report highlights significant variances from budget in Income and Expenditure relating to the Policy and Finance Committee's budget for 2022 to 2023. Actual figures are shown in Appendix 1.
- 1.2. Variances that have been the subject of individual periodic reports are not reported on.

2. Recommendations

2.1. The Committee is Recommended to:

1. Endorse the advice of the Town Clerk as set out on Paragraph 4 of the report; and
2. Otherwise note the report.

3. Budget Monitor 2022 to 2023

- 3.1. Members are reminded that Income and Expenditure is not always received, or paid out, evenly throughout the year. Therefore, fluctuations will occur as to the percentage of the budget used even when the Income or Expenditure is expected to be in line with the budget by the end of the financial year.

3.2. Central Admin and Support Services

- 3.2.1. All expenditure is in line with expectations
- 3.2.2. £7,533 annual insurance premium has been paid in October 2022. This is the third year of a three-year agreement with the Town Council's insurance provider.

3.3. Democratic Representation and Management

- 3.3.1. All expenditure is in line with expectations.

3.4. Town Management

- 3.4.1. £28,250 has been paid as part of the Town Centre Partnership Initiatives towards the parking scheme.

3.4.2. £2,072 has been paid for the mooring at the Pier Road berthing. A total of £5,500 for the Ferry Service Level Agreement has been paid.

3.4.3. £1,090 has been spent on Town Centre Initiatives.

3.5. Corporate Management

3.5.1. All expenditure is in line with expectations.

3.5.2. As at 17 October 2022 the Council had £1,582,270 in medium term investments and £500,000 in long term investments. See table below for the breakdown of current deposits.

Medium Term Investments as at 01/09/2022						
Bank	Date placed	Period of Investment	Amount Invested £	Interest rate %	Maturity Date	Total Investment £
Lloyds Fixed Interest	28/05/2021	95 day notice	£1,000,000	0.25%		
	12/09/2022	12 months	£125,000	2.10%	12/09/2023	
	04/06/2021	95 day notice	£250,000	0.25%		£1,375,000
CCLA Public Sector Deposit Fund	11/07/2013	N/A	£100,000	variable	instant access	
	19/08/2013	N/A	£100,000	variable		
		total interest rec'd	£7,270			£207,270
CCLA Local Authority Property fund	30/04/2015	N/A	£500,000	Variable	instant access	£500,000
TOTAL INVESTMENTS						£2,082,270

3.5.3. A dividend of £4,832.11 for the 3-month period April to June has been received from the Local Authority Property Fund from a £500,000 investment.

3.5.4. The total balance of both bank accounts on 17 October 2022 was £2,043,318. The balance of investments was £2,082,270.

4. Town Council Budget 2023 to 2024

4.1. There are significant increased costs for utilities services and a potentially higher pay award than budgeted for this year. In addition, the North Littlehampton Community Centre will have potential revenue cost implications should borrowing be required.

It is worth noting that if a bye-election were to happen, although ward size will impact costs to the Council, a sum of circa £10K should be expected this financial year.

- 4.2. Pending this report, the Town Clerk and Responsible Financial Officer will not be recommending any new items of significant expenditure to Committees where they impact next year's or future year's budgets. Furthermore, they will be exploring all areas where potential savings or efficiencies can be made for consideration as part of the budget round at the end of the year. Income streams will be considered similarly.

Peter Herbert
Town Clerk

LITTLEHAMPTON TOWN COUNCIL

BUDGET REPORT 2022/23

POLICY & FINANCE COMMITTEE MEETING 24th October 2022

SERVICE		Actual I & E as at 17/10/22	Budget 2022/23
		£	£
CENTRAL ADMINISTRATION & SUPPORT SERVICES*	Expenditure	12,259	21,318
	Income	-	25
DEMOCRATIC REPRESENTATION & MANAGEMENT	Expenditure	33,089	61,689
	Income		
TOWN CENTRE MANAGEMENT*	Expenditure	29,382	34,545
	Income	25,175	-
CORPORATE MANAGEMENT	Expenditure	11,037	23,832
	Income	10,466	20,000
Total Expenditure		85,767	141,384
Total Income		35,641	20,025
Net Expenditure		50,126	121,359

*Only the part of the budget that P&F is responsible for is shown

Figures do not include salaries or overhead recharges from Central Admin, A Team or Manor House.

Littlehampton Town Council

Non-Confidential

Policy and Finance Committee Meeting

Date: 24 October 2022

Report by: Town Clerk

Subject: Finance Report – Bad Debt Review

1. Summary

- 1.1. The report highlights bad debt figures as of October 2022 and gives an overview of work completed since reporting to Policy and Finance Committee in June 2022.
- 1.2. A bad debt policy has been produced to show the process that could be adopted to ensure Council receives monies owed. A proposed policy is attached as Appendix 1.

2. Recommendations

2.1. The Committee is Recommended to:

1. Note the report and agree the process for any long-standing debts.
2. Review the bad debt policy and Recommend it to Council for approval.
3. Support the principal of adding a further five hours to the Finance Team as part of the budget deliberations later in the year.

3. Bad Debt Review Update

- 3.1. The finance team have reviewed the bad debt over the past three months and targeted certain debts owed to try and reduce the outstanding balance. Efforts have been directed to long standing debts over 60 days old and a morning each week dedicated to recovering said debts.
- 3.2. The running total recovered to date is circa £10,000 with other amounts near to completion. It is worth noting that the remaining £25,000 outstanding has one large payment for £8,000 within the figure which we are expecting to receive.
- 3.3. The finance team will continue to methodically work through each section of bad debt. When all attempts to recover debt from that section have been exhausted, the finance team will then move to the next section. When all

attempts have been exhausted in each section, a report will be presented to this Committee to decide the next course of action as per the proposed policy document in Appendix 1.

- 3.4. To further continue and improve on the work already completed it would be beneficial to review additional hours within the finance team. The task of debt recovery is laborious but self-funding as the Council sees monies owed being returned. A proposal of an additional five hours each week will need to be considered as part of the Budget process for 2023 to 2024, considering the earlier comment regarding the introduction of new initiatives and if funds are available. The Committee is asked to support this in principal before it is considered by the Property and Personnel Committee in December.

Peter Herbert
Town Clerk



Debt Recovery Policy and Procedure

1. Aims

The aims of this policy are to:

- Ensure all reasonable measures are taken by the Town Council to collect debts as part of its management of public funds.
- Ensure that a debt will only be written off after all reasonable measures – dependent on the size and nature of the debt – have been taken to recover it.
- Ensure that the Town Council has due regard to propriety and regularity, and ensures value for money, in the use of public funds.

2. Guidance

This policy should be read in conjunction with the Town Council's Standing Orders and Financial Regulations and the Scheme of Delegation to Officers.

3. Definitions

Debtors: any person, entity or body owing money to the Town Council.

4. Roles and Responsibilities

- 4.1. The Town Council has delegated authority to the Policy and Finance Committee to:
 - Conduct the annual review of the Council's expenditure and income.
 - All matters relating to the day-to-day administration of the Council.
 - The development of policy for recommendation to Council.
- 4.2. The Scheme of Delegation to Officers is part of the Town Council's Standing Orders and gives authority to the Town Clerk to take all necessary steps to complete tasks as directed by the Council.
- 4.3. The Town Clerk or in their absence the Deputy Town Clerk and Responsible Financial Officer, in consultation with the Chair of the Policy and Finance Committee, has delegated authority to write off debts not exceeding £500.
- 4.4. Any sums found to be irrecoverable, and any bad debts shall be reported to the Policy and Finance Committee and shall be written off in the year.
- 4.5. A formal record of debts written off will be maintained by the Deputy Town Clerk and Responsible Financial Officer and retained for 6 years.
 - The Town Council will not initiate any legal action to recover debts until the procedure for the collection of debts has been exhausted.

- The procedures to secure the collection of all debts are outlined in section 7 and should be followed by all staff.

5. Acceptable 'Credit Period'

- 5.1. The Town Council understands that the acceptable credit period may vary between different income generating activities.
- 5.2. Payment for all goods and services supplied by the Town Council should be collected in advance or at least within 30 days upon receipt of the invoice.
- 5.3. Lettings invoices should be paid in advance of the agreed let where possible or at least within 30 days upon receipt of the invoice.

6. Reporting of Outstanding Debt Levels

- 6.1. The Deputy Town Clerk and Responsible Financial Officer will ensure that the level of outstanding debt is regularly monitored. Suitable records will be maintained to detail individual debts and the total value of debt to the Town Council in order for it to be reported to the Policy and Finance Committee as required.
- 6.2. If the Deputy Town Clerk and Responsible Financial Officer feels a debt is at risk of recovery a provision will be made in the statutory accounts for the full value until it can be ascertained that the debt is no longer at risk. Any debts owed to the Town Council longer than 90 days will automatically be provided against.

7. Debt Recovery Procedures

7.1. Overdue Invoices

Where payment is not received within the acceptable credit period, as stated in section 5, the following process should be applied.

- 7.1.1. **First 'overdue payment' reminder** – An initial reminder letter or email will be sent by the Finance or Administration assistant requesting that the overdue balance is settled within 14 days. See template in Appendix 1.
- 7.1.2. **Second 'overdue payment' reminder** – Where no payment has been received within 14 days of sending the first letter or email another reminder letter or email will be sent by the Finance or Administration assistant requesting that the overdue balance is settled within 14 days. See template in Appendix 2.
- 7.1.3. **Third and final 'overdue payment' reminder** – Where no payment has been received within 14 days of sending the second letter a third and final letter prior to legal action will be sent by the Deputy Town Clerk and Responsible Financial Officer requesting that the overdue balance is settled within 7 days. See template in Appendix 3.
- 7.1.4. **Referral to solicitor** – Where no payment is received within 7 days of the third and final letter the Deputy Town Clerk and Responsible Financial Officer will subsequently review the matter and refer to solicitors where appropriate or consider using the Small Claims Process.

7.1.5. Where a reminder letter is sent a copy should be retained on file.

8. Negotiation of Repayment Terms

- 8.1. Debtors are expected to settle the amount owed by a single payment as soon as possible after receiving the first 'overdue payment' reminder.
- 8.2. Recovering debt in certain difficult circumstances. A sensitive approach to debt recovery will be carried out, taking the following factors into account:
 - **Hardship** – where paying the debt would cause financial hardship.
 - **Ill health** – where our recovery action might cause or exacerbate ill health.
 - **Time** – where the debt is so large compared to the person's income that it would take an unreasonable length of time to pay it all off.
 - **Cost** – where the value of the debt is less than the cost of recovering it.
 - **Multiple debts** – where someone owes more than one debt to the Town Council. In this situation an attempt to agree one repayment plan to include all debts will be established.
- 8.3. If a debtor requests for 'repayment terms' these may be negotiated at the discretion of the Deputy Town Clerk and Responsible Financial Officer, who will consult with staff who have knowledge of a particular situation, in order to achieve an optimum and equitable resolution. A record of all such agreements entered into will be retained.
- 8.4. In all cases, a letter will be issued to the debtor confirming the agreed terms for repayment, using the sample letter in Appendix 4. The settlement period should be the shortest that is judged reasonable.
- 8.5. The Deputy Town Clerk and Responsible Financial Officer will decide whether any debtor who has been granted extended settlement terms will not be offered any further 'credit' and will, in future, be required to pay in advance.
- 8.6. This decision and its basis will be recorded and reported to the Policy and Finance Committee as required.

9. Record Keeping

- 9.1. The Deputy Town Clerk and Responsible Financial Officer is responsible for timely reporting of outstanding debtors and ensuring that the Finance team are aware of the potential for 'overdue' debtors.

10. Bad Debts

- 10.1. Where all reasonable debt recovery procedures have been followed the Town Council may decide to formally write-off the debt in accordance with the delegated authorities noted in section 4.
- 10.2. For any balance to be written-off the detail must be recorded on the 'Record of Debt Written off Register'. The Deputy Town Clerk and Responsible Financial Officer is responsible for ensuring the register is maintained.

Appendix 1 – First 'Overdue Payment' Letter Template

[Debtor Name]
[Debtor Address]

[Date]

Dear [Name]

Re:

This is a reminder that there is an overdue balance of £[insert balance] on your account. This comprises:

[Insert invoice numbers and amounts]

You have exceeded our normal credit terms of 30 days and payment within the next 14 days is requested. If you wish to speak to somebody about the overdue balance, please contact the Finance Assistant on 01903 732063 or email Accounting@littlehampton-tc.gov.uk

Yours sincerely

[Name]
Finance Officer

Appendix 2 – Second ‘Overdue Payment’ Letter Template

[Debtor Name]
[Debtor Address]

[Date]

Dear [Name]

Despite previous correspondence there remains an overdue balance on your account of £[insert balance] on your account. This comprises:

[Insert invoice numbers and amounts]

If we do not receive payment within the next 14 days, we shall have no alternative but to take further steps to recover the amount owing to us. If you wish to speak to somebody about the overdue balance, please contact the Finance Assistant on 01903 732063 or email Accounting@littlehampton-tc.gov.uk

Yours sincerely

[Name]
Finance Officer

Appendix 3 – Third and Final ‘Overdue Payment’ Letter Template

[Debtor Name]
[Debtor Address]

[Date]

Dear [Name]

We have contacted you on a number of occasions regarding the following outstanding invoices:

[Insert invoice numbers and amounts]

Littlehampton Town Council will take all steps necessary to recover amounts owing to the organization. Unless we receive payment within 7 days, we shall instruct solicitors to recover the debt.

If you wish to speak to somebody about the overdue balance, please contact the Finance Assistant on 01903 732063 or email Accounting@littlehampton-tc.gov.uk

Yours sincerely

[Name]
Deputy Town Clerk and Responsible Financial Officer

Appendix 4 – Agreed payment plan letter template

[Address]

[Date]

Dear xxx

Re: xxx

Following our conversation regarding the outstanding debt for [insert service] payments, please find below repayment schedule in order to clear your account.

Balance outstanding £xxx

Repayment week or month commencing XXXXXXXXX
Repayment week or month commencing XXXXXXXXX

Can you please sign and return one copy of this letter showing agreement to the proposed repayment schedule.

As agreed, until the outstanding debt is cleared, your organization will not be able to make additional bookings or use our services. If this causes a problem for you, please contact me at [Deputy Town Clerk's email address]

If you need to discuss this matter further, please do not hesitate to contact the Council. Thank you for your co-operation.

Yours sincerely

[Name]

Deputy Town Clerk and Responsible Financial Officer