



Public Document Pack

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Committee Manager Carley Lavender (EXTN 37457)

6 July 2022

CORPORATE SUPPORT COMMITTEE

A meeting of the Corporate Support Committee will be held in **Council Chamber & Blue Room, Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Tuesday 19 July 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.
2. We request members of the public do not attend any face-to-face meeting if they 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, 11 July 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

B) 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 - 6)

The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 24 March 2022.

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. START TIMES

The Committee is required to agree its meeting start time for 2022/23.

7. UPDATE ON PROGRESS WITH THE COUNCIL'S ICT & DIGITAL STRATEGIES

(Pages 7 - 12)

This report is the annual update of progress with the strategies and has been provided to give the committee insight to the delivery of key themes.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There are no updates for this meeting.

8. WORK PROGRAMME (Pages 13 - 14)

The Committee Work Programme for 2022/23 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 [Filming Policy](#)

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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

24 March 2022 at 6.00 pm

Present: Councillors Dendle (Chair), Roberts (Vice-Chair), Bennett, Clayden, Mrs Cooper, Huntley, Madeley, Oppler and Warr

Councillor Pendleton was also in attendance for all or part of the meeting.

768. DECLARATIONS OF INTEREST

There were no Declarations of Interest made.

769. MINUTES

The minutes of the Committee meeting held on 18 January 2022 were approved by the Committee and signed by the Chair.

770. 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

The Chair confirmed that there were no urgent matters for this meeting to consider.

771. PUBLIC QUESTION TIME

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

772. REPLACEMENT OF THE CORPORATE TELEPHONY SYSTEM AND INTEGRATED CONTACT CENTRE SOLUTION

The ICT Manager advised members that the report provided to them explained that the telephony product, the current Mitel system had been in place since 2016 and had seen two contract extensions previously. He advised that he hoped to choose a product based on cost, quality and that would work alongside Microsoft Teams but also that could be used on its own. This was to enable it to support the council's disaster recovery and business continuity plans.

In summing up he advised that a Capital Fund of £200,000 had been approved by Full Council and the contract would be let through a UK complaint procurement process for a minimum of 4 years. Due to the nature of procurement, he also requested that the Committee give approval for delegated authority to be given to the Section Officer to enter into and sign/seal the new contract.

Corporate Support Committee - 24.03.22

Members were then invited by the Chair to ask any questions. From the comments made members had it clarified that the new system would be one that would evolve and assist the council over the next 4 years. It was also confirmed that there would be no additional fees expected for a system that was compatible with Microsoft Teams, the costs detailed in the report were inclusive of this. It was also commented by one member that given the uncertain financial economy at the current time, was there not an option to extend the current contract with Mitel again. It was confirmed that the current contract had already been extended to its maximum period, as well as the current system nearing its end of life and so the ICT Manager advised that he believed there was no other choice but to upgrade to a new system at this current time.

The recommendations were then proposed by Councillor Clayden and seconded by Councillor Cooper.

The Committee

RESOLVED - That

- (1) the Council should proceed with the procurement of a replacement corporate telephony system and that an integrated contact centre solution be approved; and
- (2) delegated authority be given 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.

773. ANNUAL CANVASS 2021

The Electoral Services Manager advised members that the annual canvass process had changed in 2020 and that this was the second year the canvass had been run in line with the new process. She explained that responses from route 1 properties had been increased by 1.13% which equated to just over 2000 properties in total. She went on to explain that the number of letters that were sent out for route 1 properties had been reduced by 9534 and that this had been achieved by sending emails for those properties where an email address was available. Further manual data matching checks were undertaken against other council departments in order to reduce the number of route 2 properties that would have needed a personal visit and/or a reminder form. Having carried out this work it had resulted in approximately a £10,000 saving on printing and postage costs. She also advised that the team planned to increase the number of e-mails and manual checks completed by extending the canvass timetable slightly for the annual canvass in 2022. This would allow for more cost savings and a more accurate register. The Electoral Services Manager outlined that the team would also be using SMS messaging for the first time.

In summing up it was explained that as the route 1 properties only required one communication during the canvass, it was planned that these communications would be sent later in the canvass timetable as this would allow for more accurate data due to it being received closer to the publication date of the Electoral Register on 1 December 2022. The information was therefore less likely to change before the May 2023 local elections. It was also confirmed that unlike 2020, where face to face canvassing was unable to be completed due to the pandemic, the team were able to undertake this exercise in 2021 but were still restricted as they were unable to train staff face to face. As restrictions had now been removed, this would be a further improvement for 2022 as face-to-face training would resume.

The Electoral Services Manager wished to put on record her thanks to the Council's external staff and staff from across other departments for their continued assistance in ensuring that an accurate and up to date electoral register could be achieved.

The Group Head of Policy then expressed her thanks to the elections team and all the staff who worked alongside them, in particular the canvassers and the Customer Services Team. She stated that although the elections team lead on the canvass, it was very much a joint effort from everybody involved.

The Chair then invited questions from members. As there were no questions, he queried with the Electoral Services Manager why the data that was collected by the team during canvassing could not be used elsewhere across the business. She confirmed that the data was protected and could only be additionally used for fraud investigations that the council may be investigating. The Chair then asked if there was any way that for the next canvass a question could be included that specified that the data collected could be shared for all council purposes. The Group Head of Policy explained that under the GDPR regulations that was not possible. Further discussion on this topic was had where it was clarified that the owner of the data collected during the canvass process was not the council, but the Electoral Registration Officer and therefore the council was not entitled to use the data in any way.

The recommendations were then proposed by Councillor Bennett and seconded by Councillor Cooper.

The Committee

RESOLVED - That

- (1) The report be noted; and
- (2) It be agreed that the Electoral Registration Officer continues to implement change as necessary to the 2022 Canvass process.

Corporate Support Committee - 24.03.22

774. PROVISION OF INTERNAL AUDIT FROM 2022/23

The Interim Group Head of Corporate Support and Section 151 Officer advised members that the future of the provision of internal audit service had been considered by the Audit & Governance Committee at its meeting held on 22 February 2022. She confirmed that the report before members today sought the approval of the appointment of the Southern Internal Audit Partnership (SIAP) as the Council's Internal Audit Service from 1 April 2022.

An update was provided to members highlighting that the Head of Internal Audit for SIAP had attended a meeting of the Corporate Management Team last week, where he presented the draft internal audit plan for the next three years. It was confirmed that the plan was comprehensive, provided the council with some degree of flexibility and SIAP were ready to start on 1 April 2022.

The Interim Group Head of Corporate Support and Section 151 Officer outlined that she was happy to agree the plan and a copy of the plan would be provided to the Audit & Governance Committee at its next meeting on 28 July 2022 together with the first audit update report subject to this Committee's approval.

Members were then invited to ask any questions or make statements on the report and the update provided. The officer provided answers for all questions asked. Questions were asked regarding the 12-month notice period required in the contract and what had happened to the council's internal audit team that used to complete this work. The Chair of the Audit & Governance Committee was also invited to make comment where he stated that this new contract would provide the council with a more robust process, and he advised the Committee to approve the recommendations before them.

The recommendations were then proposed by Councillor Clayden and seconded by Councillor Bennett.

The Committee

RESOLVED

- (1) that the appointment of the Southern Internal Audit Partnership (SIAP) as the Council's Internal Audit Service from 1 April 2022 be approved; and
- (2) 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 & Governance Committee held on 22 February 2022 – Minute 666) be approved.

775. WORK PROGRAMME

In presenting the committee's work programme for 2022/23 the Chief Executive stated that it was reasonable to say that change was expected over the coming months based on the conversations he had had with members during the last week. These changes would generate a new stream of work that would be presented to this Committee as the council brought these changes forward.

It was suggested that a Customer Services update would be beneficial and should be added to the work programme. The Chair also agreed that resident contact points with the council was also important for the committee to review.

The Head of Technology and Digital confirmed that there would be two additional items for the work programme for the 15 September 2022 meeting which would see a report the Technology and Digital Annual update and for 10 November 2022 meeting a report on the review of the mobile phone contract.

The Committee then noted the work programme presented.

(The meeting concluded at 18.24 pm)

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ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF THE CORPORATE SUPPORT COMMITTEE ON 19 July 2022

PART A: REPORT

SUBJECT: Update on progress with the Council's ICT & Digital Strategies.

REPORT AUTHOR: Paul Symes, Head of Technology & Digital
DATE: 19 July 2022
EXTN: 01903 737585
AREA: Corporate Support

EXECUTIVE SUMMARY:

The Council's ICT Strategy was adopted in 2019 and Digital Strategy 2020.

This report is the annual update of progress with the strategies and has been provided to give the committee insight to the delivery of key themes.

Excellent progress has been made with advancing the strategies including significant enhancements in digital services and the adoption of cloud computing.

The technical specialists have extended operational hours for internal users and continue to support and improve a stable, available, and secure technical estate.

The development team have made many improvements to our online presence including adding new digital offerings for customers.

Our IT Support Desk have adapted to support a more mobile workforce and continue to deliver a high-quality service for our end-users.

RECOMMENDATIONS:

- i. The Corporate Support Committee to note the report and continue to receive annual updates.

2. PROPOSAL(S):

Within the lifetime of these strategies we faced a global pandemic which had a significant impact on how the council needed to work and how customers could access services.

Pre-pandemic we had embarked on a number of initiatives that would support new ways of working and improve customer self-service, the pandemic saw the adoption of these new capabilities accelerated.

The infrastructure and desktop support teams rapidly mobilised to make changes to increase homeworking capacity, expedite the rollout of collaborative working platforms and offer extend operational hours.

Staff are now able to seamlessly switch working between office and home, collaborate and share online, and access internal services for longer periods; work is no longer seen as a place we go, it is a thing we do.

This step change in operating model is now embedded into business as usual and provides the foundations that can support future operational changes around how we work and how we use our assets.

The development team have adopted agile working to improve existing services and speed up time to market for new capabilities. They continue to develop using open-source technologies and utilise central government digital platforms.

We have increased the number of customer contact channels and online services allowing access to some services 24/7, we have improved inclusion and accessibility for more customer groups and developed new offerings to keep customers better informed and allow us to receive feedback.

To ensure our buildings are fit for the future we have equipped our main offices with video conferencing rooms allowing flexibility and mixed use. Work has also been completed on improving the webcasting system in the council chamber to support remote attendance.

Our strategy to move services to the Cloud is progressing well, this has allowed us to start reducing our reliance on internal hardware, improve security and at the same time provide greater resilience and business continuity. It will also help us reduce our energy consumption and deliver greener technology.

As part of our mobile connectivity refresh, we foresaw a demand for increased mobile data, so we moved to a pooled data model this has supported increased remote working where a physical internet connection is not available and seen savings on data costs.

There is a high demand to access spatial data and we are continually improving the quality and depth of data that our Geographical Information System (GIS) provides. The team have also been developing secure open data connectors which allow us to share data securely and in real-time with external service providers and contractors.

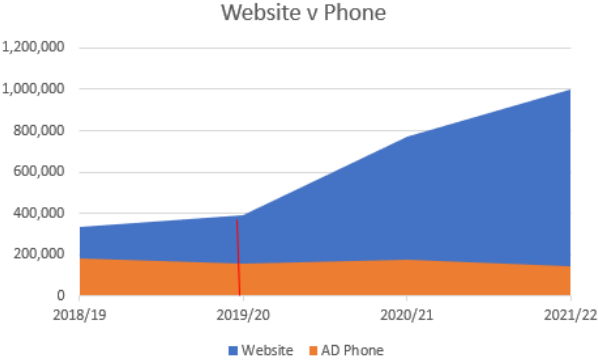
We have been working with a number of telecom providers to create a fibre connected district. A new fibre exchange has been built in Bognor and a site is currently being sought in Littlehampton. Engineering work has started on rolling out ultra-fast gigabit capable internet to homes and businesses and this will future proof Arun for the digital age and ‘the internet of things’.

In partnership with the county council we are working on a Digital Connectivity Infrastructure Accelerator (DCIA) programme. Funded by the Department for Digital, Culture, Media & Sport (DCMS) this will deliver a digital management solution for the use of publicly owned assets and ultimately encourage the market to provide high quality mobile connectivity wherever people live, work or travel.

Through our local school network we have been able to recycle old redundant IT equipment so that it can be re-used by children who may otherwise not have access to technology. Our latest delivery included around 100 laptops that had reached their end-of-life for business use and may have ended up as landfill.

Going forward we will continue to improve our self-service offerings, move more services to the Cloud, and progress a digitally connected district. We have other big projects in the pipeline such as replacing our corporate telephony and contact centre systems and hope to add more digital customer contact choices.

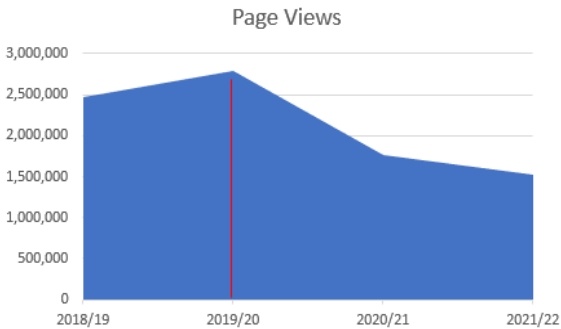
To improve usability of services for elected members we will also be exploring end-user device options in preparation for the next municipal year which may include the choice of a laptop computer or iPad.



Website Visitors (high is good)

Two and a half years ago Technology & Digital took on ownership of the main website. Since then we have been focusing on improvements, adding more interactive functionality and self-services options.

Since then we have seen the number of visitors increase by over 150% and in 2021/22 for the first time the website received over one million visitors.

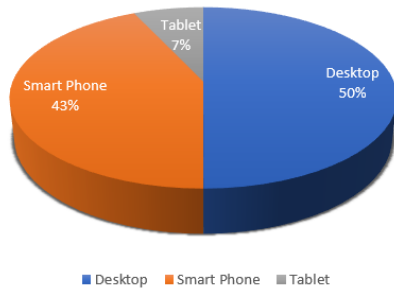


Page Views (low is good)

As part of the website improvements we have been working on customer journeys, making content easier to read, grouping services more logically and making it quicker to find information.

Over the same period as the increase in the number of site visitors we have managed to achieve a 75% ratio reduction in individual page views per visit.

Device Usage

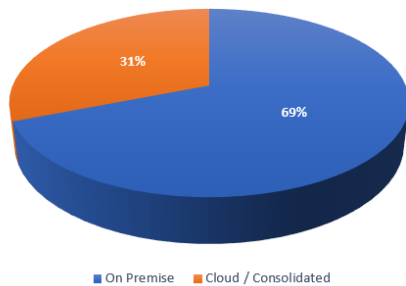


Device Use

In the last few years, the types of viewing device used to access digital services has remained relatively constant and is split equally between full size screens and smaller portable screens.

For this reason when developing digital services we have adopted responsive web design, this allows the same content to be dynamically optimise based on the user's device and provides for a better user experience.

Server Migration / Consolidation

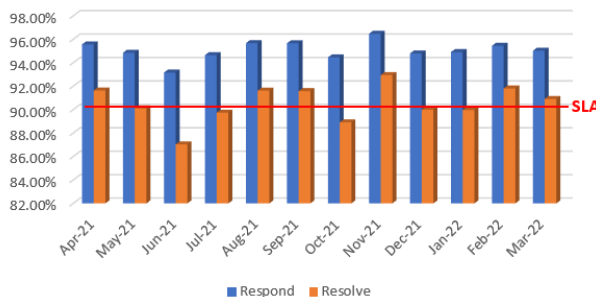


Cloud First

Work has been progressing well on moving services and systems to the Cloud. We have built our own public cloud ecosystem; this allows us the flexibility of using either third party hosted environments or our own based on the best business advantage.

Studies by Microsoft indicate that cloud computing can be 79% more energy efficient and generate 92% less carbon emissions.

Respond & Resolve SLA



Support Desk SLA's

The IT Support Desk has an SLA target of **90%** to responded with 8 hours and 5 days for resolution.

Remote working, staff using their own home networks and longer opening hours means issues are more complicated and sometimes requires a home visit and/or return of equipment.

During the overall period, the support desk has exceeded their SLA with an average of **95%** within target.

3. OPTIONS:

- i. The Corporate Support continue to receive annual updates.
- ii. The Corporate Support Committee stop receiving annual updates.

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		X
Relevant District Ward Councillors		X

Other groups/persons (please specify)		
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
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
6. IMPLICATIONS: None		

7. REASON FOR THE DECISION:
To review the progress being made with the Technology & Digital Strategies and continue to receive annual updates.

8. BACKGROUND PAPERS:
None

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Agenda Item 8

Corporate Support Committee - Work Programme

Corporate Support Committee	Lead Officer	Date of Meeting	Time	Full Council Meeting Date
Outturn Report on Sundry Debtors Work Programme	Carolyn Martlew	24 May 2022 CANCELLED	6pm	13-Jul-22
Annual Update on Information and Digital Strategy Work Programme	Paul Symes	19 July 2022	6pm	14-Sep-22
Review of Procurement Strategy Outturn Report on Sundry Debtors Customer Services – Annual Update Work Programme	Carolyn Martlew Carolyn Martlew J Russell-Wells	15 September 2022	6pm	09-Nov-22
Renewal of Mobile Phone Contract Work Programme	Paul Symes	10 November 2022	6pm	18-Jan-23
Committee Budget Report – Service specific – Budget 2023/24 Pay Policy Statement 2022	Carolyn Martlew Karen Pearce	19 January 2023	6pm	CPPC – 09 February 2023 15-Mar-23

Note: The KPIs from the new Council Vision will also be reported through to Service Committees – the dates are currently being worked on

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