



Public Document Pack

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21 October 2022

CORPORATE SUPPORT COMMITTEE

A meeting of the Corporate Support Committee will be held in **the Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 10 November 2022 at 6.00 pm** and you are requested to attend.

Members: Councillors Dendle (Chair), Roberts (Vice-Chair), Bennett, Buckland, Clayden, 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 Wednesday, 2 November 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.

A G E N D A

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 - 4)

The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 15 September 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. **CCTV STRATEGY AND POLICY [30 MINUTES]**

(Pages 5 - 26)

This report sets out the proposed CCTV Strategy and CCTV Policy and it seeks the Committee's agreement to adopt each document.

7. **KEY PERFORMANCE INDICATORS 2022-2025 - QUARTER 2 PERFORMANCE REPORT FOR THE PERIOD 1 JULY TO 30 SEPTEMBER 2022 - 30 MINUTES**

(Pages 27 - 32)

This report updates Members on corporate performance indicators at Quarter 2 [covering July to September 2022] relating to this Committee. The report is to be noted.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

8. WORK PROGRAMME [5 MINUTES]

(Pages 33 - 34)

The Committee's Work Programme for the remainder of the Municipal Year is attached for the Committee's information.

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

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

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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

15 September 2022 at 6.00 pm

Present: Councillors Dendle (Chair), Clayden, Cooper (Substitute for Madeley), Mrs Cooper, Gunner (Substitute for Roberts), Haywood (Substitute for Huntley), Oppler and Warr.

Apologies: Councillors Bennett

262. DECLARATIONS OF INTEREST

There were no declarations of interest made.

263. MINUTES

The minutes of the Corporate Support Committee meeting held on 19 July 2022 were approved by the committee and signed by the Chair.

264. PUBLIC QUESTION TIME

There were no public questions submitted for this meeting.

265. CUSTOMER SERVICES ANNUAL REPORT 2021-2022

The Customer Services Manager provided members with an introduction to the report. She explained that the report highlighted the areas where the customer service teams helped and assisted the district's customers. She confirmed that they handled approximately 3000 webchats annually. She drew members' attention to appendix 3 in the agenda pack as it highlighted all the different contact channels available to customers. She also advised that call volumes had seen a decrease in numbers and that this was due to the number of available trained resources as well as other contact channels being chosen and used instead of just the telephone option. Turning to appendix 5 she explained that showed the decrease in the 'come in' figures, the number of people coming into the Civic Centre and or Bognor Regis Town Hall, she also confirmed that the zero figures highlighted the pandemic timeframe. She also explained that recently an appointment system had been put in place at both the civic and town hall locations. Confirming that the customer services teams were covering both receptions and assisting customers with the best route to have their query resolved, which may involve a variety of options from a video call with a specialist advisor or an in person appointment where needed. In summing up she also confirmed that any individuals presenting as homeless would also be assisted by the staff on the receptions.

In turning to the debate, members were invited by the Chair to ask any questions if they had any, a summary of which is below.

Corporate Support Committee - 15.09.22

It was queried how many employees there were in the team. It was confirmed that the team was made up of 23 Full Time Equivalents (FTE) when fully staffed. However, the team were currently 4 FTE short as well as 1 member of the management team short. It was confirmed that all Customer Service team members were trained, and all took calls, especially during high peak times.

Clarity was sought regarding staffing at Bognor Regis Town Hall after several press reports had been seen over the last few months that stated the Town Hall reception had been closed and this differed from the presentation members had just received. It was confirmed by the Customer Service Manager that reception at Bognor Regis Town Hall was open and was now benefitting from the recently introduced appointment system. It was confirmed that no complaints had been received since the appointment system had been introduced and that the only staff that had been relocated from Bognor Regis Town Hall were some parts of the Revenue and Benefit Teams.

There was further discussion in relation to how working remotely had impacted the Customer Services Team, what were its advantages and disadvantages. This then led to discussion on how the team approached referring customers to the website to self-serve in the future. Where it was confirmed that the team would always encourage customers to take the self-serve option, inclusive of talking the customer through the step-by-step process over the phone or inviting the customer in to use the computers available in the reception areas and showing them how to navigate the website in person.

The final question asked was, was there anything that the Customer Services Manager thought that the council could improve on. Where she confirmed that the team were doing everything they could to promote all the different contact channels available to all customers, but, feedback was that customers did not yet trust the self-serve option and therefore it was important for the council to ensure that when a customer did choose a self-serve option, the actions required were completed and completed well, in order for customers to see the process working.

Members then noted the report.

266. CORPORATE SUPPORT PERFORMANCE REPORT FOR QUARTER 1

The Group Head of Finance and Section 151 Officer introduced the report to members, as there were no questions raised, this was noted by the Committee.

267. BUDGET PROCESS REPORT 2023/24

The Group Head of Finance and Section 151 Officer introduced the report to the Committee. The Chair confirmed that previously there had been confusion as to the right place to ask questions related specifically to the Budget and confirmed that this would be at the budget meeting early next year. This report was to note the process that would be followed as highlighted in appendix B.

As there were no questions, the Committee noted the report.

268. SUNDRY DEBTS WRITE OFFS 2021-2022

The Group Head of Finance and Section 151 Officer introduced the report to Members.

The Chair queried the process followed for chasing bad debts and asked if the council considered selling those debts to an external debt collection company to try and recover some of the monies. The Group Head of Finance & Section 151 Officer explained that external debt collection agencies were used by some areas in the council. However, should this be something that was of interest to Members for Sundry Debt, then this would require a policy change and Members would be consulted prior to any changes being implemented. It was then commented by one Member that he would not encourage this approach and he would advise against it.

As there were no further questions, the Committee noted the debts written off in 2021/22 under delegated powers of £67,250.77 as detailed in the report.

269. WORK PROGRAMME

It was queried if the Chair had received any contact from the Committee with suggestions of items to add to its work programme as previously requested. The Chair confirmed that no contact had been received.

The Committee therefore noted the work programme.

(The meeting concluded at 6.23 pm)

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Arun District Council

REPORT TO:	CORPORATE SUPPORT COMMITTEE – 10 NOVEMBER 2022
SUBJECT:	CCTV Strategy & Policy
LEAD OFFICER:	Nat Slade, Group Head of Technical Services
LEAD MEMBER:	Councillor Paul Dendle
WARDS:	All
<p>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</p> <p>The CCTV Strategy and Policy contribute to the Council's Vision as follows:</p> <p>Improving the wellbeing of Arun - as the absence of crime and disorder has direct wellbeing benefits for our local communities in that they feel and are safer.</p> <p>Fulfilling Arun's economic potential - as CCTV contributes to the prevention and detection of crime, thereby supporting safer town centres which attract and retain business, are used well by the community and visitors.</p>	
<p>DIRECTORATE POLICY CONTEXT:</p> <p>The Council does not have an existing Strategy or Policy document for its use of CCTV surveillance systems.</p>	
<p>FINANCIAL SUMMARY:</p> <p>CCTV surveillance systems are currently operated across General Fund and Housing Revenue Account sites. The review of existing CCTV surveillance systems will identify systems that will need to be decommissioned, systems in need of upgrading, and systems that will need to be replaced. Until the review is undertaken the financial implications cannot be accurately estimated. If these costs are not containable within existing budgets, a further report will be prepared for the relevant committee's consideration.</p> <p>It is considered likely that the outcome of the review will be a reduction in the number of CCTV surveillance systems operated by the Council. This will reduce ongoing annual maintenance costs.</p>	

1. PURPOSE OF REPORT

- 1.1. This report sets out the proposed CCTV Strategy & CCTV Policy and seeks Committee's agreement to adopt each document.

2. RECOMMENDATIONS

- 1.2. That Committee agrees:

to adopt Arun District Council's CCTV Strategy;
to adopt Arun District Council's CCTV Policy, and;
to delegate authority to the Group Head of Law & Governance to make changes to the CCTV policy.

2. EXECUTIVE SUMMARY

- 2.1. Committee is asked to adopt a Strategy for the use of CCTV systems, and a policy setting out its arrangements for how those systems are to be operated.

3. DETAIL

- 3.1. The Council operates CCTV surveillance camera systems across its estate on operational buildings such as offices and depots, and in public places such as some car parks, leisure centres and housing blocks. The Council has duties as data controller for these systems.
- 3.2. The Council as a member of the Safer Arun Partnership, also contributes funding to public town centre CCTV surveillance camera systems maintained, monitored and operated by Sussex Police. Sussex Police have duties as data controller for these systems.
- 3.3. The Council may also choose in its role as licensing authority to mandate use of CCTV surveillance camera systems in regulated locations which are privately owned such as taxis and private hire vehicles. Such systems would be owned by the vehicle owner, and operated in accordance with licence conditions issued by the Council. The Council has duties as data controller for these systems.
- 3.4. The proposed CCTV strategy (appendix 1) establishes a clear vision and underpinning principles for its use:

The Council believes that CCTV surveillance camera systems are an important tool available for the Council to use. To ensure trust and confidence in their use, the Council is committed to the following principles in determining when, where and how to install and operate CCTV surveillance camera systems.

- A lawful purpose must be identified
 - The use of surveillance systems must be proportionate
 - They are 'fit for purpose'
 - Use of systems is to be overt
 - Data is to be handled securely
- 3.5. The purpose of the policy is to set out the Council's arrangements which will ensure compliance with our legal duties and the latest guidance from the Home Office, Information Commissioner and the Biometrics and Surveillance Camera Commissioner. The scope of the policy relates to those CCTV surveillance camera systems for which the Council is data controller. It does not include the town centre CCTV surveillance camera systems operated by Sussex Police.
- 3.6. The delegation has been requested in order to make minor changes resulting from experience in operating the policy, and the frequent changes to official guidance and codes which may necessitate changes to the policy.
- 3.7. The purposes for which the Council will use CCTV surveillance camera systems, identified within the policy, are as follows:

- a) to prevent crime and protect buildings and assets from damage, disruption, vandalism and other crime;
- b) for the personal safety of staff, visitors and other members of the public and to act as a deterrent against crime;
- c) to support law enforcement bodies in the prevention, detection and prosecution of crime;
- d) to assist in day-to-day management, including ensuring the health and safety of staff and others;
- e) to assist in the effective resolution of disputes which arise in the course of disciplinary or grievance proceedings, and;
- f) to assist in the defence of any civil litigation, including employment tribunal proceedings

3.8. The strategy sets out that within the first year following adoption a review will be undertaken of all existing CCTV systems on the Council's estate.

3.9. The review will involve undertaking a Data Protection Impact Assessment for each CCTV surveillance camera system, assess the system's functionality, and data security arrangements. In particular the following will be established:

- Its purpose.
- Its impact on individuals.
- Cameras locations to minimise viewing of spaces not relevant to the purpose.
- That as far as reasonably practicable, the cameras' field of vision does not include homes, gardens and other private property.
- If the CCTV system in an areas such as toilets where people have a reasonable expectation of privacy (presumption against use in these areas).
- Whether it is an effective solution.
- If other solutions are better.
- Overall, if the CCTV system is proportionate.
- If the cameras are recording sound (stop them doing so if they are).
- Whether the system records images of suitable quality to meet the purpose.
- That the images (live and recorded) are stored securely, only accessible to authorised persons.
- That signage at the entrance to surveillance zones is in place which states ADC operated system, contact details, purpose of surveillance and that the individual's image may be recorded.
- How long images should be kept, how they are deleted, and that this is recorded.
- How images can be viewed and exported.
- Who should be authorised to view CCTV footage.

3.10. Following the review, where systems are found no longer to have a valid defined purpose, are considered to be disproportionate or ineffective at serving the defined purpose, they will be decommissioned and removed.

3.11. The review will identify that some of the CCTV surveillance camera systems require upgrade or replacement of the hardware in order to comply with the policy arrangements, which will be taken forward.

- 3.12. Annual review arrangements involving Data Protection Officer and Single Point of Contact (with the Biometrics and Camera Surveillance Commissioner) will assess compliance with the Council's policy, and whether the policy itself needs to be amended to reflect any changes to guidance etc. The strategy and policy will be subject to formal review at least every five years by the relevant committee of the Council.

4. CONSULTATION

- 4.1. Unison, the Formal Unison Staff Consultation Panel, has been consulted and do not have any concerns with the policy being introduced.
- 4.2. Those departments involved in operating Arun-controlled CCTV surveillance systems and the Legal team have been engaged over a considerable period in the development of the policy to ensure it is practical and deliverable as well as fulfilling the Council's duties.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. Committee could decide to cease to operate any CCTV surveillance systems on its estate. This would remove an important tool available to the Council for protecting its assets, deterring and detecting crime. Savings arising from ceasing to operate systems may be offset by increased reactive maintenance costs arising from criminal damage.
- 5.2. Although there is no obligation to have an adopted strategy, if the Council continues to operate CCTV surveillance systems it must have policy arrangements in place that set out how it will fulfil its duties.

6. COMMENTS BY THE INTERIM GROUP HEAD OF FINANCE/SECTION 151 OFFICER

- 6.1. The Financial Summary states: Until the review is undertaken the financial implications cannot be accurately estimated. If these costs are not containable within existing budgets, a further report will be prepared for the relevant committee's consideration. It is considered likely that the outcome of the review will be a reduction in the number of CCTV surveillance systems operated by the Council. This will reduce ongoing annual maintenance costs. When the outcome of the review is received, reports will be presented to Members detailing the outcome and financial implications as appropriate.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. If the policy is not adopted and implemented, initially by way of the review of the Council's existing CCTV surveillance systems, the Council will be unable to provide assurance that it is complying with its duties.

- 7.2. The cost of decommissioning, upgrading and replacing existing CCTV systems may not be containable within existing budgets.
- 7.3. Competing demands on officer time may delay progress in reviewing existing systems. A CCTV policy implementation group has been established to monitor progress. Policy arrangements include an annual review process that will highlight any concerns with progress in implementing the policy. If additional resources are considered necessary and cannot be identified from within existing budgets, a further report will be prepared for the relevant committee's consideration.

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 8.1. The Surveillance Camera Commissioner (SCC) was created under the Protection of Freedoms Act 2012 to regulate CCTV and promote the Surveillance Camera Code of Practice. The processing of personal data must comply with both the Data Protection Act 1998 and the General Data Protection Regulation.

9. HUMAN RESOURCES IMPACT

- 9.1. The review of existing systems will impact on existing staffing resources but it is considered to be deliverable. Unison has been consulted on the policy in relation to its impact on staff and do not have any concerns.

10. HEALTH & SAFETY IMPACT

- 10.1. CCTV surveillance systems can be used as a control measure following risk assessment to help protect the safety of staff and others.

11. PROPERTY & ESTATES IMPACT

- 11.1. Systems operated by Arun on its general fund estate will be reviewed by the department which operates the system. Systems operated on the Council's own housing sites will be reviewed by Residential Services department.
- 11.2. CCTV surveillance systems are an important tool in deterring and detecting crime which helps protect staff, contractors, service users, residents and tenants as well as Council property from damage.
- 11.3. Departments operating CCTV surveillance systems cooperate in ensuring that cost effective maintenance arrangements are in place.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

- 12.1. An equalities impact assessment has been carried out. The assessment has not identified adverse impacts on any of the protected characteristics.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. No material impacts have been identified. The Council's electricity supply is REGO certified as being generated from renewal sources.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. CCTV surveillance systems have an important role to play in deterring and detecting crime.

15. HUMAN RIGHTS IMPACT

15.1. The policy sets out a process to review all the existing CCTV surveillance on Arun's estate, which will identify whether a legally recognised purpose exists for the operation of a system, what alternatives have been considered, assesses whether operating a system is a proportionate approach taking into account the level of intrusion and mitigation available, and whether a CCTV system would be effective in delivering the purpose. The outcome of the review will be that the Council will only operate systems where it can demonstrate that it is proportionate and effective to do so.

15.2. The arrangements in the policy for any systems which are considered in the future will also require the impacts to be assessed in the same way.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. The policy sets out how the Council will ensure personal data will be stored and shared to ensure its security, that it is stored for a defined periods which enables the systems to fulfil their defined purposes, but will automatically delete data to comply with relevant codes, guidance and data protection regulations.

CONTACT OFFICER:

Name: Nat Slade

Job Title: Group Head of Technical Services

Contact Number: (01903) 737683

BACKGROUND DOCUMENTS:

Appendix 1: Arun District Council CCTV Strategy

Appendix 2: Arun District Council's CCTV Policy

Equalities Impact Assessment

Arun District Council's CCTV Strategy

Introduction

Arun District Council operates CCTV surveillance camera systems across its estate on operational buildings such as offices and depots, and in public places such as some car parks, leisure centres and housing blocks.

The Council, as a member of the Safer Arun Partnership, also contributes funding to public town centre CCTV surveillance camera systems maintained, monitored and operated by Sussex Police.

The Council may also choose in its role as licensing authority to mandate use of CCTV surveillance camera systems in regulated locations which are privately owned such as taxis.

The Council has differing roles and responsibilities in these scenarios.

Legal duties and official guidance in relation to CCTV surveillance camera systems are updated frequently.

The purpose of this strategy is to set out the key principles the Council will follow in its use of CCTV surveillance camera systems.

Vision Statement

The Council believes that CCTV surveillance camera systems are an important tool available for the Council to use. To ensure trust and confidence in their use, the Council is committed to the following principles in determining when, where and how to install and operate CCTV surveillance camera systems.

- A lawful purpose must be identified
- The use of surveillance systems must be proportionate
- They are 'fit for purpose'
- Use of systems is to be overt
- Data is to be handled securely

Review

Within the first year following adoption of the strategy the Council will ensure that a review is undertaken of its existing CCTV surveillance camera systems to ensure that they comply with the principles within this strategy.

Where systems are found no longer to have a valid defined purpose, are considered to be disproportionate or ineffective at serving the defined purpose, they will be decommissioned and removed.

The Council will ensure that where the principles have determined a lawful purpose, and that operating a CCTV surveillance camera system is proportionate and effective, the Council will ensure that such systems have the necessary functionality to be 'fit for purpose'.

Resourcing

Resources will be provided to ensure that surveillance systems identified by the review as requiring upgrade or replacement are made available. Resources are provided for ongoing CCTV maintenance and support. Where any new CCTV surveillance camera system is proposed, the costs of installation, operation and maintenance will be identified and the budgetary implications considered ahead of decision.

Decision making

Decisions regarding the introduction, operation, maintenance, review and removal of existing CCTV surveillance camera systems are to be undertaken by officers following the principles set out in this strategy and the processes in the associated policy.

Where the budgetary implications are material to the Council's financial position or require a supplementary estimate, such proposals will be taken to the relevant committee to be determined.

Whether or not the Council decides to mandate use of CCTV surveillance camera systems in regulated places such as taxis is a policy matter to be determined by Full Council as Licensing Authority, or Licensing Committee where delegated.

Policy

The Council will establish a policy providing more detail on its arrangements for operating CCTV surveillance camera systems for which it is data controller.

Strategy Adopted on 10 November 2022 by Corporate Support Committee.

To be formally reviewed at least every five years.

Arun District Council's CCTV Policy

This policy outlines how the District Council will use CCTV surveillance camera systems where it is the data controller, detailing safeguards to ensure lawful processing of the data concerned. Such systems fall into two principal categories. Firstly, those installed across its estate (General Fund and Housing Revenue Account). Secondly, the CCTV surveillance camera systems it may require as regulator be installed in privately owned regulated places such as taxis.

Note: This policy takes into account the Surveillance Camera Commissioner's Surveillance Camera Code of Practice, EU General Data Protection Regulation which took effect on 25 May 2018 and the Home Office Surveillance Camera Code of Practice (November 2021).

1. POLICY STATEMENT – GUIDING PRINCIPLES

1.1 The Council believe that CCTV surveillance camera systems have a legitimate role to play in helping to maintain a safe and secure environment for all our staff and visitors including persons coming to the premises to visit persons sharing our premises. However, the Council recognise that this may raise concerns about the effect on individuals and their privacy. This policy is intended to address such concerns. Images recorded by CCTV surveillance camera systems are personal data which must be processed in accordance with data protection laws. The Council is committed to complying with our legal obligations and ensuring that the legal rights of those captured on CCTV images, relating to their personal data, are recognised and respected.

1.2 This policy is intended to assist staff in complying with their own legal obligations when working with personal data. In certain circumstances, misuse of information generated by CCTV or other surveillance camera systems could constitute a criminal offence.

1.3 This policy does not relate to body worn cameras, vehicle-mounted cameras, camera system used for streaming and recording public meetings of Full Council and Council Committees, cameras in the public domain operated by Sussex Police, covert surveillance by the Council as a prosecuting authority under the Regulation of Investigatory Powers Act or ANPR vehicle number plate monitoring or similar systems. Where these activities are carried out by the Council they are the subject of separate policies or procedures. This policy does not relate to nor seek to prohibit the use of "dummy" CCTV cameras, as these are not surveillance camera systems.

2. DEFINITIONS

2.1 For the purposes of this policy, the following terms have the following meanings:

- **CCTV;** means dedicated fixed and domed cameras designed to capture and record

images of individuals and property.

- **Council;** means the Arun District Council.
- **Data:** is information which is stored electronically, or in certain paper-based filing systems. In respect of CCTV, this generally means video images. It may also include static pictures such as printed screen shots.
- **Data subjects:** means all living individuals about whom the Council hold personal information as a result of the operation of our CCTV (or other surveillance camera systems). This includes employees, councillors, contractors or members of the public visiting Council premises.
- **Personal data:** means data relating to a living individual who can be identified from that data (or other data in our possession). This will include video images of identifiable individuals.
- **Data controllers:** are the people who, or organisations which, determine the manner in which any personal data is processed. They are responsible for establishing practices and policies to ensure compliance with the law. The Council is the data controller of all personal data used in our business for our own commercial purposes and oversight of this role will be carried out by the Council's Data Protection Officer (the Group Head of Law & Governance). The Council is the data controller where it may choose to mandate use of CCTV surveillance camera systems in regulated places.
- **Data users:** are those of our employees whose work involves processing personal data. This will include those whose duties are to operate CCTV cameras and other surveillance camera systems to record, monitor, store, retrieve and delete images. Data users must protect the data they handle in accordance with this policy.
- **Data processors:** are any person or organisation that is not a data user (or other employee of a data controller) that processes data on our behalf and in accordance with our instructions (for example, a supplier which handles data on our behalf).
- **DPO:** means the Data Protection Officer (the Group Head of Law & Governance) or in their absence the person deputising for the Data Protection Officer.
- **Processing:** is any activity which involves the use of data. It includes obtaining, recording or holding data, or carrying out any operation on the data including organising, amending, retrieving, using, disclosing or destroying it. Processing also includes transferring personal data to third parties.
- **SRO:** Senior Responsible Officer – Group Head of Law & Governance
- **SPOC:** Single Point of Contact with the Biometrics and Camera Surveillance

Commissioner - Group Head of Technical Services

- **Surveillance camera systems:** means any devices or systems designed to monitor or record images of individuals or information relating to individuals. The term includes CCTV systems as well as any technology that may be introduced in the future such as automatic number plate recognition (ANPR), body worn cameras, unmanned aerial systems and any other systems that capture information of identifiable individuals or information relating to identifiable individuals.
- **We:** Means Arun District Council

3. ABOUT THIS POLICY

3.1 We currently use CCTV cameras to view and record individuals on and around our premises. This policy outlines why we use CCTV, how we will use CCTV and how we will process data recorded by CCTV cameras to ensure we are compliant with data protection law and best practice. This policy also explains how to make a subject access request in respect of personal data created by CCTV.

3.2 We recognise that information that we hold about individuals is subject to data protection legislation. The images of individuals recorded by CCTV cameras are personal data and therefore subject to the legislation. We are committed to complying with all our legal obligations and seek to comply with best practice suggestions from the Information Commissioner's Office (ICO).

3.3 This policy covers all employees, consultants, contractors, volunteers, work experience students, casual workers, zero hours workers and agency workers and may also be relevant to members of the public visiting our premises and residents of Council housing. This policy is also applicable to external organisations, Council tenants or members of the public wishing to access CCTV images held by the Council.

3.4 This policy has been adopted following consultation with Unison via the Formal Staff Unison Consultation Panel.

3.5 This policy is non-contractual but as a policy of the Council, the requirement to observe the policy forms part of the terms and conditions of any employment or other contract. We may amend this policy at any time following consultation with Unison. The policy will be regularly reviewed by the DPO to ensure that it meets legal requirements, relevant guidance published by the ICO and industry standards.

3.6 A breach of this policy may, in appropriate circumstances, be treated as a disciplinary matter. Following investigation, a breach of this policy or the relevant data protection legislation may be regarded as misconduct or gross misconduct leading to disciplinary action, up to and including dismissal as covered by the Staff & Manager's Handbook and related procedures.

4. PERSONNEL RESPONSIBLE

4.1 The DPO has overall responsibility for ensuring compliance with relevant legislation and the effective operation of this policy. Day-to-day management responsibility for deciding what information is recorded, how it will be used and to whom it may be disclosed has been delegated to Group Heads and Directors. Day-to-day operational responsibility for CCTV cameras and the storage of data recorded is the responsibility of the Repairs and Contracts Manager on our Council Housing sites and the Property, Estates & Facilities Manager on our other sites.

4.2 Responsibility for keeping this policy up to date has been delegated to the DPO

5. REASONS FOR THE USE OF CCTV

5.1 We currently use CCTV around our estate as outlined below. We believe that such use is necessary for legitimate business purposes, including:

- a)** prevent crime and protect buildings and assets from damage, disruption, vandalism and other crime;
- b)** for the personal safety of staff, visitors and other members of the public and to act as a deterrent against crime;
- c)** to support law enforcement bodies in the prevention, detection and prosecution of crime;
- d)** to assist in day-to-day management, including ensuring the health and safety of staff and others;
- e)** to assist in the effective resolution of disputes which arise in the course of disciplinary or grievance proceedings, and;
- f)** to assist in the defence of any civil litigation, including employment tribunal proceedings

This list is not exhaustive and other purposes may be or become relevant but will only be applied with the express written determination of the DPO.

5.2 As a public body the Council may also need to process CCTV footage for the necessary performance of a task carried out in the public interest or in the exercise of official authority vested in the Council.

6. MONITORING

6.1 CCTV monitors Council owned buildings/land 24 hours a day and this data is continuously recorded.

6.2 Camera locations are chosen to minimise viewing of spaces not relevant to the legitimate purpose of the monitoring. As far as practically possible, CCTV cameras will not focus on private homes, gardens or other areas of private property. Location and angles will be considered and we will attempt to ensure that annual or other changes (such as growth of plants and trees) are

reasonably taken into account in this consideration.

6.3 The Council's CCTV surveillance camera systems will not be used to record sound. The exception to this is the CCTV systems that the Council may mandate be installed and operated in privately owned regulated locations such as taxis and private hire vehicles. In this scenario, although the hardware is owned by the vehicle owner, the Council is the data controller. The audio recordings will be capable of being turned on/off and conditions attached to licences to control operation, data retention and sharing arrangements.

6.4 Facial recognition software will not be used.

6.5 Images may be monitored by authorised personnel 24 hours a day every day of the year, subject to principles in paragraph 7.2.

6.6 Staff using CCTV surveillance camera systems will be given appropriate training to ensure they understand and observe the legal requirements related to the processing of relevant data.

6.7 The DPO will authorise persons for the purposes of 6.5 above and shall be responsible for selecting and completion of the training referred to in 6.6 above.

7. HOW WE WILL OPERATE ANY CCTV

7.1 Where CCTV cameras are placed on our estate, we will ensure that signs are displayed at the entrance of the surveillance zone to alert individuals that their image may be recorded. Such signs will contain details of the organisation operating the system, the purpose for using the surveillance system and who to contact for further information, where these things are not obvious to those being monitored. The Repairs and Contracts Manager on our Council Housing sites and the Property, Estates & Facilities Manager on our other sites will be responsible for reviewing the location of signage annually.

7.2 Live feeds from CCTV cameras will only be monitored where this is reasonably necessary, for example to protect health and safety, or checking systems are working correctly.

7.3 We will ensure that live feeds from cameras and recorded images are only viewed by members of staff whose role requires them to have access to such data and are authorised by the DPO, or their deputy. Recorded images will only be viewed in designated, secure offices by officers authorised by the DPO, or their deputy. Recorded images may be viewed Human Resources staff and investigating/hearing managers' involved with disciplinary or grievance matters.

8. USE OF DATA GATHERED BY CCTV

8.1 In order to ensure that the rights of individuals recorded by the CCTV system are protected, we will ensure that data gathered from CCTV cameras is stored in a way that maintains its integrity and security. This may include encrypting the data, where it is possible to do so.

8.2 Given the large amount of data generated by surveillance camera systems, we may store video footage using a cloud computing system. We will take all reasonable steps to ensure that any cloud service provider maintains the security of our information, in accordance with industry standards.

8.3 We may engage data processors to process data on our behalf. We will ensure reasonable contractual safeguards are in place to protect the security and integrity of the data.

9. RETENTION AND ERASURE OF DATA GATHERED BY CCTV

9.1 Data recorded by the CCTV system will be stored and this may include storage digitally using a cloud computing system. Data from CCTV cameras will not be retained indefinitely but will be permanently deleted once there is no reason to retain the recorded information. Exactly how long images will be retained for will vary according to the purpose for which they are being recorded. For example, where images are being recorded for crime prevention purposes, data will be kept long enough only for incidents to come to light. Data downloaded for use within an investigation may be stored for a longer period to facilitate the investigation, and potential appeal. In all other cases, recorded images will be kept for no longer than 30 [thirty] days. The Repairs and Contracts Manager on our Council Housing sites and the Property, Estates & Facilities Manager will maintain a comprehensive log of when data is deleted which must be made available to the DPO on request.

9.2 At the end of their useful life, all images stored in whatever format will be erased permanently and securely. Any physical matter such as discs will be disposed of as confidential waste. Any still photographs and hard copy prints will be disposed of as confidential waste.

10. USE OF ADDITIONAL SURVEILLANCE CAMERA SYSTEMS

10.1 Prior to introducing any new surveillance system, including placing a new CCTV camera in any workplace location, we will carefully consider if they are appropriate by carrying out a Data Protection Impact Assessment (**DPIA**).

10.2 A DPIA is intended to assist us in deciding whether new surveillance cameras are necessary and proportionate in the circumstances and whether they should be used at all or whether any limitations should be placed on their use.

10.3 Any DPIA will consider the nature of the problem that we are seeking to address at that time and whether the surveillance camera is likely to be an effective solution, or whether a better

solution exists. In particular, we will consider the effect a surveillance camera will have on individuals and therefore whether its use is a proportionate response to the problem identified.

10.4 No surveillance cameras will be placed in areas where there is an expectation of privacy (specifically this means in changing rooms, rest rooms and kitchen areas) unless, in very exceptional circumstances, it is judged by the DPO to be necessary to deal with very serious concerns. Such decisions will be recorded on the DPO register of decisions. An example of exceptional circumstances might be if there were allegations of criminal damage in a kitchen or rest room area. In such cases use of surveillance cameras will be overt and signage will be used.

10.5 Leases of Council owned land/property will from the date of adoption of this policy, include a clause requiring landlord approval prior to installation of any CCTV camera surveillance camera systems by tenants. Landlord consent will only be issued where a written undertaking is provided by the tenant that they will follow ICO guidance and in the case of the Council's housing tenants, that nowhere outside the leased property is within the surveillance zone unless they do so. A record of this undertaking will be retained on the corresponding entry in the asset management system.

11. COVERT MONITORING

11.1 We will not engage in covert monitoring or surveillance (that is, where individuals are unaware that the monitoring or surveillance is taking place) unless, in highly exceptional circumstances, there are reasonable grounds to suspect that criminal activity or extremely serious malpractice is taking place and, after suitable consideration, we reasonably believe there is no less intrusive way to tackle the issue.

11.2 In the unlikely event that covert monitoring is considered to be justified, it will only be carried out with the express authorisation of the Chief Executive or a Director. The decision to carry out covert monitoring will be fully documented and will set out how the decision to use covert means was reached and by whom. The risk of intrusion on people not involved in the suspected serious malpractice or criminal activity will always be a primary consideration in reaching any such decision.

11.3 Only a limited number of people will be involved in any covert monitoring.

11.4 Covert monitoring will only be carried out for a limited and reasonable period of time consistent with the objectives of making the recording and will only relate to the specific suspected illegal or unauthorised activity.

11.5 Covert Directed Surveillance (that is for a specific investigation or a specific operation, likely to result in private information about a person being obtained) is subject to the Council's Corporate Policy And Procedures Document On The Regulation Of Investigatory Powers Act 2000 (RIPA).

12. ONGOING REVIEW OF CCTV USE

12.1 We will ensure that the ongoing use of existing CCTV cameras on our estate is reviewed periodically to ensure that their use remains necessary and appropriate, and that any surveillance camera system is continuing to address the needs that justified its introduction, including consideration of the adequacy of image quality.

12.2 The review will be conducted by the SRO and SPOC.

13. REQUESTS FOR DISCLOSURE

13.1 We may share data with other organisations, for example shared services partners delivering services from our premises or other persons occupying part of the Council premises where we consider that this is reasonably necessary for any of the legitimate purposes set out above in Paragraphs 5.1 or 5.2.

13.2 No images from our CCTV cameras will be disclosed to any other third party, without express permission being given by the DPO. Data will not normally be released unless satisfactory evidence that it is required for legal proceedings or with the terms of a court order that has been produced.

13.3 In other appropriate circumstances, we may allow law enforcement agencies to view or remove CCTV footage where this is required in the detection or prosecution of crime. In such circumstances a documented request for release must be received prior to release.

13.4 We will maintain a record of all disclosures of CCTV footage.

13.5 No images from CCTV will ever be used for commercial purposes or entertainment, but may be posted online or disclosed to the media by law enforcement agencies for the purposes of identifying suspects.

14. SUBJECT ACCESS REQUESTS

14.1 Data subjects may make a request for disclosure of their personal information and this may include CCTV images (**data subject access request**). A data subject access request is subject to the statutory conditions from time to time in place and should be made in writing, in accordance with [our subject access procedure](#).

14.2 In order for us to locate relevant footage, any requests for copies of recorded CCTV images must include the date and time of the recording, the location where the footage was captured and, if necessary, information identifying the individual.

14.3 We reserve the right to obscure images of third parties when disclosing CCTV data as part of a subject access request, where we consider it necessary to do so.

15. COMPLAINTS

15.1 If any member of staff has questions about this policy or any concerns about our use of CCTV, then they should speak to their manager or the Group Head of Law & Governance.

15.2 Where this is not appropriate or matters cannot be resolved informally, employees can use the Council's formal Grievance Procedure.

15.3 If any member of the public has a question or concern about the use of our CCTV policy, this can be made using our [Corporate Complaints Process](#).

16. REQUESTS TO PREVENT PROCESSING

16.1 We recognise that, in rare circumstances, individuals may have a legal right to object to processing and in certain circumstances to prevent automated decision making (see Articles 21 and 22 of the General Data Protection Regulation). For further information regarding this, please contact the DPO.

Policy Adopted by: Corporate Support Committee

Date: 10 November 2022

Policy to be subject to formal review at least every five years

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EQUALITY IMPACT ASSESSMENT

Name of activity:	Introducing a strategy and policy for the Council to follow in its use of CCTV	Date Completed:	06/09/22
Directorate / Division responsible for activity:	Growth	Lead Officer:	Nat Slade, Group Head of Technical Services
Existing Activity	<input type="checkbox"/>	New / Proposed Activity	<input type="checkbox"/>
		Changing / Updated Activity	✓

What are the aims / main purposes of the activity?

Ensure there is clear purpose in the Council's use of CCTV. To ensure the way in which systems are used is lawful, and proportionate to the purpose.

What are the main actions and processes involved?

Reviewing purpose, proportionality and functionality of all CCTV systems operated by the Council.

Who is intended to benefit & who are the main stakeholders?

To minimize collateral intrusion on privacy where surveillance is proportionate to an identified purpose. Staff and members of the public where CCTV may be used for the prevention and detection of crime (by protecting their safety and preventing damage to property that delivers services).

Have you already consulted on / researched the activity?

Departments operating systems, and other parties operating our systems, Sussex Police and Safer Arun Partnership members have been consulted.

Impact on people with a protected characteristic (What is the potential impact of the activity? Are the impacts high, medium or low?)

Protected characteristics / groups	Is there an impact (Yes / No)	If Yes, what is it and identify whether it is positive or negative
Age (older / younger people, children)	No	No

Disability (people with physical / sensory impairment or mental disability)	No	
Gender reassignment (the process of transitioning from one gender to another.)	No	
Marriage & civil partnership (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognized for same-sex couples)	No	
Pregnancy & maternity (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	No	
Race (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)	No	
Religion & belief (religious faith or other group with a recognised belief system)	No	
Sex (male / female)	No	
Sexual orientation (lesbian, gay, bisexual, heterosexual)	No	
Whilst Socio economic disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	No	

What evidence has been used to assess the likely impacts?

Locations of cameras are at office buildings, depots, leisure centres, car parks and housing blocks. There is no particular impact on any protected characteristic as these facilities are used by a broad user group.

Decision following initial assessment

Continue with existing or introduce new / planned activity

Yes

Amend activity based on identified actions

No

Action Plan

Impact identified	Action required	Lead Officer	Deadline

Monitoring & Review

Date of last review or Impact Assessment:

Date of next 12 month review:

Date of next 3 year Impact Assessment (from the date of this EIA):

Date EIA completed:

06/09/22

Signed by Person Completing:

N. Stade

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Arun District Council

REPORT TO:	Corporate Support Committee – 10 November 2022
SUBJECT:	Key Performance Indicators 2022-2026 – Quarter 2 performance report for the period 1 April 2022 to 30 September 2022.
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Paul Dendle
WARDS:	N/A
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: The Key Performance Indicators support the Council's Vision and allows the Council to identify how well we are delivering across a full range of services.	
DIRECTORATE POLICY CONTEXT: This report is produced by the Group Head of Organisational Excellence to give an update on the Q2 Performance outcome of the Key Performance Indicators.	
FINANCIAL SUMMARY: Not required.	

1. PURPOSE OF REPORT

- 1.1. This report is to update the Committee on the Q2 Performance Outcome for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 30 September 2022. The process is described in section 4. of this report.

2. RECOMMENDATIONS

- 1.2. As this report is an information paper, there are no recommendations for the Committee to consider. This report is to be taken as read only with Members having the opportunity to ask questions at the meeting on service performance. Members can also submit questions or comments on the indicators relevant to their Committee and these will be considered by the Policy and Finance Committee on 13 December 2022.

2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance indicators at Quarter 1 for the period 1 April 2022 to 30 September 2022.

3. DETAIL




- 3.1. The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision we need a comprehensive and meaningful set of performance measures which allow us to identify how well we are delivering across a full range of services. Two kinds of indicators were agreed at the Policy and

Finance Committee on 17 March 2022. The first of these are annual indicators and will primarily update the progress against strategic milestones. In addition to this 'key performance indicators' (KPIs) will be reported to committees every quarter. These KPIs are known as our Corporate Plan.

- 3.2. A short report and appendix will go to each of the other Committees in the cycle of meetings after each quarter has ended. This appendix will only contain the indicators which are relevant to each Committee.
- 3.3. A full report showing quarterly performance against all indicators (which are measured at that quarter) will go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings. Members of the other Committees will be able to give comments or ask questions of officers about the KPI indicators that are relevant to their Committee and these can be referred to the Policy and Finance Committee for consideration if deemed necessary.
- 3.4. The Committee meetings that will receive Q2 KPI reports are as follows:

Committee meeting dates	Indicators to receive report on
Corporate Support Committee - 10 November 2022	9 (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9)
Environment Committee - 17 November 2022	10 (CP12, CP13, CP37, CP38, CP39, CP40, CP22, CP23, CP24, CP25)
Economy Committee - 22 November 2022	2 (CP41, CP42)
Planning Policy Committee - 24 November 2022	1 (CP36)
Planning Committee – 30 November 2022	10 (CP26, CP27, CP28, CP29, CP30, CP31, CP32, CP33, CP34, CP35)
Housing & Wellbeing Committee - 6 December 2022	8 (CP11, CP15, CP16, CP17, CP18, CP19, CP20, CP21)
Licensing Committee – 9 December 2022	1 (CP14)
Policy & Finance Committee - 13 December 2022	41 indicators - not CP10 (only at Q4)

- 3.5. This is the second quarterly report covering performance from 1 April 2022 to 30 September 2022 and will cover only those indicators that are due to be measured at this point.
- 3.6. Thresholds are used to establish which category of performance each indicator is within.

	Achieved target	100% or above target figure
	Didn't achieve target but within 15% range	85%-99.9% below target figure
	Didn't achieve target by more than 15%	85% or less target figure

- 3.7. There are 42 Key Performance indicators. 10 of these indicators are reportable to the Corporate Support Committee. 1 of these indicators is measured annually (CP10 - The level of public satisfied or very satisfied with the overall quality of the Council's services) and therefore only 9 are reported to this meeting.

- 3.8. This report gives the status of all indicators at Q2. Appendix A gives full commentary for each indicator. This appendix shows the figures and commentary for both Q1 and Q2 and a column which shows the direction of travel of the status for each indicator.

Status	Number of Key Performance indicators in this category
Achieved target	3
Didn't achieve but within 15% range	1
Didn't achieve target by more than 15%	2
No target set to measure	3
No data available	0
TOTAL	9

- 3.9. No target set to measure: Key Performance Indicators (CP4, CP5 and CP7) have no target set for them in 2022/23. A target will be set for 2023/24 when data for 2022/23 has been collated and analysed.
- 3.10. The table at 4.4 sets out the reporting structure for Q2 KPIs. Members will see that relevant indicators have been presented to the listed committees prior to this meeting. A separate appendix will be presented to the Policy and Finance Committee, should any items be forwarded on from the other Committees.

4. CONSULTATION

- 4.1. No consultation has taken place.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. To review the report
- 5.2. To request further information and/or remedial actions be undertaken

6. COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

- 6.1. None required.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. None required

8. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

- 8.1. None required

9. HUMAN RESOURCES IMPACT

- 9.1. Not applicable.

10.HEALTH & SAFETY IMPACT

10.1. Not applicable.

11.PROPERTY & ESTATES IMPACT

11.1. Not applicable.

12.EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. Not applicable.

13.CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. Not applicable.

14.CRIME AND DISORDER REDUCTION IMPACT

14.1. Not applicable.

15.HUMAN RIGHTS IMPACT

15.1. Not applicable.

16.FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. Not applicable.








CONTACT OFFICER:



Name: Jackie Follis

Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

BACKGROUND DOCUMENTS: *None*

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP1	% of Stage 2 responses responded to in time	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	50 %	Not achieving	42%	3 x Stage 2 responses sent out – 2 overdue (1 x Housing and 1 x Planning)	Not achieving	Down by 8% 
CP2	% of Stage 1 responses responded to within 10 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	71%	Not achieving but within 15% range	50%	10 x Stage 1 responses sent out – 5 overdue (4 x Housing and 1 x Planning)	Not achieving	Down by 21% 
CP3	% of FOI requests responded to in 20 working days	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	80%	97%	Achieving	96%	61 sent – 4 overdue	Achieving	Down by 1% 
CP4	Sickness absence	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	3.03% (7.09 working days per employee)	No target set to measure	2.99% (7.19 working days lost per employee)	Monthly sickness absence figures are remaining constant at around 3%. These are rolling year figures.	No target set to measure	Up by 0.4% 
CP5	Staff turnover	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	% figure - no target	16.40%	No target set to measure	17.47%	This figure equates to 65 leavers for the period 1/10/21 to 30/9/22. No significant change to previous months reporting. These are rolling year figures.	No target set to measure	Down by 1.07% 
CP6	Compliance with Health and Safety programme	Corporate	Corporate Support	Karl Roberts	Monthly	Higher is better	100%	76%	Not achieving	88.90%	Overall improvement in completion of tasks over Q1, following contact with a number of service areas. We are still seeing late completion in some areas which is likely a consequence of the tight turn-around time on tasks, typically with tasks being completed by the end of the quarter. Some teams are still not completing the forms link which requires manual checks by Corporate Health & Safety.	Not achieving but within 15% range	Up by 12.9% 
CP7	Average call wait time (secs) for the last month	Corporate	Corporate Support	James Hassett	Monthly	Lower is better	Figure reported - no target	3.34 seconds (average over 3 months)	No target set to measure	5:03 (average over 3 months)	Average wait time is higher this month, this is due to Customer Services covering the Book of Condolence for the Queens Death. Over 4000 energy rebate letters and CT finals reminders were sent out. We still do not have a multi skilled team as they are undertaking training. Lost resources to accommodate new starters training. Increase of 0.42 seconds between August (6:19) & September (7:01)	No target set to measure	Down by 1:29 seconds 

No.	Indicator	Council Vision Theme	Service Committee	CMT Member	Frequency data collected	Assess by	Target 2022-2026	June 22 Outturn - Q1 (April-June)	Q1 Status	September 22 Outturn - Q2 (April-Sept)	Q2 Commentary	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)
CP8	Business rates collected	Corporate	Corporate Support	James Hassett	Monthly	Higher is better	97%	28.20%	Achieving	59.80%	This is a cumulative target for the year. Phasing target for September is 51.20%. Refunded £780k due to Valuation Office Agency (VOA) reducing liability	Achieving	Up by 31.6% 
CP9	Council tax collected	Corporate	Corporate Support	James Hassett	Quarterly	Higher is better	96.5%	32%	Achieving	59.30%	This is a cumulative target for the year. The phasing target for September is 58.30%. On target - resumed court action	Achieving	Up by 27.3% 
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services	Corporate	Corporate Support	James Hassett	Annual	Higher is better	75%		No data - Annual indicator		No data - Annual indicator	No data - Annual indicator	No data - Annual indicator

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
Sundry Debt Write Offs 2021/22 Customer Services – Annual Update Budget Consultation Report Corporate Support Performance Report for Q1 Work Programme	Carolyn Martlew Carolyn Martlew J Russell-Wells Carolyn Martlew J Follis	15 September 2022	6pm	09-Nov-22
Corporate Support Performance Report Quarter 2 Arun District Council CCTV Strategy & Policy Work Programme	Jackie Follis Nat Slade	10 November 2022	6pm	18-Jan-23
Committee Budget Report – Service specific – Budget 2023/24 Pay Policy Statement 2022 Corporate Support Performance Report Quarter 3 Committee Revenue and Capital Budgets 2023/2024	Carolyn Martlew Karen Pearce J Follis C Martlew	19 January 2023	6pm	Policy & Finance – 09 February 2023 15-Mar-23

Corporate Support Committee - Work Programme

Review of Unreasonable Behaviour Policy	D Bainbridge		
Work Programme			

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