



Public Document Pack

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11 January 2023

CORPORATE SUPPORT COMMITTEE

A meeting of the Corporate Support Committee will be held in **Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 19 January 2023 at 6.00 pm** and you are requested to attend.

Members: Councillors Dendle (Chair), Roberts (Vice-Chair), Bennett, Bower, Buckland, Clayden, Huntley, 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, 11 January 2023** in line with current Committee Meeting Procedure Rules.

It will be at the Chief Executive's/Chair's discretion if any questions received after this deadline are considered.

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

AGENDA

1. APOLOGIES

2. DECLARATIONS OF INTEREST

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

Members and Officers should make their declaration by stating:

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

3. MINUTES

(Pages 1 - 4)

The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 10 November 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. COMMITTEE BUDGET REPORT - SERVICE SPECIFIC - BUDGET 2023/24

(Pages 5 - 18)

The purpose of the report is for this Committee to consider and recommend its revenue budget for inclusion in the 2023/24 revenue budget, which will be submitted to the Policy and Finance Committee on 9 February 2023. The Policy and Finance Committee will consider the overall revenue budget for 2023/24 so that it can make recommendations to a Special Meeting of the Council on 1 March 2023 on the budget to be set and level of Council Tax for the District for 2023/24.

7. PAY POLICY STATEMENT 2022 (Pages 19 - 34)

The Council's Pay Policy Statement is reviewed and approved annually by Full Council and is published on the Council's website. The statement must be approved annually before 31 March each year prior to the financial year to which it relates.

8. REVIEW OF UNREASONABLE BEHAVIOUR POLICY (Pages 35 - 44)

The purpose of this report is to recommend the adoption of an updated Unreasonable Behaviour Policy as a result of a recommendation made by a Stage 2 complaint investigation.

9. QUARTER 3 KEY PERFORMANCE INDICATOR REPORT (Pages 45 - 48)

The report sets out the Quarter 3 performance indicators for those areas covered by the Corporate Support Committee. It describes the process, indicates performance against targets and compares with previous performance.

A supplement pack containing the appendix A will be published ahead of the meeting and will detail the following KPI's (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9 and C10).

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There are no updates for this meeting.

10. WORK PROGRAMME (Pages 49 - 50)

Members are required to note the work programme.

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

10 November 2022 at 6.00 pm

Present: Councillors Dendle (Chair), Roberts (Vice-Chair), Bennett, Bower, Buckland, Clayden and Oppler

Apologies: Councillors Huntley and Warr

412. WELCOME

The Chair welcomed all those in attendance to the meeting and advised members of the Committees membership change that was announced at Full Council on 9 November 2022. He then took the opportunity to thank Councillor Madeley for her service and welcomed Councillor Bower who had replaced her.

413. APOLOGIES

Apologies were received from Councillors Huntley and Warr.

414. DECLARATIONS OF INTEREST

Councillor Bower declared a Personal Interest in agenda Item 6 [CCTV STRATEGY AND POLICY] as he is a software consultant that provides CCTV software to customers across the district.

415. MINUTES

The minutes of the meeting held on 15 September 2022 were approved and signed by the Chair.

416. 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

There were not urgent matters to be discussed.

417. PUBLIC QUESTION TIME

The Chair invited questions from members of the public who had submitted their questions in advance of the meeting in accordance with the Council's Constitution. The chair confirmed that one questions had been submitted. The question was asked by the Committee Manager on behalf of the member of the public and this was responded to be the Chair.

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(A schedule of the full questions asked, and the responses provided can be found on the meeting's webpage at: [Arun District Council](#))

The Chair then drew Public Question Time to a close.

418. CCTV STRATEGY AND POLICY [30 MINUTES]

The Group Head of Technical Services provided members with an overview of his report, drawing members attention to the recommendation that was requesting members agree to adopt the CCTV strategy and the CCTV Policy. He then provided members with a more detailed run through of his report where he explained that the Strategy proposes a review be undertaken within the next 12 months to ensure that the Council's existing CCTV systems are fit for purpose, identifying where hardware/software needs to be upgraded. He confirmed that the monitoring would be undertaken by authorised and trained Officers and data handling would be done using encrypted systems where needed and that automatic systems need to be established to delete recordings after 30 days. All new systems would also require a data privacy impact assessment and that the Strategy and Policy would be subjected to a formal review every 5 years.

The Chair thanked the Group Head of Technical Services for his report and detailed introduction and then asked members for their comment.

One member raised a concern regarding the reduction of CCTV cameras, he stated that given the level of Crime and Anti-Social Behaviour (ASB) that has been reported across the district, he could not support the request to reduce the number of cameras. The Group Head of Technical Services confirmed and reiterated to members that the review of CCTV systems was only for those on Council estate, such as depots and buildings. And would not impact on any systems in the Town Centres or seafronts as these would be outside of the council's scope as they fall under the responsibilities of Sussex Police. The member then stated that he felt more cameras for council housing blocks where ASB was a problem would be of reassurance to those living within these areas and would help residents to feel safe. It was confirmed that each individual system the council operates would be reviewed to establish if a lawful purpose exists for their use. Only where systems are found to not be lawful in its purpose would it be removed.

The Chair asked if it would be cost effective where cameras were identified to be removed, to leave them in place to act as a deterrent. It was confirmed that they could only be used for deterrent purposes if they were not working.

Additionally, it was queried if discussion had or would take place with the council's insurance company to ensure that the financial risks of removal of cameras had been properly considered. It was confirmed that the purpose of the Policy was not to reduce the numbers of cameras. It was to ensure that what CCTV we do have in place is right and proper and that the council discontinues use where it is identified to

not be lawful. It was also confirmed that the Group Head of Technical Services saw no reason why discussions with the council's insurance company would not take place.

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

The Committee

RESOLVED

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

419. KEY PERFORMANCE INDICATORS 2022-2025 - QUARTER 2 PERFORMANCE REPORT FOR THE PERIOD 1 JULY TO 30 SEPTEMBER 2022 - [30 MINUTES]

The Group Head of Organisational Excellence introduced her report and drew members attention to the additional information in the final column in Appendix A, where it highlighted the change in performance status each indicator and its quarter 2 performance marker.

The Chair then invited members to ask questions where it was raised that it was disappointing to see the figures had dropped for CP1 and CP2 and what action would be taken to improve these indicators. The Group Head of Law & Governance provided members with a detailed response that explained he now had budget to recruit a Resolutions & Complaints Manager and that the deterioration in the performance for these two indicators was as a result of not having this dedicated resource in place. He also advised that once this recruitment had been completed there would be changes implemented to the current complaints process that would streamline the execution of the complaints process.

The Committee then noted the updated.

420. OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There were no updates for this meeting.

421. WORK PROGRAMME [5 MINUTES]

There was a request from one member that the motion from last night's Full Council meeting that agreed to invite the Local Government Boundary Commission to

Corporate Support Committee - 10.11.22

undertake a review of the number of Councillors needed at Arun District Council and the warding arrangements for the district be added to the work programme for this committee. It was also asked if a review of the use of member iPads would be undertaken prior or in the run up to the Elections due to be held in May 2023 and would that review include consultation with members. It was agreed that an answer would be provided outside of the meeting.

The Committee noted its work programme and its work for the remaining municipal year.

(The meeting concluded at 6.37 pm)

Arun District Council

| | |
|--|---|
| REPORT TO: | Corporate Support Committee – 19 January 2023 |
| SUBJECT: | Committee Revenue and Capital Budgets 2023/24 |
| LEAD OFFICER: | Carolyn Martlew, Interim Group Head of Finance and Section 151 Officer |
| LEAD MEMBER: | Councillor Paul Dendle |
| WARDS: | All |
| CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: | |
| The Council’s financial planning and budget promotes all the Council’s Corporate Priorities. | |
| DIRECTORATE POLICY CONTEXT: | |
| The Council’s financial planning and budget has an effect on all Directorates of the Council. | |
| FINANCIAL SUMMARY: | |
| The draft budgets for this Committee are shown in the appendices. The financial forecast for the General Fund Revenue Budget predicts significant budget deficits in 2023/24 and future years. The detailed effects are contained in the body of the report. | |

1. PURPOSE OF REPORT

- 1.1. The purpose of the report is for this Committee to consider and recommend its revenue budget for inclusion in the Council’s 2023/24 revenue budget for 2023/24. These will be submitted to the Policy and Finance Committee on 9 February 2023 when it considers the overall revenue and capital budgets for 2023/24 so recommendations can be made to a Special Meeting of the Council on 1 March 2023 on the budgets to be set and level of Council Tax for the District for 2023/24.

2. RECOMMENDATIONS

- 1.2. It is recommended that this Committee:
 - (a) Agree on the 2023/24 Revenue Budget as illustrated in Appendix A of this report;
 - (b) Agree on the list of uncommitted growth items as illustrated in Appendix B of this report; and
 - (c) Agree to recommend to Policy and Finance Committee that the Revenue Budget for this Committee be included in the overall General Fund Budget when considering the overall budgets on 9 February 2023.

2. EXECUTIVE SUMMARY

- 2.1. The purpose of the report is for this Committee to consider and recommend its revenue budget for inclusion in the 2023/24 revenue budget, which will be submitted to the Policy and Finance Committee on 9 February 2023. The Policy and Finance Committee will consider the overall revenue budget for 2023/24 so that it can make recommendations to a Special Meeting of the Council on 1 March 2023 on the budget to be set and level of Council Tax for the District for 2023/24.

3. DETAIL

- 3.1. 2022/23 was the first year of budget preparation under the Committee form of governance introduced to the Council on 19 May 2021. Under Committee governance, Service Committees such as this consider and recommend revenue and capital budgets for the services, they provide to the Committee responsible for budget setting (the Policy and Finance Committee). The Policy and Finance Committee then considers an overall budget to recommend to Full Council.
- 3.2. The Council has undertaken a Zero Based Budgeting (ZBB) exercise during 2022/23 that has reviewed and rebased the Council's revenue budgets and future assumptions. ZBB has given a greater understanding of the information behind budgets and will aid budget processes in future years
- 3.3. The general background to the 2023/24 budget process was included in the Financial Prospects 2022/23 to 2026/27 report to Policy and Finance Committee on 13 December 2022 for approval by Full Council on 18 January 2023. The main points to note are:
 - a significant budget deficit of circa £4m for 2023/24;
 - a roll over funding settlement similar to 2022/23 is provided from central government for 2023/24;
 - Council Tax increases by a maximum of £5 per annum or 2.99%, which is currently the maximum allowed for similar District Councils;
 - There is an increase in salary costs in 2022/23 as per the employers' offer;
 - The effect of the government's announcement to reverse increasing National Insurance contributions from November 2022/23 is included;
 - If possible, cash limited sums for goods and services (no inflationary rise) for the period are included, otherwise inflation is provided for;
 - A triennial review of the pension fund is due with revised figures required from 2023/24. Preliminary indications have been received and the financial effects of this are favourable and are built into projections;
 - At this stage, no increase in discretionary fees and charges imposed by the Council has been assessed and included in the financial projections.
 - Growth items are not included in service committee estimates. They will be considered as a separate list by service committees. Items agreed by service committees will then form part of the final growth list which Policy and Finance Committee will need to consider when it sets the overall budget. It has been made clear to budget officers that growth requests

should be minimised and restricted to those with a significant impact on service provision.

- 3.4. Financial forecasting was difficult due to the COVID 19 pandemic in recent years. However, this has now been largely overtaken by high inflation rates, brought about by various external factors. Budgets have been compiled on the best information available. In addition, where appropriate, central government funding has been applied to mitigate against increased costs and reductions in income.
- 3.5. The Committee has no capital programme for 2023/24. Appendix C shows the projected capital programme for 2023/24 to 2026/27 for information.
- 3.6. The basis of revenue budgeting for 2023/24 assumes that current levels of service remain unchanged. Any change arising from the ZBB exercise has been included where appropriate. Any proposed increase in the service level, or other significant new area of expenditure, is treated as uncommitted growth. These items are listed as an Appendix B and are not included in the budgets. If this Committee agrees this list either in full, or in part, it will be considered by Finance and Policy Committee on 9 February 2023 in the context of the overall General Fund budget.
- 3.7. The significant budget deficit forecast for 2023/24 has resulted in only essential growth bids being put forward to this committee for approval. Uncommitted growth indicates an enhanced level of base service provision. This is not included in the budgets at this stage. The final inclusion in the Authority's overall revenue budget will be subject to consideration by the Policy and Finance Committee and Council.
- 3.8. The new committee style of governance has placed significant strain on the Committee Services Team. It is therefore proposed to increase the establishment by introducing a Deputy Committee Services Managers (£49k) post and a Member Liaison Officer (£41k). These posts will increase the resilience of this team. It is also proposed to increase the Election Services Team by a part Electoral Services Assistants (£19k) post to reflect the increase in the workload in relation to areas like voter ID.
- 3.9. The significant changes in the revenue budget between 2022/23 and 2023/24 are:
 - Elections' net expenditure has increased by £292k. This is mainly due to the district election in May 2023;
 - Financial Services spend has increased due to the increase in the establishment for a Chief Accountants Post to provide technical support in specialist areas like the Housing Revenue Account.

4. CONSULTATION

- 4.1. No consultation has taken place with external organisations.

5. OPTIONS / ALTERNATIVES CONSIDERED

5.1. Not applicable.

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

6.1. The financial implications are shown throughout the report. Capital spending is susceptible to overrun, delay and increased costs. It is important that close monitoring of both revenue budgets, and the capital programme is in place.

7. RISK ASSESSMENT CONSIDERATIONS

7.1. The risks listed in the Financial Prospects Report 2022/23 to 2026/27 remain relevant. Members may wish to review these alongside this report.

7.2. The main risk in preparing the detailed budgets is that the Council sets an illegal budget (expenditure is greater than income). This will be avoided.

7.3. An inaccurate or illegal budget would cause reputational damage to the Council. This is a risk and the controls and processes in place will avoid this.

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

8.1. The Council has a legal duty to ensure its revenue and capital expenditure can be met by its income, inclusive of reserves.

9. HUMAN RESOURCES IMPACT

9.1. There are no direct implications.

10. HEALTH & SAFETY IMPACT

10.1. There are no direct implications.

11. PROPERTY & ESTATES IMPACT

11.1. There are no direct implications.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. There are no direct implications.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. There are no direct implications.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. There are no direct implications.

15. HUMAN RIGHTS IMPACT

15.1. There are no direct implications.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. There are no direct implications.

CONTACT OFFICER:

Name: Carolin Martlew

Job Title: Interim Group Head of Finance and Section 151 Officer

Contact Number: 01903 737568

BACKGROUND DOCUMENTS:

2022/23 Budget Report to Full Council 23 February 2022;

Financial Prospects 2022/23 to 2026/27 – Finance and Policy Committee 13
December 2022;

Budget Consultation Report – Corporate Support Committee 15 September 2022;
Statement of Accounts 2021/22.

**Corporate Support Committee
General Fund Revenue Budget 2023/24**

| | | Appendix A | |
|--|---|----------------------------|----------------------------|
| Actual 2021-22 £'000 | Description | Budget 2022-23 £'000 | Budget 2023-24 £'000 |
| Corporate Support Committee | | | |
| Direct Services | | | |
| 114 | Elections | 83 | 375 |
| 175 | Registration of Electors & Elections | 189 | 206 |
| 289 | Total for Direct Services: | 272 | 581 |
| Corporate Support Committee | | | |
| Management & Support Services | | | |
| 104 | Communications | 124 | 138 |
| 703 | Customer Services | 764 | 804 |
| 660 | Democratic Services | 734 | 766 |
| 235 | Design, Print & Post Services | 284 | 270 |
| 1,727 | Financial Services (Accountancy, Payroll, Procurement and Internal Audit) | 1,303 | 1,496 |
| 335 | Human Resources | 343 | 424 |
| 1,973 | Information & Communication Technology | 1,836 | 2,133 |
| 547 | Legal & Administration | 637 | 620 |
| 15 | Policy & Partnerships | 30 | 34 |
| 266 | Staff Support | 265 | 303 |
| 6,565 | Total for Management & Support Services: | 6,320 | 6,988 |
| 6,854 | Committee Total: | 6,592 | 7,569 |

| Actual 2021-22 £'000 | Description | Budget 2022-23 £'000 | Budget 2023-24 £'000 |
|--|--|-------------------------------------|-------------------------------------|
| Corporate Support Committee | | | |
| <u>Elections (R09)</u> | | | |
| 60 | Employees | 63 | 71 |
| 0 | Transport | 1 | 1 |
| 371 | Supplies and Services | 29 | 455 |
| (317) | Other Income | (10) | (152) |
| 114 | Total for Registration of Electors & Elections: | 83 | 375 |
| <u>Registration of Electors (R10)</u> | | | |
| 70 | Employees | 67 | 75 |
| 107 | Supplies and Services | 124 | 133 |
| (2) | Other Income | (2) | (2) |
| 175 | Total for Registration of Electors & Elections: | 189 | 206 |
| 289 | Total for Direct Services: | 272 | 581 |
| Corporate Support Committee | | | |
| Management & Support Services | | | |
| <u>Communications (P32)</u> | | | |
| 83 | Employees | 100 | 96 |
| 35 | Supplies and Services | 34 | 52 |
| (14) | Other Income | (10) | (10) |
| 104 | Total for Communications: | 124 | 138 |

| Actual 2021-22 £'000 | Description | Budget 2022-23 £'000 | Budget 2023-24 £'000 |
|--|--|-------------------------------------|-------------------------------------|
| Corporate Support Committee | | | |
| <u>Elections (R09)</u> | | | |
| 60 | Employees | 63 | 71 |
| 0 | Transport | 1 | 1 |
| 371 | Supplies and Services | 29 | 455 |
| (317) | Other Income | (10) | (152) |
| 114 | Total for Registration of Electors & Elections: | 83 | 375 |
| <u>Registration of Electors (R10)</u> | | | |
| 70 | Employees | 67 | 75 |
| 107 | Supplies and Services | 124 | 133 |
| (2) | Other Income | (2) | (2) |
| 175 | Total for Registration of Electors & Elections: | 189 | 206 |
| 289 | Total for Direct Services: | 272 | 581 |
| Corporate Support Committee | | | |
| Management & Support Services | | | |
| <u>Communications (P32)</u> | | | |
| 83 | Employees | 100 | 96 |
| 35 | Supplies and Services | 34 | 52 |
| (14) | Other Income | (10) | (10) |
| 104 | Total for Communications: | 124 | 138 |

| Actual 2021-22 £'000 | Description | Budget 2022-23 £'000 | Budget 2023-24 £'000 |
|---|---|----------------------------|----------------------------|
| Corporate Support Committee (Continued) | | | |
| Management & Support Services (Continued) | | | |
| <u>Customer Services (S42)</u> | | | |
| 662 | Employees | 743 | 793 |
| 2 | Transport | 3 | 2 |
| 39 | Supplies and Services | 18 | 9 |
| 703 | Total for Customer Services: | 764 | 804 |
| <u>Democratic Services (P30)</u> | | | |
| 154 | Employees | 193 | 202 |
| 0 | Premises | 1 | 1 |
| 14 | Transport | 15 | 14 |
| 493 | Supplies and Services | 526 | 550 |
| (1) | Other Income | (1) | (1) |
| 660 | Total for Democratic Services: | 734 | 766 |
| <u>Design, Print & Post Room (P27, P29, S32 & S33)</u> | | | |
| 238 | Employees | 247 | 276 |
| 166 | Supplies and Services | 224 | 148 |
| 35 | Third party costs | 40 | 36 |
| (204) | Other Income | (227) | (190) |
| 235 | Total for Design, Print & Postal Services: | 284 | 270 |

| Actual 2021-22 £'000 | Description | Budget 2022-23 £'000 | Budget 2023-24 £'000 |
|--|--|-------------------------------------|-------------------------------------|
| Corporate Support Committee (Continued) | | | |
| Management & Support Services (Continued) | | | |
| <u>Finance (P42, P50, Q10, Q11, Q20, Q25, R15 & V01)</u> | | | |
| 882 | Employees | 990 | 1,037 |
| 0 | Transport | 2 | 0 |
| 773 | Supplies and Services | 228 | 234 |
| 81 | Other Authorities | 83 | 225 |
| 1,727 | Total for Finance: | 1,303 | 1,496 |
| <u>Human Resources (P10 to P12)</u> | | | |
| 289 | Employees | 295 | 338 |
| 1 | Transport | 2 | 1 |
| 45 | Supplies and Services | 46 | 85 |
| 0 | Other Income | 0 | 0 |
| 335 | Total for Human Resources: | 343 | 424 |
| <u>Information & Communication Technology (Q47 & S43)</u> | | | |
| 1,142 | Employees | 1,194 | 1,320 |
| 0 | Transport | 1 | 1 |
| 833 | Supplies and Services | 642 | 812 |
| (1) | Other Income | (1) | 0 |
| 1,973 | Total for ICT: | 1,836 | 2,133 |
| <u>Legal & Administration (Q40 & N51)</u> | | | |
| 553 | Employees | 611 | 632 |
| 1 | Transport | 2 | 3 |
| 43 | Supplies and Services | 41 | 45 |
| (50) | Other Income | (17) | (60) |
| 547 | Total for Legal & Administration: | 637 | 620 |

| Actual 2021-22 £'000 | Description | Budget 2022-23 £'000 | Budget 2023-24 £'000 |
|--|---|----------------------------|----------------------------|
| Corporate Support Committee (Continued) | | | |
| Management & Support Services (Continued) | | | |
| <u>Policy & Partnerships (Q01)</u> | | | |
| 15 | Supplies and Services | 30 | 34 |
| 15 | Total for Policy & Partnerships: | 30 | 34 |
| <u>Staff Support (Q30)</u> | | | |
| 63 | Employees | 57 | 96 |
| 112 | Transport | 112 | 112 |
| 91 | Supplies and Services | 96 | 95 |
| 266 | Total for Staff Support: | 265 | 303 |
| 6,565 | Total for Management & Support Services: | 6,320 | 6,988 |
| 6,854 | Corporate Support Committee Total: | 6,592 | 7,569 |

Corporate Support Committee Budget 2023/24 Growth Items

| | £'000 |
|----------------------------------|------------|
| Deputy Committee Service Manager | 49 |
| Member Liaison Officer | 41 |
| Electoral Service Assistant | 19 |
| Total | 109 |

**Corporate Support Committee
Capital Programme 2023/24**

| Actual 2021/22 £'000 | Description | Original Budget 2022/23 £'000 | Updated Budget 2022/23 £'000 | Budget 2023/24 £'000 | Budget 2024/25 £'000 | Budget 2025/26 £'000 | Budget 2026/27 £'000 |
|-------------------------------------|----------------------------|--|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 0 | Arun Direct Telephony | 0 | 200 | 0 | 0 | 0 | 0 |
| 356 | ICT | 200 | 403 | 0 | 50 | 0 | 355 |
| 75 | Arun Improvement Programme | 0 | 0 | 0 | 0 | 0 | 0 |
| 33 | E5 Upgrade | 0 | 0 | 0 | 0 | 0 | 0 |
| 464 | Committee Total | 200 | 603 | 0 | 50 | 0 | 355 |

The indicative capital budget for 2024/25 does not include a sum of the replacement Financial Management System (the current contract expires in 2025/26). This is because most of the cost is likely to be revenue expenditure. Work will begin during 2023/24 to scope the project as this may be an opportunity to include an HR Payroll solution depending on cost.

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| REPORT TO: | Corporate Support Committee – 19 January 2023 |
| SUBJECT: | Pay Policy Statement 2023 – 2024 |
| LEAD OFFICER: | Jackie Follis, Group Head of Organisational Excellence |
| LEAD MEMBER: | Councillor Paul Dendle |
| WARDS: | N/A |
| CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: | |
| It is a statutory requirement under the Localism Act 2011 for Local Authorities to prepare and publish their Pay Policy Statement and therefore a priority of the Council that this legal obligation is met. It is also important that the Council’s pay policy is available and transparent to elected members, staff, staff representatives and the public. | |
| DIRECTORATE POLICY CONTEXT: | |
| The Pay Policy Statement reflects existing pay and reward policies and guidance as agreed by the Joint Consultation Panel where appropriate. | |
| FINANCIAL SUMMARY: The Pay Policy Statement outlines current pay policies. There have been no cost-of-living increases agreed yet for the year 2023/24 and the financial implications of national negotiations is unknown at the time of publication of this report. | |

1.0 PURPOSE OF REPORT

1.1. The Localism Act 2011, section 38 (1) requires that local authorities prepare an annual Pay Policy Statement. This paper introduces the draft Pay Policy Statement for 2023/2024 (attached) and asks members to approve it.

2.0 RECOMMENDATIONS

- 1.2. The Committee is requested to recommend to Full Council: -
- (a) To note the contents of the Pay Policy Statement 2023/24 as set out in Appendix 1.
 - (b) To approve the Pay Policy Statement 2023/2024 for publication on the Arun website by 1 April 2023.
 - (c) To give delegated responsibility to the Group Head for Organisational Excellence to make changes to the Pay Policy Statement should the need arise because of new legislation being introduced or changes to the pay structure resulting from national pay negotiations during the forthcoming year.

2. EXECUTIVE SUMMARY

2.1. The Council’s Pay Policy Statement is reviewed and approved annually by Full Council and is published on the Council’s website. The statement must be approved annually before 31 March each year prior to the financial year to which it relates.

4.0 DETAIL

- 2.2. The Localism Act 2011, Section 38(1) requires that local authorities prepare an annual Pay Policy Statement (The Statement). Each Local Authority is an individual employer and so the Statement should set out the authority's own policies towards a range of issues relating to the pay of its workforce, particularly its senior staff and its lowest paid employees. This statement must be prepared for each financial year and must be approved by Full Council ready to be published by April 2023.
- 2.3. The Statement sets out our processes for determining remuneration and several related issues, including the use of bonuses, severance pay, enhancement of pension entitlement, allowances etc.
- 2.4. At this current time there has been no agreement regarding the 2023/2024 annual cost of living increases which are negotiated on behalf of councils between the Local Government Association and Trade Unions. Once agreement is reached, the Council's published pay scales, which are linked from the Pay Policy Statement, will be updated.
- 2.5. The Pay Policy Statement for 2023/ 2024 is attached with its two appendices: the Senior Management Structure, and the most up to date schedule of Elections Fees and Charges, which is the schedule for 2022-2023 as agreement has not been reached about the Elections Fees and Charges for 2023-2024.

5.0 CONSULTATION

- 2.6. The contents of the Statement are matters of fact and simply set out current practice therefore formal consultation is not required.

6.0 OPTIONS / ALTERNATIVES CONSIDERED

- 2.7. No other options were considered, this is part of our statutory duty under the Localism Act 2011.

7.0 COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER

- 2.8. No comment

8.0 RISK ASSESSMENT CONSIDERATIONS

- 2.9. The requirement to review the Pay Policy Statement annually will be met for 2023/24 when the Statement is considered by Full Council and published on 1 April.

9.0 COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1 The policy meets the requirements of the Localism Act 2011 and all other relevant legislation.

10.0 HUMAN RESOURCES IMPACT

10.1 The Pay Policy Statement reflects existing policies and procedures on pay and reward.

11.0 HEALTH & SAFETY IMPACT

11.1 Not Applicable

12.0 PROPERTY & ESTATES IMPACT

12.1 Not Applicable

13.0 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 The Pay Policy Statement reflects current policy in relation to pay and reward. The impact on the equality of these policies would have been assessed at the time they were adopted by the Council.

14.0 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 Not Applicable

15.0 CRIME AND DISORDER REDUCTION IMPACT

15.1 Not Applicable

16.0 HUMAN RIGHTS IMPACT

16.1 Not Applicable

17.0 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 It is a requirement that the Council's Pay Policy Statement is published and accessible to the public.

CONTACT OFFICER:

Name: Karen Pearce
Job Title: Human Resources Manager
Contact Number: 01903 737807

BACKGROUND DOCUMENTS:

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ARUN DISTRICT COUNCIL Pay Policy Statement Financial Year 2023 – 2024

1. Purpose

- 1.1 This Pay Policy Statement (Statement) is provided in accordance with Section 38(1) to 43 of the Localism Act 2011 and the Statement will be updated annually from April each year.
- 1.2 The Statement sets out Arun District Council's (ADC) policies relating to the pay of its workforce for the financial year 2023 – 2024, in particular:
- The remuneration of its senior management, third tier and above
 - The remuneration of its “lowest paid employees”
 - The relationship between the remuneration of its senior managers and employees who are not senior managers

2. Definitions

- 2.1 For the purpose of this Pay Policy the following definitions will apply:

“Pay/Remuneration” in addition to salary includes charges, fees, allowances, benefits in kind, increases in/enhancements to pension entitlements and termination payments.

“Chief Officers” refers to the following roles within ADC (Appendix 1):

- Chief Executive as Head of Paid Service
- Directors
- Group Heads

“Lowest Paid Employees” refers to those staff employed on Grade 2 of the Council's pay scales. The definition for the “lowest paid employees” has been adopted because Grade 2 is the lowest grade on which employees are paid within the Council's pay framework.

“Employee who is not a Chief Officer” refers to all staff who are not covered under the Chief Officer group above. This includes the “lowest paid employees”.

3. Pay Framework and Remuneration Levels

3.1 Remuneration for staff up to and including Director Level

3.1.1 *Determining the Grades of Posts*

3.1.2 The Council uses a locally agreed Job Profiling Scheme to evaluate the grade applied to each job role. This is to ensure that jobs are graded fairly, equitably, and consistently and that the Council complies with the Equal Pay Act.

3.1.3 Decisions on grading are by consensus of a pay profiling panel following a thorough assessment of each job role. The panel is made up of both employer and union representatives and panellists are trained in use of the scheme to ensure fairness in application.

3.1.4 The profiling scheme covers all posts within the Council except for the Chief Executive. This is because an evaluation exercise is not needed to establish that this is the highest paid post in the Council as the post holder will have ultimate accountability and responsibility.

3.2 *Pay Structure and Pay Increases*

3.2.1 The Council's pay and grading structure is based on the national pay scale issued by the National Joint Council (NJC) as part of the National Agreement for Local Government Services. This pay scale incorporates posts graded 2 to 14 (Grade 14 is covered by an extension to the National Pay Scales). Incremental rises within each grade are automatic on the 1 April each year until the employee reaches the top of the scale.

3.2.2 The Council has a separate pay scale for Group Heads and Directors. Incremental increases are not automatic for these staff and are at the Chief Executive/Director's discretion.

3.2.3 All staff are awarded an annual cost of living increase which is linked to national pay negotiations for the National Joint Council for Local Government Services.

3.2.4 There is no provision for the payment of bonus payments to staff in these grades.

3.3 **Remuneration of the Chief Executive**

3.3.1 At recruitment stage, the starting salary of the Chief Executive is decided at Full Council. Thereafter, annual pay awards are determined by the Joint Negotiating Committee for Chief Executives of Local Authorities. The Chief Executive does not receive any additional payment other than fees in connection with election duties in the role of Returning Officer. Election fees are set out annually in the 'Scale of Returning Officer's expenditure for Local Government Elections, Polls and Referendums', attached as Appendix 2. Increases to election fees have not yet been agreed for 2023/24.

3.3.3 There is no provision for the payment of bonus payments to the Chief Executive. Other payments made will be in line with Council policies on allowances.

4.0 Publication of Chief Officer Salaries including the Chief Executive

4.1 Information on remuneration for the Chief Executive, Directors and Group Heads is published as part of the Annual Statement of Accounts. This is published each year in June/July and can be found on the Council's website. Officers below this level will not be identified in this way.

4.2 A structure chart showing the membership of the Senior Management Team is attached to this document as Appendix 1.

5 Other Pay Elements

5.1 Market Supplements

5.1.1 The Council will consider the use of market supplements where there are significant recruitment or retention difficulties. In situations where a market supplement is being considered, a report detailing the business case will be presented for consideration by the Corporate Management Team in conjunction with the HR Manager. Market Supplements are time limited and subject to review.

5.2 Honoraria/Honorariums

5.2.1 There is provision within the Council's Human Resources guidance for the payment of "honoraria" in exceptional circumstances to any staff employed by the Council, for Directors, honoraria must be approved by the Chief Executive, in consultation with the Leader of the Council. For Group Heads, this must be approved by the relevant Director in consultation with the Chief Executive. For the Chief Executive this must be approved by the Leader of the Council.

5.3 Other Allowances

5.3.1 There are several other allowances which staff may be eligible for such as car allowance, standby/call out allowance etc. Any allowance or other payment will only be made to staff in connection with a particular role or the patterns of hours that they work. Allowances will be payable subject to the employee meeting the eligibility criteria as laid out in the relevant policy.

5.3.2 Payments made to staff working during elections, polls and referendums will be in line with the Scale of Returning Officer's expenditure for Local Government Elections, Polls and Referendums, as attached at Appendix 3.

6 Pensions

- 6.1 All employees are eligible to join the Local Government Pension Scheme (LGPS). Full details of the scheme can be found at www.lgps.org.uk. The LGPS is a contributory scheme and contributions are made by both the employer and the employee. The level of contribution is dependent on the employee's earnings.
- 6.2 The LGPS requires employers to prepare and publish a written policy on its discretionary powers in relation to pensions. These are known as the Council's Pension Discretions; they are reviewed annually and can be found on the Council's intranet.

7 New Starters Joining the Council

- 7.1 Employees new to the Council will be appointed to a salary point within the grade for the post considered appropriate taking into account their experience and ability to undertake the role. This will be at the discretion of the hiring manager.

8 Termination of Employment

- 8.1 All employees who leave the Council's employment are entitled to payment of their contractual notice (except in cases of summary dismissal following disciplinary proceedings) along with any outstanding holiday pay.
- 8.1.2 The Council has determined that a vote by the Council regarding severance payments is not required. This is because the Joint Consultative Panel agrees all pay policies including those affecting severance payments. All severance payments are paid in accordance with Council policy and in compliance with employment legislation.
- 8.2 *Redundancy Payments*
- 8.2.1 Redundancy payments are payable to employees whose post is made redundant and the post holder has two years' service or more. ADC's redundancy payments are determined by the age of the employee and length of service and are based on actual salary. Details of how the redundancy payment is calculated is set out in the Council's redundancy policy.
- 8.2.2 There is no local discretion to increase an employee's total pension scheme membership or award additional pension except in exceptional circumstances where compassionate grounds apply.
- 8.3 *Settlement Agreements*

8.3.1 In exceptional circumstances, and specifically to settle a claim or potential dispute, the Chief Executive in consultation with the Section 151 Officer, can agree payment of a termination settlement sum up to the value of £50,000. Settlement agreements up to the value of £95,000 may be made by the Chief Executive in consultation with the Leader of the Council, Leader of the Opposition and Section 151 Officer. Any settlement payment above the value of £95,000 needs to be considered by Full Council. In such cases, each decision as to the level of payment will be taken on its individual merits and with advice taken from the Human Resources Manager.

8.4 *Re-employment of Officers*

8.4.1 The Council needs to retain the flexibility to respond to recruitment demands and labour shortages and therefore, in some circumstances, it may be in the Council's best interests to re-employ former local government employees who have previously left the service on the grounds of redundancy or efficiency. If the Council were to re-employ a previous local government employee who had received a redundancy or severance package on leaving, then the Council's policy is to ensure that the rules of the Redundancy Payments (Continuity of Employment in Local Government, etc) (Modification) Order 1999 is applied. In addition, the Council will ensure that a fair, transparent selection process has taken place before any appointment is confirmed.

9 Relationship between remuneration of "Chief Officers and "employees who are not Chief Officers"

9.1 The mean average remuneration for the 2023/2024 budget is £45,571 and the highest paid employee £167,184. This includes all allowances and employers pension contributions at 17.5%. The pay multiple between the two is 3.67. This is based on current pay scales and excludes a national pay award for 23/24 budget as this is currently unknown.

In comparison, the mean average remuneration for the 2022/2023 budget was £40,050 and the highest paid employee £151,750. This included all allowances and employers pension contributions at 21.4%. The pay multiple between the two was 3.79. This was based on 2021/22 pay scales.

9.2 The lowest paid employee is at £17,716 and the highest paid employee £167,184. This includes allowances and employers pension contribution at 17.5% and the pay multiple between the two is 9.42*. This is based on current pay scales and excludes a national pay award for 23/24 budget which is currently unknown.

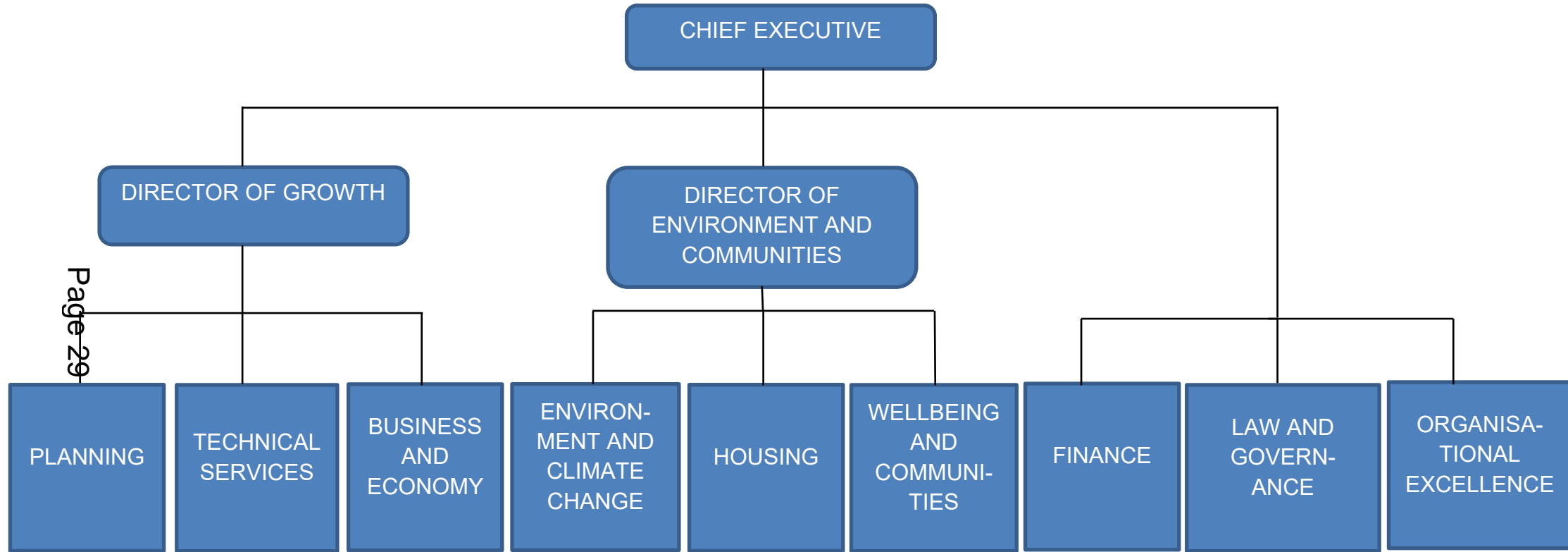
In comparison, for the 2022/2023 budget, the lowest paid employee was at £15,020 and the highest paid employee £151,750. This included allowances and employers pension contribution at 21.4%. The pay multiple between the

two was 10.10*. This was based on 2022/23 pay scales, excluding a national pay award.

*note that this includes apprentice pay. The multiplier excluding apprentice pay is 6.34 for 2023/24 (this was 7.57 in 2022/23).

Date approved by Full Council

APPENDIX 2 - SENIOR MANAGEMENT TEAM STRUCTURE CHART 2023



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SCALE OF RETURNING OFFICERS EXPENDITURE FOR LOCAL GOVERNMENT ELECTIONS, POLLS AND REFERENDUMS IN HELD WEST SUSSEX 2022/2023

The NLW and NMW rates from 1 April 2022 are:

| | Rate from April 2022 | Current rate (April 2021 to March 2022) | Increase |
|----------------------|-----------------------------|--|-----------------|
| National Living Wage | £9.50 | £8.91 | 6.6% |
| 21-22 Year Old Rate | £9.18 | £8.36 | 9.8% |
| 18-20 Year Old Rate | £6.83 | £6.56 | 4.1% |
| 16-17 Year Old Rate | £4.81 | £4.62 | 4.1% |
| Apprentice Rate | £4.81 | £4.30 | 11.9% |
| Accommodation Offset | £8.70 | £8.36 | 4.1% |

PART A – PERSONAL FEE FOR RETURNING OFFICER’S SERVICES

A.1 Personal fee in respect of each electoral area for executing all the statutory duties of the Returning Officer for the conduct of the election, including the appointment of Deputy Returning Officers, the publication of prescribed notices, the distribution preparation, verification and adjudication of candidates’ nomination papers and consents, the provision of polling stations and ballot papers (including the dispatch and receipt of postal ballot papers), the appointment of presiding officers, poll clerks and counting assistants, the dispatch of poll cards, the issue of notifications of secrecy, the supervision of the counting of votes and declaration of the result of poll, the submission of returns and the custody of records.

For all services in an uncontested election or for services up to the close of the withdrawals period in a contested election £79.00

For services after the close of the withdrawals period in a contested election £31.00 for every 500 local government electors (or part 500)

For a countermanded election:-

a) If countermanded before the close of the withdrawals period £79.00

b) If countermanded after the close of the withdrawals period £79.00 plus £16.50

PART B – DISBURSEMENTS BY RETURNING OFFICER

B.1 Staff for polling Stations

| | | |
|----|---|--|
| a) | Presiding Officer's services | £240.00 |
| b) | Supplementary fee to Presiding Officers for combined polls for district, parish or county elections | £45.50 |
| c) | Poll Clerk's services (one clerk for each 1000 local government electors or part 1000 allocated to a polling station) | £155.00 |
| d) | Supplementary fee to Poll Clerk for combined polls for district, parish or county elections | £30.00 |
| e) | Services of part-time Poll Clerk (where not required for whole of polling hours) | Hourly rate (as proportion of normal fee) on basis of hours employed |
| f) | Supplementary fee to Presiding Officer who acts as Senior Presiding Officer at a polling place where there is more than one polling station | £15.50 |
| g) | Polling Station Inspector | £240.00 |
| h) | Fee in respect of attendance at training session for up to | £43.50 |
| i) | Polling Station Marshalls/ Stewards | £187.00 |
| j) | Supplementary fee for staff in connection with cleaning the polling station | Up to £35 in addition to the normal fee |
| k) | Supplementary fee for Presiding Officer to collect and deliver poll booths | £15.00 |

B.2 Staff for Counting of Votes

| | | |
|----|---|---|
| a) | Counting Assistant's services (for sorting and counting ballot papers) | £25.00 plus £10.00 per hour, or part, of duration of count proceedings or £25.00 plus £15.00 per hour, or part, of duration if count held overnight |
| b) | Counting Supervisor's services (for directing Counting Assistant's functions to ensure proper verification of ballot boxes) | £18.50 (responsibility supplement for each electoral area) plus £15.00 per hour (day count), £22.50 per hour (overnight count), or part. |
| c) | Deputy Returning Officer's services | £44.50 (responsibility supplement for each electoral area) plus the fee for Counting Assistant's services |
| d) | Fee in respect of Count Supervisors attendance at training up to | £43.50 |

£B.

- 3 a) General Assistance for purposes of preparation for the dispatch and receipt of postal ballot papers £28.50 for every 50 ballot papers (or part of 50)
- b) General assistance for all other matters in district, parish or county elections (including completing, handling and dispatch of poll cards) £8.50 for every 100 electors (or part 100); allowance to be reduced by 5% in parish elections where no poll cards are issued
- c) Staff payments in respect of despatch and opening of postal ballot papers £28.50 per half day session or £9.50 per hour (or part hour) where hourly rate is applicable **or** £11.00 per hour (or part hour) where working after 5pm is involved **or** £14.00 per hour (or part hour) where weekend/bank holiday working is involved
- d) Postal Vote Supervisor (opening and despatch) £18.50 plus payment of despatch/opening fee

Travelling and Subsistence Expenses

- a) Journeys necessarily made for any purposes approved by the Returning Officer in relation to the election proceedings Actual cost of rail fare (second class) or other forms of public transport. Top allowance on NJC Scale for use of private vehicle
- b) Travel Expenses paid to staff in connection with the election
- Fixed Fee for Presiding Officer £10.00
- Fixed Fee for Poll Clerks/Counting Assistants £7.00
- For those being paid mileage rate .45p per mile

B.5 Ballot Boxes and Stamping Instruments

- a) Cleaning and preparation of equipment before issue from storage place £3.00 for each polling place

B.6 Poll Cards

For hand delivery of poll cards 20p per card

B.7 All other expenses necessary for the proper conduct of the election proceedings, including the following particular matters:-

- a) Provision, use and fitting up of accommodation for polling stations
- b) Provision and transport of equipment for polling stations (e.g. voting compartments, tables and chairs)
- c) Provision and publication of notices, poll cards, ballot papers, registers of electors and postal and proxy voters' lists
- d) Provision of all other stationery and

- e) documents
- e) Postage and telephone charges
- f) Compensation for injury to persons or damage to property

Holiday Pay

Holiday pay is to be paid at a rate of 12.7% of the total paid to the staff member on top of their pay, excluding overtime and mileage claims

Notes

- 1 The prescribed amounts in the scale are payable in respect of each separate electoral area
- 2 "Electoral area" means any ward/parish/division for which a separate election is held
- 3 The prescribed amounts in the scale are maximum sums and Returning Officers may pay lesser amounts for those items in circumstances where they consider this to be specifically justified
- 4 "Elector" means a person registered as a local government elector in the register for the electoral area concerned.
- 5 Fees for Parish polls will be adjusted according to the workload and timing of the poll.

Arun District Council

| | |
|---|---|
| REPORT TO: | Corporate Support Committee – 19 January 2023 |
| SUBJECT: | Unreasonable Behaviour Policy – Update |
| LEAD OFFICER: | Daniel Bainbridge – Group Head of Law and Governance |
| LEAD MEMBER: | Councillor Paul Dendle |
| WARDS: | All |
| CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: | |
| The adoption of an updated Policy will ensure that allegations of Unreasonable Behaviour are processed and responded to in a consistent manner that supports the improvement of service delivery across the four Vision priorities. | |
| DIRECTORATE POLICY CONTEXT: | |
| An up-to-date Policy supports the aim to bring continuous Council-wide performance improvement via the Organisational Excellence directorate. | |
| FINANCIAL SUMMARY: | |
| There are no costs or other financial issues associated with the development, adoption and operation of the updated Policy. | |

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to recommend the adoption of an updated Unreasonable Behaviour Policy as a result of a recommendation made by a Stage 2 complaint investigation.

2. RECOMMENDATIONS

- 1.2. It is recommended that the Corporate Support Committee adopts the revised Unreasonable Behaviour Policy as set out in the Appendix to this report.

2. EXECUTIVE SUMMARY

- 2.1. The Investigating Officer has made a recommendation to the Council by way of a response to the customer regarding its existing Policy and the Council is expected to implement that recommendation by way of adoption of an updated Policy.

3. DETAIL

- 3.1. On 29 June 2022 Lindsey Reeves responded to a Stage 1 complaint, and within this response was advice to the customer that an Appeals process should be detailed within the Policy.

- 3.2. On 18 August 2022 Joe Russell-Wells responded to a Stage 2 complaint on the same case, and within this response was advice to the customer that the reference to 'raising a formal complaint for very minor problems' should be removed from the Policy.
- 4.3 Further to this response, the customer escalated the matter to a Designated Person, Cllr Yeates. Working in conjunction with Cllr Yeates, it was also agreed by the Information Management Team to make a number of small adjustments to the wording of the Policy to improve transparency.
- 4.4 Information Management also used this opportunity to make further small adjustments to the Policy with the intention of clarifying roles therein.
- 4.5 The updated Policy is contained within the Appendix to this report. Updates to the Policy have been highlighted in yellow.
- 4.6 If adopted, the revised Policy will be published on the Council's website, replacing the current version of the Policy.

4. CONSULTATION

- 4.1. There is no requirement for public consultation in relation to the changes set out in this report, which are required due to the commitment by Officers.

5. OPTIONS / ALTERNATIVES CONSIDERED

- 5.1. Any alternative options would involve not adopting a revised policy which may result in the original complaint being progressed to the Housing Ombudsman.

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

- 6.1. There are no financial implications arising from this report.

7. RISK ASSESSMENT CONSIDERATIONS

- 7.1. Officers have not identified any requirement for any additional risk assessment process to be conducted in relation to the recommendation in this report.

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

- 8.1. These are set out within the body of this report.

9. HUMAN RESOURCES IMPACT

- 9.1. None.

10. HEALTH & SAFETY IMPACT

10.1. None.

11. PROPERTY & ESTATES IMPACT

11.1. None.

12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

12.1. The updated Policy improves the feedback and complaints process between the Council's customers and the Council and supports the equal and consistent treatment of those customers through the adoption of a clearer policy that is compliant with Ombudsman guidance and requirements.

13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

13.1. None.

14. CRIME AND DISORDER REDUCTION IMPACT

14.1. None.

15. HUMAN RIGHTS IMPACT

15.1. None.

16. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

16.1. There are no direct Data Protection considerations. Any detail regarding the related complaint has been anonymised in order to protect the identity of the complainant, in line with the approach taken by the Housing Ombudsman when publishing complaint outcomes.

CONTACT OFFICERS:

Name: Daniel Bainbridge

Job Title: Group Head of Law and Governance

Contact Number: 01903 737607

Name: Lindsey Reeves

Job Title: Information Governance Manager

Contact Number: 01903 737857

BACKGROUND DOCUMENTS: *None*

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Unreasonable Behaviour Policy

January 2023

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1. INTRODUCTION

- 1.1. Article 2 of the Council's Constitution gives residents the right to complain. Article 2 also explains the corresponding duty on residents to act reasonably when dealing with the Council. We are committed to dealing with all complaints fairly and comprehensibly.
- 1.2. This Unreasonable Behaviour Policy is required because a small minority of those who make complaints act unreasonably. The Policy is intended to explain to residents what happens when the duty to act reasonably is not complied with.

2. PURPOSE/STANDARD REQUIRED

- 2.1 The purpose of the Policy is to give guidance on when a complainant's behaviour has become unreasonable. It identifies situations where a complainant, either individually or as part of a group of complainants, might be unreasonable.
- 2.2 This Policy and associated procedures apply where unreasonable behaviour is identified. **Text removed and inserted under 3.1 bulletpoints.**

3. EXAMPLES OF UNREASONABLE BEHAVIOUR

- 3.1 Demonstrating unreasonable behaviour is defined by the Local Government & Social Care Ombudsman as "...those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their, or other people's, complaints."

Examples of the types of behaviour that this Policy covers can include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

- Refusing to specify the grounds of a complaint, despite offers of help
- Refusing to cooperate with the complaints investigation process
- Refusing to accept that certain issues are not within the scope of a complaints procedure
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice
- Making unjustified complaints about staff who are trying to deal with the issues and seeking to have them replaced

- Changing the basis of the complaint as the investigation proceeds
- Denying or changing statements they made at an earlier stage
- Introducing trivial or irrelevant new information at a later stage
- Raising many detailed but unimportant questions, and insisting they are all answered
- Submitting falsified documents from themselves or others
- Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue with various service areas organisations
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous ADC staff, or detailed letters every few days, and expecting immediate responses
- Submitting repeat complaints with minor additions/variations the complainant insists make these 'new' complaints
- Refusing to accept the decision; repeatedly arguing points with no new evidence

• **Raising a formal complaint for very minor issues**

- Continuing to complain about an issue despite explanation that the issue is caused by something beyond the Council's control
- Using abusive or aggressive language in correspondence or contact which may also constitute nuisance or anti-social behaviour and may be dealt with under the Council's Customer of Concern Protocol. **Whilst this may include communications relating to the Freedom of Information Act 2000, Data Protection Act 2018 and/or UK General Data Protection Regulation it does not retract any of the statutory legislative entitlements of an individual.**

- 3.2 In all cases where it is considered by the Group Head that a complainant's behaviour may be becoming unreasonable, a referral is to be made to the Information Management Team who will review the matter in consultation with the relevant Group Head and the Leader or Deputy Leader of the Council and make a determination as to whether or not this Policy applies. If it is considered that that the behaviour displayed may be for a reason related to disability and/or any language barrier the Group Head of Policy will also be contacted for advice.
- 3.3 Before treating behaviour as unreasonable, the complainant will be given a copy of this Policy along with notice of its possible implementation and given the opportunity to amend their behaviour.

3.4 Where there is no change in behaviour, or the behaviour has been identified as unreasonable in accordance with this Policy the Group Head will review the matter with the Information Management Team and obtain agreement to treat the complainant as unreasonable and for this Policy to be applied. Matters to be considered, evidenced and satisfied by the Service as part of this review will include (this list is not conclusive or exhaustive):

- That the complaint is being or has been properly investigated
- That any decision reached on the complaint is the right one
- That communications with the complainant have been adequate
- That the complainant is not now providing any significant new information that might affect the Council's view on the complaint
- The proportionality and appropriateness of the proposed restriction in comparison with the behaviour and the impact on staff.
- The Leader or Deputy Leader of the Council have been consulted.

4. OPERATING THE POLICY

4.1 If a decision has been made that the policy is to be applied the relevant Group Head will decide how complaints are dealt with going forward. This may mean that the complainant is advised as follows (this list is not conclusive or exhaustive):

- that all complaints must be put in writing only
- that telephone contact is prohibited
- that the Council will accept contact with the complainant via only one method of communication only (either in person, by telephone, letter, email or any combination of these)
- that all communication must be made to one named officer or email address only (single point of contact)
- that unless in the case of an emergency response is due the complaints will be limited, for example, to once per week and/or
- that the Council has no option but to consider taking legal action

4.2 The methods above can be used singularly or in combination depending on the circumstances of the matter and whether the complaint remains ongoing or is concluded. These methods are to ensure that officer time is not unreasonably expended responding repeatedly to unreasonable complaints.

5. NOTIFICATION TO COMPLAINANT

5.1 Once a decision has been made that this Policy shall apply, the Group Head will notify the complainant in writing of:

- the reasons their conduct has been treated as unreasonable;
- the action that will be taken and details of any restrictions placed on the complainants contact with ADC (see 7.1);
- How long any restrictions will last (for example 6 months, 1 year, etc); and
- The complainant's right to a review of the decision – see 6.1

6. APPEAL & REVIEW

6.1 Once a customer has been notified that their behaviour has been classified as unreasonable, they are entitled to request an appeal of this decision within 10 working days. This appeal will be carried out by the Leader/Deputy Leader (whichever party was not involved with the original decision) and the Group Head of Service within a 4 week period.

6.2 A review of the decision to treat the complainant as unreasonable will be carried out after a period defined by the Group Head of Service (no more than 12 months). The complainant will be informed of the outcome by the Service. If restrictions are to continue to be applied a new review date will be set.

7. REPETITIOUS COMPLAINTS

7.1 If a complainant makes a complaint that is essentially about the same matter as a previously concluded complaint and does not contain any new information, then in the event that the complainant has not used all stages of the complaints procedure they should be advised to proceed to the next stage up to and including the final stage of the relevant complaint policy or procedure.

7.2 If the complainant has had a decision from the Ombudsman that is not in their favour, then they should be advised in writing that the matter has been concluded and that ADC will not respond to any further correspondence or complaints relating to the same issue. Where a complaint is under consideration, new items, unless they relate in substance to the matter which is being considered, cannot be added for consideration, and will need to be the subject of a further complaint.

8. COMPLAINANT CONDUCT

8.1 In some circumstances the conduct of the complainant will be such that it is causing nuisance or annoyance and if at any time a member of the Council's staff feel that they are being abused, threatened, or harassed by a complainant this must be addressed.

- 8.2 Where the conduct of the complainant is such that it is threatening, abusive or constitutes harassment, further action may include restricting the complainant's contact with the Council in accordance with this policy and/or taking steps in accordance with the Council's Customer of Concern Protocol

9. RECORD KEEPING

- 9.1 Records of all decisions relating to this Policy will be kept. Such decisions for which records will be kept include but are not limited to:

- When a referral under Section 3 of this Policy is made
- When any decision is made because of such referral to include:
 - A decision not to apply the Policy
 - A decision to make an exception to the Policy once it has been applied
 - A decision to apply the Policy
- When a decision is taken not to deal with a further complaint from the complainant via the complaints procedure and/or this Policy
- When a decision is made to not respond to further correspondence from the complainant

10. SUPPORTING DOCUMENTATION

- 10.1 Supporting policies/procedures and documentation:

- Equality & Diversity Policy
- Feedback & Complaints Policy
- Customers of Concern Protocol

This policy was adopted by the Corporate Support Committee on 19 January 2023 and will be reviewed after one year by the Group Head of Law & Governance.

ⁱ This Policy can be applied to all parties engaging with Arun District Council.

Arun District Council

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|--|---|
| REPORT TO: | Corporate Support Committee – 19 January 2023 |
| SUBJECT: | Key Performance Indicators 2022-2026 – Quarter 3 performance report for the period 1 April 2022 to 31 December 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 Q3 Performance outturn of the Key Performance Indicators. | |
| FINANCIAL SUMMARY: | |
| Not required. | |

1. PURPOSE OF REPORT

- 1.1. This report is to update the Committee on the Q3 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 31 December 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 7 March 2023.

2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance indicators at Quarter 3 for the period 1 April 2022 to 31 December 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 Q3 KPI reports are as follows:

| Committee meeting dates | Indicators to receive report on |
|--|---|
| Corporate Support Committee - 19 January 2023 | 9 (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9) |
| Housing & Wellbeing Committee - 25 January 2023 | 8 (CP11, CP15, CP16, CP17, CP18, CP19, CP20, CP21) |
| Planning Policy Committee - 26 January 2023 | 1 (CP36) |
| Environment Committee - 31 January 2023 | 10 (CP12, CP13, CP37, CP38, CP39, CP40, CP22, CP23, CP24, CP25) |
| Economy Committee - 2 February 2023 | 0 |
| Planning Committee – 8 February 2023 | 10 (CP26, CP27, CP28, CP29, CP30, CP31, CP32, CP33, CP34, CP35) |
| Policy & Finance Committee – 7 March 2023 | 39 indicators - not CP41, CP42 (only at Q2 and Q4) and CP10 (only at Q4) |
| Licensing Committee – 10 March 2023 | 1 (CP14) |

- 3.5. This is the third quarterly report covering performance from 1 April 2022 to 31 December 2023 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. 9 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 Q3. Appendix A gives full commentary for each indicator. This appendix shows the figures and commentary for both Q2 and Q3 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 | Update at meeting |
| Didn't achieve but within 15% range | Update at meeting |
| Didn't achieve target by more than 15% | Update at meeting |
| No target set to measure | Update at meeting |
| No data available | Update at meeting |
| 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 Q3 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*

Agenda Item 10

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 Review of Unreasonable Behaviour Policy Work Programme | Carolyn Martlew Karen Pearce J Follis D Bainbridge | 19 January 2023 | 6pm | Policy & Finance – 09 February 2023 15-Mar-23 |

Corporate Support Committee - 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