



Public Document Pack

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19 June 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 **Tuesday 27 June 2023 at 6.00 pm** and you are requested to attend.

Members: Councillors Oppler (Chair), Tandy (Vice-Chair), Bower, Brooks, J English, Jones, Lawrence, Lloyd, O'Neill, Turner 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 Tuesday, 20 June 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 - 6)

The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 19 January 2023.

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. MEETING START TIMES 2023/24

The Committee are required to agree their meeting start times for the remaining meetings of the municipal year 2023/24.

7. KEY PERFORMANCE INDICATORS 2022-2026 - QUARTER 4 END OF YEAR PERFORMANCE REPORT FOR THE PERIOD 1 APRIL 2022 TO 31 MARCH 2023.

(Pages 7 - 14)

This report sets out the performance of the Key Performance indicators at Quarter 4 and end of year for the period 1 April 2022 to 31 March 2023.

8. COUNCIL VISION 2022-2023 ANNUAL REPORT (Pages 15 - 32)

The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision, we have a comprehensive set of measurable performance indicators 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 the subject of this report, the 'Vision Indicators' and this is the first annual report on them.

9. REVIEW OF THE ELECTIONS HELD ON 4 MAY 2023 (Pages 33 - 50)

The report reviews the arrangements for the Elections which took place on 4 May 2023. It provides information, feedback and considers lessons learned.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There are no update reports for this meeting. The Outside Bodies list has been attached with those bodies and representatives highlighted which feed into the Corporate Support Committee for members to note.

10. WORK PROGRAMME 2023/24 (Pages 55 - 56)

The work programme for the municipal year 2023/24 is attached for members review and comment.

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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Agenda Item 3

Subject to approval at the next Corporate Support Committee meeting

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CORPORATE SUPPORT COMMITTEE

19 January 2023 at 6.00 pm

Present: Councillors Dendle (Chair), Bennett, Bower, Tilbrook (Substitute for Oppler) and Warr

588. APOLOGIES

Apologies were received from Councillors Buckland, Huntley, Oppler (substituted by Tilbrook), Roberts and Seex.

589. DECLARATIONS OF INTEREST

There were no declarations of interest made.

590. MINUTES

The minutes of the meeting held on 10 November 2022 were approved and signed by the Chair.

591. 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 no urgent items presented at this meeting.

592. PUBLIC QUESTION TIME

(Councillor Warr arrived at the start of this item.)

The Chair confirmed that there was 1 public question that had previously been submitted for Full Council meeting that was held on 18 January 2023, where it was decided that the question be referred to this committee to be responded to by the Chair.

This question was then read out by the Committee Manager on behalf of the public questioner, and it was confirmed that a written answer would be provided.

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

The Chair then drew Public Question Time to a close.

593. COMMITTEE BUDGET REPORT - SERVICE SPECIFIC - BUDGET 2023/24

The Interim Group Head of Finance and S151 Officer introduced the report and explained to members that, due to the significant budget gap for 2023/24, only essential growth items had been put forward for their approval. The main growth item for this committee related to the district election for this year. It was confirmed that would fall out in 2024/25. The growth bids for the committee totalling £109k were summarised in appendix B

The Chair then asked members if there were any questions on the report. As there were no questions the Chair then presented the recommendations and upon the vote;

The Committee

RESOLVED

- (a) Agree the 2023/24 Revenue Budget as illustrated in Appendix A of this report;
- (b) Agree the list of uncommitted growth items as illustrated in Appendix B of this report; and

RECOMMEND TO POLICY & FINANCE COMMITTEE that;

- (c) the Revenue Budget for this Committee be included in the overall General Fund Budget when considering the overall budgets on 9 February 2023.

594. PAY POLICY STATEMENT 2022

The Group Head of Organisational Excellence introduced the report and advised members that it was a statutory requirement for Local Authorities to prepare and publish a pay policy statement each year which set out the current pay and reward policies for each authority. The draft statement covers 2023 – 2024 and included a range of issues relating to the pay of its workforce, including the pay of senior staff and our processes for determining remuneration and several related issues. The contents of the Statement are matters of fact and simply set out current practice.

She stated that a point to note was that at the current time there had been no agreement on the 2023/24 cost of living increases which were negotiated nationally between the Local Government Association (LGA) and the Trade unions. Once agreement was reached the Council's published pay scales which are linked from the pay policy statement would be updated. As background local government employees were awarded a fixed sum of £1,925 last year, and an additional day of leave regardless of pay scale.

In summing up she advised there were two appendices, the Senior Management structure and the most up to date schedule of Elections Fees and Charges which is for 2022/2023 and the schedule for 2023-2024 which would be updated on the website when it was available.

The Chair then invited questions from the Committee where it was asked if it was known when the LGA and Government would come back with their recommendations for the next year. It was confirmed that it wasn't.

As there were no other questions asked the Chair presented the minutes and upon the vote;

The Committee

RECOMMEND TO FULL COUNCIL that it;

- (a) notes the contents of the Pay Policy Statement 2023/24 as set out in Appendix 1.
- (b) the Pay Policy Statement 2023/2024 for publication on the Arun website by 1 April 2023 be approved.
- (c) Gives 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.

595. REVIEW OF UNREASONABLE BEHAVIOUR POLICY

The Group Head of Law & Governance and Monitoring Officer introduced the report and drew members attention to the minor updates contained within the report that had arisen from one complaint that had been subject to a two-stage complaint process and was then reviewed by the investigating officer and the ombudsman. Members were advised that the changes could be seen as highlighted in yellow throughout the appendix.

The Chair then invited questions from members of the Committee, with the exception of one question raised regarding the choice of the word 'retract' that had been used within paragraph 3.1 bullet point 17, there were no other questions raised.

Therefore, the Chair presented the recommendations and upon the vote;

The Committee

RESOLVED

Corporate Support Committee - 19.01.23

That it adopts the revised Unreasonable Behaviour Policy as set out in the Appendix to this report.

596. QUARTER 3 KEY PERFORMANCE INDICATOR REPORT

The Group Head of Organisational Excellence advised members that due to the tight timeline for deadlines for the quarter 3 data, it was necessary for a supplement pack containing Appendix A to be circulated to members separately to the agenda. She also reminded members that the trend line could be seen in the final column of Appendix A.

The Chair then invited members to ask questions where the following questions were asked;

- It was great to see the improvement to the CP1 and CP2 stage 1 and 2 figures was this improvement due to the recruitment of the additional member of staff. The Group Head of Law & Governance and Monitoring Officer confirmed that the recruitment had not yet been completed, however the Information Management Manager had completed a review of internal processes and had implemented some changes due to this review and he believed that this was the reason for the improvement that had been recorded for quarter 3.
- CP5, Staff turnover is showing as 66 leavers over the year, however it shows over 30 retirements or end of fixed term contracts? Do you know how many were retirement or end of fixed term contracts? Also is states there have been 36 voluntary resignations and this seems very high are there any trends on these resignations? It was confirmed by the Group Head of Organisational Excellence that these figures were not where the council want it to be. There had been some streamlining to the recruitment process completed already. A written answer will be provided to you for the first parts of your question.
- It was strongly recommended that staff turnover should be targeted and that officers should consider and implement a target for this. The Group Head of Organisational Excellence stated that the figures in front of members for this in Appendix A was a baseline figure as it had not been reported previously.
- CP4 Sickness absence, how do the figures compare to a pre pandemic level. A written answer was promised.
- CP5, The Committee requested that the number of agency staff employed across the council/departments should also be reported. It was confirmed that it would be complicated to breakdown for reporting purposes. It was also confirmed that the senior management team were actively looking at this topic along with reviewing key issues how to reduce the number of agency staff where possible. Despite reassurance Members were still

keen to understand the number of agency staff versus employed council staff and the costs associated with this.

The Committee then noted the report.

597. OUTSIDE BODIES - FEEDBACK FROM MEETINGS

There were no updates for this meeting.

598. WORK PROGRAMME

The Chair invited officers and members to make comment on the Work Programme of the committee.

One member gave thanks to the Chair and Officers for the work the committee had completed this last year.

One member queried when the Boundary Review item would appear on the work programme as it had been agreed at Full Council in November that this work should be reviewed by this committee. It was confirmed by the Head of Law & Governance and Monitoring Officer that it would be included in the programme of work for the next civic year, with a report to be brought to the first meeting of the committee of the 2023/24 year.

- The Committee then noted its work programme for 2022/23 had been completed for this civic year.

(The meeting concluded at 6.27 pm)

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Arun District Council

REPORT TO:	Corporate Support Committee – 27 June 2023
SUBJECT:	Key Performance Indicators 2022-2026 – Quarter 4 End of year performance report for the period 1 April 2022 to 31 March 2023.
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Francis Oppler
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 Q4 and end of year 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 Q4 and end of year Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2022 to 31 March 2023. 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 11 July 2023.

2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance indicators at Quarter 4 and end of year for the period 1 April 2022 to 31 March 2023.

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 Q4 KPI reports are as follows.

Committee meeting	2023/24 date	Indicators to receive report on
Planning Committee	7 June 2023	10 (CP26, CP27, CP28, CP29, CP30, CP31, CP32, CP33, CP34, CP35)
Planning Policy Committee	8 June 2023	1 (CP36)
Economy Committee	13 June 2023	2 (CP41, CP42)
Environment Committee	15 June 2023	10 (CP12, CP13, CP37, CP38, CP39, CP40, CP22, CP23, CP24, CP25)
Housing & Wellbeing Committee	20 June 2023	8 (CP11, CP15, CP16, CP17, CP18, CP19, CP20, CP21)
Licensing Committee	23 June 2023	1 (CP14)
Corporate Support Committee	27 June 2023	10 (CP1, CP2, CP3, CP4, CP5, CP6, CP7, CP8, CP9, CP10)
Policy & Finance Committee	11 July 2023	All 42 indicators

- 3.5. This is the last quarterly report for 2022/23 covering performance from 1 April 2022 to 31 March 2023.
- 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 will be reported to the Corporate Support Committee as a separate report.

- 3.8. This report gives the status of all indicators at Q4. Appendix A gives full commentary for each indicator. This appendix shows the figures for Q1, Q2 and Q3 and the figures and commentary for Q4 and end of year.

Status	Number of Key Performance indicators in this category at the end of 2022/23
Achieved target	3
Didn't achieve but within 15% range	0
Didn't achieve target by more than 15%	3
No target set to measure	3
No data available	1
TOTAL	10

- 3.9. **No target set to measure:** Key Performance Indicators (CP4, CP5 and CP7) have no target set for them in 2022/23. Based on the data for 2022/23, targets have been set for these three KPI's:

Indicator number	Target for 2023/24
CP4	2.2%
CP5	14%
CP7	4 minutes

- 3.10. **No data available:** No data is available currently for CP10 - The level of public satisfied or very satisfied with the overall quality of the Council's services: The full Residents Satisfaction Survey report for 2022 went to the Policy and Finance Committee meeting on 13 December 2022 and can be found on our website (under reports to Policy and Finance Committee on 13.12.23). The outturn for this KPI in 2022 was 63% and the outturn for 2021, the previous year was 68%. The Full report will contain a breakdown of all survey responses for 2023.
- 3.11. **Indicators that didn't achieve:** During the coming year, the individual Directors, and collective Corporate Management Team, will monitor the performance of the indicators which didn't achieve their target by more than 15% and they will ensure that any remedial action is taking during the year, as required.

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 FINANCE/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*

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No.	Indicator	Service Committee to consider this	CMT Member	Assess by	Target 2022-2026	Q4/end of year Outturn	Q4/end of year Commentary	Q1 status	Q2 status	Q3 status	Q4 or End of Year status (depending on which is applicable for each indicator)	2021/22 Q4 Performance
CP1	% of Stage 2 responses responded to in time	Corporate Support	James Hassett	Higher is better	80%	Q4: 62% End of year: 54% (average)	Management of Housing responses has impacted significantly on figures; overdue cases are still high. Housing officers are focused on the establishment of a more detailed spreadsheet and a calendar to monitor complaint responses. Twice weekly meetings are held chaired by the Group Head of Housing including the Housing Management team and Infomanagement. Process maps are being developed for the complaints process. A new post of Resolution Manager has been agreed to support service improvements to complaints processes across the council	Not achieving Outturn for Q1 50%	Not achieving Outturn for Q2 42%	Not achieving Outturn for Q3 50%	Didn't achieve Outturn for Q4 62%	This was not a KPI in 2018-2022
CP2	% of Stage 1 responses responded to within 10 working days	Corporate Support	James Hassett	Higher is better	80%	Q4: 48% End of year: 58% (average)	Management of Housing responses has impacted significantly on figures; overdue cases are still high. Housing officers are focused on the establishment of a more detailed spreadsheet and a calendar to monitor complaint responses. Twice weekly meetings are held chaired by the Group Head of Housing including the Housing Management team and Infomanagement. Process maps are being developed for the complaints process. A new post of Resolution Manager has been agreed to support service improvements to complaints processes across the council	Not achieving but within 15% range Outturn for Q1 71%	Not achieving Outturn for Q2 50%	Not achieving Outturn for Q3 69%	Didn't achieve Outturn for Q4 48%	This was not a KPI in 2018-2022
CP3	% of FOI requests responded to in 20 working days	Corporate Support	James Hassett	Higher is better	80%	Q4: 100% End of year: 98% (average)	During this period we recruited to the Senior Info Management Officer (was vacant for approx. 9 months) who is now qualified as an FOI practitioner	Achieving Outturn for Q1 97%	Achieving Outturn for Q2 96%	Achieving Outturn for Q3 98%	Achieved Outturn for Q4 100%	This was not a KPI in 2018-2022
CP4	Sickness absence	Corporate Support	James Hassett	Lower is better	% figure - no target	2.44% (overall figure from April 2022 to March 2023)	Percentage of working time lost figures have shown a slight decline of 0.79% over the year. The overall percentage of working time lost figure of 2.44% for the period April 22 to March 23 is below the public sector average of 3%, as reported by the ONS. Private sector rates remain lower at an average of 1.9%. Target figure for the period Apr 23 to Mar 24 will be 2.2%. This will demonstrate an improvement in current figures whilst recognising that the private sector has less generous sickness schemes so it is unlikely that we will be able to reach a comparable figure. The target for 2023/24 is: 2.2%	No status as no target set to measure. Outturn for Q1 3.03%	No status as no target set to measure. Outturn for Q2 2.99%	No status as no target set to measure. Outturn for Q3 2.80%	No status as no target set to measure. Outturn for end of year 2.44%	This was not a KPI in 2018-2022

CP5	Staff turnover	Corporate Support	James Hassett	Lower is better	% figure - no target	<p>Q4: 17.13%</p> <p>This is equivalent to 67 leavers over the past year.</p>	<p>The turnover figure has decreased slightly from when it is was at its highest, 19.19% in Jan 23. The workplan for the forthcoming year has a focus on staff engagement which should help with the retention of staff. A certain level of turnover is expected and in fact relied upon to inject new thinking into an organisation and therefore the target should not be to eradicate leavers, but to maintain a 'healthy' turnover figure. Currently the average national employee turnover rate is 15% however, as unemployment levels are low and we are experiencing difficulty recruiting, a target has been set at 14%.</p> <p>The target for 2023/24 is: 14%</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q1 16.4%</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q2 17.47%</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q3 17.69%</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q4 17.13%</p>	This was not a KPI in 2018-2022
CP6	Compliance with Health and Safety programme	Corporate Support	Karl Roberts	Higher is better	100%	<p>Q4: 73.5%</p> <p>End of Year: 81.35%</p>	<p>Q4 - Target not achieved. Lowest performance of the year, despite only two tasks being issued for the quarter. Jan-Feb task was particularly important as this was a review of tasks issued in the previous 12 months.</p> <p>End of Year - Target of 100% consistently not being achieved, however overall more than 80% achievement for the year. Further work is required to embed the Safety Management programme in some teams and to support new managers and Group Heads. Whilst some service areas are routinely completing the tasks for all of their services, others are inconsistent. Many service areas are still not completing the microsoft forms link to confirm task completion which requires manual checking by corporate health and safety.</p>	<p>Not achieving</p> <p>Outturn for Q1 76%</p>	<p>Not achieving but within 15% range</p> <p>Outturn for Q2 88.9%</p>	<p>Not achieving but within 15% range</p> <p>Outturn for Q3 87%</p>	<p>Didn't achieve</p> <p>Outturn for Q4 73.5%</p>	This was not a KPI in 2018-2022
CP7	Average call wait time (secs) for the last month	Corporate Support	James Hassett	Lower is better	Figure reported - no target	<p>Q4: 02:39 (2 minutes 39 seconds)- average over 3 months</p> <p>End of year: 4:09 (4 minutes 9 seconds)</p>	<p>Q4 average wait time over 3 months was 02:39. This is a decrease on Q3 of 03:09 (3 minutes and 9 seconds). This is a positive achievement considering the Council entered into Annual Billing for Council Tax which drives calls into the contact centre in the middle/end of March. The annual average wait time was 04:09 (4 minutes and 9 seconds). Throughout the year we had very high wait times August – November – due to low resources and not having enough advisors trained in Council tax. We received high call volumes for Council Tax due to the energy rebate being implemented during that period.</p> <p>The target for 2023/24 is: 4 minutes</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q1 3:34</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q2 5:54</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q3 5:48</p>	<p>No status as no target set to measure.</p> <p>Outturn for Q4 2:39</p>	This was not a KPI in 2018-2022
CP8	Business rates collected	Corporate Support	James Hassett	Higher is better	97%	97.80%	<p>Target for March 2023 was 97% so overachieved at the end of 2022/23. Improved Collection rate (0.6% higher) when compared to last year. Business recovering from the effect of the pandemic.</p>	<p>Achieving</p> <p>Outturn for Q1 28.20%</p>	<p>Achieving</p> <p>Outturn for Q2 59.80%</p>	<p>Achieving</p> <p>Outturn for Q3 83.70%</p>	<p>Achieved</p> <p>Outturn for Q4 97.80%</p>	97.20%
CP9	Council tax collected	Corporate Support	James Hassett	Higher is better	96.5%	97.70%	<p>Target for March 2023 was 96.5% so overachieved at the end of 2022/23. Collection rate maintained and slightly improved compared with last year (0.1% higher) despite the cost of living crisis</p>	<p>Achieving</p> <p>Outturn for Q1 32%</p>	<p>Achieving</p> <p>Outturn for Q2 59.30%</p>	<p>Achieving</p> <p>Outturn for Q3 86.60%</p>	<p>Achieved</p> <p>Outturn for Q4 97.70%</p>	97.60%
CP10	The level of public satisfied or very satisfied with the overall quality of the Council's services	Corporate Support	James Hassett	Higher is better	75%	No data available	<p>The full Residents Satisfaction Survey report for 2022 went to the Policy and Finance Committee meeting on 13 December 2022 and can be found on our website (under reports to Policy and Finance Committee on 13.12.23). The outturn for this KPI in 2022 was 63% and the outturn for 2021, the previous year was 68%. The Full report will contain a breakdown of all survey responses for 2023.</p>	No data - Annual indicator	No data - Annual indicator	No data - Annual indicator	No data available	63%

Arun District Council

REPORT TO:	Corporate Support Committee – 27 June 2023
SUBJECT:	Council Vision 2022-2023 Annual Report
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Francis Oppler
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>The Council Vision 2022-2026 was agreed by Full Council in 2022 and sets out the Council's priorities divided into four key themes against which to measure progress. That is:</p> <ul style="list-style-type: none"> a) Improving the wellbeing of Arun District Council b) Delivering the right homes in the right places c) Supporting our environment to support us d) Fulfilling Arun's economic potential 	
DIRECTORATE POLICY CONTEXT:	
<p>This report updates the council on progress towards key objectives within each theme for the year 2022-2023. The full report will be presented to committees as an important overview of council performance and sits alongside the key performance indicators (KPIs) for 2022-2023 which form the Corporate Plan. The relevant KPIs are presented in separate reports to committees.</p>	
FINANCIAL SUMMARY:	
Not required	

1. PURPOSE OF REPORT

- 1.1. This report is to update the committee on the end of year performance of the Vision indicators for the period 1 April 2022 to 31 March 2023. The full report will go to the committees that normally receive reports on corporate plan indicators so that members have a comprehensive overview of performance across the council. The Policy and Finance Committee has overall responsibility for performance.
- 1.2. However, it will not be possible for officers representing all areas of the council to attend each committee meeting, so members are asked to limit questions at the meetings to those areas that each committee is responsible for. Any other questions should be addressed directly to the relevant manager or to the Group Head of Organisational Excellence who will pass these on to those able to best provide the answer.

2. RECOMMENDATIONS

- 1.3. As this report is an information paper there are no recommendations for the committee to consider.

3. EXECUTIVE SUMMARY

- 1.4. The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision, we have a comprehensive set of measurable performance indicators 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 the subject of this report, the 'Vision Indicators' and this is the first annual report on them. These annual indicators primarily update the progress against strategic milestones.
- 1.5. Covered in a separate report are the Key Performance Indicators which are primarily numeric and measured and reported quarterly to committees.

4. DETAIL

- 1.6. The Vision was developed with elected members at a series of workshops and agreed by Full Council. It is an important and living document in that it sets out our goals and will guide our decision making for the period 2022- 2026. This builds on the good things that we already do and aims to make improvements where this could be better.
- 1.7. The Vision sets out four key themes with overall aims for each and more information on how we will achieve them. The Vision is attached at appendix 1. The key themes are:
- a) Improving the wellbeing of Arun District Council
 - b) Delivering the right homes in the right places
 - c) Supporting our environment to support us
 - d) Fulfilling Arun's economic potential
- 1.8. This report looks back at performance over the last year and informs members about progress towards the Vision. It is also part of a complex web of information which will help to inform work on priorities and future service decisions.
- 1.9. The committee meetings that will receive the Annual Vision Report are as follows:

Committee meeting	2023/24 date
Planning Committee	7 June 2023
Planning Policy Committee	8 June 2023
Economy Committee	13 June 2023
Environment Committee	15 June 2023

Housing & Wellbeing Committee	20 June 2023
Licensing Committee	23 June 2023
Corporate Support Committee	27 June 2023
Policy & Finance Committee	11 July 2023

- 1.10. Appendix 2 is the detail of progress against Vision indicators that were agreed by Council. The appendix shows each indicator, which Vision theme it sits under, the service area primarily responsible for its achievement, the responsible director, detailed specific targets if applicable, the end of year outturn and commentary explaining the background to the outturn.
- 1.11. There are 41 Council Vision indicators which have been set for the four-year period of the Council Vision, primarily because these are strategic in nature and will not normally be achieved in one year. In some instances, they will not be achieved within the four years, but the Council should be able to demonstrate progress towards important longer-term objectives.
- 1.12. There are also indicators on targets where work is still to be started, where this will happen within the four years, but not necessarily the first year.
- 1.13. In other instances, for example CV8, particular initiatives which relate to the indicator will emerge throughout the period. These will generally have been reported to individual committees during the year, but the annual report is a useful summary for all councillors.
- 1.14. Councillors are invited to ask questions but are reminded that these should be limited to the area of responsibility of the committee to which the report is being made.

5. CONSULTATION

- 1.15. No consultation has taken place.

6. OPTIONS / ALTERNATIVES CONSIDERED

- a. To review the report
- b. To request further information and/or action

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

None required.

8. RISK ASSESSMENT CONSIDERATIONS

None required.

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

None required.

10. HUMAN RESOURCES IMPACT

Not applicable

11. HEALTH & SAFETY IMPACT

Not applicable

12. PROPERTY & ESTATES IMPACT

Not applicable

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

Not applicable

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

Not applicable

15. CRIME AND DISORDER REDUCTION IMPACT

Not applicable

16. HUMAN RIGHTS IMPACT

Not applicable

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

Not applicable

CONTACT OFFICER:

Name: Jackie Follis

Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

BACKGROUND DOCUMENTS: None

Our vision: A better future

2022 - 2026

A wide-angle photograph of a rural landscape. The foreground is a golden field of tall grasses or wildflowers. In the middle ground, there are rolling green hills with patches of trees and small buildings. The background shows more distant hills under a bright blue sky with scattered white clouds.

ARUN



Introduction

As Leader of the council I am delighted to share our new Council Vision 2022-2026 with you.

As a district council our role is to make Arun a better place to live, work and visit as well as delivering public services. The Vision sets out how we are going to do this.

It is divided into four key themes covering wellbeing, housing, the environment and the economy, each of which has a number of aims and statements about how we will achieve them.

It won't all happen on day one, but the important thing is that the Vision sets out our goals and will guide our decision making for the next four years. This will build on the good things that we already do and make improvements where things could be better. We not only want Arun to be a great place to live, but want to attract new businesses and job opportunities and create a great tourist destination that makes the most of our natural environment.

We'll tell you what progress we're making and continue to listen to our community and businesses.

Cllr Shaun Gunner
Leader of Arun District Council

Improving the wellbeing of Arun

Overall aims



Promote and support a multi-agency response to tackle the causes of health inequality in Arun's areas of greatest deprivation.



Champion leisure, culture and the Arts in Arun and encourage our community to embrace healthy and active lifestyles.



Work with partners to provide advice, support and activities that promote community wellbeing where it will have the greatest impact.

How will we achieve this?

- 1** Develop and implement a Wellbeing Strategy to plan services, resources, amenities, activities, and places to help our community thrive
- 2** Prepare an annual community engagement plan to promote healthy and active lifestyles and encourage participation in a wide ranged of wellbeing activities
- 3** Work with key partners to ensure that we deliver council wellbeing services that are complementary to their own, rather than duplicate effort
- 4** Support the NHS Clinical Commissioners to provide primary care medical and dental facilities to meet the growing needs of our community
- 5** Support the voluntary and community sector to provide services that help the most vulnerable in our community
- 6** Provide infrastructure that supports wellbeing, e.g. more opportunities for cycling and walking and easily accessible and safe greenspace
- 7** Support those who are homeless, street homeless or at risk of homelessness in emergency or temporary accommodation to improve health outcomes

Delivering the right homes in the right places

Overall aims



Provide a mixed housing economy within the district for all, regardless of age or circumstances, where different types of homes are available, and people can choose to rent or buy.



Maximise opportunities to improve the energy efficiency of homes in the District.



Support those in our community that need help, providing a safety net where necessary and working with people and organisations to meet different needs.

How will we achieve this?

- 1** Support households with complex needs to secure suitable accommodation
- 2** Maximise the delivery of affordable housing including utilising the council's own resources and commercial expertise to ensure that our social housing is energy efficient
- 3** Improve the energy efficiency of homes across all tenures
- 4** Use our expertise to influence the local housing market, working with the right partners from all sectors, to develop the housing and infrastructure that we need
- 5** Use the planning system to create great new places and improve our existing places, where new homes meet the needs of current and future generations
- 6** Ensure the existing housing stock in the district (private sector and council owned) is maintained to a high standard
- 7** Continue to bring empty homes back into use for the benefit of the community

Supporting our environment to support us

Overall aims



To consider climate change, sustainability, biodiversity and the environment in everything the council is responsible for and encourage its community and local businesses to do the same.



Protect and enhance our natural environment.



Regularly review progress toward Arun's Carbon Neutral Strategy (2022-30) as set out in the annual Climate Action and Biodiversity Work Plan.



Make low carbon transport including walking, cycling, travel by public transport and electric vehicle easy, convenient and pleasant and a fundamental part of our placemaking.

How will we achieve this?

- 1** Develop and implement the Carbon Neutral Strategy and Climate Change and Biodiversity Strategies for the council and for the wider district through Planning Policy
- 2** Review the council's estate and seek to maximise the use of renewable or alternative energy generation, including the installation of Electric Vehicle (EV) chargepoints
- 3** Engage and incentivise business to commit to working practices which minimise their impact on the environment
- 4** Support information campaigns that promote carbon reduction and funding opportunities
- 5** Working with our community improve waste reduction and recycling to meet future targets of 55% recycling by 2025 and 60% by 2030
- 6** Ensure that climate change and sustainability is at the heart of all council services
- 7** Support the Sussex Bay Project to restore marine, coastal and intertidal habitats to improve the biodiversity and carbon footprints of the district

Fulfilling Arun's economic potential

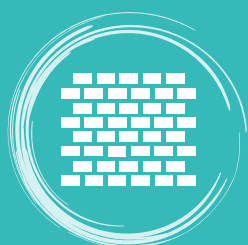
Overall aims



Increase opportunities for more high-quality, well-paid employment, encouraging more people to live, work, study and visit Arun.



Encourage the development of the district as a key tourist destination, supporting and enabling improvements and activities to increase visitor spend.



Use regeneration opportunities to attract new and relocating businesses to the district.



Make best use of our natural assets to help drive the economy.

How will we achieve this?

- 1** Create the conditions that will support high tech businesses including the creative digital sector and green businesses, reducing the need for the workforce to commute out of the district.
- 2** Use the planning system to set aside sites for larger business growth and support and create employment space for smaller start-ups, using Arun-owned land to stimulate the market
- 3** Encourage a digital infrastructure that will support businesses and changing ways of working, as well as the needs of local people
- 4** Work with partners to support a district-wide skills audit, to understand what businesses need and what skills we have in the community. Work with local colleges and the University of Chichester to assist them to run courses that will match local skill needs for those at all stages in their working life
- 5** Work closely with our towns and other organisations on strategies which support vibrant and attractive town centres
- 6** Positive and focused promotion of Arun's tourist destinations as more than a 'day trip'
- 7** Support the delivery of more accommodation for visitors to the district

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Maltravers Road
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West Sussex
BN17 5LF



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No.	Indicator	Council Vision Theme	Service Area	CMT Member	Target 2022-2026	April 22 - March 23 Outturn	April 22 - March 23 Commentary
CV1	Wellbeing clients satisfaction rating	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	90%	98%	Google forms survey conducted. 94 responses received. Questions asked were How satisfied were you with the advice and information given to you to improve your health and Wellbeing? Average score: 4.93/5 How satisfied were you with your experience of the Arun Wellbeing team? Average score: 4.92/5 (1 being not at all satisfactory, 5 being very satisfactory)
CV2	Wellbeing clients reporting that one or more of their lifestyle goals has been achieved (3 months after the conclusion of the intervention)	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	80%	73.90%	17 people have achieved all or part of their goals out of the 23 people successfully contacted (73.9%)
CV3	Upgrade to BR Leisure Centre wetside	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		Project underway at Arun Leisure Centre and due for completion Summer 23, currently project running on time and within budget
CV4	Upgrade to Alexandra theatre	Improving wellbeing of Arun	Regeneration	Karl Roberts	Key 2022/23 Milestones	Ongoing	The project has progressed with agreement reached with Whitbreads regarding the release of the existing lease and the creation of a new hotel. Work is now progressing on the submission of a planning application and demolition of those parts which are to be replaced with new works.
CV5	Adopt public art strategy	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		Not a priority within current budget and staff resources
CV6	Develop and adopt a Wellbeing Strategy and Action Plan	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		Onhold pending arrival of Community and Wellbeing Manager, work will then progress in due course
CV7	Agree a statement on the future provision of medical and dental services across the District	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		This is not a District Council function and we have little ability to influence. Suggest that members consider removing this when indicators are reviewed
CV8	Specific initiatives with partners (Age UK, CAB, Safer Arun Partnership, Artsworld, Freedom Leisure etc)?	Improving wellbeing of Arun	Wellbeing & Communities	Philippa Dart	Key 2022/23 Milestones		A significant initiative with local partners was the cost of living responses, supported by the Council, a report went to the Nov Housing and Wellbeing committee meeting. Secured the Littlehampton Community Warden project and expansion to include an Run West scheme within parish communities. Implementation of a new project between ADC, and local domestic abuse support service My Sisters House to provide support for victim/survivors in Council provided temporary accommodation. Implementation of the Arun Community Engagement Project at Bersted Hub and Chilgrove House, local numbers accessing both centres is high with wide range of wellbeing activities on offer.
CV9	Number of council housing fraud cases prevented or properties recovered	Improving wellbeing of Arun	Housing	Philippa Dart	15 cases/properties	recovered 10 properties; prevented 4 fraudulent mutual exchanges	Total savings for the council equated to £1,302,000
CV10	Average length of stay in temporary accommodation – 15 months/64 weeks	Improving wellbeing of Arun	Housing	Philippa Dart	15 months/64 weeks	39 weeks	Based on 49 households in Temporary accommodation on 31 March 2023
CV11	Average length of stay in emergency accommodation – 3 months/12 weeks	Improving wellbeing of Arun	Housing	Philippa Dart	3 months/12 weeks	19 weeks	Based on 117 households in EA as at 31 March 2023. The number of household in EA far outstrip the supply of HRA owned temporary accommodation units (over double) with the Private rented sector becoming increasingly unaffordable and out of reach for applicants

CV12	% of council homes that are SAP C rating and above	Improving wellbeing of Arun	Housing	Philippa Dart	For social housing aim is to achieve SAP C rating by 2030. We will measure progress year on year. Start with a baseline of the number of properties that are SAP C and above and every year over the course of the corporate plan report the revised number. Milestones will be incremental increase year on year until we meet 2030 target	49.85%	129 properties have a Band B rating 1566 properties have a Band C rating 646 properties have a Band D rating 135 properties have a Band E or lower rating 924 properties have not been assessed
CV13	Complete Annual Community Engagement Plan and implement Work Plan to encourage participation completed	Improving wellbeing of Arun	Wellbing & Communities	Philippa Dart	Annual Community Engagement Plan completed and Work Plan implemented		Currently being reviewed due to staff changes
CV14	Improve our green spaces	Improving wellbeing of Arun	Environment & Climate Change	Philippa Dart	Number of green spaces improved	Improvements to 27 parks and greenspaces	the following projects have been delivered to improve 27 parks and greenspaces - Full details in separate document as too much detail to fit here.
CV15	Number of new affordable homes built or purchased per year (this will include the number of homes delivered through the Housing Revenue Account)	Delivering right homes in the right places	Housing	Philippa Dart	Number of new homes built	22	The 22 are new affordable homes built these were the last 5 on the Cinders development at Yapton and the first 17 houses at Yapton.
CV16	Number of new homes that are suitable for wheelchair users	Delivering right homes in the right places	Planning	Karl Roberts	Number of new homes that are suitable		33 wheelchair friendly homes have been secured via a planning permission over the last 2 years. Nearly 800 homes have been secured as accessible homes during the same period. Not all will be delivered because not all permissions will be implemented.
CV17	Commission reports on 5 year housing supply and Market Absorption and implement recommendations	Delivering right homes in the right places	Planning	Karl Roberts	Reports commissioned		Presented to Planning Policy Committee - Feb 23. Will be used to inform future Local Plan work
CV18	Satisfaction survey of residents in completed developments (at least 12 months)	Delivering right homes in the right places	Planning	Karl Roberts	Undertake survey of residents on selected sites		A lack of resources has meant that priority has had to be given to other matters. This will carry over as an action for 23/24.
CV19	Number of households supported with complex needs	Delivering right homes in the right places	Planning	Karl Roberts	Number of households supported		155 Disabled Facilities Grant adaptations delivered by ADC plus a number of minor adaptations and deep cleans delivered by our contractors.

CV20	Number of empty homes bought back into use	Delivering right homes in the right places	Technical Services	Karl Roberts	Number of empty homes bought back into use		Annual target of 50 has been exceeded, the recruitment of a part time Admin resource specifically for Empty Homes work in June 2022 has provided significant support to the Empty Homes Officer.
CV21	Number of Council homes that meet the current statutory minimum standard for housing	Delivering right homes in the right places	Housing	Philippa Dart	Number of Council homes that meet the required standard	3372	Based on stock total of 3400 less: 7 units at 29 New Road 21 units at Flaxmean House
CV22	Annual reduction in CO2e	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Year Annual Reduction CO2E (T) 2022-2023 1,961.9 2023-2024 1,765.7 2024-2025 2,383.7 TOTAL 7,143.8		Confirmation of the 2022-2023 (financial year) carbon emissions will be available once the annual audit review has taken place in Autumn/Winter 2023. At this stage it is predicted that the KPI will not be met due to difficulty with reducing procurement related emissions. To rectify this there will be a focus going forward on engagement with suppliers around their emissions and what can be done to reduce these, as well as undertaking a deep dive on the council's procurement emissions to highlight next steps around projects that will allow for a more significant reduction in emissions. This will take place during the 22-23 emission audit.
CV23	Achieve Green Flag awards for Council parks	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	8	6	6 Green Flags retained for the period of 2022-23. Hotham, Old Rectory, Marine Park Gardens, Mewsbrook, Brookfield and Norfolk Gardens. The agreed performance target is 8 for 2024/25 and 10 for 2026/27.
CV24	3000 trees to be planted per year	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	3000	6062	We have continued the success of year one of the Council's adopted Tree Planting Strategy with another successful planting season in year two. We have planted 62 standards, with a focus on broad leaved, native species, across 16 sites. This includes Wild Cherry, Hornbeam, Wild Service, Oak, Lime, Field Maple, Beech, Bird Cherry and Crab Apple We will have planted over 6000 whips this planting season 2022/2023 over 11 different sites. This includes Hawthorne, Blackthorne, Oak, Alder, Hazel, Field Maple, Whitebeam, Crab Apple, Dog Rose, Privet, Guelder Rose, Buckthorn, Spindle, Wayfarer, Goat Willow. All trees are locally sourced.
CV25	Inspection of all Arun District Council coastal defence assets	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Completion of an inspection programme at frequency determined by risk, reported annually		Inspections all complete and recorded, undertaken annually
CV26	Removed as a duplicate of CV12						

CV27	Climate Action and Biodiversity Work Plan	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Including any key milestones for 2022/23		The second iteration of this report has now been adopted by the council. Key milestones include: undertaking audits for a number of the council's estate (Civic Centre (including Phoenix house), Littlehampton Wave, Arun Leisure Centre, Bognor Regis Town Hall being completed). Continued support and project development has also taken place with with a consultant (Anthesis) in their Area based insetting (ABI) project. The main aim of this is looking at emission reduction opportunities within the boundary of the District. The development of a e-learning module around climate change has also taken place. Additionally the council became bronze carbon literate as Carbon Literacy training was undertaken by a number of senior officers, more training of this type has also taken place and will continue to take place throughout the year. Work has also started on hiring an additional officer to support the Climate Change and Sustainability Manager.
CV28	Recruit ecologist to support implementation of Biodiversity Net Gain and create and implement workplan	Supporting our Environment to support us	Environment & Climate Change	Karl Roberts	Successful recruitment, creation of workplan	Ongoing	In the process of preparing advertisement for an Ecology Officer post.
CV29	Other climate related strategies and milestones for 2022/23 including: <ul style="list-style-type: none"> • Engaging and incentivising businesses to commit to working practices which minimise their impact on the environment • Supporting information campaigns that promote carbon reduction and funding opportunities • Supporting the Sussex Bay Project to restore marine, coastal and intertidal habitats to improve the biodiversity and carbon footprints of the district. 	Supporting our Environment to support us	Environment & Climate Change	Philippa Dart	Number of strategies created and milestones achieved		Several public events were attended, including: Angmering school career fair, Littlehampton AGM and the Arundel climate change launch. Work also continued around supporting the Sussex Bay/Sussex Kelp restoration project. Numerous comms (internal and external) around climate change and the council's activity was also shared when relevant.
CV30	Change committee report template to consider climate change and sustainability	Supporting our Environment to support us	Law & Governance	Dan Bainbridge	Reports changed and adhered to	Completed	Standard report template now includes section on Climate change and environment impact/social value

CV31	Number of Electric Vehicle Charging points installed	Supporting our Environment to support us	Technical Services	Karl Roberts	Number of sockets installed as part of county network within Arun		<p>Phase 1 car parks: No chargepoints were installed in car parks, primarily due to amendments made to the lease template which needed to be agreed by all partners and their legal teams. This delayed the installation by approximately 3 months. Installation of chargepoints started in Arun DC Car Parks, in March 2023 in Hothampton Car Park, but these are not yet commissioned as they still require the grid connection and a new meter to be installed. Regis Centre car park was taken out of scope of the project until master planning has established where future development may take place. In the first quarter of 23/24 EV chargepoints will be installed in Manor House, River Road and Surrey Street car parks in Littlehampton and Arundel & Downland Leisure Trust have been offered the opportunity to have chargepoints installed at the Lido car park.</p> <p>Phase 1 on-street: Five sites were selected for Phase 1 of the on-street chargepoint rollout in Arun, each with six chargepoints, aiming to provide an additional 30 chargepoints in Arun. Following the TRO (Traffic Regulation Order) consultation with residents and local stakeholders in November 2022, two sites received over 20 objections, and were withdrawn from the delivery plan. Three sites were approved following the TRO process, due to the low number of objections received. However, when the contractors were on-site to start the installation of the chargepoints, a significant number of residents objected and Connected Kerb decided to withdraw this site. As a result, we are only installing 12 chargepoints across two sites in Arun in the first phase of the rollout. The installation of the chargepoints at the two sites was completed in Q4 of 22/23 and both sites now await meter installations before they can be commissioned. It is anticipated that these 12 chargepoints will be commissioned by the end of April 2023.</p> <p>Phase 2 proposals (subject to further engagement with stakeholders): Up to 12 Seeking information from West Sussex County Council.</p>
CV31	Number of metres of new cycleway	Supporting our Environment to support us	Planning	Karl Roberts	Number of metres of cycleway delivered		
CV33	Amount (HA) of employment land developed for employment uses	Fulfilling Arun's economic potential	Planning	Karl Roberts	2	There has been an increase in site area (ha) of employment land developed (completed and occupied) for employment uses (Use Class B2, B8, E (g) - Formerly B1)	Checked the WSCC CILLA (Commercial, Industrial and Leisure Land Availability Survey) Commercial Land Availability Commitments and Completions data for 2020/21 and 2021/22. There has been an increase in site area (ha) of completed and occupied employment land (Use Class B2, B8, E(g) (Formerly Revoked Class B1) developed for employment uses over the last monitoring year from 0.19 ha in 2020-21 to 0.42ha in 2021-22.
CV34	Number of jobs created	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Number of jobs created	1000	As at 2021 there were 48000 employees recorded, this is a 1000 increase since 2020. This is from Business Register and Employment Survey - publicly available on Nomis
CV35	Increase to average wages and household income	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	£546.5 gross weekly pay	ASHE (Annual Survey for Hours and Earnings) 2022 data of FT workers by residence. This is the lowest in West Sussex. 2021 data shows Arun at £574.5 gross per week. Publicly available in Nomis
CV36	Increase in number of economically active population	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	83,000 or 86.7%	Oct-Sept 2022 publicly available on Nomis. This is an increase from 80,300 recorded in Jul 2021 to Jun 2022. This has been increasing year on year since Oct 2020-Sept 2021 data
CV37	Commission and carry out tourism marketing campaign	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Campaign completed	in progress	1 year Campaign commissioned - will complete June 2023. Impact / results will be evaluated and reported to Economy Committee June 2023.

CV38	Increase in number of visitors, length of stay and visitor spend	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	As in the rest of the UK, the pandemic had a negative effect on Arun's visitor economy; impacting spend and visitor numbers by approximately a third in Arun in 2021. Jobs remained slightly more robust, falling by a quarter. There is evidence that the visitor economy has been building back up with indications that 2022 looks to have delivered growth on 2021 – though still far short of where it was in 2019. Brexit and the rising cost of living are also having an impact on consumer confidence and	Headline figures: 2021 vs 2019 (pre pandemic) - data is available annually in retrospect with 2022 figures available in the Autumn of 2023 Economic Impact 2021: £247m v 2019 £380m (-35%) Visitors 2021: 2.8m v 2019: 4.4m (-35%) Average length stay (nights x trip) 2021: 3.37 v 2019: 3.61 (-6.7%) Economic Impact Study (2021) plus the recently commissioned Hotel Study (2022) and soon to be published Visitor Strategy (2023) Source:
CV39	Number of new hotel and new holiday accommodation beds provided	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Improvement on previous year	No new hotel or holiday accommodation beds provided (C1 Use Class)	Hotel / Accommodation study completed. One new hotel Premier Inn Bognor Regis (102 beds) planning permission expected spring 2023. 239 accommodation establishments offering over 16,000 bedspaces, and 344 other visitor economy linked businesses. Source: the recent (2022) Tourism Hospitality & Visitor Economy Study and associated reports to PPC & Economy Committees Checked the WSCC CILLA Commercial Land Availability Commitments and Completions data for 2020/21 and 2021/22. No new hotel or new holiday accommodation beds (C1 Use) provided according to data.
CV40	Develop business support programme to move to digital and modern ways of working	Fulfilling Arun's economic potential	Organisational Excellence	James Hassett	Workplan achieved		This programme would be supported through the business rates pooling game - research is being undertaken to identify the priorities to be supported in partnership with other local authorities in the County
CV41	Review town centre masterplans and support high streets	Fulfilling Arun's economic potential	Business and Economy	Karl Roberts	Spend of allocations in annual budget	ongoing	work has been delayed by other priorities

Arun District Council

REPORT TO:	Corporate Support Committee – 27 June 2023
SUBJECT:	Review of the Elections held on 4 May 2023
LEAD OFFICER:	Lauren Fairs-Browning, Electoral Services Manager
LEAD MEMBER:	Councillor Francis Oppler
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>Access to the democratic process is key to the delivery of the Council’s strategic aims and objectives, with the local elections providing electors with the opportunity to exercise their fundamental democratic right to vote.</p>	
DIRECTORATE POLICY CONTEXT:	
<p>The Electoral Services team sits within the Law & Governance group within the Chief Executive’s directorate. The delivery of successful local and national elections is a clear policy of the directorate given the fundamental need for those electors who are able to vote to do so.</p>	
FINANCIAL SUMMARY:	
<p>There are no financial implications associated with this report.</p>	

1. PURPOSE OF REPORT

1.1 This report reviews the arrangements for the Arun District and Town/Parish Elections which took place on 4 May 2023. The report provides key facts, figures, information and feedback and considers lessons learned, as well as seeking support for future improvements.

2. RECOMMENDATIONS

2.1 The Committee is requested to review the information presented and make any comments to the Returning Officer.

3. EXECUTIVE SUMMARY

3.1 The report reviews the arrangements for the Elections which took place on 4 May 2023. It provides information, feedback and considers lessons learned.

4. DETAIL

Elections that took place

- 4.1 The district, town and parish council elections took place on Thursday 4 May 2023 with James Hassett as Returning Officer (RO) and Daniel Bainbridge as Deputy Returning Officer (DRO). Other officers were also appointed as DROs with specific powers for adjudicating ballot papers at the count and refusing the issue of ballot papers at polling stations due to the introduction of Voter ID legislation.
- 4.2 The RO is fully accountable for all aspects of these elections and as with all ROs is directly accountable to the Electoral Commission, rather than the local authority.
- 4.3 The contested polls were:
- District council elections – all 23 wards
 - Town and parish council elections – 13 wards

Bognor Regis Town Council	Hatherleigh, Hotham, Marine, Orchard and Pevensey wards
Felpham Parish Council	Felpham East and Felpham West wards
Littlehampton Town Council	Beach, Brookfield, Courtwick with Toddington, River, Wick and Wickbourne wards

Election planning

- 4.4 The introduction of Voter ID was a dominant factor in the preparation for these elections. We began preparations a year in advance of May 2023 so that we could be as prepared as we could be when the legislation came into force. We had many concerns about how Voter ID would work in practice and whether there would be enough national publicity to inform electors of the significant change to the way in which they would be issued with ballot papers and voting. We sent a household notification letter (HNL) to every residential household within the Arun area at the end of January 2023 informing residents about who was registered at the property, their voting method as well as information about the elections and the changes that were being introduced.
- 4.5 We developed a plan on how we would deal with the additional workload and brought in additional staffing resource to manage the high level of expected Voter Authority Certificate (VAC) applications. Arun received 251 applications, the majority of which were accepted first time or following the resubmission of photographs that were not initially acceptable under the legislation.

Communications

- 4.6 Communication is critical in relation to any election, and it was particularly important in May 2023 due to the complexity of the combination of elections and the additional measures to be observed because of Voter ID.
- 4.7 We developed a robust communications plan well ahead of the elections utilising the HNL and a dedicated webpage in January 2023, poll cards in March 2023, press releases and social media posts throughout the election period, particularly ahead of deadline dates to try to avoid late applications.
- 4.8 Arun Direct has always provided excellent support to the Elections Team, without which it would not have been possible to deliver electoral registration or elections. This was again the case for the 2023 elections.

Poll cards

- 4.9 We hand-delivered the majority of the poll cards for these elections as usual.
- 4.10 We again included a map of the location of the elector's polling station to assist them and a QR code to be scanned when requesting a ballot paper in order to speed up the process of locating the elector's details when arriving at the polling station.
- 4.11 Due to the new legislation concerning Voter ID, ordinary poll cards were required to be printed as A4 rather than the A5 that we would normally use. We decided to create an A4 letter with a detachable poll card which highlighted the need to bring photographic ID when voting at a polling station. The letter also included details on the accepted forms of ID and the VAC. The postal, proxy and postal-proxy poll cards remained in the same format with slight changes to the wording to include details of Voter ID.

Nominations

- 4.12 391 nomination papers were received in total across all 70 electoral areas up for election. We used the email informal checking process as we had done in 2021 as well as candidates and agents being able to drop their nomination packs at the Civic Centre reception. Candidates and agents were then provided with a receipt.
- 4.13 There were a significant number of errors on the forms, which is normally the case and which confirmed the need for the checks, but the majority of nomination forms were ultimately corrected, received, confirmed to be valid and accepted. The view of the Elections team is that the e-mail checks worked well generally as a clear e-mail to candidates and agents appeared to be helpful on both sides, but this process was very time consuming due to the amount of errors that needed to be corrected. We were unable to book a large enough venue to be able to provide in-person appointments but we have decided we will look to implement this for future elections.

Electoral registration

- 4.14 As we had sent a letter to all households in January 2023, we were able to encourage people to register significantly earlier than the deadline. This meant we were able to manage the increase in registrations across the election period and concentrate on processing the increase in postal vote applications. We did receive an increase in duplicate registration applications which is an ongoing issue.

Absent voting (postal, proxy and postal-proxy)

- 4.15 There were very few requests for proxy votes this year, with only 66 in total, including 7 emergency proxies, which is very similar to the 65 proxies and 7 emergency proxies for the 2021 combined elections.
- 4.16 Due to the introduction of Voter ID all voters were strongly encouraged to request a postal vote if they did not have the required photographic ID. In the run up to the elections 23,795 postal votes were issued, The postal vote turnout was 63% (15,103 verified votes) against 70% (16,428 verified votes) for the 2021 combined elections.
- 4.17 Royal Mail were under some pressure due to the much higher number of postal votes for all authorities. We received a number of complaints that electors did not receive their postal votes by the first day to reissue lost/undelivered packs. We reissued a total of 48 packs for this reason.
- 4.18 Authorities across the country were faced with the same issue which will be raised with Royal Mail centrally. Should Royal Mail not be able to guarantee delivery times for future elections we may need to consider using alternative arrangements. This may include hand delivery of postal packs, which is permitted within the legislation, and/or private sector delivery support.

Staff and training

- 4.18 We contacted around 300 staff on our database in September 2022 to begin the recruitment process for these elections. A large number had been removed following a staffing review after the 2021 elections where staff had told us that they did not wish to remain on the database. This was mainly due to the Covid-19 pandemic, amongst other reasons.
- 4.19 The allocation of roles was a difficult process for the Elections Team due to the lack of numbers, particularly for Presiding Officers. Despite highlighting in the appointment letters the importance of the role we still had a great number of people who chose to drop out throughout the election period, increasing the pressure on Elections Team resources.
- 4.20 After a number of internal communications, including a direct appeal from the Returning Officer, and existing staff recruiting externally we were able to secure the required number of Presiding Officers and Poll Clerks for each polling station and are confident we can retain this staffing level for future elections.

- 4.21 We planned to provide training via Teams for all staff, but following the first two sessions we decided to change this to a hybrid approach with some staff coming to the Civic Centre whilst the other remained on Teams. This was due to some staff needing additional assistance or not having adequate technology to be able to view the presentation clearly. In light of this we have decided to offer hybrid training for all future elections.
- 4.22 New Presiding Officers were also offered a further training session at the Civic Centre which took them through the process of opening and closing the polling stations and the paperwork they were required to complete, as well as advice on some scenarios they were likely to encounter. We received positive feedback on this session and will continue to provide this in the future.

Postal Vote Opening

- 4.23 We were able to resume normal postal vote opening procedures for these elections after the 2021 Covid-19 restrictions were no longer required.
- 4.24 Due to the increased number of permanent postal voters in 2021 and then a further anticipated increase due to Voter ID we decided to extend the postal vote opening sessions to start from 9.30am each day.
- 4.25 The extended opening sessions worked well and we will continue to do this for future elections as we are able to open more on a daily basis as well as completing the necessary paperwork at the end of each day.

Polling stations

- 4.26 As we intended, the majority of the polling stations reverted back to those used pre-Covid. Changes were made to the location of certain stations due to venues no longer being available or temporarily unavailable due to building works. We used 89 polling stations across 69 venues, against 28 polling stations across 26 venues in 2021.
- 4.27 As explained above, we included the elector's polling station details in the HNLs sent in January as well as the revised poll cards, highlighting the need to check whether a change had been made to the normal venue. This was mirrored on the Council's website, in press releases and on social media activity around the elections. We had very few issues with the venues on polling day and a small number of minor complaints where people had not fully read their poll cards. In the future we will look at further ways to highlight any changes, including sending text messages and emails to electors where we have their details and are able to use them.
- 4.28 Arun District Council is required to carry out a polling district review between 1 October 2023 and 31 January 2025, and therefore any comments received will be used in this review. We will also be asking for further feedback from all stakeholders as part of the consultation period for this exercise. We are constantly reviewing our polling station venues, therefore we do not expect to encounter any issues with this work.

4.29 iPads were once again used in polling stations instead of the paper Electoral Registers, Corresponding Numbers List and Ballot Paper Account. We were also able to use the tablet to gather the Voter ID statistics required by the Electoral Commission. This meant that we were able to compile the information in time for the extremely tight deadline of Friday 12 May 2023. The iPads worked very well and saved a lot of officer time as well as that of the polling station staff. Electors experienced a more efficient voting experience because of this. Using technology is the way forward for officers and for the electoral process, hence why we have entered into a further 5-year contact with the supplier, Modern Democracy.

Polling day and Voter ID

4.30 Despite our concerns around Voter ID and the lack of understanding of the new process we only turned 22 people away from polling stations, with 12 of them returning later in the day with an accepted form of ID. It appears that most people were aware of the change in legislation and where they did not have ID made arrangements for a postal or proxy vote or applied for a VAC. We had a number of complaints on the day but these were based on the fact that the elector did not agree with the new legislation, rather than our processes. We were able to provide them with the contact information for the Department of Levelling Up, Housing and Communities (DLUHC) and the Electoral Commission on prepared complaint cards. We also forwarded on any complaints that we received via email.

4.31 Although we did not receive the anticipated level of issues and complaints, the turnout was slightly lower than in 2019 which may mean that electors were put off due to the changes and decided not to vote. We are planning for the fact that there will be a lot more interest and complaints ahead of the next UK Parliamentary election, to be held by 28 January 2025.

Verification and count

4.32 The verification and counts for all contested elections were held on Friday 5 May 2023. The verification commenced at 9am and the first count started around 1.30pm.

4.33 The verification took slightly longer than normal due to the number of new counting assistants employed - 40 out of the 68 assistants had never been involved in the count before. All staff were fully trained but having not done the count in practice they lacked the hands-on experience and we will be looking at how to provide more practical training in the future. This was also one of the reasons that the individual counts took longer than expected. There were a number of other issues identified which will be taken into account in planning for future verification and counts.

4.34 The staff found the Kangaroo Boards very easy to use and were mostly well received by observers as they were able to check the results for each board easily. The boards are only used for multi-member wards so for the next scheduled elections we will be using the standard count procedure.

Conclusion

4.35 Officers are pleased with how our arrangements for these elections ran in practice and the Elections Team worked extremely hard to make sure that all tasks were completed accurately and in the required timeframes. The main area for improvement received from the feedback was the timings at the verification and the count, which will be looked at and improved for future elections. It should be stressed that where improvements can be made the count will still take a long time due to the complexity of district and parish elections and multi-member wards.

5. CONSULTATION

5.1 The feedback received from relevant consultations is set out within the Appendices to this report.

6. OPTIONS / ALTERNATIVES CONSIDERED

6.1 There are no alternative options to bringing this report to the Committee.

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

7.1 There are no financial implications associated with this report.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 There are no such implications associated with this report.

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

9.1 Compliance with all relevant electoral legislation, including the newly-introduced Voted ID requirements, is always a significant challenge for any election and the Returning Officer, Electoral Services Manager and their team. The processes used in these elections, including new processes introduced in relation to Voter ID, were fully compliant with legislative requirements and the outcome was that the 4 May local elections in Arun were conducted in accordance with statutory requirements.

9.2 Any and all additional processes introduced as a result of this review and feedback from members will likewise be fully compliant with legislation.

10. HUMAN RESOURCES IMPACT

10.1 The report sets out the staffing levels required to run the local elections and the challenges around recruitment.

11. HEALTH & SAFETY IMPACT

11.1 There are no such implications associated with this report.

12. PROPERTY & ESTATES IMPACT

12.1 There are no such implications associated with this report.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 There are no such implications associated with this report.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 There are no such implications associated with this report.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 There are no such implications associated with this report.

16. HUMAN RIGHTS IMPACT

16.1 There are no such implications associated with this report.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no such implications associated with this report.

CONTACT OFFICER:

Name: Lauren Fairs-Browning

Job Title: Electoral Services Manager

Contact Number: 01903 737615 ext. 37615

BACKGROUND DOCUMENTS:

Appendix 1 – Election statistics report

Appendix 2 – Feedback received from candidates and agents

Appendix 3 – Feedback received from staff

Arun District Council

Summary of election statistics

Electorate for district elections:	128,940
District overall turnout:	30.35%
Electorate for town and parish elections:	50,556
Town and parish overall turnout:	
Number of postal voters:	23,795
Number of proxy voters:	66
Number of postal-proxy voters:	
Number of emergency proxy voters:	7
Number of electoral registration application received between 11 January and the registration deadline of 17 April 2023	7666
Number of absent vote applications received between 11 January and the postal vote deadline of 18 April 2023	1423

Turnout by electoral area

District ward	Electorate	Votes cast	Total turnout
Aldwick East	4534	1810	39.92%
Aldwick West	5127	1724	33.63%
Angmering and Findon	8441	2710	32.11%
Arundel and Walberton	6991	2603	37.23%
Barnham	7599	2227	29.31%
Beach	3856	1427	37.01%
Bersted	7547	1809	23.97%
Brookfield	4792	1300	27.13%
Courtwick with Toddington	7965	1628	20.44%
East Preston	7047	2460	34.91%
Felpham East	4741	1327	27.99%
Felpham West	4884	1537	31.47%
Ferring	4184	1660	39.67%
Hotham	4290	953	22.21%
Marine	4815	1124	23.34%
Middleton-on-Sea	4192	1484	35.40%
Orchard	4727	1017	21.51%
Pagham	5211	1579	30.30%
Pevensey	4077	980	24.04%
River	7126	1949	27.35%
Rustington East	4473	1745	39.01%
Rustington West	6888	2414	35.05%
Yapton	5432	1669	30.73%

Town/Parish ward	Electorate	Votes case	Total turnout
Bognor Regis Town Council – Hatherleigh ward	355	50	14.08%
Bognor Regis Town Council – Hotham ward	4290	943	21.98%

Bognor Regis Town Council – Marine ward	4815	1114	23.14%
Bognor Regis Town Council – Orchard ward	4111	818	19.90%
Bognor Regis Town Council – Pevensey ward	3722	918	24.66%
Felpham Parish Council – Felpham East ward	4640	1267	27.31%
Felpham Parish Council – Felpham West ward	4884	1518	31.08%
Littlehampton Town Council – Beach ward	3856	1422	36.88%
Littlehampton Town Council – Brookfield ward	4792	1301	27.15%
Littlehampton Town Council – Courtwick with Toddington ward	4948	1051	21.24%
Littlehampton Town Council – River ward	5482	1482	27.03%
Littlehampton Town Council – Wick ward	1644	443	26.95%
Littlehampton Town Council – Wickbourne ward	3017	571	18.93%

We asked candidates and agents for their comments on the various stages of the elections, and we had some very useful feedback, and the main areas are covered below:

Subject	What was positive?	What wasn't so positive?	What can we do to improve in the future?
Briefings	<ul style="list-style-type: none"> • 'Informative' • 'Excellent' 	<ul style="list-style-type: none"> • Delivery of information was too fast • too much paperwork 	<ul style="list-style-type: none"> • More information about the forms needed • More publicity needed
Nominations		<ul style="list-style-type: none"> • Forms overly complicated with very little guidance – especially difficult for neuro-divergent candidates • Inconsistencies in checking • Informal checks didn't pick up all alterations • Hand delivery was inconvenient and difficult, especially for people who work • Inconvenient having to come back to make very small corrections • Conflicting advice given to candidates • Candidate's full address should not appear on any public documentation • Too much paperwork • Too complicated 	<ul style="list-style-type: none"> • Suggestion: have the forms all online – so they can get checked then printed out and signed once they're approved • Return to in-person checking appointments
Postal Voting		<ul style="list-style-type: none"> • Very poor service of Royal Mail in delivery and return of postal votes • Some electors did not receive their packs • Staff in opening sessions were 'grumpy and unwelcoming' 	<ul style="list-style-type: none"> • Explore other possible means for delivery
Polling stations	<ul style="list-style-type: none"> • Staff were 'very professional', 'friendly', 'efficient' 'calm' • Stations had good access and parking 	<ul style="list-style-type: none"> • Some electors need a polling station nearer their homes • Candidate was refused a glass of water • 'Tucked away' location • Poor signage • Use of meeters-and-greeters was 'intrusive' 	<ul style="list-style-type: none"> • Very specific feedback regarding individual polling stations and locations will be looked at closely • 'Tea and coffee to be available to candidates'

		<ul style="list-style-type: none"> • Use of tablets made issuing slow, causing queues 	
Count	<ul style="list-style-type: none"> • 'Thorough' • 'Good' 	<ul style="list-style-type: none"> • Very slow • 'Staff mostly sat doing nothing' • 'One table did nothing for 2 hours' • Verification took too long and sorting could be done at that stage • No information as to what was going on and why nothing was happening • Lunchbreak took too long as not staggered and queues for food • Went on too late • Recount of ballot papers by staff sitting on the floor was unacceptable • Staff member unhelpful being asked to check a bundle • Criticism of behaviour of one candidate • Screens inhibited communication • 'Shambles' • 'Frustrating' 	<ul style="list-style-type: none"> • Staff should be given an allowance to bring their own food in (provide microwaves?) • Stagger lunch breaks more effectively • Table supervisors to communicate with observers as to what's going on • Better training for staff • Look at bottle-necks in the process
Post-election / Expenses		<ul style="list-style-type: none"> • No point in returning forms for nil return • Frustrating having to do same forms for district and parish • No acknowledgment of receipt or response to enquiry 	
General comments	<ul style="list-style-type: none"> • 'Good information on website' • 'ADC delivered a free and fair election. Thank you.' • 'I was thoroughly impressed with the procedures at Arun. Competently and professionally handled. Thank you.' 	<ul style="list-style-type: none"> • 'Very disappointed with the implementation of Voter ID, totally unnecessary other than to disenfranchise certain demographics.' • 'Not convinced that the possible level of election fraud warranted the photo ID requirement. Some people said they wouldn't vote in protest.' 	

	<ul style="list-style-type: none"> • ‘Thanks to all the staff involved - especially the elections team for answering random or obscure questions on email!’ • ‘Overall I felt that the process was excellent and beautifully managed. Officers and clerks worked extremely hard throughout the entire process. Thank you very much indeed.’ 		
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It should be noted that some opinions were expressed more often (for example, the complexity of the nomination papers, the issues around Royal Mail’s delivery of postal votes, the length of time for the verification and the count), whereas some were only expressed by one or two responders. Also, we need to look at where we can make improvements (for example, a return to in-person nomination checking appointments – if we have the space, and the use of resources at the count), and where we are governed by the legislation in place (for example the hand-delivery of nomination papers, and the statutory verification and count processes).

We would like to thank the people who responded for taking the time to give us their feedback, and we will use this to put in place improvements for the next election wherever we can.

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We also asked our wider staff team for their comments on the various stages of the elections. Again, we had some very useful feedback. A large number of staff responded, so the table below covers examples of the range of opinions shared, along with some direct quotes.

Subject	What was positive?	What wasn't so positive?	What can we do to improve in the future?
Training (polling station training & I-pad training)	<ul style="list-style-type: none"> • 'Informative' • 'Clear and concise' • 'Engaging and entertaining' • Delivered with consideration for individuals learning styles.' • Having someone answering the Teams questions as they came up was very useful • The handbook is very useful • The videos in the I-pad training were useful 	<ul style="list-style-type: none"> • 'Too fast' • Difficult to pitch the training to suit new and experienced attendees • There was a lot of information to absorb, especially for first-timers • Some technical issues with Teams • Some couldn't hear properly • Online training seen as impersonal • 'A little too comprehensive' – covering too much that doesn't come up on the day • Some technical issues accessing the I-pad training • The I-pad training made things seem more complicated than they actually were • Needed more information about the close of poll processes • The I-pad training wasn't useful or challenging enough • Some people thought there were issues with the quiz 	<ul style="list-style-type: none"> • Consider running separate sessions for new and more experienced staff • Facilitators could repeat the question they've been asked so everyone can hear • Mixture of responses – some want more online training, some want more in-person training • Role play and/or videos of polling station issuing process and different scenarios would be very welcome • Could send out handbook in advance of training so participants can read it first • Use of Slido for Q&A/scenarios could be useful • Suggestion of a break part-way through • More information needed on Voter ID icons • Request to make I-pad training available again as a refresher • In person training would be useful for I-pads so staff could have a 'dummy run'
Polling station/polling day/pack up	<ul style="list-style-type: none"> • Excellent location • Good building and facilities • Any issues quickly resolved • I-pads very useful, easy to use and accurate • Much easier with I-Pads 	<ul style="list-style-type: none"> • Some electors struggled to find their station • Some turned up at the wrong polling station • Pack-up is 'faffy' and instructions could be clearer • No kitchen • Premises old and dirty • A candidate was a little unhelpful on the day • Too much paperwork 	<ul style="list-style-type: none"> • All road lists need to be in alphabetical order • Large-scale maps of the area, including nearby polling stations, would be useful • More seals should be provided • Suggestion to do PO briefing away from ballot boxes so POs aren't distracted by looking through the contents

	<p>‘... when the electors had their Poll Card the process was seamless’</p> <ul style="list-style-type: none"> • Pack-up checklist worked well 	<ul style="list-style-type: none"> • Pack-up instructions were incomplete • I-pads slowed down the process • Poor internet access 	
Staff/Staffing	<ul style="list-style-type: none"> • ‘Excellent team’ • ‘Very professional, supportive and good company’ • Jobs rotated equally • Anna was particularly singled out for a lot of praise in terms of staffing 	<ul style="list-style-type: none"> • Some training emails were confusing • The day was too long • One felt their PO was ‘controlling’ • The elections team had to deal with a lot of people dropping out – some at the last minute 	<ul style="list-style-type: none"> • Suggestion that staff should work half the day only
Count training	<ul style="list-style-type: none"> • ‘Straightforward’ • ‘Simple and to the point’ • ‘Gave confidence when things were new (kangaroo boards)’ 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
Count refreshments/ breaks	<ul style="list-style-type: none"> • ‘The pizza van was genius’ • ‘Excellent’ • Positive comments about the snack bags 	<ul style="list-style-type: none"> • A bit more variety and alternatives to pizza would have been welcome • Some didn’t like the snack bags • Some didn’t feel the provision of food throughout the day was adequate • Some queues for lunch • Some people going back for more food before others had received any food at all 	<ul style="list-style-type: none"> • Stagger breaks and lunch more • Encourage everyone to bring reusable cups and water bottles to reduce waste
Count – staff/ process/ briefing etc	<ul style="list-style-type: none"> • Work was allocated fairly, even though some people were faster than others • ‘Superb team’ • I-pads were great ‘once I got the hang of them’ • Kangaroo boards were easy to use and accurate 	<ul style="list-style-type: none"> • Issues with the I-pads if the candidates were listed in a different order to the ballot paper • Briefings ‘brief and chaotic’ • The large counting boxes didn’t work very well • Not all tasks shared equally • Some staff ‘overbearing’ 	<ul style="list-style-type: none"> • Need more communication about long the sessions will go on for • Could look at count processes to see if they could be improved

	<ul style="list-style-type: none"> • 'A well run and organised count' • Supervisors were 'calm and organised' • Working in pairs worked well 		
Postal vote opening	<ul style="list-style-type: none"> • Briefings and guidance were 'brilliant... they talked us through absolutely every detail of the process' • Friendly environment to work in • The teams on the tables worked well together • 'Brilliantly supportive and lovely atmosphere' 	<ul style="list-style-type: none"> • Briefings a little repetitive • Comments on some observers being 'off-putting' 	<ul style="list-style-type: none"> • Suggestion that new people were given the briefing separately rather than all hearing it every day
General comments	<ul style="list-style-type: none"> • 'It is such a well-oiled machine and runs really well' • 'Everyone worked well and the elections team did a fantastic job' • 'I feel like part of a team and am actually looking forward to the next one' 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 'Everyone employed in the council should have a crack at a role on polling day'

We would like to thank the people who responded for taking the time to give us their feedback, and we will use this to put in place improvements for the next election wherever we can.

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REPRESENTATION ON OUTSIDE BODIES – 2023-24

NO	BODY	CURRENT REP	TERM OF OFFICE	RELEVANT COMMITTEE	RELEVANT LEAD OFFICER
1	Littlehampton Harbour Board	Cllr Walsh, Haywood, Roger Spencer [already appointed – 17 March 2021] Cllr Bicknell	4 year until 31 March 2025	Environment	Karl Roberts
1a	Littlehampton Harbour Board – Advisory Group	Butcher	19 May 21 – to May 2024	Environment	Karl Roberts
3	West Sussex Mediation Service	May	1 yr – to Sept 2024	Housing & Wellbeing	Mo Hussein
4	Court of the University of Sussex	Penycate	1 yr–to 31 July 2024	Policy & Finance	Chief Executive
5	Action in Rural Sussex	Nash	1 yr - to Oct 2024	Economy	Denise Vine
6	South-East Employers	Oppler and Warr (sub) Nash (sub) Lawrence	1 yr - to July 2024	Corporate Support	Jackie Follis
7	Tourism South East Sussex	Walsh	1 yr - to May 2024	Economy	Denise Vine
9	South Downs National Park Authority	McAuliffe	4 yrs – May 2019 to May 2024	Planning Policy	Neil Crowther
10	Conservation Area Advisory Committee	Lury and Yeates (sub) Huntley (sub) McAuliffe	1 yr - to May 2024	Planning Policy	Neil Crowther
11	Keystone Centre Management Committee	Northeast	1 yr - to May 2024	Housing & Wellbeing	Philippa Dart
12	St Mary's Community Centre, Felpham – Management Committee	Stainton	1 yr - to May 2024	Corporate Support	Antony Baden
13	Bognor Regis Regeneration Board and Bognor Regis Regeneration Steering Group	Stanley	1 yr - to May 2024	Economy	Denise Vine
14	Arun Wellbeing and Health Partnership	Birch and May	1 yr - to May 2024	Housing & Wellbeing	Philippa Dart
15	West Sussex Health and Adult Social Care Committee	Needs	1 yr – to May 2024	Housing & Wellbeing	Philippa Dart

REPRESENTATION ON OUTSIDE BODIES – 2023-24

16	LGA's Coastal Issues Special Interest Group – [Appointment made by the LGA]	Wiltshire	1yr to Sep 2024	Environment	Nat Slade
18	Coastal West Sussex Partnership Board (Formerly Coastal West Sussex Area Investment Framework Board)	Lury Sub - Nash	1 yr - to May 2024	Economy	Denise Vine
20	Police and Crime Panel	Haywood Sub - Birch	1 yr – to May 2024	Housing & Wellbeing	Philippa Dart
21	Rural West Sussex Partnership	Nash	1 yr – May 2024	Economy	Denise Vine
22	Safer Arun Partnership	Butcher Sub Cooper [Alison]	1 yr to May 2024	Housing & Wellbeing	Philippa Dart
23	Coastal West Sussex Planning Board	Nash	1 yr to May 2024	Planning Policy	Karl Roberts
24	Coast to Capital Strategic Joint Committee	Leader of the Council Sub: Deputy Leader	1 yr to May 2024	Policy & Finance	Denise Vine
26	West Sussex Fire & Rescue Services Inter Authority Fire & Rescue Liaison Group	Yeates	t.b.c.	Housing & Wellbeing	Philippa Dart
28	Arun Hub Partnership Board [formally known as Integrated Prevention and Earliest Help (IPEH) Board]	Birch	1 year to May 2024	Housing & Wellbeing	Philippa Dart
30	Greater Brighton Economic Board	Leader of the Council – Sub: Deputy Leader –	1 year to May 2024	Policy & Finance	Denise Vine
31	Inter Authority Air Quality Group	Worne [Amanda]	1 year to May 2024	Environment	Nat Slade
32	South East Coastal Group Monitoring Meeting	This is an Officer Group to which the Councillor appointed is invited to attend once per year Wallsgrove	1 year to May 2024	Environment	Nat Slade
33	A27 Arundel Improvements Consultation Group NOTE: This group was disbanded and reformed at Council on 17 March 2021	Leader of the Council plus 3 other Cllrs – Birch McAuliffe Wallsgrove	March 2021 to TBC	Policy & Finance – as a major partnership function	Jackie Follis

REPRESENTATION ON OUTSIDE BODIES – 2023-24

34	Angmering Advisory Group	All Ward Members – Bicknell Cooper [Andy] - Chair Worne [Amelia]	1 year to May 2024	Planning Policy	Neil Crowther
35	North Littlehampton Advisory Group	May Northeast [Chair] Tandy	1 year to May 2024	Planning Policy	Neil Crowther
36	Yapton, Ford & Clymping Advisory Group	All Ward Members Jones - Chair Worne [Amanda]	1 year to May 2024	Planning Policy	Neil Crowther
37	Barnham, Eastergate and Westergate Advisory Group (BEWAG)	All Ward Members Ayling Lawrence Wallsgrove - Chair	1 year to May 2024	Planning Policy	Neil Crowther
38	Aldwick West & Pagham Advisory Group	Hamilton [Chair] Huntley Needs Purser	1 year to May 2024	Planning Policy	Neil Crowther
39	West Bersted Advisory Group	All Ward Members Greenway Lury Yeates - Chair	1 year to May 2024	Planning Policy	Neil Crowther
40	Civil Military Engagement Events Group and Military Champion for Arun District Council [through WSCC]	Turner	1 year to May 2024	Housing & Wellbeing	Philippa Dart
41	WSCC – Joint Climate Board	O'Neill	1 year to May 2024	Policy & Finance	Philippa Dart
42	Arun Integrated Prevention & Earliest Help [IPEH] Hub Partnership Advisory Board	Birch	1 year to May 2024	Housing & Wellbeing	Joy Bradbury Ball
43	Parking and Traffic Regulations Outside London Adjudication Joint Committee - NEW	Warr	1 year to May 2024	Environment	Nat Slade/Lisa Emmens
44	Arun UK Shared Prosperity Fund – Partnership Group - NEW	Leader of the Council Deputy Leader of the Council Chair of Economy	1 year to May 2024	Policy & Finance	

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Agenda Item 10

Corporate Support Committee - Work Programme 2023/24

Corporate Support Committee	Lead Officer	Date of Meeting	Time	Full Council Meeting Date
<p>Key Performance Indicators 2022-2026 - Quarter 4 End of year performance report for the period 1 April 2022 to 31 March 2023.</p> <p>Council Vision 2022 – 2023 Annual Report</p> <p>Review of District & Parish Election 2023</p> <p>Work Programme</p>	<p>Jackie Follis</p> <p>Jackie Follis</p> <p>Lauren Fairs-Browning</p>	<p>27 June 2023</p>	<p>6pm</p>	<p>19 July 2023</p>
<p>Annual Update on Information and Digital Strategy</p> <p>IT Strategy</p> <p>Local Government Boundary Review</p> <p>Outturn Report on Sundry Debtors??</p> <p>Customer Services – Annual Update</p> <p>Budget Consultation Report</p> <p>Corporate Support Performance Report for Q1</p> <p>Sundry Debt Write Offs 2022/23</p> <p>Work Programme</p>	<p>Paul Symes</p> <p>Paul Symes</p> <p>Daniel Bainbridge</p> <p>Antony Baden</p> <p>Antony Baden</p> <p>Antony Baden</p> <p>Jackie Follis</p> <p>Antony Baden</p>	<p>12 Oct 2023</p>	<p>6pm</p>	<p>8 November 2023</p>
<p>Sundry Debt Write Offs 2022/23</p> <p>Corporate Support Performance Report Quarter 2 & Quarter 3</p> <p>Committee Budget Report – Service specific – Budget 2024/25</p> <p>Pay Policy Statement 2023</p>	<p>Antony Baden</p> <p>Jackie Follis</p> <p>Antony Baden</p> <p>Karen Pearce</p> <p>Paul Symes</p>	<p>31 January 2024</p>	<p>6pm</p>	<p>21 February 2024 (Special Budget Council)</p> <p>13 March 2024</p>

Corporate Support Committee - Work Programme 2023/24

Microsoft Licence Renewal Work Programme				
Corporate Support Committee	Lead Officer	Date of Meeting	Time	Full Council Meeting Date
Sundry Debt Write Offs 2022/23 Work Programme	Antony Baden	30 April 2024	6pm	18-Jan-23