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14 March 2022

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 Thursday 24 March 2022 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: Where public meetings are being held at the Arun Civic Centre, to best manage safe space available, members of the public are encouraged to watch the meeting online via the Council's Committee pages.

1. Where a member of the public wishes to attend the meeting or 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, but of course can attend the meeting in person. 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 per person.
2. It is *recommended* that all those attending take a lateral flow test prior to the meeting.
3. Those attending the meeting will *not* be required to wear a face covering however, are encouraged to bring one along to cover instances where a meeting may have higher public attendance. Masks will be made available at the meeting.
4. We request members of the public do not attend any face to face meeting if they

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 **Wednesday, 16 March 2022** 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 18 January 2022, as attached.

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

5. PUBLIC QUESTION TIME

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

6. REPLACEMENT OF THE CORPORATE TELEPHONY SYSTEM AND INTEGRATED CONTACT CENTRE SOLUTION [30 MINUTES]

(Pages 9 - 12)

The corporate telephony system and integrated Contact Centre solution goes end of life in June 2023. The original contract was let in June 2016 on a five-year term with the option to extend by an additional two-years.

The Council is looking to procure a new solution with implementation starting in early autumn 2022.

One off budget provision has been built into the 2022/23 capital programme of £200,000 and there is an existing revenue budget of approximately £30,000 pa.

The contract will be let through an UK compliant procurement process for a minimum of 4 years with the possibility of extensions.

Approval is sought from the Committee to proceed with the procurement of a replacement telephony system and integrated Contact Centre solution.

7. ANNUAL CANVASS 2021 [30 MINUTES] (Pages 13 - 22)

This report presents a review of the 2021 Canvass for consideration by Members. It summarises the changes resulting from the 2020 Canvass Reform Regulations, sets out the outcomes for Arun, what worked well, and lessons learned.

8. PROVISION OF INTERNAL AUDIT FROM 2022/23 [15 MINUTES] (Pages 23 - 34)

The future provision of the Internal Audit Service was considered at the Audit and Governance Committee on 22 February 2022. The report seeks approval to appoint the Southern Internal Audit Partnership (SIAP) as the Council's Internal Audit Service provider from 1 April 2022.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There are no items for this meeting.

9. WORK PROGRAMME - [5 MINUTES] (Pages 35 - 36)

The Work Programme for 2022/23 is currently being pulled together. A draft is attached and further updates may be provided at the meeting.

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 \(arun.gov.uk\)](#).