



# Public Document Pack

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

Tel: (01903 737500)  
Fax: (01903) 730442  
DX: 57406 Littlehampton  
Minicom: 01903 732765

e-mail: [committees@arun.gov.uk](mailto:committees@arun.gov.uk)

Committee Manager – Jane Fulton (Ext 37611)

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](mailto: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](mailto: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 \(arun.gov.uk\)](https://www.arun.gov.uk/part8cpsection5).

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# Public Document Pack Agenda Item 3

Subject to approval at the next Corporate Support Committee meeting

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## CORPORATE SUPPORT COMMITTEE

18 January 2022 at 6.00 pm

Present: Councillors Dendle (Chair), Roberts (Vice-Chair), Clayden, Mrs Cooper, Coster [Substituting for Huntley], Madeley and Oppler.

Councillors Goodheart and Gunner were also in attendance at the meeting.

### 549. WELCOME

The Chair welcomed Members and Officers to the meeting of the Corporate Support Committee.

### 550. APOLOGIES FOR ABSENCE

Apologies for Absence had been received from Councillors Huntley and Seex.

### 551. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

### 552. MINUTES

The minutes from the meeting of the Committee held on 23 November 2021 were approved as a correct record and were signed by the Chair.

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

There were no items for the Committee to consider.

### 554. PUBLIC QUESTION TIME

The Chair confirmed that no questions had been submitted for this meeting.

### 555. COMMITTEE REVENUE AND CAPITAL BUDGETS 2022/2023

The Interim Group Head of Corporate Support and Section 151 Officer introduced this report reminding Councillors that this was the first year that the Council's Budget had been produced under the new Committee style of governance. The Committee was provided with a brief reminder of the process in formulating the Budget for 2022/23.

Corporate Support Committee - 18.01.22

The Committee was being asked to consider and recommend its revenue budget for inclusion in the 2022/23 revenue budget which would be submitted to the Policy & Finance on 10 February 2022. The Policy & Finance Committee would then consider the overall budget for 2022/23 so that it could make recommendations to a Special Meeting of the Council on 23 February 2022. The detailed budget papers for this Committee to consider were set out in Appendix 8A of the report and only contained essential committed growth items. Members were asked to note that there had been significant pressure on establishment budgets with the budget assuming a 1.75% pay award for staff for this year's pay award which was not included in the budget for this year and a 2.5% pay award for 2022/23 and a 1.25% increase for employer's National Insurance contributions had also not been included in the budget for this year. It was confirmed that the Committee did not have any uncommitted growth or bid items to consider.

The Committee's attention was then turned to the capital programme for 2022/23 as set out in Appendix B of the report. The proposed budget for 2022/23 was being presented for the Committee to agree before being considered, as part of the total budget, by the Policy & Finance Committee as explained earlier.

Before being invited to ask questions, Members were reminded of the Budget Briefing to be held on 16 February 2022 and was asked to submit any detailed questions in advance of that briefing.

A question was asked about growth requests which had been minimised and when and who had made this decision. It was explained that the Council was facing a budget deficit in the next two years and so in response the Council had tried to reduce the amount of Committee growth projects that would project into future years' budgets. It was confirmed that this recommendation had been made taking advice from the Section 151 Officer and in considering the Financial Prospects report approved by the Policy & Finance Committee on 14 October 2021.

Having had the recommendations proposed by Councillor Clayden and seconded by Councillor Roberts,

The Committee

RESOLVED – That

- (1) The Committee's 2022/23 Revenue Budget as illustrated in Appendix A of the report be agreed;
- (2) The Capital Programme 2022/23 as illustrated in Appendix B of the report be agreed;

The Committee also

**RECOMMEND TO THE POLICY & FINANCE COMMITTEE**

- (1) That the Revenue Budget and Capital Programme for this Committee be included in the overall General Fund Budget when considering the overall budgets on 10 February 2022.

**556. HEALTH AND SAFETY POLICY**

The Environmental Health Team Manager presented this report confirming that the Committee was being asked to approve a revised Health and Safety Policy. What was being presented was a revised Part Two of the Policy which was the organisation and responsibilities confirming who did what to achieve the Council's health and safety aims. The current organisation and responsibilities section of the Policy had been adopted by Full Council on 13 March 2019. This section of the Policy had since become outdated due to changes in the Council's structure and key postholders, the changes made would bring it up to date and would ensure that the Council had a robust Policy in place. The Committee was also being asked to delegate authority to the Group Head of Technical Services to make future amendments to the Policy when needing to update legislation and make changes to personnel and structures quickly.

The Chair thanked the Environmental Health Team Manager for his report and asked if there was any innovation approach being adopted to develop the Policy. The response provided was that the Council was part of a Group of Safety Officers that met across the area to talk about good practice and consistency, and this continued to take place regularly. The Council also had an established health and safety task issued each month for all service areas to address and to look at a particular focus area. This had continued to prove to be a useful tool to consistently applying health and safety across the organisation, particularly throughout the Pandemic in terms of putting into place arrangements around Covid.

Further questions were then asked followed by a proposal to introduce into the Policy a mechanism whereby annual checks would be undertaken to ensure that staff had up to date driving licences and the appropriate insurances in place. The Interim Chief Executive confirmed that a form of annual check for employees should be introduced and that if this suggestion was approved by the Committee, then the appropriate measures would be put into place.

Following further discussion, Councillor Mrs Cooper then proposed the recommendations set out in the report and these were then seconded by Councillor Madeley.

Councillor Roberts then confirmed that he wished with the Committee's agreement to add wording to the end of Recommendation (1) which was "and in consultation with the Chief Executive instigate an annual check policy of driving licences and insurance policies be undertaken". This suggestion was unanimously supported by the Committee.

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The Committee then

RESOLVED – That

(1) Agreement be given to adopt the Health and Safety Policy Organisation and Responsibilities; and in consultation with the Chief Executive instigate an annual check policy of driving licences and insurance policies be undertaken; and

(2) Delegated authority be given to the Group Head of Technical Services to make future amendments to the Policy.

557. UNREASONABLE BEHAVIOUR POLICY

The Chair invited the Locum Lawyer to present the Unreasonable Behaviour Policy to the Committee on behalf of the Group Head of Law & Governance and Monitoring Officer.

It was explained that this was an introduction to a new policy called the Unreasonable Behaviour Policy. The reason for introducing this Policy now was that for the past few years, the Council had seen an increase in challenging behaviour from a minority of its customers, the behaviour of some of these complainants was becoming unreasonable. Therefore, the Council now needed to adopt a policy so that unreasonable behaviour could be dealt with in an open and transparent and consistent manner.

The Locum Lawyer then alerted the Committee's attention to Paragraph 4 of the Policy as it provided examples of unreasonable behaviour as defined by the Local Government & Social Care Ombudsman. Examples of the types of behaviour that the Policy covered were listed. It was emphasised that the Unreasonable Behaviour Policy was required to address a small minority of those who made complaints unreasonably. The Policy intended to explain to residents what would happen when the duty to act reasonably was not complied with.

The Committee then discussed the Policy agreeing that it was a good Policy to have in place. A question was asked about how an unreasonable behaviour matter would be reviewed. It was accepted that this would be undertaken by the Information Management Team working to a list of confirmed checks. A request was made to add an additional check to the bullet point list set out in Paragraph 4.4 of the Policy which was to ensure that the Leader or Deputy Leader of the Council be consulted. This was proposed as an amendment by Councillor Clayden and was seconded by Councillor Roberts.



The Committee then debated this amendment. Although there was no major disagreement to the amendment being aired, a question was asked as to whether this was necessary as the Policy was being introduced linked to staff and their protection, it did not relate or cover Councillors. With any decisions resting with Officers, was this amendment required?

The Locum Lawyer explained the three dimensions covering this Policy with one being the need to ensure staff and their safety. There was also a good governance dimension which was not to do with staff but the need to ensure that when someone was being called an unreasonable complainant there was a formal process in place for addressing that. The amendment proposed could be accepted if it was consultation that was being undertaken with the Leader or Deputy Leader and not a request to agree to any action proposed. This was because the Chief Executive was the Head of Paid Service and responsible for staffing matters not Councillors.

A further request was made as to whether it would be possible to ensure that Ward Members would be informed of matters relating to their Wards in view of the liaison that they had with constituents. The Locum Lawyer confirmed that it would not be inappropriate to consult with ward members, as these instances were rare examples and so it would not be a burden to officers to consult.

Further clarification was sought on the amendment proposed and whether the wording should read **“that the Chief Executive and the Leader of the Council have been consulted?”** The Proposer to the amendment was asked to confirm if he would be happy with this adjusted wording. Councillor Clayden confirmed that he wished to have added the Deputy Leader to cover events when the Leader might be absent as the Chief Executive would have already been consulted. Councillor Clayden also confirmed that he would be happy to have included that Ward Members be informed when a matter related to their Ward. The Proposer to the amendment therefore confirmed that the amendment that should be added as a new bullet point should read “That the Leader and or Deputy Leader and Ward Members be consulted”.

The Locum Lawyer provided some advice. He confirmed that he did now have a degree of reluctance surrounding Members being consulted. What would usually happen at the last stage of a complaint was that the complainant would often go to the Local Government Ombudsman and there was a real issue that an allegation could be made about the Leader and Deputy Leader being consulted which could lead to them being requested to provide a statement and get involved in what was an operational issue or matter. What often happened in such processes was that Councillors could get asked if they wished to support the complaint if Members were involved in the early stages of the decision; this could create an appearance of conflict and could complicate governance issues.

The point was made by another Councillor that the wording to be added should be the Leader and Deputy Leader of the Council HAD been consulted to align with the other bullet points in Paragraph 4.4. Councillor Clayden and his seconder agreed to this wording.

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Following some further questions from a non-Committee Member, the voting on the amendment proposed by Councillor Clayden and seconded by Councillor Roberts was approved unanimously.

The Chair then returned to the substantive recommendations as amended which were proposed by Councillor Mrs Cooper and seconded by Councillor Roberts.

The Committee

**RESOLVED**

That the Unreasonable Behaviour Policy be agreed and adopted subject to an additional bullet point (5) being added to the list of bullet points at Paragraph 4.4 to read "That the Leader and Deputy Leader had been consulted".

**558. PAY POLICY STATEMENT 2022-23**

The Interim Group Head of Corporate Support and Section 151 Officer presented the Council's Pay Policy Statement for 2022/23 which would need to be recommended onto Full Council on 9 March 2022 for approval prior to it being published, inline with the Localism Act 2011, by 1 April 2022.

Having been proposed by Councillor Dendle and seconded by Councillor Roberts,

The Committee

**RECOMMEND TO FULL COUNCIL ON 9 MARCH 2022 – That**

(1) The Pay Policy Statement 2022/23 be approved for publication on the Arun website by 1 April 2022; and

(2) Responsibility be delegated to the Interim Group Head of Corporate Support and Section 151 Officer to make changes to the Pay Policy Statement should new legislation be introduced during the forthcoming year that has an effect on its content.

**559. OUTSIDE BODIES**

The Chair confirmed that there were no feedback reports from Outside Bodies to present to this meeting

**560. WORK PROGRAMME**

The Committee received its Work Programme covering the remainder of the Municipal Year.

One Member outlined that it was disappointing to see that there was only one item on the Work Programme for the next meeting of the Committee on 24 March 2022. This was surprising in view of the wide ranging functions covered by the Committee and so an explanation was sought.

The Chair confirmed that the items proposed for discussion by that Member being the ICT & Digital Strategy, Customer Services and Information Management had all been considered by the Committee at previous meetings as its Work Programme confirmed. The Committee had also undertaken work on its own budget and preparing for the Council's 2022/23 Budget. It was also explained that this work programme only covered this municipal year and that the Committee would soon have a work programme containing items for the new municipal year 2022/23 to consider.

The Committee then noted its work programme.

(The meeting concluded at 6.52 pm)

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## ARUN DISTRICT COUNCIL

### REPORT TO AND DECISION OF CORPORATE SUPPORT COMMITTEE ON 24 MARCH 2022

**SUBJECT:** Replacement of the Corporate Telephony System and Integrated Contact Centre Solution.

**REPORT AUTHOR:** James Saunders (ICT Operations Manager)

**DATE:** 28/01/2022

**EXTN:** 01903 737799

**AREA:** Corporate Support – Technology & Digital

#### **EXECUTIVE SUMMARY:**

The corporate telephony system and integrated contact centre solution goes end of life 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.

#### **RECOMMENDATIONS:**

The Committee is asked to:

1. Approve for the Council to proceed with the procurement of a replacement corporate telephony system and integrated contact centre solution; and
2. Delegate Authority to the Section 151 Officer to authorise, enter into and sign / seal a contract for a replacement corporate telephony system and integrated contact centre solution.

#### **1. BACKGROUND:**

Corporate telephony is provided using software products, computer hardware and a communications network; with voice calls being carried over the internet (VoIP).

It supports approximately 430 internal user extensions and in addition to carrying voice calls it provides voicemail, calling groups, call forwarding, instant messaging, user status/presence information, conferencing, Interactive Voice Response (IVR) and our call plan.

The Councils contact centre solution is integrated into the same system and supports 21 contact centre users and deals with approximately 174,000 calls a year. It includes service specific functionality such as a switchboard, call queue management, skills-based routing, call / screen recording, multi-media blended channels and reporting.

The new solution will integrate and use some of our existing technical infrastructure to provide a more seamless end-user experience and provide a modern platform that can be used to support additional capabilities in the future.

Work has started on identifying functional requirements and potential solutions and this work will help inform the overall project costs, which are anticipated to be contained within the overall funding.

The contract will be let through an UK compliant procurement process and the supplier selected based on a mix of cost and quality 40:60.

Telephony is a key communications channel for the Council, and to ensure continuity of service and allow the project to progress within the timescales delegated Authority is sought for the Section 151 Officer to enter into a contract once a supplier and solution have been selected.

## 2. PROPOSAL(S):

- 2.1** That the Corporate Support Committee approve for the Council to proceed with the procurement of a replacement corporate telephony system and integrated contact centre solution.
- 2.2** That the Corporate Support Committee delegates Authority to the Section 151 Officer to authorise, enter into and sign / seal a contract for a replacement corporate telephony system and integrated contact centre solution.

## 3. OPTIONS:

Alternatively:

- 3.1** That the Corporate Support Committee **do not approve** for the Council to proceed with the procurement of a replacement corporate telephony systems and contact centre solution. This would mean removing telephone as a communications channel for all staff and customers.
- 3.2** That the Corporate Support Committee **do not delegate** Authority for the Section 151 Officer to authorise and enter into a contract. This would then raise the risk of implementation delays and could result in a loss of service.

## 4. CONSULTATION:

| Has consultation been undertaken with: | YES | NO  |
|--|-----|-----|
| Relevant Town/Parish Council           |     | N/A |
| Relevant District Ward Councillors     |     | N/A |

|   |                       |           |
|---|-----------------------|-----------|
| Other groups/persons (please specify)   |                       |           |
| <ul style="list-style-type: none"> <li>▪ ICT</li> <li>▪ Finance</li> <li>▪ Procurement</li> <li>▪ Legal</li> <li>▪ Customer Services</li> </ul>   | X<br>X<br>X<br>X<br>X |           |
| <b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:<br/>(Explain in more detail at 6 below)</b>   | <b>YES</b>            | <b>NO</b> |
| Financial   | X                     |           |
| Legal   | X                     |           |
| Human Rights/Equality Impact Assessment   |                       | X         |
| Community Safety including Section 17 of Crime & Disorder Act   |                       | X         |
| Sustainability  |                       | X         |
| Asset Management/Property/Land  |                       | X         |
| Technology  |                       | X         |
| Other (please explain)  |                       | X         |
| <b>6. IMPLICATIONS:</b><br><u>Financial</u><br>A capital fund of £200,000 has been approved by full council to support the procurement of a new solution.<br><u>Legal</u><br>The proposed award is in accordance with the Council's Contract Standing Orders and the public procurement rules. The procurement process ensures the Council meets its duty to secure best value under the Local Government Act 1999. |                       |           |
| <b>7. REASON FOR THE DECISION:</b><br>The Councils corporate telephony and contact centre solution are key communication channels for staff and customers. The existing system is going end of life and unless it is replaced would have to be switched off removing telephone as a contact option.   |                       |           |
| <b>8. BACKGROUND PAPERS:</b><br>None  |                       |           |

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## ARUN DISTRICT COUNCIL

### REPORT TO AND DECISION OF CORPORATE SUPPORT COMMITTEE ON 24 MARCH 2022

**SUBJECT:** Annual Canvass 2021

**REPORT AUTHOR:** Jackie Follis, Interim Electoral Registration Officer

**DATE:** 21 February 2022

**EXTN:** 01903 737580

**AREA:** Policy

#### **EXECUTIVE SUMMARY:**

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.

#### **RECOMMENDATIONS:**

That the Corporate Support Committee:

- a) notes the report; and
- b) agrees that the Electoral Registration Officer continues to implement change as necessary to the 2022 Canvass process

#### **1. BACKGROUND:**

##### **Overall process**

- 1.1 The annual canvass process was reformed in 2020. Prior to this, every household was sent a form which required a response to confirm or change the information we held for that property
- 1.2 From 2020, local authorities had to undertake national data matching (with optional local data matching) at the start of the process, and the results of this are used to assign each property to a 'route'. Where electors matched, they became 'green', and when all electors in a property matched, the property became 'green'. Properties with any unmatched ('red') electors, or with no registered electors, became 'red' properties.
- 1.3 Green, or matched, properties then follow Route 1, where written communication is sent (this confirms the information we currently hold about electors at that property), which requires no response unless that information is incorrect).
- 1.4 Red properties follow Route 2, and a response is required from these properties, whether there are changes or not.

- 1.5 Route 3 properties are required to have a single responsible person who is authorised to respond on behalf of all electors at that property, and these are mainly care homes and student accommodation, but we are also considering whether we can use this route for other types of accommodation.
- 1.6 For Route 1 properties e-mails can be sent prior to written communications and, if a full response to the e-mail is received, then no further communication needs to be sent. In 2020 we did not send any of these e-mails, and feedback from other local authorities who had chosen to do this was quite negative, but useful, and we decided to do this additional step in 2021. The purpose of these e-mail communications was to make responding easier and quicker for residents and the council and reduce paperwork. Sending early e-mails to Route 1 properties reduced the number of paper forms to be posted/hand delivered by over 9,500.
- 1.7 Appendix 1 shows the different routes for canvass communications which we are required to use. This shows the different stages and the communications which must be sent at these stages, until we receive a response (for Route 2 properties). Appendix 1 shows the diminishing number of contacts needed at each stage as we received responses.
- 1.8 In 2020 all forms were posted to properties due to Covid, with no personal canvassing at later stages (door-knocking) to follow up on non-responders.
- 1.9 In 2021 the majority of initial forms were delivered by hand via our own canvassers resulting in some savings, but as important we gain useful intelligence by visiting each property in person.

### **Data matching**

- 1.10 The figures below demonstrate the added value of local data matching in addition to the national data matching which we are obliged to carry out. We are looking carefully at how we can make this more effective as the current system is very sensitive to address formats, commas in different places etc all of which must be identical to match.

| <b>National data matching 2021</b> | <b>National data matching 2020</b> |
|------------------------------------|------------------------------------|
| 86.36% elector match               | 86.58% elector match               |
| 72.81% Route 1 (57,474 properties) | 71.4% Route 1 (55,364 properties)  |

| <b>After local data matching 2021</b> | <b>After local data matching 2020</b> |
|---------------------------------------|---------------------------------------|
| 94.18% elector match                  | 92.76% elector match                  |
| 81.13% Route 1 (64,083 properties)    | 80.00% Route 1 (61,972 properties)    |

1.11 The reformed canvass process we suspect means that we are not being notified of a number of changes to electors in Route 1 properties, so in a year when we have no planned elections the register is likely to be less accurate than previously as people are not always required to make a return. In a year when we have major elections, our mitigation will be to send letters to all properties early in the year to confirm registration information. Although this results in a spike of registration activity, we anticipate that the impact of a second spike, when the poll cards are sent out, should be lessened. This will certainly apply in 2023 for local elections and 2024 for parliamentary elections.

### **Response Channels and Totals**

1.12 The table shown as Appendix 2 sets out the different response channels for 2020 and 2021. These are divided into route 1 and route 2 responses, that is;

- route 1 where we do not require a response because of data matching; and
- route 2 where we do, because data does not match.

1.13 Our preferred method for people to respond is to go online using the automated system and use the security codes we provided. We are confident that the much higher level of responses online from route 1 properties in 2021 is because of the e-mails that we sent that needed a response and it was easier for people to simply continue online to respond.

### **What Went Well**

1.14 A number of things went well in the second year of the new canvass process, having learned lessons (good and bad) from the first year both our own practices and sharing experiences with other authorities. Main headlines are:

- a) The decision to use e-mails dramatically reduced the amount of paperwork to be handled and processed. We also sent route 2 reminder e-mails before canvass forms were printed to reduce this further
- b) We had updated e-mail addresses from people responding to canvass forms online so were able to e-mail many individual ITRs (Invitation to Register) and have continued to do this with the weekly ITR mailing. We have also been able to use data from the University of Chichester to e-mail students their ITRs
- c) Good social media promotion using Electoral Commission templates worked well in explaining the process to the public
- d) Canvass forms, either e-mailed or paper, required on online response resulting in a high proportion of online returns and very few complaints. Electors did have our contact details in case they were unable to respond online
- e) Very regular contact with all those involved in the canvass and close working with Arun Direct, ensured an efficient process. Arun Direct staff did most of the telephone canvassing making best use of their particular skills.
- f) Deliverers and personal canvassers were much keener to work than last year
- g) Data matching went more smoothly and was much quicker in the second year, both internal and at national level.

## Lessons to be Learned

1.15 As in the previous section, this highlights the main points:

- a) Necessary to do more manual data-matching than we have done previously as a lot of electors who should have matched did not for formatting reasons, (e.g. use of commas). Allow more time for this earlier in the process in 2022 to reduce the numbers of route 2 contacts needed
- b) Some people in route 1 responded when there was no change, resulting in duplicated effort as these needed to be checked. We will consider the timing and wording of e-mails to reduce this for 2022
- c) We were unable to do in-depth face to face training with personal canvassers last year but are building it into our plans for 2022.
- d) Ongoing problems with the canvass on caravan sites and lack of access – need to consider this further
- e) Want to test use of SMS messaging for initial contacts next year
- f) Send Route 1 communications (both e-mails and CCAs) later in the process so that the information received is more accurate closer to the publication date of 1 December
- g) Send letters to all households early in 2023 to encourage up to date registration information.

## Conclusion

1.16 The Electoral Services Team has worked hard in 2021, learning lessons from the first-year implementation of Canvass Reform in 2020, to deliver a smoother process for residents and the Electoral Services team themselves. There seems to have been recognition from most electors that the more digital approach works and is more efficient. The Electoral Services Team would like to express its thanks to the many other staff involved in helping to ensure the most accurate Electoral Register possible. I would particularly like to thank them as they continue to embrace change and seek to continuously improve their service to customers.

## 2. PROPOSAL(S):

To note the report

Agree that the Electoral Registration Officer continues to implement change as necessary to the 2022 Canvass process

## 3. OPTIONS:

N/A

## 4. CONSULTATION:

| Has consultation been undertaken with: | YES | NO |
|--|-----|----|
| Relevant Town/Parish Council           |     | ✓  |
| Relevant District Ward Councillors     |     | ✓  |
| Other groups/persons (please specify)  |     | ✓  |

| 5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:<br>(Explain in more detail at 6 below) | YES | NO |
|---|-----|----|
| Financial   |     | √  |
| Legal   | √   |    |
| Human Rights/Equality Impact Assessment   | √   |    |
| Community Safety including Section 17 of Crime & Disorder Act   |     | √  |
| Sustainability  |     | √  |
| Asset Management/Property/Land  |     | √  |
| Technology  |     | √  |
| Other (please explain)  |     |    |

**6. IMPLICATIONS:**

It is a legal requirement for the Authority to maintain an accurate and up-to-date Electoral Register for a number of reasons, in particular so that all our residents can carry out their democratic right to vote in all relevant polls

**7. REASON FOR THE DECISION:**

To understand how the new canvass process is bedding in, what advantages this brings and what areas need further improvement for 2022

**8. BACKGROUND PAPERS:**

Appendices attached

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APPENDIX 1

Canvass Contacts & Communications

| 2021                           |                                  | 2020                           |                                  |
|--------------------------------|----------------------------------|--------------------------------|----------------------------------|
| Stage 1: Route 1 Emails        | 34,364 sent 19 July 2021         |                                |                                  |
| Stage 1: CCA Letters (Route 1) | 54,549 via canvasser 6-22 August | Stage 1: CCA Letters (Route 1) | 61,972 – mailed 1-14 August 2020 |
| Stage 1: CCB Letters (Route 2) | 12540 via canvasser 6-22 August  | Stage 1: CCB Letters (Route 2) | 14,001 – mailed 1-14 August 2020 |
| Stage 2: Reminder Emails       | 810 sent 16 September 2021       | N/A                            | N/A                              |
| Stage 2: Canvass Forms         | 7,785 – mailed 4 October 2021    | Stage 2: Reminder CCBs         | 7,647 – mailed 21 September 2020 |
| Stage 3: Telephone canvassing  | 397 – 4-18 November 2021         | Stage 3: Canvass Forms         | 6,625 – mailed 23-30 October     |
| Stage 3: Door knocking         | 5,152 – 4-21 November 2021       | Stage 3: Telephone Canvassing  | 668 properties                   |

Note: stages 2 and 3 are only followed for Route 2 properties – paragraphs 1.2 – 1.4 in the report

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## APPENDIX 2

### Response channels and totals

| Response Channel               | Route 1: 2021                     | Route 1: 2020                   | Route 2: 2021                    | Route 2: 2020                    |
|--------------------------------|-----------------------------------|---------------------------------|----------------------------------|----------------------------------|
| Post                           | 81                                | 152                             | 739                              | 580                              |
| Internet (automated responses) | 14,344                            | 5,391                           | 5,075                            | 6,474                            |
| Phone (automated responses)    | 610                               | 1                               | 431                              | 614                              |
| SMS                            | 31                                | 3                               | 55                               | 134                              |
| Email (includes Arun Direct)   | 469                               | 76                              | 299                              | 187                              |
| Phone (canvassing)             | N/A                               | N/A                             | 142                              | 198                              |
| Door-knocking                  | N/A                               | N/A                             | 1,394                            | N/A                              |
| Other (eg Council Tax)         | 12                                | 384                             | 1,787                            | 351                              |
| <b>Total Responses/%</b>       | <b>15,547 / 24.26% of route 1</b> | <b>6,007 / 9.69% of route 1</b> | <b>9,922 / 79.36% of route 2</b> | <b>8,538 / 61.08% of route 2</b> |
| Major changes                  | 2,556                             | 2,070                           | 3,820                            | 3,454                            |
| Minor/no changes               | 1,2991                            | 3,937                           | 6,102                            | 5,085                            |

Note:

- There can be discrepancies in the figures generated from the software system over time. This can be for a number of reasons, but the most common one is that properties are added and deleted during the course of the canvass and throughout the year. Reports generated from the software system will reflect the number of properties at that time, rather than using a consistent figure throughout.
- There are also some changes to the parameters of reports, so that figures in reports are not always consistent year-on-year, but we have to work with the information we have.

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## ARUN DISTRICT COUNCIL

### REPORT TO AND DECISION OF CORPORATE SUPPORT COMMITTEE ON 24 MARCH 2022

**SUBJECT:** Provision of Internal Audit from 2022/23

**REPORT AUTHOR:** Carolin Martlew - Interim Group Head of Corporate  
Support & s151 Officer

**DATE:** March 2022

**EXTN:** 37568

**AREA:** Corporate Support

#### EXECUTIVE SUMMARY:

The future provision of the Internal Audit Service was considered at a meeting of the Audit and Governance Committee held on 22 February 2022.

This report seeks approval to appoint the Southern Internal Audit Partnership (SIAP) as the Council's Internal Audit Service provider from 1 April 2022.

#### RECOMMENDATIONS:

The Committee is requested to:

1. Approve the appointment of the Southern Internal Audit Partnership (SIAP) as the Council's Internal Audit Service Provider from 1 April 2022; and
2. Approve the consequential changes in staffing arrangements to provide the Council with a suitably resourced Internal Audit service with effect from 1 April 2022 (see recommendation from the Audit and Governance Committee held on 22 February 2022 – Minute 666).

#### 1. BACKGROUND:

- 1.1. The Council has experienced difficulty in the recruitment and retention of suitably qualified internal audit staff for a number of years. The Internal Audit Manager, the last remaining member of staff since the Senior Internal Auditor successfully applied for the position of Finance and Risk Manager, has expressed the wish to retire making the internal provision of the service no longer sustainable.
- 1.2. The Audit and Governance Committee considered options for the provision of the Internal Audit Service at its meeting on 22 February 2022 and agreed that the Southern Internal Audit Partnership would be the preferred option to provide a robust internal audit service for the Council.
- 1.3. The full report is attached as Appendix 1

|  |            |           |
|--|------------|-----------|
| <b>2. PROPOSAL(S):</b><br>2.1. To confirm the appointment of the Southern Internal Audit Partnership as the Council's internal audit provider as recommended by the Audit and Governance Committee.  |            |           |
| <b>3. OPTIONS:</b><br>a) To confirm the appointment of the Southern Internal Audit Partnership as the Council's internal audit provider as recommended by the Audit and Governance Committee for the reasons outlined in Appendix 1.<br><br>b) Not to confirm the appointment of the Southern Internal Audit Partnership as the Council's internal audit provider as recommended by the Audit and Governance Committee. This option is not supported as Internal Audit is a statutory service. |            |           |
| <b>4. CONSULTATION:</b>  |            |           |
| Has consultation been undertaken with:   | <b>YES</b> | <b>NO</b> |
| Relevant Town/Parish Council   |            | ✓         |
| Relevant District Ward Councillors   |            | ✓         |
| Other groups/persons (please specify)<br><ul style="list-style-type: none"> <li>Unison</li> </ul>  | ✓          |           |
| <b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)</b>  | <b>YES</b> | <b>NO</b> |
| Financial  | ✓          |           |
| Legal  | ✓          |           |
| Human Rights/Equality Impact Assessment  |            | ✓         |
| Community Safety including Section 17 of Crime & Disorder Act  |            | ✓         |
| Sustainability   | ✓          |           |
| Asset Management/Property/Land   | ✓          |           |
| Technology   |            | ✓         |
| Other (please explain)   |            | ✓         |
| <b>6. IMPLICATIONS:</b><br><b>Financial Implications</b><br>The decision to join SIAP can be accommodated within existing budget provision.  |            |           |

**7. REASON FOR THE DECISION:**

To ensure the council provides an adequate Internal Audit service in future following the planned leaving of the Internal Audit Manager

**8. BACKGROUND PAPERS:**

Minutes from the meeting of the Audit & Governance Committee held on 22 February 2022. To access the minutes – please use this link:

[Minutes – 22 February 2022](#)

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# ARUN DISTRICT COUNCIL

## REPORT TO AND DECISION OF AUDIT AND GOVERNANCE COMMITTEE ON 22 FEBRUARY 2022

**SUBJECT: Provision of Internal Audit Service to the Council**

**REPORT AUTHOR:** Carolin Martlew, Interim Group Head of Corporate Support and Section 151 Officer

**DATE:** February 2022

**EXTN:** 01903 737558

**AREA:** Corporate Support

### **EXECUTIVE SUMMARY:**

This report considers options for the future provision of Internal Audit Services for the Council due to anticipated changes in circumstances.

### **RECOMMENDATIONS:**

The Committee is requested to:

- i. Confirm to the Corporate Support Committee that that Southern Internal Audit Partnership (SIAP) can be appointed as the Council's Internal Audit Service provider from 1 April 2022, being one of the possible options;
- ii. Recommend to the Corporate Support Committee to approve the consequential changes in staffing arrangements to provide the Council with a suitably resourced Internal Audit service with effect from 1 April 2022.
- iii. Delegate Authority to the Interim Group Head of Corporate Support, to agree the Internal Audit Plan for 2022/23 before 31 March 2022.

### **1. BACKGROUND:**

Between 2011 and the present day, the Internal Audit Section staff level has been reduced from 3 full time equivalent (FTE) staff to 1. However, the budget has been maintained at 2.5 FTE giving a budget in 2021/22 of £134,660. In addition, £15,000 is in an earmarked reserve authorised by the previous Head of Corporate Support to potentially cover costs / overlap under any new arrangement. The Council's current Internal Audit Manager, the only remaining employee, had expressed an interest in retiring in 2019 and this was delayed once the pandemic arose. A partnership arrangement with Wealden DC was being explored (on corporate savings list). However, this solution did not address issues like the residual workload (e.g. Contract management, production of Annual Governance Statement and Strategic Risk Register etc.) The post of Finance and Risk Manager was recently filled (internally by Senior Auditor) with the view of that post taking on more of the Risk Management work carried out by the Internal Audit Manager.

Further discussions were held in 2019 with Wealden District Council who had expressed an interest in a collaborative working arrangement. This initiative was under consideration when the pandemic hit in March 2020, so was deferred. It is understood circumstances have now changed at Wealden and this is no longer available to the Council.

The pandemic further delayed these plans and left the provision of internal audit under resourced meaning the Internal Audit plan is not currently being delivered. The Internal Audit Manager has been employed by the Council for 13 years. It is therefore considered now would be an appropriate time to review the service provision for future years.

As mentioned above, the Internal Audit Manager has expressed interest in leaving the Council's employment. It is suggested that after 13 years' service, this should be supported.

The Council could run a recruitment exercise to replace the current Manager and fill the currently vacant posts. However, this is not recommended as other Councils report difficulty in recruiting and retaining Internal Audit staff. In addition, private sector companies offering internal audit services point to similar difficulties in recruitment and retention.

It is therefore recommended that the Council pursue a different means of delivering Internal Audit to mitigate the anticipated recruitment and retention difficulties. In addition, engaging a partner would reasonably be expected to provide certainty and increase resilience in the service. With a small team, any significant sickness absence can cause problems with service provision.

In addition, the lack of Internal Audit staff has resulted in a lower level of internal audit coverage than would reasonably be expected in recent years. This could result in external audit criticism and increased risk of system weakness, fraud and theft.

A change in the internal audit arrangements provides the Council with an opportunity of changing some fixed costs to variable cost as discussed by officers on 12 November 2021.

The Internal Audit Plan presented to Audit and Governance Committee on 25 February 2021 assumed 2 FTE staff and included 372 chargeable days. This was revised to 180 chargeable days at the committee meeting of 29 July 2021, recognising the decrease to 1 FTE member of staff. Obviously, reduction in plan provision does increase risk of issues such as fraud and misappropriation although this does remain unlikely. The Council must be seen to protect itself from such issues. In addition, CIPFA guidance lists one of the CFO's main functions in the Public Sector as providing a suitable and adequate internal audit service for the Council. It can be argued that the current situation does not meet this criterion.

## **2. PROPOSAL(S):**

Because of the issues referred to above, it is proposed that the Council enter in to a partnership arrangement. It is likely the service would be provided by a Council orientated body (SIAP or ORBIS). SIAP are based in Hampshire County Council and provide a service for West Sussex County Council. ORBIS provide audit services to East Sussex County Council, Surrey County Council, Brighton and Hove Council and Horsham District



Council. Information received indicates that a full tender process would not be required if a partnership solution were pursued. In addition, SIAP is known to be a not for profit organisation.

This type of arrangement has been discussed with neighbouring Councils in recent years and was delayed or deferred for varying reasons. It is known that some potential providers may still be interested in providing the service to the Council in future. For expediency, this is the preferred method of future service provision. It can be implemented reasonably quickly. The Head of Corporate Support and Chief Executive are clear that an enhanced Internal Audit service should be implemented as soon as possible to offset the potential issues mentioned above.

The initial Internal Audit Plan for 2021/22 was in line with the business case for a proposed shared service arrangement in 2016 which anticipated 182 chargeable days from a manager and 192 from an auditor. This indicates this option was still in the thinking of staff at the time the Plan was drafted. It is understood that service sharing was supported by Members at that time. The shared service proposal would have to be handled sensitively and it is expected such initiative would be supported now.

It must be remembered that pursuing either outsourcing or partnership would require consultation with Unison as there are potential staff issues. However as there are two vacant posts and the current Manager has expressed a wish to leave the Council's employment this would be a likely formality in this case. Consultation has been undertaken with Unison.

Following research, officers are the view that entering a partnership with SIAP offers the most effective future option. SIAP is hosted by Hampshire County Council and was established in 2012. It has a diverse portfolio of 25 public sector clients and provides 7,500 audit days.

SIAP's emphasis is on quality, professionalism and value adding services. They have a range of in-house specialists covering IT, procurement and contract management. SIAP have been externally assessed as compliant with the Public Sector Internal Audit Standards.

It is recommended that the Council join as a partner as this would provide a number of advantages, rather than joining as a client where days are requested annually. As a partner, the Council would become a member of the Key Stakeholder Board which would result in the Council having a say in the future direction of the Partnership, business planning, performance reporting, resourcing and updates. The Head of Corporate Support and s151 officer, or their representative would represent the Council's interests by becoming a voting member of the Southern Internal Audit Partnership Key Stakeholder Board.

In addition, each partner can flex the audit days purchased to meet business needs, so additional days can be used when required as long as parity is restored over a three year period.

The Council would be required to enter into the Joint Working Agreement by way of a deed of accession. The Joint Working Agreement provides for a partner to pay an annual financial contribution, which is a proportion of the costs incurred by the SIAP in delivering audit services calculated on the number of internal audit days required by the Council. The composite day rate is reviewed annually and reflects pay costs based on national pay awards and annual increments and any increase or decrease in the operating costs of the joint service. Any other increase or decrease would be subject to the agreement of the SIAP Key Stakeholder Board.

Assuming the Council joins with effect from 1 April 2022, a commitment of five years (to 31 March 2027) would be made. Should the Council wish to exit the SIAP after that initial five year period, it is required to give 12 months' written notice in order to bring its participation to an end as of a financial year end.

If the recommendations are agreed, the Head of Corporate Support and S151 Officer will work with SIAP to agree the Audit Plan with effect from April 2022,

#### Suggested Approach

It is clear that the current situation is unsustainable. The following approach is therefore recommended:

- The Internal Audit Manager has confirmed his desire to end employment with the Council. Assuming an alternative delivery method can be arranged from 1 April 2022, a termination date of 30 September 2022 has been agreed in principle with the Manager. Between 1 April 2022 and 30 September 2022, the Manager's working hours will be decreased. This will allow the Manager to undertake duties outstanding from 2021/22 such as drafting the Annual Governance Statement and Code of Corporate Governance for 2021/22, preparing the Annual Internal Audit Report and Opinion for 2021/22 and the Counter Fraud Report for 2021/22;
- Consultation be undertaken with Unison on the proposal, to allow a response to be included with any formal report. This has been done;
- The Council's Procurement Support from Hampshire County Council has confirmed the suggested approach is within rules and procedures;
- Informal contact has been made with SIAP who have confirmed interest in assisting the Council.

The Interim Group Head of Corporate Support and Financial Services Manager have spoken to SIAP. A proposal for SIAP to provide the service to the Council is appended to this report. The main request SIAP have made is that the Internal Audit Plan for 2022/23 be drafted in consultation with them. The plan should be approved before 1 April 2022, so to achieve this, an additional meeting of this Committee will be required. A representative from SIAP is attending this Committee to offer a presentation and answer any questions Members may have.

### 3. OPTIONS:

The following options are available to procure the Internal Audit service in future:

#### Recruitment of Staff

As mentioned earlier, the Council can attempt to recruit staff. This is not recommended for the reasons outlined. In addition, although control of Internal Audit remains with the Council, the costs and risks of recruitment, lack of resilience and staff turnover outweigh the anticipated benefit.

#### Outsourcing

This would involve running a procurement exercise. The Council receives professional procurement support from Hampshire County Council who would manage the process. There are procurement framework arrangements available for this service but it is understood there is a low number of companies registered.

The benefits of competition would likely be:

- Costs probably driven down by the competitive process;
- Access to specialist staff;
- Resilience against staff shortage;

The disbenefits/risks would be:

- If contractor unsuitable, contract may be difficult to terminate (sound documentation and governance would mitigate against this);
- Tender may not result in a suitable response;
- Procurement rules may be unhelpful in the process.

#### Partnership/Service Sharing

Pursuing this option is again outsourcing the work. The attraction of this method is:

- It is likely the service would be provided by a Council orientated body (SIAP or ORBIS). SIAP are based in Hampshire County Council and provide a service for West Sussex County Council. ORBIS provide audit services to East Sussex County Council, Surrey County Council, Brighton and Hove Council and Horsham District Council;
- Information received indicates that a full tender process would not be required if this option were pursued.

### 4. CONSULTATION:

| Has consultation been undertaken with:                    | YES | NO |
|---|-----|----|
| Relevant Town/Parish Council                              |     | ✓  |
| Relevant District Ward Councillors                        |     | ✓  |
| Other groups/persons (please specify): Unison Trade Union | ✓   |    |

| 5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:<br>(Explain in more detail at 6 below) | YES | NO |
|---|-----|----|
| Financial   | ✓   |    |
| Legal   | ✓   |    |
| Human Rights/Equality Impact Assessment   | ✓   |    |
| Community Safety including Section 17 of Crime & Disorder Act   |     | ✓  |
| Sustainability  |     | ✓  |
| Asset Management/Property/Land  |     | ✓  |
| Technology  |     | ✓  |
| Other (please explain)  |     | ✓  |

#### 6. IMPLICATIONS:

##### Financial

The current budget for the service is £134,660 in 2021/22. An earmarked reserve balance of £15,000 is also available. Any proposed service provision will be met from existing budgets.

##### Legal

The provision of Internal Audit is a statutory requirement in local government as defined in the Local Government Act 1972. The Accounts and Audit Regulations 2015 (Regulation 5) require the Council to “undertake an effective internal audit to evaluate the effectiveness of its risk management, control and governance processes; taking into account public sector internal auditing standards or guidance”.

The Council has delegated this responsibility to the Head of Corporate Support and Section 151 officer, under the auspices of the Corporate Support Committee.

Section 101 of the Local Government Act 1972 enables an Authority to make arrangements for the discharge of its functions by a Committee, Sub-Committee or officer of the Authority or by another Authority. Part 3 of the Arun Constitution (Responsibility for Functions) the Corporate Support committee has delegated authority to enter partnership arrangements under section 101 of the Local Government Act 1972.

As is outlined above, the Council will be entering into a Joint Working Agreement as a partner. This is an arrangement under section 101(5) of the Local Government Act 1972. The Joint Working Agreement regulates the relationship between all the partner authorities, including the governance structure, the roles and responsibilities of each partner Authority towards the other partner authorities, the financial contribution arrangements, information sharing protocols, withdrawal/exit provisions together with the scope of internal audit services.

Under the Local Government Act 1999, the Council is required to make arrangements to secure continuous improvements in the way on which it exercises its functions having regard to a combination of factors including, economy, efficiency and effectiveness. Committee can make the recommendations if Committee is satisfied that this will secure improvement of the internal audit service.

#### Human Resources

The current Internal Audit Manager has indicated his desire to leave the Council's employment and is agreeable to a flexible date. There are no further human resource implications. There are no TUPE implications as the Internal Audit Manager wishes to retire and all other posts in the Section are currently vacant.

#### **7. REASON FOR THE DECISION:**

To ensure the Council provides an adequate Internal Audit service in future following the planned leaving of the current Internal Audit Manager.

#### **8. BACKGROUND PAPERS:**

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# Agenda Item 9

## Corporate Support Committee - Work Programme for 2022/23

| <b>Corporate Support Committee</b>  | <b>Lead Officer</b>  | <b>Date of Meeting</b>   | <b>Time</b> | <b>Full Council Meeting Date</b>        |
|---|--|--------------------------|-------------|---|
| Outturn Report on Sundry Debtors<br><br>Work Programme  | <b>Carolyn Martlew</b><br><br><b>James Hassett</b>                                 | <b>24 May 2022</b>       | 6pm         | 13-Jul-22                               |
|   |  |                          |             |   |
| Work Programme  |  | <b>19 July 2022</b>      | 6pm         | 14-Sep-22                               |
|   |  |                          |             |   |
| Review of Procurement Strategy<br><br>Customer Services – Annual Update 2020-21<br><br>Work Programme | <b>Carolyn Martlew</b><br><br><b>Joe Russell-Wells</b><br><br><b>James Hassett</b> | <b>15 September 2022</b> | 6pm         | 09-Nov-22                               |
|   |  |                          |             |   |
| Work Programme  |  | <b>10 November 2022</b>  | 6pm         | 18-Jan-23                               |
| Committee Budget Report – Service specific – Budget 2023/24<br><br>Pay Policy Statement 2022          | <b>Carolyn Martlew</b><br><br><b>Karen Pearce</b>                                  | <b>19 January 2023</b>   | 6pm         | P&F – 09 February 2023<br><br>15-Mar-23 |

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