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2 September 2022

## **CORPORATE SUPPORT COMMITTEE**

A meeting of the Corporate Support Committee will be held in **Council Chamber at the Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 15 September 2022 at 6.00 pm** and you are requested to attend.

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

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

1. Where a member of the public wishes to attend the meeting or has registered a request to take part in Public Question Time, they will be invited to submit the question in advance of the meeting to be read out by an Officer, but of course can attend the meeting in person.
2. We request members of the public do not attend any face-to-face meeting if they have Covid-19 symptoms.

Any members of the public wishing to address the Committee meeting during Public Question Time, will need to email [Committees@arun.gov.uk](mailto:Committees@arun.gov.uk) **by 5.15 pm on Wednesday, 7 September 2022** in line with current Committee Meeting Procedure Rules.

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

For further information on the items to be discussed, please contact [Committees@arun.gov.uk](mailto:Committees@arun.gov.uk).

## AGENDA

### 1. APOLOGIES

### 2. DECLARATIONS OF INTEREST

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

Members and Officers should make their declaration by stating:

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

### 3. MINUTES

(Pages 1 - 2)

The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 19 July 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. CUSTOMER SERVICES ANNUAL REPORT 2021-2022

(Pages 3 - 26)

This report provides an update of service delivery across all channels and statistical information to support the report.

### 7. CORPORATE SUPPORT PERFORMANCE REPORT FOR QUARTER 1

(Pages 27 - 32)

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

8. BUDGET PROCESS REPORT 2023/24 (Pages 33 - 38)

The report provides a summary of the budget process for 2023/24 as required by the Council's Constitution. The Committee is then asked to approve the Budget process for 2023/24 as outlined in the report, having been endorsed by the Policy & Finance Committee on 6 September 2022.

9. SUNDRY DEBTS WRITE OFFS 2021-2022 (Pages 39 - 42)

The report lists cases where authorisation is sought to write off miscellaneous sundry debt where delegated powers cannot be used. In addition, a list is provided where delegation has been used for Members' information.

**OUTSIDE BODIES - FEEDBACK FROM MEETINGS**

10. WORK PROGRAMME (Pages 43 - 44)

For information only.

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](#)