



Arun District Council
Civic Centre
Maltravers Road
Littlehampton
West Sussex
BN17 5LF

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Watch: Arun District Council Corporate Support Committee 001

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Committee Manager - Jane Fulton (Ext 37611)

17 September 2021

CORPORATE SUPPORT COMMITTEE

A meeting of the Corporate Support Committee will be held in **The Council Chamber at the Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Tuesday 28 September 2021 at 6.00 pm** and you are requested to attend.

Members: Councillors Dendle (Chair), Roberts (Vice-Chair), Bennett, Buckland, Clayden, Mrs Cooper, Huntley, Madeley, Oppler, Seex and Warr.

PLEASE NOTE: Subject to Covid-19 Risk Assessments members of the public are advised of the following:

Where public meetings are being held at the Arun Civic Centre, in order to best manage safe space available, members of the public are in the first instance asked to watch the meeting online via the Council's Committee pages – the meeting will be available to watch live via the internet **Watch: Arun District Council Corporate Support Committee 001**

- a) Where a member of the public has registered a request to take part in Public Question Time, they will be invited to submit the question in advance of the meeting to be read out by an Officer. There will be limited public access to this meeting and admission for public speakers will be by ticket only, bookable when submitting questions. Attendees will be asked to sit in an allocated seat in the public gallery on a first come first served basis. Only one ticket will be available for per person.
- b) It is recommended that all those attending take a lateral flow test prior to the meeting.
- c) All those attending the meeting will be required to wear face coverings and maintain safe distancing when in the building/meeting room.
- d) Members of the public must not attend any face to face meeting if they or a member of their household have Covid-19 symptoms.

Any members of the public wishing to address the Committee meeting during Public Question Time, will need to email Committees@arun.gov.uk by 5.15 pm on **Monday, 20 September 2021** in line with current Committee Meeting Procedure Rules. It will be at the Chief Executive's/Chair's discretion if any questions received after this deadline are considered.

For further information on the items to be discussed, please contact Committees@arun.gov.uk.

AGENDA

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

Members and Officers are invited to make any declaration of pecuniary, personal and/or prejudicial interests that they may have in relation to items on this agenda, and are reminded that they should re-declare their interest before consideration of the items or as soon as the interest becomes apparent.

Members and Officers should make their declaration by stating:

- a) the item they have the interest in
- b) whether it is a pecuniary/personal interest and/or prejudicial interest
- c) the nature of the interest

3. **MINUTES**

(Pages 1 - 8)

The Committee will be asked to approve as a correct record the minutes of the corporate Support Committee held on 10 June 2021, as attached.

4. **ITEMS NOT ON THE AGENDA THAT THE CHAIR OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASONS OF SPECIAL CIRCUMSTANCES**

5. **PUBLIC QUESTION TIME**

To receive questions from the public (for a period of up to 15 minutes)

6. **UPDATE ON PROGRESS WITH THE COUNCIL'S DIGITAL STRATEGY [30 MINUTES]**

(Pages 9 - 16)

The Council's Five Year Digital Strategy was adopted by Full Council approximately 18 months ago and this report is an update on progress so far and provides insight into the next phase of the programme.

Since starting delivery of the programme, we have been faced by a worldwide pandemic and in response to the changing landscape have re-focused some areas of the programme.

This report is an information update and the Committee is being asked to note the progress of the programme and its future direction.

7. UPDATE ON PROGRESS WITH THE COUNCIL'S CLOUD FIRST POLICY [20 MINUTES] (Pages 17 - 22)

The Council's Five-Year Information & Communications Technology (ICT) Services Strategy was adopted by Full Council approximately 2½ years ago and confirmed the adoption of a Cloud First Policy. This report is an update on progress so far and provides insight into the next phase of the programme.

This report is an information update, and the Committee are being asked to note the progress of the programme and its future direction.

8. CUSTOMER SERVICES ANNUAL UPDATE - 2020/2021 [30 MINUTES] (Pages 23 - 46)

This report provides Members with a brief overview of Customer Services. It specifically considers the operation of the services over the last financial year ending March 2021 and identifies emerging trends of operation comparing this with the operation over the previous 3-5 years.

The report looks in some detail at the numbers of customers contacting and accessing services offered by the council either by phone by coming into the two reception areas or making inquiries using the Council's website and webchat.

9. BUDGET 2022/23 - PROCESS [20 MINUTES] (Pages 47 - 50)

This report provides a summary of the Budget process for 2022/23 which the Committee is asked to note.

10. REVIEW OF THE ELECTIONS HELD ON 6 MAY 2021 [20 MINUTES] (Pages 51 - 74)

The report reviews the arrangements for the Elections which took place on 6 May 2021. It provides information, feedback and considers lessons learned.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There are no items for this meeting.

11. WORK PROGRAMME

(Pages 75 - 76)

A copy of the Committee's Work Programme for the remainder of 2021/22 is attached for the Committee's information.

Note : If Members have any detailed questions, they are reminded that they need to inform the Chair and relevant Director in advance of the meeting.

Note : Filming, Photography and Recording at Council Meetings – The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. This meeting may therefore be recorded, filmed or broadcast by video or audio, by third parties. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and as available via the following link [PART 8 - CP - Section 5 Filming Photographic Protocol.pdf \(arun.gov.uk\)](#).