



# Public Document Pack

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Committee Manager Carley Lavender (Extn 37547)

28 September 2023

## CORPORATE SUPPORT COMMITTEE

A meeting of the Corporate Support Committee will be held in the **Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 12 October 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](mailto:Committees@arun.gov.uk) by 5.15 pm on Thursday, 5 October 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](mailto:Committees@arun.gov.uk).

## **AGENDA**

### 1. **APOLOGIES**

### 2. **DECLARATIONS OF INTEREST**

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

Members and Officers should make their declaration by stating:

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

### 3. **MINUTES**

(Pages 1 - 8)

The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 27 June 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. **TECHNOLOGY & DIGITAL ANNUAL UPDATE**

(Pages 9 - 14)

This report is to provide committee members with an update on the activities and progress of Technology & Digital over the last 12 months.

### 7. **HEALTH AND SAFETY POLICY**

(Pages 15 - 34)

To seek adoption of the revised Health and Safety Policy: Organisation and Responsibilities.

### 8. **DATA PROTECTION POLICY UPDATE**

(Pages 35 - 48)

The purpose of this report is to recommend the adoption of an updated Data Protection Policy, which was due for cyclical update and noted in our Internal Audit.

9. BUDGET PROCESS REPORT (Pages 49 - 54)

The purpose of this report is to inform Members of the budget process for 2024/25 as required by Part 6, Section 2 of the Council's Constitution.

10. BUDGET MONITORING REPORT - QUARTER 1 (Pages 55 - 60)

The purpose of this report is to apprise the Corporate Support Committee of its forecast out turn against the 2023/24 budgets, which were approved by Full Council at its meeting of the 9 March 2023.

11. SUNDRY DEBTS WRITE OFFS 2022/23 (Pages 61 - 64)

The Council's constitution as set out in Part 7, Section 2, paragraph 1.1.9 requires the Group Head of Finance to submit a report to the Corporate Support Committee about the sundry debts written off in accordance with their delegated powers.

12. CUSTOMER SERVICES – ANNUAL UPDATE (Pages 65 - 88)

To provide members with a brief overview of Customer Services. It specifically considers the operation of the services over the last financial year ending March 2023 and identifies emerging trends of operation comparing this with the operation over the previous 3-5 years.

13. Q1 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (Pages 89 - 94)

This report sets out the performance of the Key Performance indicators at Quarter 1 for the period 1 April 2023 to 30 June 2023.

## **OUTSIDE BODIES - FEEDBACK FROM MEETINGS**

14. WORK PROGRAMME (Pages 99 - 100)

Members are required to note the Committees Work Programme for the remainder of the municipal year.

**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](#)

## CORPORATE SUPPORT COMMITTEE

27 June 2023 at 6.00 pm

Present: Councillors Oppler (Chair), Tandy (Vice-Chair), Blanchard-Cooper (Substitute for Jones), Bower, Brooks, J English, Lawrence, Lloyd, O'Neill, Turner and Warr

### 112. APOLOGIES

Apologies had been received from Councillor Jones who was being substituted by Councillor Blanchard-Cooper. Councillor Turner also advised that Councillor Lloyd was currently stuck in traffic but was on route to the meeting.

### 113. DECLARATIONS OF INTEREST

(Councillor Lloyd arrived at the meeting at approximately 18:04pm)

Councillor Blanchard-Cooper declared a personal interest in Item 7 [Key Performance Indicators 2022-2026 - Quarter 4 End of year performance report for the period 1 April 2022 to 31 March 2023.] as he had a family member who worked within the Customer Services Team.

### 114. MINUTES

The minutes of the previous meeting held on 19 January 2023 were approved by the committee and signed by the Chair.

### 115. 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 to be discussed at the meeting.

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116. PUBLIC QUESTION TIME

The Chair confirmed that there was 1 public question from a member of the public who had submitted their question in advance of the meeting in accordance with the Councils Constitution. He invited the Committee Manager to read out the question received on behalf of the questioner.

The Chair provided a response to the question received and then drew Public Question Time to a close.

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

117. MEETING START TIMES 2023/24

The Chair proposed that the start times for the meeting of the Committee for the remaining year be at 6pm, this was seconded by the Vice Chair.

The Committee

RESOLVED

That the start times for 2023/24 be 6pm.

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

*(Councillor Blanchard-Cooper redeclared his personal interest in this item, specifically relating to KPI CP7)*

The Group Head of Organisational Excellence was invited by the Chair to present her report to members. She explained for newer members that the council had a number of key performance indicators that measured the operational performance for the period 2022-2026 which allowed the council to measure trends. She confirmed that there were new indicators, therefore no comparison was available for these and that these had been noted in the report. Each committee had its own indicators which were shown in the appendix, specifically there were 10 indicators reporting to this committee. In summing up she explained that Policy and Finance Committee had responsibility for overseeing performance across the council, which is why they received all the indicators within their report.

The Chair then invited members to make comments and ask questions, he requested that all questions for the KPIs detailed on the first page (CP1, CP2, CP3 and

CP4) were asked first and once those had been dealt with the KPIs on the following page could be put for discussion.

Clarification was sought by one member who was querying if complaints for Housing were fed into this committee as he wanted to check on the status of a report that had been requested at a previous Audit & Governance Committee relating to a Housing Complaint where the Ombudsman had disapproved of the action taken by the council. The Chair confirmed he understood what report the member was referencing, however he suggested that this update was provided outside of this committee.

It was asked about CP4 why there were no targets set and was the 2.2% referenced the target for future years. It was confirmed that yes, 2.2% would become the future target and therefore the target that was currently being worked towards.

Finally, it was asked about CP6 that the Compliance for Health and Safety seemed low and why was this. The Group Head for Organisational Excellence confirmed that the Corporate Management Team (CMT) were also concerned about this indicator, they had now agreed for this indicator to be reported to them annually in order for them to review.

There were no other questions asked for this item.

#### 119. COUNCIL VISION 2022-2023 ANNUAL REPORT

The Group Head of Organisational Excellence was invited by the Chair to present her report to members. She advised that the council's vision was set by members and agreed at Full Council in 2022. She confirmed the report was reported to all Committees and was grouped by each council vision theme rather than specific committee responsibility. The purpose of the report before members at the meeting was to allow for a focused discussion on those areas pertinent to the Corporate Support Committee.

The Chair then invited discussion on the vision document first and once all comments had been made on that discussion would move on to the appendix. Members discussed the picture on page 25 of the vision document of West Beach in Littlehampton. Discussion was centre around providing access for all to the beaches in the district. Reference was made to the Beach Access Working Party meetings that had taken place throughout the year alongside comments from one member who advised that there was a group in East Preston who had recently met with a design engineer who had presented a modular design that may be useable to get wheelchair users on to the beach. Final comments from members were to give thanks to those who had worked on the vision document. The Group Head of Organisational Excellence confirmed that reviews of the indicators were ongoing, whilst the vision had been agreed and set for the four-year period, there was a degree of flexibility within the indicators that may see changes should that be decided by members.

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Moving discussion on to the appendix that contained the indicators, Councillor Turner advised members that he had raised a question outside of the meeting about the fact that there was no obvious mention of veterans or armed forces covenant throughout the Council Vision, he specifically listed CV6, CV7, CV8, CV13, CV34 and CV36 where he believed mention could or should have been made. He asked for his question and answer to be added to the minutes ([\(\(Public Pack\)Question and Answer from Councillor Turner - Corporate Support Committee 27 June 2023\)](#)) He stated in response to the answers he had received and thanked the Group Head of Organisational Excellence for her detailed response. He continued to advise that veteran's and their families were a significant part of the community, stating over 10% of the Council chamber having veterans in their own families. There were many initiatives available to the veterans of the armed forces, most at no cost to the council. To raise awareness, he advised that some of the initiatives were Op Courage, The Veterans Trauma Network, Op Chavasse which was a clinic in Brighton available to people with musculoskeletal issues. The Armed Forces covenant was a positive not a negative and he hoped that people who were drafting the detail would now have the awareness to bring forward veterans' issues. He then advised that he would share the veterans information pack he had would be shared with all members of the council. The Group head of Organisational Excellence confirmed that officers would work with Councillor Turner in assisting him with the best way to share information on this topic.

Concerns were raised about CV10 and CV11 considering the rises in rents and mortgages with the current economic situation, where this could see a rise in demand for temporary and emergency accommodation required for the council to react to.

It was asked if the Council had a disability and dementia strategy, where it was confirmed that it was believed there was, however more detail would be provided outside of the meeting.

Clarity was sought regarding CV4 – Wayfaring Strategy and when it would be presented to members at Committee for review. Concern was made given that work was being undertaken in Bognor Regis now without member consultation. The Committee Manager confirmed an update would be provided outside of the meeting as the relevant Officer was not in attendance to answer.

A final request was made for the Committee Manager to obtain an update in relation to CV29 as it was commented that there had been a breakdown in communication reported between the Council, the Bognor Regis Fishermen's Association and other concessions regarding opportunities to improve their facilities.

As there were no further questions, the Chair concluded that the item was finished.

120. REVIEW OF THE ELECTIONS HELD ON 4 MAY 2023

In introducing this item, the Chair reminded members that should anyone want to make any comments regarding Voter ID, it was important that members kept those comments related to management of the process which was what the Council had control and influence over, rather than any discussion on opinion of the change implemented by Central Government. The Chair then invited the Electoral Services Manager to present the report. She confirmed that the report provided members with a review of the Arun District and Parish elections that took place on 4 May 2023, it included static information about the elections and feedback that had been collated. Feedback had been sought from a large number of people who were involved in the election process and confirmed that the feedback was still being collated currently.

The Chair thanked the officer for the report and stated that it was important to recognise the incredible amount of work undertaken by the election team and the wider individuals who also helped ensure the execution of the election. He then took questions and comments from members where feedback for the location of the Poling Station for Hotham Ward was given, it was stated that the location was unsuitable for disabled access, it was cold for those who worked in the station all day. It was requested that the station location was reviewed prior to any further election taking place. The Chair also stated that the other Poling Station in Hotham was at the University, but he found that there was only 30 minutes of free parking before individuals were issued with a parking ticket, he requested that the arrangements for this was also reviewed.

Councillor Lloyd was then invited to speak where she stated that she felt the feedback felt a bit unbalanced. She explained that although problems would come up throughout the day, she thought the staff that she interacted with worked incredibly hard, were as professional and engaging at the start of the day as they were at the end of the day. She expressed her thanks to all involved. Other members of the committee were supportive and in agreement with the comments made by Councillor Lloyd.

The comment in the report at paragraph 4.12, that stated large enough venues to allow for in-person appointments could not be booked, was queried given that there were large areas of the Civic Centre building that were thought not to be being used during this time.

Regarding paragraph 4.22, it was acknowledged that staffing the election had its difficulties, and therefore what preparation was being undertaken now to ensure that this issue was not repeated when the next election arrived. The Electoral Services Manager advised that in 2021 a lot of staff that had been on the staffing database requested to be removed from the database, staff were put off by the introduction of voter ID. However, a lot of feedback has been received from a lot of the new staff found for the election had been positive. She confirmed that contact will be made in September 2023 with those on the staffing database to obtain their commitment to the

next election that was expected in May 2024 and that work was always being undertaken to recruit new people into the roles available in the run up to an election.

The Head of Law and Governance and Monitoring Officer then advised members that for the nominations process, the report did state that the in-person appointments would be reintroduced for future elections. He asked for clarity on the 'other areas' of the building that was thought could be used, as all the available areas were used where they could be. The member who raised the point, stated that there were now less employees employed at the council than previously and a lot of officers were working from home, therefore it was assumed that more office space could have been utilised better. It was confirmed by the Head of Law and Governance that full time equivalent figures were higher and in terms of using office space, although it may appear that this space was underutilised, he could not confirm for future elections that this space would be available due to the ongoing culture change work that was being undertaken corporately where many staff had expressed a desire in returning to the working from the office on a more regular basis.

Additional feedback was received that there was some confusion at the Poling Stations in East Preston as some voters were being sent to the wrong Poling Stations when arriving at their assumed Poling Station. It was suggested that detailed maps could be provided so that staff ensure that they can direct voters to the correct station when needed. It was also commented that prior to the election there had been a lot of 'unfounded' hype that caused a lot of additional work for the council to overcome ahead of the election. Feedback was then provided by the Chair in relation to submitting candidate documents online, however, he was surprised to find that the checking process was not also automated, as an officer had to manually check each form and then provide feedback. He also advised that there had been a number of questions and queries emailed and or telephone messages left where there was quite a considerable amount of delay in receiving answers to those, which as an agent was daunting enough, but for those candidates who did not have an agent this would be quite confusing. He suggested that moving forward a specific officer should be dedicated to this work as it would be more helpful for candidates. He also stated that standing for election was a matter of choice for candidates and it must be recognised the enormous amount of work completed by officers.

The Electoral Services Manager agreed that there had been a few issues throughout the nominations process. She confirmed that the plan was to trial an all-online form that would provide a much simpler process for all to execute. She also confirmed that the delays seen in responding to questions and queries was due to being understaffed, however this was also recognised by officers as a service that needed to be improved and there would be one lead officer for future elections who will work to providing responses within a 48-hour timeframe.

The Group Head of Law and Governance was then invited to speak to the comments made on the vote ID, he agreed that there was a lot of noise around the voter ID and this had created a significant increase in workload. He then provided feedback from the Electoral Commission findings after the elections had been completed. In summing up he stated that actually the overall experience of the

introduction of the voter ID process was not received as negatively as it was initially thought it may be and he hoped that that provided reassurance to anyone who wanted to come back to working elections or indeed anyone who hadn't considered this work previously and may be interested in future elections.

Specifically focusing on the feedback that had been received regarding the length of time taken at the count to count each ward, what reassurance could be given to ensure that this would be reviewed and what other arrangements were being considered. It was also asked if staff were asked to provide feedback. It was confirmed that staffing feedback had been included in the appendices, it was also still being collated and would be updated to ensure any questions or points raised could be addressed, the Electoral Services Manager explained that the service is legislation led and sometimes where questions are raised or suggestions are made for improvements it needs to be explained where legislation would not allow for changes or why a task is completed in the way it is. She went on to explain that there had already been officer discussions held on what improvements could be implemented for future elections. Throughout the count staffing breaks were staggered, however the verification did take longer than expected due to various reasons, one being votes being placed in the wrong ballot boxes at double or triple stations another reason being the number of new staff who were assisting at the count. Consideration had been given to increasing the number of count teams for future elections from 7 to 8 as well as later start times, not using the same staff who have completed polling day duties. A full document would be provided and shared with members that answers all questions, feedback and plans for future elections.

Final feedback received was that communication at the count could have been improved if there had been people whose role it was to keep candidates and agents updated on what was happening and when.

The Chair thanked members for their feedback and the officers for the answers provided.

121. WORK PROGRAMME 2023/24

The work programme for 2023/24 was received by the committee and noted.

122. OUTSIDE BODIES UPDATE REPORT

The Chair confirmed that there were no update reports for this meeting.

(The meeting concluded at 7.11 pm)

Subject to approval at the next Corporate Support Committee meeting

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Corporate Support Committee - 27.06.23

## Arun District Council

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| <b>REPORT TO:</b>   | <b>Corporate Support Committee – 12 October 2023</b>  |
| <b>SUBJECT:</b>   | <b>Technology &amp; Digital Annual Update</b>         |
| <b>LEAD OFFICER:</b>  | <b>Paul Symes, Head of Technology &amp; Digital</b>   |
| <b>LEAD MEMBER:</b>   | Councillor Francis Oppler, Chair of Corporate Support |
| <b>WARDS:</b>   | <b>All</b>  |
| <b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b><br><p>The work of Technology &amp; Digital supports the following themes in the Arun Vision: A better future 2022 -2026.</p> <ul style="list-style-type: none"> <li>▪ improving the wellbeing of Arun</li> <li>▪ supporting our environment to support us</li> <li>▪ fulfilling Arun's economic potential</li> </ul> |   |
| <b>DIRECTORATE POLICY CONTEXT:</b> <ul style="list-style-type: none"> <li>▪ ICT Service Strategy 2019 - 2023</li> <li>▪ Digital Strategy 2020 - 2025</li> </ul>   |   |
| <b>FINANCIAL SUMMARY:</b><br><p>N/A – this is an update report looking backwards over the last 12 months.</p>   |   |

### 1. PURPOSE OF REPORT

This report is to provide committee members with an update on the activities and progress of Technology & Digital over the last 12 months.

### 2. RECOMMENDATIONS

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

### **3. EXECUTIVE SUMMARY**

Technology & Digital are responsible for all corporate technology ensuring it is secure, reliable and available; this includes servers, appliances and networking.

The team develop and support computer software, back-office applications, databases, telephony systems, cloud computing, geospatial layers, digital channels and the web.

Some services manage their own back-office applications and Technology & Digital will act as a business partner providing technical advice and guidance.

They also undertake projects and reviews of business processes and the adoption of new capabilities.

Working with external partners they get involved in wider strategic initiatives and programmes related to digital that benefit the residents, businesses and visitors of the district.

Over the last 12 months the service has been faced with unexpected challenges along with some post pandemic catchup work.

During the same period they have continued to make steady progress against the ICT & digital strategies.

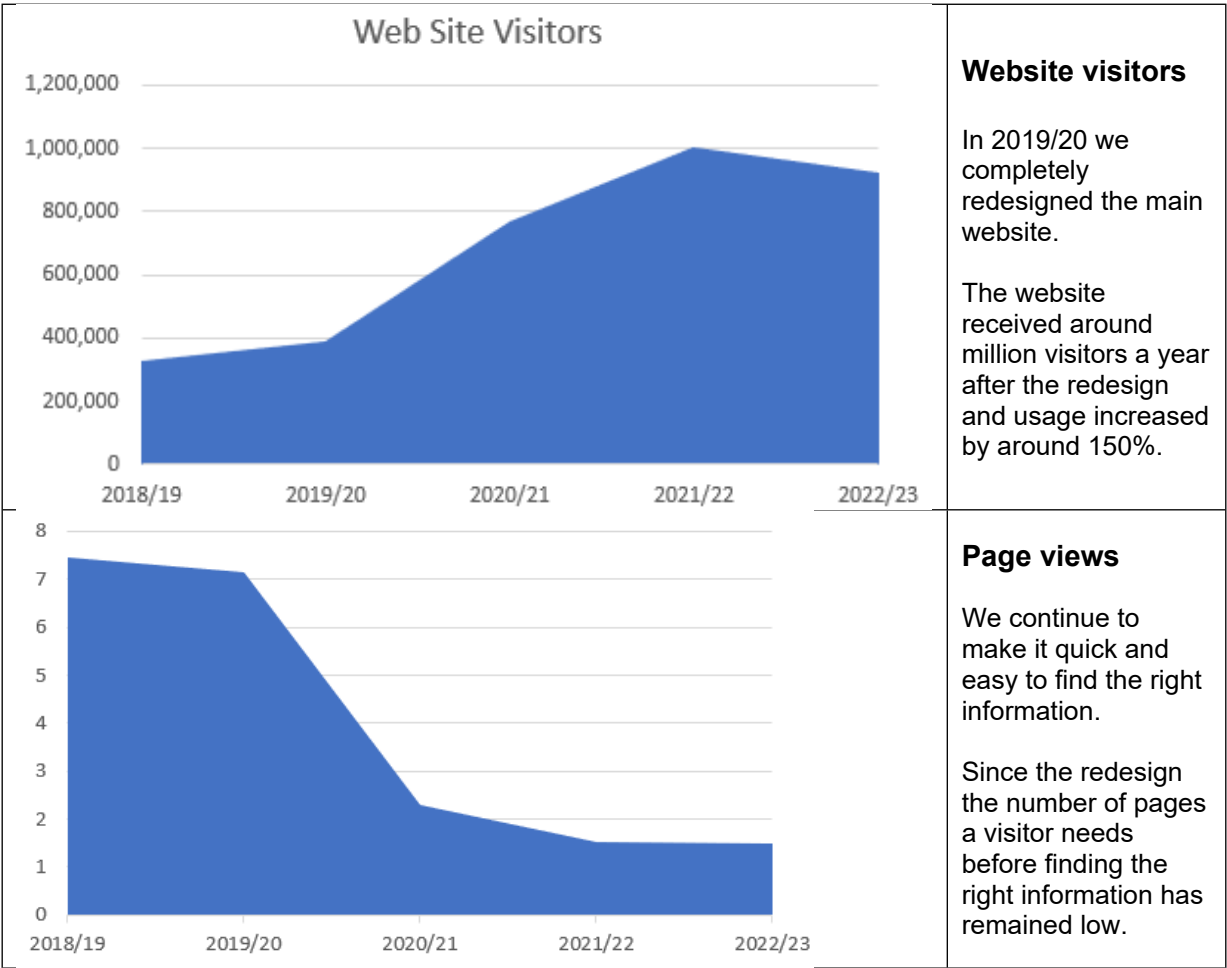
### **4. DETAIL**

- Our online forms supplier gave notice that they are pulling out of the market. This means redeveloping over 120 interactive forms. Redevelopment work has started using open-source technologies and should be completed around Q2 of 2024. This will create savings in the longer term but will use almost all our development capacity until completion.
- We had expected to retire a major departmental system this year, however due to project delays outside of IT we have undertaken additional server work to ensure it remains secure and available. Due to our cloud strategy this has been possible at a much lower cost (80% lower).
- Another major supplier of a key back-office system is planning to retire their system and we are looking at other options. We estimate this could avoid implementation and licence costs over a 5-year period of £600K.
- During the pandemic there was a rapid deployment of new capabilities to enable a flexible workforce to continue delivering vital council services. This meant delaying some parts of the rolling maintenance and upgrade programme. Over the last twelve months' the team has spent time catching up with these.
- Cyber threats and risks are growing at a rapid rate, the damage and disruption they can cause to any organisation is significant. It is estimated that there have been over 2 million cyber-attacks on councils over the last year. We are spending more and more time on cyber security and continually looking at new ways to improve our defences.

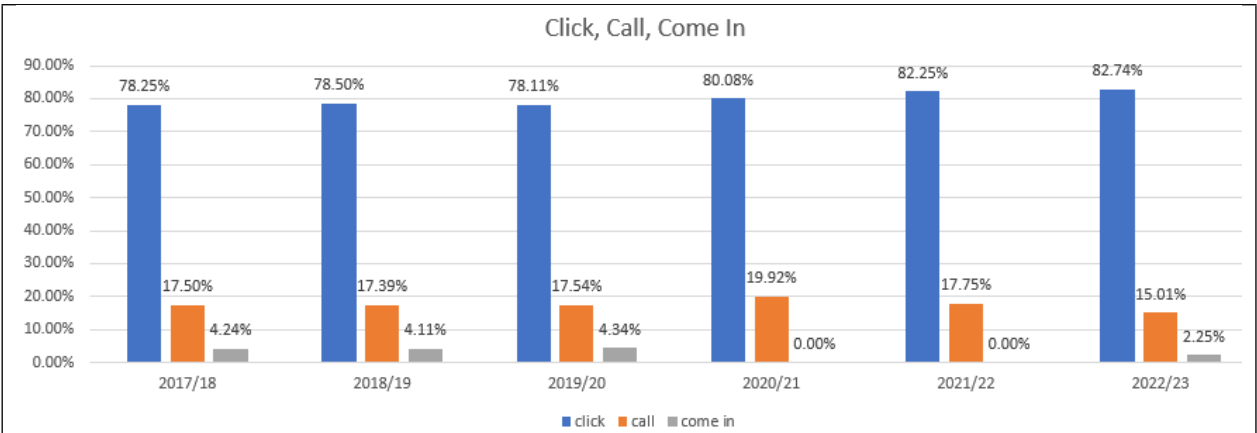
- Our strategy to move services to the cloud is progressing steadily. This has allowed us to start reducing our reliance on internal hardware, lower our energy consumption and deliver greener technology. As an example, replacing the Storage Area Network (SAN) will save around £5K of electric a year and we estimate a total saving so far of around £10K pa.
- A major project to replace our corporate telephony systems and contact centre solution has been completed on time, to budget and with no disruption to service. This has seen our telephony move to the cloud, centralise communication for officers, improved call flow functionality and provide more phone lines for customers. We hope to add additional contact channels later in the year such as WhatsApp messaging.
- We have also changed mobile phone provider and using a new government purchasing framework reduced costs by around 50%.
- We have made improvements to our website for customers with accessibility needs, providing services that they may find difficult to access in other ways. Feedback from an independent test of the site said 'it was one of the most accessible sites they had come across'.
- Our website also has some good carbon credentials, it uses sustainable energy sources and we have optimised data being transferred to cut down on power consumption in the data centre and on the end-user's device.
- As connectivity becomes increasingly important to residents and businesses, we have been engaged with major telecom companies to future proof the district by supporting the roll out of ultra-fast fibre internet. A new digital exchange has been built in Bognor Regis and work on another in Littlehampton should start soon.
- Another key connectivity technology is mobile internet and, in some cases, this can be the best option for hard-to-reach areas. We have been working in partnership with WSCC to identify poor signal zones or 'not spots' and have completed a digital connectivity infrastructure pilot project to make it easier and more attractive for mobile operators to engage with us.
- The telecoms industry plans to retire the old analogue telephone network by 2025 and in some areas, you cannot now buy an analogue connection. We are working with telecom companies to install modern digital landlines to council owned multi occupancy building, for example flats.
- Working with Biffa our refuse contractor we have introduced in cab technologies and a new integrated digital channel for reporting issues. This provides real time information and improved feedback for example if a customer reports a bin not being collected and the truck is running late it will let them know.
- New members now have the choice of a laptop or iPad. After the May elections the team distributed the device of choice to elected members and provided training.
- Through our local schools we recycle old redundant IT equipment so that it can be re-used by children who may otherwise not have access to technology. So far, we have provided over 350 computers that may have ended up as landfill.

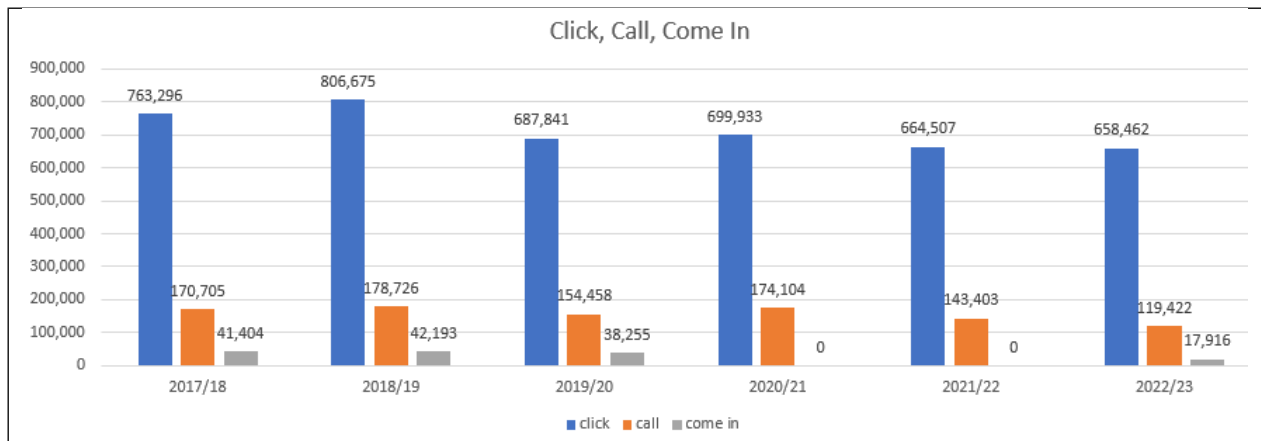
**Website (arun.gov.uk) statistics**

The site receives around a million visitors a year and we have managed to keep the page view count low (which is a good thing) by making information easier to find.



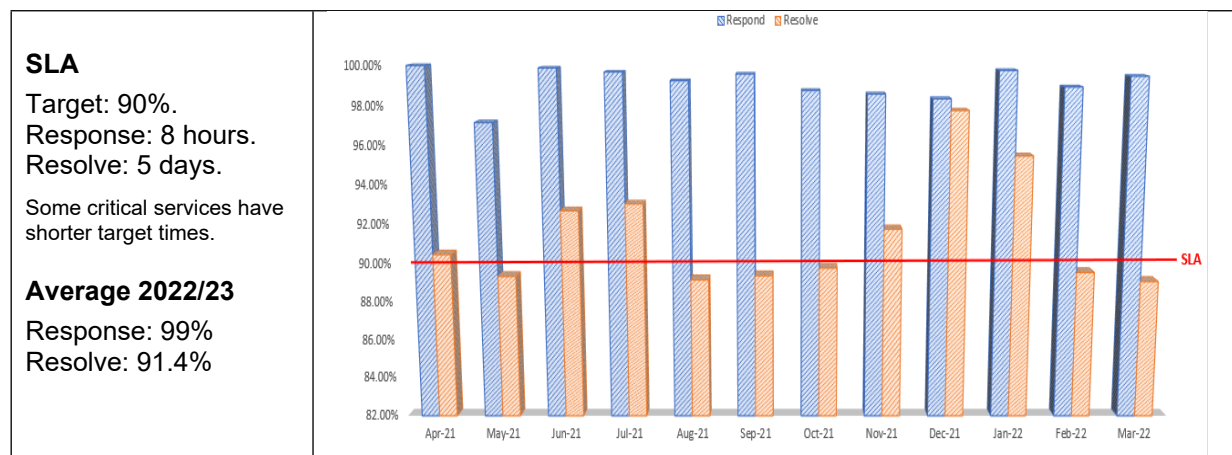
**Channel Comparison**





### **ICT support - Service Level Agreement (SLA)**

The ICT support desk manages all requests for support, undertakes fixes or escalates to specialist teams. We measure how long it takes to respond and resolve each request.



### **5. CONSULTATION**

None.

### **6. OPTIONS / ALTERNATIVES CONSIDERED**

None – this is an update report looking backwards over the last 12 months.

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

No financial impact.

### **8. RISK ASSESSMENT CONSIDERATIONS**

None.

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

Committee is asked to note the report and there are no legal or Governance implications arising from the recommendation.

**10. HUMAN RESOURCES IMPACT**

None.

**11. HEALTH & SAFETY IMPACT**

None.

**12. PROPERTY & ESTATES IMPACT**

None.

**13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

Opening up services to all, removing barriers and including accessibility by design in our digital offerings.

**14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

Cloud computing can be up to 93% more energy efficient and 98% more carbon efficient than on-premises option.

**15. CRIME AND DISORDER REDUCTION IMPACT**

None.

**16. HUMAN RIGHTS IMPACT**

None.

**17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

None.

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**CONTACT OFFICER:**

**Name:** Paul Symes

**Job Title:** Head of Technology & Digital

**Contact Number:** 01903 737585

**BACKGROUND DOCUMENTS:**

[ICT Strategy 2019 - 2023](#)

[Digital Strategy 2020 - 2025](#)

## Arun District Council

|  |   |
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| <b>REPORT TO:</b>  | <b>Corporate Support Committee – 12 October 2023</b>  |
| <b>SUBJECT:</b>  | <b>Health and Safety Policy</b>                       |
| <b>LEAD OFFICER:</b>   | <b>Karl Roberts, Director of Growth</b>               |
| <b>LEAD MEMBER:</b>  | Councillor Francis Oppler, Chair of Corporate Support |
| <b>WARDS:</b>  | <b>All</b>  |
| <b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b><br>Improving the wellbeing of Arun by ensuring robust arrangements are in place for health and safety to protect our employees and others who may be impacted by the work of the organisation.  |   |
| <b>DIRECTORATE POLICY CONTEXT:</b><br>The Council's Health and Safety Policy Statement requires annual review of both the Policy Statement and the Organisation and Arrangements section.<br>This Policy review has been carried out by Environmental Health who have organisational responsibility for corporate health and safety, acting as the Competent Person, providing advice and guidance on issues relating to health and safety, with specific responsibility for reviewing the Health and Safety Policy. |   |
| <b>FINANCIAL SUMMARY:</b><br>No additional expenditure has been identified as a result of this report.   |   |

### 1. PURPOSE OF REPORT

- 1.1 To seek adoption of the revised Health and Safety Policy: Organisation and Responsibilities.

### 2. RECOMMENDATIONS

- 2.1 That the revised Health and Safety Policy: Organisation and Responsibilities is adopted.
- 2.2 That authority is given to the Group Head of Technical Services to make minor and administrative amendments to the Policy.

### 3. EXECUTIVE SUMMARY

- 3.1. It is a legal requirement for all businesses, including Arun District Council to have in place a health and safety policy.
- 3.2. The current Health and Safety Policy: Organisation and Responsibilities was adopted on 18 January 2022. This report proposes a revised policy for consideration and adoption. The updates are chiefly administrative in nature, reflecting changes to the Council's structure and postholders.

- 3.3. The revised Policy is attached at Appendix 1 and is recommended for adoption.

#### **4. DETAIL**

- 4.1. It is a legal requirement for all businesses, including Arun District Council, to have in place a health and safety policy, which sets out how health and safety will be managed by the organisation.
- 4.2. The Council has a three-part health and safety policy which sets out our approach. The Interim Chief Executives signed the Council's Health and Safety Policy Statement (Part One) in July 2023, which sets out the organisation's aims and commitment to health and safety.
- 4.3. The Organisation and Responsibilities is Part Two of the Policy and sets out who does what to achieve the aim. The current Part Two section of the policy was adopted by the Corporate Support Committee on 18 January 2022, with minor amendments made in September 2022, under delegation by the Group Head of Technical Services.
- 4.4. Part Two has been updated to reflect changes in the council structure and services area activities, following review via a safety management programme task issued to service managers in August 2023.
- 4.5. Additionally, the terms of reference for the Staff Health and Safety Panel, which were approved by the Panel on 10 May 2023, have been updated.
- 4.6. Content has also been updated in relation to driving licence checks. Previously Committee had resolved for these to be carried out annually, however the most recent driving documents check carried out in October 2022 did not identify any significant concerns, and it is recommended that these are no longer carried out annually, and instead are repeated at a risk-based frequency, as is the case with other topic areas. This approach will ensure that the corporate health and safety resource is focused for the greatest benefit, freeing up capacity to look at other topic areas.
- 4.7. The revised Part Two Policy is provided at Appendix 1 to this report.
- 4.8. Part three of the Policy includes all the Council's health and safety procedures and no additional changes are proposed to this approach.
- 4.9. It is recommended that the revised Part Two Policy is adopted to ensure that the organisation has an update date policy document, which supports a robust approach to managing health and safety.
- 4.10. It is also recommended that provision to make minor amendments to the Policy taking account of changes to personnel, structures, legislation and best practice is delegated to the Group Head of Technical Services.

## **5. CONSULTATION**

- 5.1. Consultation on the proposed Part Two Policy has taken place with the Staff Safety Panel Members, including Unison, and no adverse comments were received.

## **6. OPTIONS / ALTERNATIVES CONSIDERED**

- 6.1. Not to update the Policy. This is a risk to the organisation as there is a legal requirement to prepare and revise a policy as often as may be necessary.
- 6.2. Not to delegate minor changes to the Group Head of Technical Services, would prevent the organisation from making simple changes to the Policy necessary to keep the document current, without the need to refer to committee.

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

- 7.1. There are no direct financial implications as a result of this report.

## **8. RISK ASSESSMENT CONSIDERATIONS**

- 8.1. An up to date Safety Policy ensures the organisation meets its obligations under health and safety legislation and clearly sets out the arrangements for managing health and safety.

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

- 9.1. The Legal and Governance implications are set out in the report.

## **10. HUMAN RESOURCES IMPACT**

- 10.1. There are no human resource impacts from the proposals.

## **11. HEALTH & SAFETY IMPACT**

- 11.1. Keeping the health and safety policy updated is not only an important legal obligation but it ensures that the arrangements and responsibilities are appropriate for effective management of health and safety, and that these are clearly communicated to all parties, to ensure that health and safety risks are suitably managed.

## **12. PROPERTY & ESTATES IMPACT**

- 12.1 There are no direct impacts to property and estates from the proposals

## **13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

- 13.1. An EIA has been carried out and is provided at Appendix 2 to this report. The Policy includes specific arrangements for employment of children and young persons, health surveillance, and risk assessment arrangements for new and expectant mothers.

## **14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

- 14.1. There are no direct impacts for climate change and the environment.

## **15. CRIME AND DISORDER REDUCTION IMPACT**

- 15.1. There are no direct adverse impacts for crime and disorder.

## **16. HUMAN RIGHTS IMPACT**

- 16.1. There are no direct adverse impacts for Human Rights.

## **17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

- 17.1 There are no direct adverse impacts for Freedom of Information and Data Protection

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### **CONTACT OFFICER:**

**Name:** Neil Williamson

**Job Title:** Environmental Health Team Manager

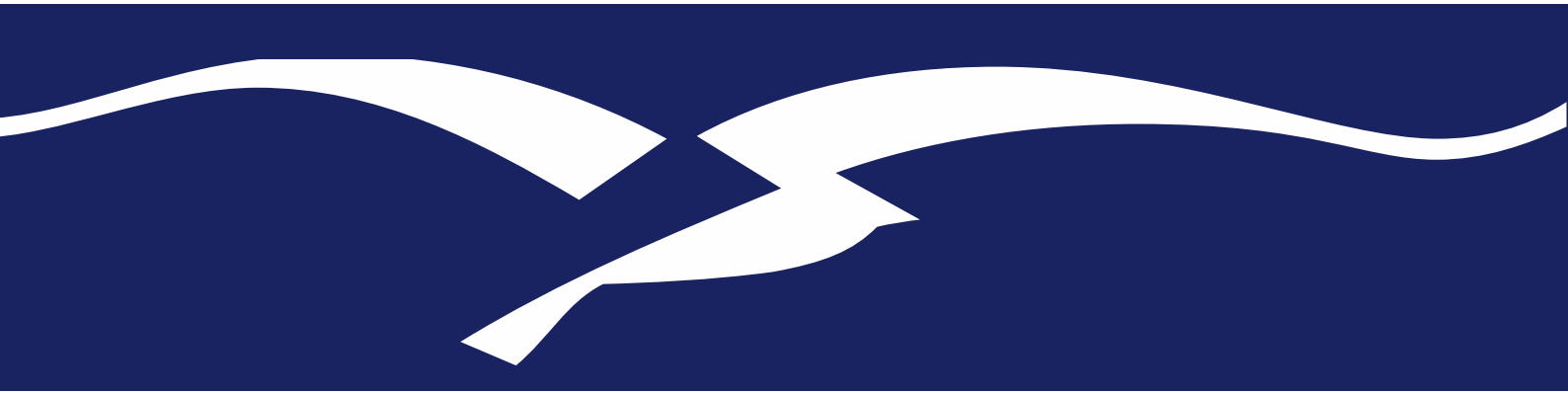
**Contact Number:** 01903 737 676

### **BACKGROUND DOCUMENTS:**

Appendix 1 – Revised Health and Safety Policy: Organisation and Responsibilities

Appendix 2 – Equality Impact Assessment

[Agenda and Minutes - Corporate Support Committee - 18 January 2022](#)



# Health & Safety Policy

## Organisation & Responsibilities

|                |                      |
|----------------|----------------------|
| Adoption date  | Draft - October 2023 |
| Council Minute |                      |

## **Arun District Council Health and Safety Policy – Organisation and Responsibilities**

*Arun District Council's Health and Safety Policy is divided into three sections. The first is the **Health and Safety Policy Statement** of commitment which is signed and dated by the interim Chief Executives. This document is placed at the staff entrance to each operational ADC building and is on the Intranet. This document expresses the overall aims and commitment of the organisation to health and safety. The **Organisation & Responsibilities Section (this section)** sets out the relevant health and safety responsibilities for all persons undertaking work activities for Arun District Council. Detailed information about employee roles and responsibilities may also be included in job descriptions. The third section includes all the Council's **Health and Safety Procedures**. These are supplemented by templates that are adapted departmentally through the Monthly Safety management programme.*

**No Director, Manager, or employee of Arun District Council may undertake or authorise any activity which places employees, or others, in danger, or is in breach of legal requirements with respect to health and safety.**

## ARUN DISTRICT COUNCIL STRUCTURE

|                       | Interim Chief Executive / Director Growth - Karl Roberts  |   |   |   |  | Interim Chief Executive / Director Environment & Communities - Philippa Dart   |   |  |  |  |
|-----------------------|---|---|---|---|--|--|---|--|--|--|
| Group                 | Group Head of Organisational Excellence   | Group Head of Law and Governance & Monitoring Officer   | Group Head of Planning  | Group Head of Technical Services  | Group Head of Business & Economy   | Group Head of Finance  | Group Head of Wellbeing & Communities   | Group Head of Housing  | Group Head of Environment & Climate Change   |  |
| Service Areas         | <ul style="list-style-type: none"><li>• Print &amp; Post</li><li>• Technology &amp; Digital</li><li>• Human Resources</li><li>• CEO office</li><li>• Communications</li><li>• Revenues</li></ul>  | <ul style="list-style-type: none"><li>• Legal services</li><li>• Law &amp; Governance Information Services</li><li>• Law &amp; Governance Electoral Services</li><li>• Law &amp; Governance Committee Services</li></ul>  | <ul style="list-style-type: none"><li>• Planning</li></ul>  | <ul style="list-style-type: none"><li>• Private Sector Housing</li><li>• Car parks</li><li>• Environmental Health</li><li>• Licensing</li><li>• Building Control</li><li>• Land Charges</li><li>• Property, Estates &amp; Facilities</li></ul>  | <ul style="list-style-type: none"><li>• Economy</li></ul>  | <ul style="list-style-type: none"><li>• Customer Services</li><li>• Benefits</li><li>• Finance</li></ul>   | <ul style="list-style-type: none"><li>• Wellbeing</li><li>• Strategic Projects and Development</li><li>• Voluntary &amp; Community Sector &amp; Citizens Advice</li><li>• Safeguarding</li><li>• Activities for the Elderly</li><li>• Community Safety Liaison</li><li>• Telecare (Lifeline)</li><li>• Community Safety (inc ASB)</li></ul>   | <ul style="list-style-type: none"><li>• Housing Options</li><li>• Business Improvement</li><li>• Neighbourhoods</li><li>• Development</li><li>• Compliance</li><li>• Repairs &amp; Maintenance</li></ul>   | <ul style="list-style-type: none"><li>• Parks</li><li>• Cleansing</li><li>• Cemeteries</li><li>• Emergency Planning</li><li>• Events</li><li>• Trees and Maintenance</li><li>• Leisure</li><li>• Foreshores</li><li>• Engineers</li><li>• Climate Change &amp; Sustainability</li></ul>  |  |
| H & S main activities | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Employing contractors</li><li>• Use of own vehicles</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Ladders</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li><li>• Opening or receiving mail</li><li>• External events</li><li>• COSHH</li></ul> | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Use of own vehicles</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Ladders</li><li>• Working on or near water</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li><li>• Opening mail or receiving packages</li><li>• External events</li></ul> | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Employing contractors</li><li>• Site inspections</li><li>• Use of own vehicles</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Legionella</li><li>• Asbestos</li><li>• Ladders</li><li>• Working on or near water</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li><li>• External events</li><li>• PPE</li><li>• Fire safety</li></ul> | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Employing contractors</li><li>• Site inspections</li><li>• Use of own vehicles</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Legionella</li><li>• Asbestos</li><li>• Ladders</li><li>• Working on or near water</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li></ul> | <ul style="list-style-type: none"><li>• DSE</li><li>• Office work</li><li>• Use of own vehicles for work</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li><li>• Opening mail or receiving packages</li><li>• External events</li><li>• Working in other locations</li></ul> | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Use of own vehicles</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li><li>• Opening mail or receiving packages</li><li>• Use of work equipment</li><li>• Opening mail or receiving packages</li><li>• External events</li><li>• Working in other locations</li></ul> | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Site inspections</li><li>• Use of own vehicles</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li><li>• Opening mail or receiving packages</li><li>• COSHH</li><li>• Risk of infection</li><li>• Working in other locations</li><li>• Lone working</li><li>• Leased vehicles</li><li>• External events</li><li>• PPE</li></ul> | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Employing contractors</li><li>• Site inspections</li><li>• Use of own vehicles</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Legionella</li><li>• Asbestos</li><li>• Ladders</li><li>• Managing or checking ADC contracts</li><li>• Use of work equipment</li></ul> | <ul style="list-style-type: none"><li>• Manual handling</li><li>• DSE</li><li>• Office work</li><li>• Site inspections</li><li>• Use of own vehicles for work</li><li>• Working at home</li><li>• Dealing with difficult customers</li><li>• Legionella</li><li>• Asbestos</li><li>• Ladders</li><li>• Working on or near water</li><li>• Beaches and tidal rivers</li><li>• Dead marine mammals and birds</li><li>• Washed up objects</li><li>• Fires</li></ul> |  |

- Working at a non ADC operational building
- PPE
- Electricity at work
- Fire safety
- Lone working
- Occupational health services

- Working in other locations
- Fire safety

- Lone working

- Opening mail or receiving packages
- External events
- COSHH
- Risk of infection
- Working in other locations
- PPE
- Confined spaces
- Noise at work
- Work at height
- Fire Safety
- Lone working
- Responsible for first aid
- Working in extreme temperatures
- Occupational health services
- Landlords' responsibilities
- Landlords gas safety responsibilities
- LOLER
- HAV's
- CDM

- Lone working

- Occupational health services

- First aid
- Fire

- Opening mail or receiving packages
- External events
- COSHH
- Risk of infection
- Working in other locations
- PPE
- Confined spaces
- Electricity at work
- Noise at work
- Work at height
- Lead at work
- Fire safety
- Transporting clients
- Responsible for first aid
- Occupational health services
- Leased vehicles
- Use of plant & mobile equipment
- Landlords responsibilities
- Landlords gas safety responsibilities
- LOLER
- HAV's
- CDM

- Managing or checking ADC contracts
- Opening mail or receiving packages
- External events
- COSHH
- Risk of infection
- Working in other locations
- PPE
- Electricity at work
- Fire safety
- Transporting clients
- Responsible for first aid
- Extreme temperatures
- Occupational health services
- Leased vehicles
- Use of plant & mobile equipment

## **Chief Executive**

The Chief Executive has final and overall responsibility for health and safety matters within the Organisation and will:

- Take a leadership role on health and safety matters by setting a good example and acting promptly where deficiencies are identified.
- Allocate adequate resources to implement the Health and Safety Policy and management system.
- Ensure that Corporate Management Team meeting agendas include regular updates and reports from CMT, SMT, Corporate Health and Safety and Unison Staff Safety Panel and that CMT's responsibilities are fulfilled.
- Ensure that managers and supervisory staff are aware of the importance of enforcing health and safety rules and leading by example by following the rules themselves.
- Encourage Members to follow Corporate Health and Safety Policies and Procedures including the Councillors' Guide to Personal Safety.

## **Directors (Growth and Environment & Communities)**

- Ensure that Group Heads have the staff, competence, resources and training to enable them to fulfil their role.
- Keep the Chief Executive, CMT and Group Heads informed of:
  - any proposed changes to the premises, activities, or management structure.
  - any new hazards not already identified within Risk Assessments which have been brought to their attention.
  - any visits by, or correspondence with, enforcing authorities.
  - any difficulties or delays in implementing advice provided by Corporate Health and Safety.
- Ensure that for equipment or materials purchased from outside the EU, where Arun District Council is the 'importer', arrangements are made to ensure that EU product safety legislation and material labelling requirements are met. This should be implemented through an effective Procurement Policy.
- Directorates where work involved with contract installation, maintenance and repair works on ADC or customer sites are also responsible for the following:
  - Produce a Construction Phase Plan, Risk Assessments and Method Statements to cover the work of engineers on site.
  - Formally review the quality and safety of workmanship by employees and Sub-Contractors, both during the work activity and by review of the completed work, reporting the outcome to the Chief Executive and CMT.
  - Ensure that information is obtained from the Client and/or from site visits to identify site hazards and that the necessary precautions are incorporated into the method statement before the work commences.
  - Ensure that any design and specification work carried out by the ADC considers the safety of those using and maintaining the installation and that information is provided to the Client, to assist them in managing it safely on an ongoing basis.
  - Check that the Clients are aware of their duties under the Construction (Design and Management) Regulations prior to starting work and where the work involves more than one Contractor; obtain the details of the appointed Principal Contractor and Principal Designer.
  - Ensure that workers have access to welfare facilities when undertaking site work.
  - Ensure that reasonable steps have been taken to secure the site from unauthorised entry, as appropriate.
- Encourage Members to follow Corporate Health and Safety Policies and Procedures including the Councilor's Guide to Personal Safety.

**Corporate Management Team (CMT) is responsible for:**

- Demonstrating leadership on health and safety matters always both as a group and as individuals.
- Appointing a 'Health and Safety Director' to oversee fulfilment of the Council's health and safety responsibilities as listed below.
- Revising the health and Safety Policy regularly, on the advice of Corporate Health and Safety / Staff Health and Safety panel.
- Ensuring that there is an effective mechanism for consulting with employees on health and safety matters.
- Agreeing health and safety targets and objectives for the organisation and monitoring their implementation as proposed by the Staff Health and Safety Panel.
- Reviewing health and safety performance annually by receiving reports of the agreed performance measures.
- Receiving investigation reports of serious incidents/work related ill health and accidents and incidents to employees, consultants, visitors and members of the public through activities carried out on Arun District Council land and property and responding effectively to those reports.
- Reviewing the effectiveness of measures to consult with and involve the workforce in health and safety.
- Considering the health and safety implications of introducing new processes, new working practices, new personnel or other significant business change, at the planning stage and taking the action necessary to mitigate any increased risk including Stress Risk Assessments where appropriate.
- Ensuring that no significant changes to the business are introduced without dedicating sufficient resources for health and safety purposes and managing the change effectively.
- Ensuring that there are arrangements in place for CMT to receive reports on the impact on health and safety performance following the introduction of significant changes.
- Ensuring that the Arun District Council has access to competent advice on health, safety and fire safety matters including access to specialist advisors where necessary.
- Ensuring health and safety competencies are integral to recruitment of senior management roles.

**Senior Management Team (SMT) is responsible for;**

Health and Safety is to be included as a standing agenda item. This forum is to be used to highlight and resolve any non-compliance with the Council's Health and Safety Policy and procedures.

**Group Heads**

- Responsible for the day-to-day management and legislative compliance of health and safety. This role is supported by Corporate Health and Safety and Environmental Health Team Manager.
- Ensure that Construction Phase Plan, Risk Assessments and Method Statements are produced.
- Ensure that Service Area Managers within their group have the staff, competence, resources and training to enable them to fulfil their role as detailed below.
- The Health and Safety Policy and associated documents are communicated and implemented within the service areas within their groups.
- Risk Assessments are undertaken, and work procedures incorporate appropriate risk control measures.
- Ensure that Risk Assessments have considered the need to provide ongoing health surveillance to employees. Where necessary implement a program covering audiometry, vibration white finger screening, lead in blood monitoring, dermatitis, fitness to drive etc. Inform HR who arrange for the program to be arranged through an independent occupational health provider.
- Ensure that the results of Risk Assessments are communicated to all concerned including Contractors or non-Council staff.
- Team meetings include health and safety issues.

- Report significant health and safety concerns to CMT.

## **Managers**

- Take a leadership role on health and safety matters by setting a good example and acting promptly where deficiencies are identified.
- Consult with employees on health and safety matters during team meetings.
- Plan the work of staff to avoid dangerously excessive working or driving hours and to ensure compliance with the Working Time Regulations.
- In the selection of employees, consider the health and safety competence requirements and fitness for work.
- Provide appropriate skills/health and safety training to employees on starting employment and when their job role or work activities change, reviewing training needs at induction and during annual appraisals.
- To ensure that HR are provided with appropriate details so that training records can be recorded centrally and monitored.
- Ensure that staff are only given tasks for which they are competent, and that adequate staffing is provided for the safe completion of tasks.
- Retain training records for all skills and health and safety training undertaken by the Council for employees. See <https://www.hse.gov.uk/pubns/indg345.htm>
- Ensure employees (Contractors and Sub-Contractors) are sufficiently supervised and monitored to the extent that this is practicable and necessary having regard to the work activities and the competence of the workforce.
- In the purchase of equipment and materials, ensure that the safety requirements are met and that relevant information such as instructions and safety data sheets, are supplied.
- Ensure that work equipment, vehicles and personal protective equipment are suitable for purpose, supplied where necessary and properly maintained. This includes office furniture and equipment.
- Only select construction and maintenance Contractors who have demonstrated their competence and resourcing to undertake the work safely and ensure that Contractors receive and are requested to provide, adequate information for them to carry out their work safely and without adversely affecting others.
- Ensure that Risk Assessments are undertaken to cover the work activities undertaken by the service as detailed on the ADC Structure Plan attached showing the main work activities undertaken by each service.
- This should include Risk Assessments for the general hazards already identified in the Health and Safety Procedures section of the Council's Health & Safety Policy.
- Ensure where necessary that Risk Assessments are undertaken to cover less commonly required specific Risk Assessments such as work with lead, radiation hazards, work with asbestos, vibration, lifting operations, legionella assessments.
- Through Risk Assessments consider the need to provide ongoing health surveillance to employees and implement a program covering audiometry, vibration white finger, lead in blood, dermatitis, fitness to drive etc. Inform HR of the findings of the risk assessment who will arrange for the program to be provided by an independent occupational health provider.
- Ensure that Risk Assessments are acted upon and that the results are shared with employees undertaking those activities.
- Investigate accidents and arrange for Accident and Incident Reports to be made to Corporate Health and Safety.
- Co-operate with any accident or incident investigation undertaken by Corporate Health and Safety.
- Notify Corporate Health and Safety of any inspection or request for information from a Health and Safety regulator.

## **Corporate Health and Safety**

The Environmental Health Team within Technical Services work jointly to fulfil the Corporate Health and Safety Role including the role of Competent Person for the Council providing advice and guidance on issues relating to health and safety.

- Senior Environmental Health Officer to attend quarterly Staff Health and Safety Panel Meetings.
- Ensure that appropriate Fire Evacuation Policies and Procedures are in place in liaison with the Property Estate and Facilities Team, for operational buildings.
- Liaise with Human Resources in managing the appointment and selection of First Aiders and assisting First Aiders in undertaking their role.
- Liaise with Human Resources in contributing to staff induction training on health and safety.
- Provide advice to Managers and Human Resources on workstation assessments.
- Advise Service Area Managers on workstation assessments as necessary and make recommendations where office furniture and equipment are necessary.
- Provide health and safety performance information to and attend quarterly Staff Health and Safety Panel meetings.
- Review this Policy frequently, where appropriate e.g. because of changes within the organisation, the work activities or legislation and guidance.
- Review the health and safety standards and practices of the Council on an ongoing basis and bring any significant concerns to the attention of the Group Head of Technical Services
- Investigate serious accidents, incidents and cases of ill health to employees, contractors, and visitors using Arun District Council property or land or activities undertaken by Arun District Council.
- Report to the Staff Health and Safety Panel on any accidents and incident reports including concerns that Corporate Health and Safety are unable to resolve.
- Ensure that statutory reports are made for serious incidents in accordance with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)*
- Act as consultee on committee reports in relation to health and safety impacts, in accordance with the approved committee template and guidelines

## **All employees, volunteers and contractors and partners.**

All employees, volunteers, Contractors and partners must take care of themselves and others affected by their work and are expected to:

- Familiarise themselves with this Health and Safety Policy and Risk Assessments (where relevant, Method Statements, Construction Phase Plans etc.) relevant to their work activities, comply with the requirements set out and raise any shortfalls in the content with their supervisor.
- Follow the health and safety rules and their training for the work activity and the particular location
- Cooperate with supervisors and managers on health and safety matters
- Know the emergency procedures for the location at which they are working
- Use vehicles, equipment, materials or substances in accordance with information, instruction and training provided by the Council.
- Not use defective equipment or misuse equipment
- Wear personal protective equipment issued appropriate to the job they are doing
- Look after personal protective equipment and report loss or damage to their supervisor
- Report any safety problems, accidents or near misses to their supervisor
- Not work under the influence of alcohol or drugs.

## **Human Resources (HR)**

- Retain training records for all skills and health and safety training undertaken by the Council for employees. See [www.hse.gov.uk/ubns/indg345.pdf](http://www.hse.gov.uk/ubns/indg345.pdf)

- Arrange and co-ordinate Corporate Health and Safety Induction Training with assistance from Corporate Health and Safety within the Environmental Health Service.
- Maintain arrangements for providing eye and eyesight tests for regular users of display screen equipment and ensure that relevant employees are made aware of these arrangements.
- Ensure that management practices are consistent with statutory requirements in relation to working hours, employment of children, young persons, pregnant employees, and new mothers at work.
- In liaison with the Corporate Health and Safety representative in Environmental Health, ensure that Risk Assessments are undertaken for work undertaken by new and expectant mothers.

#### Health Surveillance

- As instructed by the Service Area Manager and /or via Risk Assessments, to arrange for ongoing health surveillance for employees who are exposed to noise or vibration, ionizing radiation, solvents, fumes, dusts, biological agents and other substances hazardous to health or work in compressed air. Health surveillance will be carried out by our Occupational Health provider and where appropriate, records will be retained by the HR Department for a period of up to 40 years.
- HR will employ the services of an independent Occupational Health provider for the purposes of pre-employment health checks once an offer of employment has been made. The pre-employment health check will help determine whether adjustments are required in order for the candidate to undertake the role and /or for certain jobs, the candidate's fitness to undertake the role i.e., roles requiring the use of heavy machinery, driving etc. As the employer we do not have access to medical information other than the report provided by Occupational Health. If an individual has an injury or illness which appears to be work related, affects their work, or is made worse by work, we seek a medical opinion to assist us in evaluating the problem and identifying any practical changes we can make to assist the individual in safely continuing to do their job. It is usually most effective to refer the individual to an Occupational Health Doctor rather than relying on GP's information where the GP may not understand the nature of the work.
- Report to Corporate Health and Safety any health and safety concerns which HR are not able to resolve.

#### **Payroll**

Payroll will carry out a check of the driving licence of all staff at the commencement of their employment for those that drive on Council business and the insurance arrangements for private cars used on ADC business. Any subsequent changes will be confirmed by declaration to Service Area Managers when employees submit their mileage claims.

Checks on driving at work documents will also be carried out on a risk-based frequency through the Safety Management Programme.

#### **Employee health and wellbeing.**

The person with overall responsibility for employee health and wellbeing is the Group Head of Wellbeing and Communities with assistance from the Group Head of Organisational Excellence.

Employees are offered free Freedom Leisure Centre Membership in Arun, wellbeing MOT's and Activity Classes. Details of promotional activities and services can be found on the Intranet in the 'Staff Zone'.

#### **Finance & Risk Manager**

Arrange and maintain a policy of employer's liability insurance, with a current certificate of insurance displayed or otherwise made available to all employees.

Arrange and maintain a policy of motor insurance for all motor vehicles owned, leased or hired by the Council for use in its business.

Oversee statutory Thorough Examination arrangements in liaison with the Council's nominated insurer.

### **Unison Staff Consultation Panel**

The Unison Staff Consultation Panel is made up of a selection of Councillors and managers representing the Employers side at Arun DC and members from the UNISON Executive Committee. The Unison Staff Consultation Panel is the forum that deals with a variety of topics which relate to and affect staff at Arun, including health and safety, and reports to Corporate Support Committee where necessary. Meeting notes are available for all staff to view on SharePoint.

### **Staff Health & Safety Panel - Terms of Reference**

The Panel's remit is to review and discuss the health and safety policy, organisation, arrangements and practices of the Council within the scope of Section 2 (7) of the Health & Safety at Work etc. Act 1974 and related legislation, regulations and guidance made thereunder.

The Panel's membership will encompass:

- Group Head of Technical Services (Chair)
- Corporate Health and Safety representative
- Human Resources representative
- Finance and Risk representative
- Unison Secretary
- Unison Health and Safety Officer
- Unison workplace representatives
- Facilities Representative
- Management representatives
- Personal Assistant to Director of Growth (minutes)

For quorum to be achieved as a minimum the following panel members must be in attendance:

Group Head of Technical Services (or nominated deputy)  
Corporate Health and Safety representative  
Human Resources representative  
Unison officer or representative

The Panel may, where agreed by the Chair, invite any other person whose particular knowledge or experience may assist the Panel in its considerations.

Corporate Health and Safety will prepare the following documents for consideration of the panel at each meeting:

Quarterly accident and incident report  
Quarterly health and safety update report

Meetings will be held quarterly, with a minimum of three meetings per year. Additional meetings may be held as required at the discretion of the Chair.

Agendas will be set by the Chair in discussion with Corporate Health and Safety and will be circulated a minimum of 5 days prior to each meeting by the PA to Director of Growth.

Minutes will be prepared and circulated by the PA Director of Growth to Panel members, Corporate Management Team, Unison Staff Consultation Panel and be available for staff on SharePoint.

(Terms of Reference agreed by Staff Safety Panel 10 May 23)

### **Safety Representatives and Representatives of Employee Safety**

Representatives as appointed through the recognised Trade Union or elected by employees are responsible for assisting the employer in consulting staff and representing their colleagues.

- They assist in health and safety monitoring by proactively advising managers and staff of concerns regarding day-to-day issues.
- Their functions are described in legislation, but they do not have responsibility for health and safety. However, once appointed they are responsible for consultation with colleagues and attending safety meetings.

### **Health and Safety Management and maintenance of land and property**

Arun District Council is responsible for the management and maintenance of land and property assets throughout the District and complying the relevant health and safety legislation. A brief description of their health and safety responsibilities is provided below, further detail on how this is managed is provided in the 'Procedures Section of this Policy.

**Property, Estates and Facilities** have overall health and safety responsibility for operational buildings such as Arun Civic Centre, Phoenix House, Hotham Park Lodge, The Carriage Yard, Bognor Town Hall. This includes responsibilities for the repair and maintenance of the building and installed systems such as the alarm systems, maintenance of lifts etc. through the use of their own Officers and the use of Contractors. The team also deal with assets that we rent and those that are leased by ADC including commercial premises where we have landlord duties. They are responsible for the maintenance and repair of properties and their landlord duties and other statutory duties including the management of legionella and asbestos and Written Scheme of Examination for the main safety hazards of lifting equipment or pressure systems, except where otherwise specified in lease agreements. Any shared responsibilities for the buildings is with tenants or other ADC services and agreed through the use of a 'Shared Responsibilities' document for each building.

**Residential Services and HRA** have overall health and safety responsibility for residential property that is owned, leased, managed and rented including sheltered housing, bed and breakfast accommodation and emergency temporary accommodation. They are responsible for the maintenance and repair of properties and their landlord duties and other statutory duties including the management of legionella and asbestos and Written Scheme of Examination for the main safety hazards of lifting equipment or pressure systems. They use partner organisations, contractors and services provided in house through Neighbourhood Services, Parks and Greenspaces.

**Environment and Climate Change** are responsible for a number of high-profile front-line services including parks, cemeteries, play areas, cleansing (refuse collections, street cleansing, and public conveniences), with wide ranging health and safety responsibilities. This includes delivery of services 'in house' for example through the Tree and Maintenance Team who deal with arboricultural work, as well as repairs and maintenance and coastal defence work.

A number of services are delivered through high value external service contracts such as the Combined Cleaning Services Contract and Greenspace Management Contract. Ensuring that these contracts are appropriately reviewed and audited in terms of health and safety compliance and operational best practice is a key function of the service.

It has Contract management responsibility for the leisure centres operated by Freedom Leisure and direct responsibility for the management of the promenades which includes providing first aid to members of the public by Foreshore Officers and the RNLI as part of a Lifeguarding Services Contract. Other responsibilities include workplace transport and the use of plant and equipment.

They are also responsible for leading on specific high-profile projects such as the Littlehampton Leisure Centre and other public realm projects. The Emergency Planning function also sits with the Environment and Climate Change group.

In-house responsibilities include workplace transport, working at height, Written Schemes of Examination for lifting and mechanical equipment. The Tree and Maintenance Team are also responsible for the day-to-day operational management and safe use of Hotham Park Carriage Yard.

### **Monitoring, Auditing and Reviews**

Proactive measurement of our performance against health and safety standards will be undertaken through:

- Formal review of performance against the Health and Safety Policy requirements relating to Risk Assessment.
- Directors, Group Heads and Service Area Heads have health and safety performance objectives based on the Council's health and safety objectives. Progress towards individual objectives is measured as part of our staff appraisals.
- Monitoring of progress against action plans by the Staff Health and Safety Panel.

## EQUALITY IMPACT ASSESSMENT

|   |                        |                                |                                    |
|---|------------------------|--------------------------------|------------------------------------|
| <b>Name of activity:</b>                                | Health & Safety Policy | <b>Date Completed:</b>         | 4/9/2023                           |
| <b>Directorate / Division responsible for activity:</b> | Technical Services     | <b>Lead Officer:</b>           | Neil Williamson                    |
| <b>Existing Activity</b>                                | <b>X</b>               | <b>New / Proposed Activity</b> | <b>Changing / Updated Activity</b> |

### What are the aims / main purposes of the activity?

To set out the Health and Safety responsibilities within Arun District Council

### What are the main actions and processes involved?

Seek approval for the amended Policy and communicate to staff and other stakeholders

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

Employees, as well as the public and visitors visiting Council premises and using our services, benefit. The main stakeholders are Council employees.

### Have you already consulted on / researched the activity?

Consultation via Unison and staff health & safety panel

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

| Protected characteristics / groups   | Is there an impact (Yes / No) | If Yes, what is it and identify whether it is positive or negative                          |
|--|-------------------------------|---|
| <b>Age</b> (older / younger people, children)                                      | <b>Yes</b>                    | Policy includes HR responsibilities in relation to employment of children and young persons |
| <b>Disability</b> (people with physical / sensory impairment or mental disability) | <b>Yes</b>                    | Policy includes health surveillance arrangements.   |
| <b>Gender reassignment</b> (the process of transitioning from one gender to        | <b>No</b>                     |   |

|   |            |   |
|---|------------|---|
| another.)   |            |   |
| <b>Marriage &amp; civil partnership</b><br>(Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognized for same-sex couples) | <b>No</b>  |   |
| <b>Pregnancy &amp; maternity</b> (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)  | <b>Yes</b> | Policy arrangements include risk assessment for new and expectant mothers |
| <b>Race</b> (ethnicity, colour, nationality or national origins & including gypsies, travellers, refugees & asylum seekers)   | <b>No</b>  |   |
| <b>Religion &amp; belief</b> (religious faith or other group with a recognised belief system)   | <b>No</b>  |   |
| <b>Sex</b> (male / female)  | <b>No</b>  |   |
| <b>Sexual orientation</b> (lesbian, gay, bisexual, heterosexual)  | <b>No</b>  |   |
| Whilst <b>Socio economic</b> disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered          | <b>No</b>  |   |

| What evidence has been used to assess the likely impacts?                |
|--|
| Knowledge and experience from delivering these services over many years. |

| Decision following initial assessment                      |     |  |  |
|--|-----|--|--|
| Continue with existing or introduce new / planned activity | Yes | Amend activity based on identified actions |  |

| Action Plan       |                 |              |          |
|-------------------|-----------------|--------------|----------|
| Impact identified | Action required | Lead Officer | Deadline |
|                   |                 |              |          |
|                   |                 |              |          |
|                   |                 |              |          |

| Monitoring & Review  |            |
|--|------------|
| Date of last review or Impact Assessment:                          | 19/10/2021 |
| Date of next 12 month review:                                      |            |
| Date of next 3 year Impact Assessment (from the date of this EIA): |            |

|                              |               |
|------------------------------|---------------|
| Date EIA completed:          | 4/9/2023      |
| Signed by Person Completing: | N. Williamson |

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## Arun District Council

|   |   |
|---|---|
| <b>REPORT TO:</b>   | <b>Corporate Support Committee – 12 October 2023</b>  |
| <b>SUBJECT:</b>   | <b>Data Protection Policy Update</b>                  |
| <b>LEAD OFFICER:</b>  | <b>Lindsey Reeves, Information Governance Manager</b> |
| <b>LEAD MEMBER:</b>   | Councillor Francis Oppler, Chair of Corporate Support |
| <b>WARDS:</b>   | <b>All</b>  |
| <b>CORPORATE PRIORITY/POLICY CONTEXT/CORPORATE VISION:</b><br>The adoption of an updated Policy will ensure that all data protection matters are processed and responded to in a consistent manner adhering to legislation, supporting the improvement of service delivery across the four Vision priorities. |   |
| <b>DIRECTORATE POLICY CONTEXT:</b><br>An up-to-date Policy supports the aim to bring continuous Council-wide performance improvement via the Organisational Excellence directorate.   |   |
| <b>FINANCIAL SUMMARY:</b><br>There are no costs or other financial issues associated with the development, adoption, and operation of the updated Policy.   |   |

### 1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to recommend the adoption of an updated Data Protection Policy, which was due for cyclical update and noted in our Internal Audit.

### 2. RECOMMENDATIONS

- 2.1. It is recommended that the Corporate Support Committee adopts the revised Data Protection Policy as set out in the Appendix 1 to this report.

### 3. EXECUTIVE SUMMARY

- 3.1. The current Data Protection Policy was implemented in August 2020. During an internal audit of the Information Management function, it was noted that this was due for renewal, and included as a required action. The update considers key changes in legislation, such as the introduction of the UK GDPR.

#### **4. DETAIL**

- 4.1 Information Management received their Internal Audit report in December 2022. One of the required actions was to update the Data Protection Policy.
- 4.2 An updated draft version of the Data Protection Policy was created in June 2023, which was subsequently approved by the Data Protection Officer Solomon Agutu, and Group Head of Law & Governance Daniel Bainbridge.
- 4.3 In July 2023, the draft policy was circulated to SMT and comments were considered and applied where appropriate.
- 4.4 The updated Policy is attached to this report at Appendix 1. Significant amendments have been highlighted in yellow, but minor changes such as to adhere to our internal Style Guide have not been highlighted for ease of use.
- 4.5 If adopted, the revised Policy will be published on the Council's website and intranet, replacing the current version of the Policy.

#### **5. CONSULTATION**

- 5.1 There is no requirement for public consultation in relation to the changes set out in this report, which are required to enable adherence to the Data Protection Act 2018, and UK General Data Protection Regulations.

#### **6. OPTIONS/ALTERNATIVES CONSIDERED**

- 5.2 Any alternative options would involve not adopting a revised policy which may result in an increased risk to the Council by not adhering to latest legislation or audit recommendations.

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

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

#### **8 RISK ASSESSMENT CONSIDERATIONS**

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

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

- 1.1 There are no comments from the Group Head of Law and Governance & Monitoring Officer.

**10 HUMAN RESOURCES IMPACT**

10.1 None.

**11 HEALTH & SAFETY IMPACT**

11.1 None.

**12. PROPERTY & ESTATES IMPACT**

12.1 None.

**13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

13.1 The updated Policy improves the understanding of data protection responsibilities between the Council's customers and the Council and supports the equal and consistent treatment of those customers through the adoption of a clearer policy that is compliant with ICO guidance and requirements.

**14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

14.1 None.

**15. CRIME AND DISORDER REDUCTION IMPACT**

15.1 None.

**16. HUMAN RIGHTS IMPACT**

16.1 None.

**17. FREEDOM OF INFORMATION/DATA PROTECTION CONSIDERATIONS**

17.1 The purpose of this report is to meet our Data Protection requirements.

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**CONTACT OFFICERS:**

**Name:** Daniel Bainbridge

**Job Title:** Group Head of Law and Governance

**Contact Number:** 01903 737607

**Name:** Lindsey Reeves

**Job Title:** Information Governance Manager

**Contact Number:** 01903 737857

**BACKGROUND DOCUMENTS**

Draft Data Protection Policy

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**ARUN**  
DISTRICT COUNCIL

# **Data Protection Policy**

October 2023

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## **1. Introduction**

### **1.1 Purpose**

Arun District Council (the Council) collects and uses personal data to carry out its business and provide services. This Data Protection Policy sets out how the Council will protect individuals' rights in relation to the access, use, disclosure and storage of their personal data and defines standards to achieve compliance with current legislation.

### **1.2 Legislation**

The UK General Data Protection Regulation (UK GDPR) replaces the EU Data Protection Directive of 1995 and supersedes the laws of individual Member States that were developed in compliance with the Data Protection Directive 95/46/EC. The UK GDPR sets out both a new legal framework and more specific requirements regarding the processing of personal data about the Council's residents (and all those whose personal data is processed by the Council). Its purpose is to protect the "rights and freedoms" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and wherever possible, that it is processed with their consent.

### **1.3 Regulation**

The [Information Commissioner's Office \(ICO\)](#) is responsible for regulating and enforcing the Data Protection Act 2018 and the UK GDPR.

## **2. Scope of UK GDPR**

### **2.1 Article 2: Material scope**

This Regulation applies to the processing of personal data wholly or partly by automated means (i.e. by computer) and to the processing other than by means of personal data (i.e. paper or electronic records) that form part of a filing system or are intended to form part of a filing system.

### **2.2 Article 3: Territorial scope**

This Regulation applies to the Council, being a data controller in the UK, regardless of whether the processing takes place in the UK or not.

The following definitions shall apply as defined by the Act and the UK GDPR:

| Term  | Definition  |
|---|---|
| Data  | Information which:<br>a) is being processed by means of equipment operating automatically in response to instructions given for that purpose.<br>b) is recorded with the intention that it should be processed by means of such equipment.<br>c) is recorded as part of a relevant filing system or with the intention that it should form part of a relevant filing system, i.e., a structured set of data accessible according to specific criteria whether centralised, decentralised, or dispersed on a functional or geographical basis.<br>d) does not fall within the above but forms part of an accessible record, i.e., a housing record or<br>e) is recorded information held by a public authority and does not fall within any of the above paragraphs. |
| Personal Data                                     | Information relating to an identified or identifiable natural person ('data subject'). Personal identifiers can include a name, identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.  |
| Special Category Data (defined under the UK GDPR) | Personal Data, likely to be more sensitive, about an individual's <ul style="list-style-type: none"> <li>• racial or ethnic origin</li> <li>• political opinions</li> <li>• religious or philosophical beliefs</li> <li>• trade union membership</li> <li>• genetic data</li> <li>• biometric data</li> <li>• health</li> <li>• sex life</li> <li>• sexual orientation</li> </ul>   |
| Processing  | Any operation or set of operations performed on personal data or sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination restriction, erasure, or destruction.   |
| Data Subject                                      | Any living individual who is the subject of the personal data.  |
| Data Controller                                   | The natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purpose and means of the processing of personal data.  |
| Data Processor                                    | A natural or legal person, public authority, agency, or other body which processes personal data on behalf of the controller. Where the Council is a Data Controller its Data Processors will be third party contractors acting pursuant to a written contract which must include reference to a range of statutory requirements. Where a third party is the Data Controller, the Council can be a Data Processor where it is acting for and on behalf of the third party in respect of the processing.   |
| Data Asset Owner                                  | At the Council, these are Group Heads of Service. Data Asset Owners must understand what information is held within their Service, what is added/removed, how information is moved and who has access and why. The DAO is not necessarily the creator   |

|             |   |
|-------------|---|
|             | or primary user of the asset, but they must understand its value to the Council.  |
| Consent     | Of the Data Subject means any freely given, specific, informed, and unambiguous indication of the Data Subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her. |
| Third Party | A natural or legal person, public authority, agency, or body other than the Data Subject, Controller, Processor, and persons who, under the direct authority of the Controller or Processor, are authorised to process personal data.                                       |

#### **4. Data Protection Principles**

The Council shall adhere to the principles of the UK GDPR which require that personal data shall be:

- 4.1 processed lawfully, fairly and in a transparent manner in relation to the Data Subject.
- 4.2 collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- 4.3 adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.
- 4.4 accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased, or rectified without delay.
- 4.5 kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- 4.6 processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.
- 4.7 the Data Controller shall be responsible for and be able to demonstrate compliance with all the above.

#### **5. Responsibilities**

The Council shall ensure that:

- 5.1 It is a registered Data Controller. The registration number for the Council is Z5626915.
- 5.2 It has specialist staff with specific responsibility for ensuring compliance with the Act and the UK GDPR.
- 5.3 Individuals processing personal data understand that they are responsible for complying with the data protection principles.
- 5.4 Individuals processing personal data are appropriately trained to do so.
- 5.5 Individuals are provided with appropriate data protection support and guidance.

## 6. Roles

The following roles have responsibility for Data Protection within the Council:

| Role                                 | Responsibilities  |
|--------------------------------------|---|
| Data Protection Officer (DPO)        | <ol style="list-style-type: none"><li>1. Providing data protection support and guidance to the Council to ensure that staff and Councillors are aware of their responsibilities and obligations.</li><li>2. Developing and monitoring the biennial mandatory data protection training programme for staff.</li><li>3. Providing appropriate training and briefings to Councillors on data protection policies and procedures.</li><li>4. Acting as a contact point for data subjects and the Council to ensure that any queries about data protection are dealt with effectively.</li><li>5. Monitoring compliance across the Council's functions to ensure that there is consistency and application of data protection rules and procedures.</li><li>6. Developing and regularly reviewing the Council's data protection policies and procedures.</li><li>7. Developing and regularly reviewing a data retention schedule across the Council working to the Data Retention &amp; Destruction Policy.</li><li>8. Facilitating information sharing between the Council and other organisations by developing information sharing agreements where required.</li></ol> |
| Senior Information Risk Owner (SIRO) | <ol style="list-style-type: none"><li>1. Leading and fostering a culture that values, protects, and uses information for the benefit of the Council and its customers.</li><li>2. Owning the Council's overall information risk management policies and procedures and ensuring they are implemented consistently across the organisation.</li><li>3. Monitoring compliance through the annual assurance statement.</li></ol>   |
| Group Heads                          | <ol style="list-style-type: none"><li>1. Ensuring that the requirements for data protection are integrated into service procedures.</li><li>2. Ensuring that staff comply with all relevant policies and procedures within their area of responsibility.</li></ol>  |
| All Council staff                    | <ol style="list-style-type: none"><li>1. Processing information in line with the Act and the UK GDPR.</li><li>2. Complying with all policy, procedural and legislative requirements.</li><li>3. Undertaking mandatory biennial data protection training.</li></ol>  |

6.1. The role of Data Protection Officer and Senior Information Risk Owner will be held by the relevant Group Head or Senior Manager and this responsibility confirmed within the Council's Constitution, under [Part 7 Section 2](#).

6.2. The Council shall also establish a corporate officer working group (Information Security Group) to oversee the management of data protection and information risk across the Council comprising the:

Senior Information Risk Owner  
Data Protection Officer  
Group Head of Organisational Excellence  
Head of Technology and Digital

- 6.3 Data Asset Owners must liaise with the Data Protection Officer every 12 months via the Senior Management Team to determine whether any changes need to be made to any owned registers/documents.

## 7. Privacy Notices

- 7.1. The Council shall ensure that a [corporate privacy notice](#) is published on the Council's website. It shall explain in general terms:

- 7.1.1. what information is being collected.
- 7.1.2. why the Council collects information.
- 7.1.3. who the Council may share this information with.
- 7.1.4. what the Council will do with the information.
- 7.1.5. how long the Council will keep the information; and
- 7.1.6. what rights individuals have.

- 7.2. Where relevant, service areas shall provide their own privacy notice(s) confirming this information in specific terms.

A separate [privacy notice](#) is available for Councillors.

- 7.3. Data Asset Owners must liaise with the Data Protection Officer every 24 months via the Senior Management Team to determine whether any changes need to be made to any departmental privacy notices.

## 8. Individuals Rights

- 8.1. Individuals have the right to find out what information the Council holds about them through a data subject access request. Requests can be made [here](#).

- 8.2. The UK GDPR also provides for individuals to have:

- 8.2.1. the right to be informed about the collection and use of their personal data.
- 8.2.2. the right of access to their personal data and supplementary information.
- 8.2.3. the right to have inaccurate personal data rectified or completed if it is incomplete.
- 8.2.4. the right to have personal data erased in certain circumstances.
- 8.2.5. the right to request the restriction or suppression of their personal data in certain circumstances.
- 8.2.6. the right to data portability which allows them to obtain and reuse their personal data for their own purposes across different services.

- 8.2.7. the right to object to processing in certain circumstances; and
- 8.2.8. rights in relation to automated decision making and profiling.

- 8.3. Any complaints made about how the Council processes personal data will be considered by the Data Protection Officer.

## **9. Data Protection Impact Assessments**

- 9.1. A data protection impact assessment (DPIA) is a process to help the Council identify and minimise the data protection risks of a project.
- 9.2. The Council will conduct a DPIA for major projects and all contracts which require the processing of personal data or where processing is likely to result in a high risk to individuals' interests. This will be completed by the relevant service and overseen by the Group Head.
- 9.3. The outcome of a DPIA will be used to influence the design of the project and contract terms and conditions.

## **10. Data Security and Breach Management**

- 10.1. The Council will ensure that it processes personal data securely by means of appropriate technical and organisational measures. These measures will include adherence to relevant Council policies.
- 10.2. Access to personal data shall be strictly controlled.
- 10.3. The Council will investigate all suspected breaches which involve personal data. Where a relevant breach is identified, this will be reported to the Information Commissioner's Office based on UK GDPR requirements. All breaches (or suspected breaches) should be notified by completing the [online form via Sharepoint](#). Advice can be sought at [data.protection@arun.gov.uk](mailto:data.protection@arun.gov.uk).

## **11. Information and Communication Technology**

- 11.1. To understand how to protect our information and ICT systems staff must read the information security policy and ICT acceptable usage agreement.
- 11.2. When procuring new ICT systems this must be discussed with the Head of Technology & Digital who may ask for a security questionnaire to be completed.
- 11.3. Any data being processed or stored by an ICT system must be located in the UK

- 11.4. Any installed programs or apps must comply with the Information Security Policy.

## **12. Training and Awareness**

- 12.1. A mandatory training programme on data protection, information governance and cyber security is in place for all staff. This training should be re-completed at a minimum of 24-month intervals.
- 12.2. On joining the Council all new staff are required to undergo an induction programme which includes the above training. In addition, Group Heads are required to ensure that all new staff are aware of the contents of the service specific privacy notices. Amendments to service specific privacy notices will be notified to all relevant staff by the Group Head.
- 12.3. Appropriate training and briefings on data protection policies and procedures shall be provided to Councillors at a minimum of 24-month intervals, as agreed by the Data Protection Officer in consultation with the Standards Committee.
- 12.4. All staff and councillors shall be required to sign up to the Council's Information Security Policy at the start of their employment/term of office.
- 12.5. The Data Protection Officer shall identify appropriate data protection training for any Contractors working within the Council's buildings and such training will then be made mandatory as part of the contract terms and conditions.

## **13. Information Sharing**

- 13.1. The Council shall ensure that personal data is shared only when it is permitted to do so within the law or where this can be justified.
- 13.2. Where personal data is shared with an external partner organisation, the Council shall establish formal information sharing agreements to ensure that adequate technical and organisation measures are put in place to protect the personal data.
- 13.3. Any transfer of personal data between the Council and partner organisations shall be carried out using a secure method agreed between the Council and the partner organisation.
- 13.4. Where personal data needs to be shared within the Council under a lawful or justified purpose, the Council shall ensure that access rights are approved by the relevant Group Head or their representative and the individual has been made aware of the intention to share information through a privacy notice.

## **14. Contracts**

- 14.1. All Council contracts shall include appropriate terms to ensure that personal data is handled in accordance with the Act and the UK GDPR. This will involve conducting a DPIA before quotations are sought or a contract is tendered.
- 14.2. Personal data shall only be supplied for the agreed purposes as set out in the contract and shall not be used or disclosed for any other reason unless required by legislation.
- 14.3. The Council shall ensure that before personal data is shared with a third party as part of a contract that appropriate technical and organisational security controls are in place, including appropriate contractual terms.

## **15. Relevant Council Policies**

- 15.1. This policy should be read in conjunction with the following documents:

- Information Security Policy
- Privacy Policy
- Homeworking Policy
- Records Retention and Disposal Policy
- Data Subject Access Request Policy

## **Equality and Diversity**

Equality and Diversity is important to the Council, and we are committed to making sure that people are treated fairly and with dignity. This means that we sometimes have to ask for or hold special category data in order to design and provide equality compliant services. Our aim is to remove unnecessary barriers for everyone who works for us or uses our services. All staff receive equality and diversity training as part of their role.

### **Policy Review**

This policy was adopted by the Corporate Support Committee and will be reviewed every 3 years by the Data Protection Officer. The next review will be due October 2026.

## Arun District Council

|  |  |
|--|--|
| <b>REPORT TO:</b>  | <b>Corporate Support Committee – 12 October 2023</b>               |
| <b>SUBJECT:</b>  | <b>Budget 2024/25 Process</b>                                      |
| <b>LEAD OFFICER:</b>   | <b>Antony Baden, Group Head of Finance and Section 151 Officer</b> |
| <b>LEAD MEMBER:</b>  | Councillor Francis Oppler, Chair of Corporate Support Committee    |
| <b>WARDS:</b>  | <b>All</b>   |
| <b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b><br>The Council's budget promotes all of the Council's Corporate Priorities. |  |
| <b>DIRECTORATE POLICY CONTEXT:</b><br>The Council's budget impacts all Directorates of the Council.  |  |
| <b>FINANCIAL SUMMARY:</b><br>There are no direct financial implications arising from this report.  |  |

### 1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to inform Members of the budget process for 2024/25 as required by Part 6, Section 2 of the Council's Constitution.

### 2. RECOMMENDATIONS

- 1.2. The Committee is recommended to note the Budget process for 2024/25 as outlined in the report.

### 2. EXECUTIVE SUMMARY

- 2.1. The report provides a summary of the budget process for 2024/25. The Committee is asked to approve the budget process for 2024/25 as outlined in this report, noting that it was approved by Policy & Finance Committee on the 11 July 2023.

### 3. DETAIL

- 3.1. The budget for 2023/24 was the second one to be completed under the Committee system form of governance. The relevant budgets were considered by each Service Committee before the full Budget was considered by Policy & Finance Committee on 9 February 2023 before approval by Special Council on 9 March 2023.
- 3.2. Members will be aware that the Council continues to face cost pressures and increasing demands on service delivery. The situation has worsened over the last year or so due to inflationary pressures and other global factors and is exacerbated by continuing uncertainty over longer term Government funding.

- 3.3. Members will be provided with a high-level update when the Financial Prospects Report is considered by this Committee later this year. The Financial Prospects Report will confirm the budget parameters for 2024/25.
- 3.4. It is accepted that within the resource constraints there is the requirement for some resource switching to enable the Council's priorities to be progressed and to meet new statutory requirements. Similar to 2023/24, Committees will be consulted on the budget, taking account of the medium-term requirement to make savings and that any growth should be minimised and met from resource switching where possible.
- 3.5. The budget guidelines issued will run parallel with any other initiatives that are being worked on. The budget resource switching parameters for 2024/25 are that growth will only be allowed in essential/priority areas and where alternative funding sources cannot be identified.
- 3.6. It should be noted that reports that require resource switching can be considered by Committees at any time during the year. However, significant permanent resource switching requires approval by Full Council as part of the formal budget setting process.
- 3.7. The key dates for the Budget 2024/25 process are summarised below:

| <b>Budget Consultation Reports</b>  | <b>Date</b>             |
|---|-------------------------|
| Environment Committee   | 7 September 2023        |
| Housing and Wellbeing Committee   | 12 September 2023       |
| Planning Policy Committee   | 21 September 2023       |
| Economy Committee   | 5 October 2023          |
| Corporate Support Committee   | 12 October 2023         |
|   |                         |
| <b>Financial Prospects Report General Fund (Policy and Finance Committee)</b> | 6 December 2023         |
|   |                         |
| <b>Budget Reports</b>   | <b>Date</b>             |
| Environment Committee   | 23 January 2024         |
| Housing and Wellbeing Committee   | 25 January 2024         |
| Planning Policy Committee   | 30 January 2024         |
| Corporate Support Committee   | 31 January 2024         |
| Economy Committee   | 1 February 2024         |
| Policy and Finance Committee  | 8 February 2024         |
|   |                         |
| <b>Special Council</b>  | <b>21 February 2024</b> |

#### **4. CONSULTATION**

4.1.No consultation has been undertaken with external bodies.

#### **5. OPTIONS / ALTERNATIVES CONSIDERED**

5.1.No other options are available.

#### **6. COMMENTS BY THE GROUP HEAD OF COPRORATE SUPPORT/SECTION 151 OFFICER**

6.1. The budget will form the main reference point for financial decisions made in 2024/25 and the process must comply with the Constitution.

#### **7. RISK ASSESSMENT CONSIDERATIONS**

7.1.The main risks arising from the process are:

- The statutory deadline for setting the budget including setting the Council tax is not met;
- The budget is not considered within statutory guidance and the Constitution.

7.2.Current processes and financial controls mitigate against these risks.

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

8.1.The Council has a legal duty to ensure its expenditure can be met by its income, inclusive of reserves. The process outlined above must comply with relevant legislation.

#### **9. HUMAN RESOURCES IMPACT**

9.1. This is a report about process. It expected that as the reports go to each committee attention will be drawn to any Human Resources impact on the committee's functions.

#### **10.HEALTH & SAFETY IMPACT**

10.1.This is a report about process. It expected that as the reports go to each committee attention will be drawn to any Health and Safety impact on the committee's functions.

#### **11.PROPERTY & ESTATES IMPACT**

11.1.This is a report about process. It expected that as the reports go to each committee attention will be drawn to any Property & Estates impact on the committee's functions.

## **12.EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

12.1. This is a report about process. It expected that as the reports go to each committee Members will have regard to the Public Sector Equality duty in making their recommendations.

## **13.CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

13.1. This is a report about process. It expected that as the reports go to each committee attention will be drawn to any to any Climate Change environmental impact and social value impact on the committee's functions.

## **14.CRIME AND DISORDER REDUCTION IMPACT**

14.1. This is a report about process. It expected that as the reports go to each committee attention will be drawn to any Crime and Disorder reduction impact on the committee's functions.

## **15.HUMAN RIGHTS IMPACT**

15.1. This is a report about process. It expected that as the reports go to each committee attention will be drawn to any Human Rights impact of the committee's functions.

## **16.FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

16.1. This is a report about process. It expected that as the reports go to each committee attention will be drawn to any FOI/Data Protection impact on the committee's functions.

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### **CONTACT OFFICER:**

**Name:** Antony Baden

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

**Contact Number:** 01903 737558

### **BACKGROUND DOCUMENTS:**

Council Constitution

### **Budget Process 2024/25 Flowchart**



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## Arun District Council

|   |   |
|---|---|
| <b>REPORT TO:</b>   | <b>Corporate Support Committee - 12 October 2023</b>                  |
| <b>SUBJECT:</b>   | <b>Budget Monitoring Report to 30 June 2023</b>                       |
| <b>LEAD OFFICER:</b>  | <b>Antony Baden – Group Head of Finance &amp; Section 151 Officer</b> |
| <b>LEAD MEMBER:</b>   | Councillor Francis Oppler, Chair of Corporate Support                 |
| <b>WARDS:</b>   | <b>All</b>  |
| <b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b><br>The Council's budget supports all the Council's Objectives.   |   |
| <b>DIRECTORATE POLICY CONTEXT:</b><br>Budget monitoring and forecasting are key in ensuring sound financial control and control of spending is in place. It is also a major part in ensuring sound governance arrangements. |   |
| <b>FINANCIAL SUMMARY:</b><br>The report shows the Committee's Revenue budget, and Capital programme forecast out turn position for 2023/24 as at the end of Quarter 1.  |   |

### 1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to apprise the Corporate Support Committee of its forecast out turn against the 2023/24 budgets, which were approved by Full Council at its meeting of the 9 March 2023.

### 2. RECOMMENDATIONS

- 1.2. To note the report.
- 1.3. To request that Policy & Finance Committee approve virements of £190,900 from the Corporate Support Committee to the Economy Committee and £34,423 from the Policy & Finance Committee to the Corporate Support Committee.

### 2. EXECUTIVE SUMMARY

- 2.1. The report sets out in further detail the Committee's Revenue and Capital programme budget forecast projections to the 31 March 2024.

### 3. DETAIL

#### Revenue Budget

- 3.1. The Committee's 2023/24 revenue budget was approved by Full Council at its meeting of the 9 March 2023. Subject to approval by Policy & Finance Committee, the following virements are required:-

- the Accommodation Services budget, which is managed by the Economy Committee but currently included in the Corporate Support Committee budget.

- the Strategy & Performance Monitoring Services budget, which is managed by this Committee but currently included in the Policy & Finance Committee budget.

There are no cost implications arising from these actions but Part 6, Section 3, paragraph 3.2.1 of the Council's constitution requires virements between directorates to be approved by Policy & Finance Committee.

3.2. The amended Table 1 below shows the 2023/24 revenue out turn forecast as at Quarter 1 and anticipates an overspend of £112,000. The variances are explained in paragraphs 4.3 to 4.8 below.

Table 1

| <b>Corporate Support Committee</b>  |                               | <b>Table 1</b>          |                          |
|-------------------------------------|-------------------------------|-------------------------|--------------------------|
| <b>Description</b>                  | <b>Budget 2023/24 (£'000)</b> | <b>Forecast (£'000)</b> | <b>Variance: (£'000)</b> |
| Administration Services             | 191                           | 191                     | 0                        |
| Human Resources                     | 271                           | 271                     | 0                        |
| Corporate Training                  | 76                            | 76                      | 0                        |
| Health & Safety                     | 77                            | 77                      | 0                        |
| Photocopying Services               | 20                            | 20                      | 0                        |
| Postal Services                     | 77                            | 77                      | 0                        |
| Committee Services                  | 856                           | 806                     | (51)                     |
| Public Relations & Information      | 138                           | 138                     | 0                        |
| Payroll Services                    | 92                            | 103                     | 11                       |
| Procurement                         | 69                            | 69                      | 0                        |
| Strategy and Performance Monitoring | 34                            | 34                      | 0                        |
| Accountancy                         | 1,029                         | 1,049                   | 20                       |
| Internal Audit                      | 152                           | 172                     | 20                       |
| Financial Services                  | 120                           | 120                     | 0                        |
| Central Support Adjustments         | (1,526)                       | (1,526)                 | 0                        |
| Staff Support                       | 303                           | 303                     | 0                        |
| Legal Services                      | 428                           | 578                     | 150                      |
| Computer Services                   | 2,145                         | 2,106                   | (39)                     |
| Election Services                   | 384                           | 384                     | 0                        |
| Registration of Electors            | 215                           | 215                     | 0                        |
| Design Unit                         | 94                            | 94                      | 0                        |
| Print Unit                          | 82                            | 82                      | 0                        |
| Customer Services                   | 804                           | 804                     | 0                        |
| Corporate Telecoms                  | 27                            | 27                      | 0                        |
| Debt Management Expenses            | 37                            | 37                      | 0                        |
| <b>Total: Corporate Support</b>     | <b>6,198</b>                  | <b>6,309</b>            | <b>112</b>               |

**4.3 Committee Services-** A variance of £51,000 is forecast due to underspends on Salaries budget.

**4.4 Payroll Services –** An overspend of £11,400 is anticipated due to commission charges for professional and administration fees for staff who wish to make additional voluntary contributions to the pension scheme. However, this does mean that the Council pays less national insurance contributions and Apprenticeship Levy costs, which will generate a net saving of £13,000 overall across the Council.

**4.5 Accountancy –** The £20,000 forecast overspend is due to increased costs from the use of agency staff to cover vacant posts within the service.

**4.6 Internal Audit -** An overspend of £20,000 is forecast due to the retention of a member of staff to complete essential work, including the Annual Governance Statement and processing Energy Bills Support Scheme grants.

**4.7 Legal Services –** a £150,000 cost pressure is forecast due to the additional costs incurred in the use of agency staff to cover vacant posts within the service.

**4.8 Computer Services -** The £39,000 net underspend reported is due to £45,000 total service underspends offset by a £6,000 cost pressure; details as provided below.

- There is a saving on maintenance contract costs relating to the Council's e-Forms system, which is a platform for making payments to the Council and has now been decommissioned (£14,000).

- Cost reduction to the IT replacement programme for 2023-24 (£31,000) because of extending the life of equipment, such as laptops, therefore reducing the frequency of replacement.

- Increased costs for the Council's Microsoft licence of £6,000

## Capital Programme

**4.9** Table 2 details the 2023/24 capital programme which shows forecast outturn as at Quarter 1 being in line with budget. The Capital programme is being reviewed as part of the budget process for 2024/25, taking account of progress against the 2023/24 budget, with any changes being reported and approval sought in the budget report which will be presented to Committee.

Table 2

| Project                                    | Original Capital Budget (Approved) 2023/24 | Carry Forwards from 2022/23 | Other Changes | Total In -Year Movements | Revised Capital Budget (Approved) 2023/24 | Forecast Outturn for the Year (2023/24) | Variance (Forecast Outturn vs Revised Budget) | Capital Budget 2024/25 | Capital Budget 2025/26 | Capital Budget 2026/27 |
|--|--|-----------------------------|---------------|--------------------------|---|---|---|------------------------|------------------------|------------------------|
|  | £'000                                      | £'000                       | £'000         | £'000                    | £'000                                     | £'000                                   | £'000   | £'000                  | £'000                  | £'000                  |
| Information Communication Technology (ICT) | 0  | 347                         | (32)          | (32)                     | 315                                       | 315                                     | 0   | 50                     | 0                      | 335                    |
| Corporate Support Committee - Total        | 0  | 347                         | (32)          | (32)                     | 315                                       | 315                                     | 0   | 50                     | 0                      | 355                    |

- 4.10 The total revised capital budget for 2023/24 is £315,000, which includes slippage from the previous year of £347,000 and a £32,000 budget saving already identified from the Edge Switch replacement project which is no longer proceeding in 2023/24 as planned and deferred until 2027/28. Members will note that the slippage was due to capacity issues, but it is still intended to complete the work.

## **5 CONSULTATION**

- 5.1 Consultation with other stakeholders is not required for this report.

## **6 OPTIONS/ALTERNATIVES CONSIDERED**

- 6.1 Not applicable.

## **7 COMMENTS BY THE INTERIM GROUP HEAD OF FINANCE/SECTION 151 OFFICER**

- 7.1 There are no additional financial implications arising from the matters set out in this report. Committee will note that the Group Head of Finance & Section 151 Officer will work throughout the financial year with other Group Heads to mitigate any overspends that have been highlighted in the report and to maximise potential income generation opportunities/cost avoidance efficiencies.

## **8 RISK ASSESSMENT CONSIDERATIONS**

- 8.1 Regular budget monitoring and forecasting mitigates against the risk of poor financial control and ensures that Members are informed when corrective action is required and what action has been taken.

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

- 9.1 There are no direct legal implications associated with this report.

## **10 HUMAN RESOURCES IMPACT**

- 10.1 None.

## **11 HEALTH & SAFETY IMPACT**

- 11.1 None.

## **12 PROPERTY & ESTATES IMPACT**

- 12.1 None.

## **13 EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

- 13.1 None.

#### **14 CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

14.1 None.

#### **15 CRIME AND DISORDER REDUCTION IMPACT**

15.1 None.

#### **16 HUMAN RIGHTS IMPACT**

16.1 None.

#### **17 FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

17.1 None.

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#### **CONTACT OFFICER:**

**Name:** Antony Baden

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

**Contact Number:** 01903 737558

#### **BACKGROUND DOCUMENTS:**

Budget Book 2023/24

Minute 779, Full Council 9 March 2023 – Arun District Council budget 2023/24.

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## Arun District Council

|  |   |
|--|---|
| <b>REPORT TO:</b>  | <b>Corporate Support Committee – 12 October 2023</b>                |
| <b>SUBJECT:</b>  | <b>Sundry Debts Write Offs 2022/23</b>                              |
| <b>LEAD OFFICER:</b>   | <b>Antony Baden – Group Head of Finance and Section 151 Officer</b> |
| <b>LEAD MEMBER:</b>  | Councillor Francis Oppler, Chair of Corporate Support               |
| <b>WARDS:</b>  | <b>All</b>  |
| <b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b><br>The report supports all of the Council's Corporate Priorities.   |   |
| <b>DIRECTORATE POLICY CONTEXT:</b><br>Recovery of sundry debts is one of the functions carried out in the Directorate. There are a number of reasons why debts cannot be recovered. These are covered in the report.                     |   |
| <b>FINANCIAL SUMMARY:</b><br>The report requests the Committee to note debts written off in 2022/23 under delegated powers of £39,521.56 and that at year end a bad debt provision of £228,247.35 was provided in the year end accounts. |   |

### 1. PURPOSE OF REPORT

The Council's constitution as set out in Part 7, Section 2, paragraph 1.1.9 requires the Group Head of Finance to submit a report to the Corporate Support Committee about the sundry debts written off in accordance with their delegated powers. The delegation is set out in Part 7, Section 2 of the constitution and under that delegated authority, £39,521.38 of sundry debt was written off in respect of 81 cases (contained in appendix 1) during 2022/23. (The previous year was £67,250.77 in respect of 116 cases.)

At the end of 2022/23 a bad debt provision of £228,247.35 was provided in the year end accounts. This is largely made up of outstanding debts over 12 months old and includes property leases, £110,619.84, and general fund housing, £60,611.35.

### 2. RECOMMENDATIONS

It is recommended that Corporate Support Committee note that £39,521.38 of sundry debt has been written off in respect of 81 debts under delegated authority during 2022/23 shown in appendix 1.

### **3. EXECUTIVE SUMMARY**

Appendix 1 provides, for information, a summary of cases where delegation has been used to write off debts.

### **4. DETAIL**

Where a sundry debt is issued, most debtors pay the amount outstanding promptly. However, there are a number of instances where this does not happen.

Whilst every effort is made to recover all debts, it is not always possible to recover for a variety of reasons including Insolvency, Deceased, Absconds, Remitted by Court and Uneconomic to pursue further.

This report asks Members to note that under delegated authority £39,521.56 of sundry debt has been written off in respect of 81 cases, shown in appendix 1.

### **5. CONSULTATION**

No consultation has been undertaken with external bodies.

### **6. OPTIONS / ALTERNATIVES CONSIDERED**

No alternatives have been considered.

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

All write offs are made in accordance with the Council's approved recovery policy. Where a debt is written off, income to the Council is reduced by the amount written off.

### **8. RISK ASSESSMENT CONSIDERATIONS**

The main risks to the Council in recovery and write off of debts are:

- Financial – if income due to the Council is not collected then budgets may be over committed leading to overspend.
- Legal – in recovering debts, the Council must ensure it acts within its policies and relevant legislation. Failure to do so will cause problems for the Council.
- Reputational – although it is correct to recover outstanding monies, failure to act legally and where appropriate, sympathetically could cause reputational damage to the Council.

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

To be advised

**10. HUMAN RESOURCES IMPACT**

None.

**11. HEALTH & SAFETY IMPACT**

None.

**12. PROPERTY & ESTATES IMPACT**

None.

**13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

None.

**14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

None.

**15. CRIME AND DISORDER REDUCTION IMPACT**

None.

**16. HUMAN RIGHTS IMPACT**

None.

**17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

None.

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**CONTACT OFFICER:**

**Name:** Antony Baden

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

**Contact Number:** 01903 737558

**BACKGROUND DOCUMENTS:**

Appendix 1

|           | Insolvency |          | Deceased |        | Miscellaneous |          | Absconds |          | Remitted by Court |   | Uneconomic |          | Total  |           |
|-----------|------------|----------|----------|--------|---------------|----------|----------|----------|-------------------|---|------------|----------|--------|-----------|
| Month     | Number     | £        | Number   | £      | Number        | £        | Number   | £        | Number            | £ | Number     | £        | Number | £         |
| April     |            |          |          |        |               |          |          |          |                   |   |            |          | 0      | 0         |
| May       |            |          |          |        |               |          |          |          |                   |   | 20         | 8,649.93 | 20     | 8,649.93  |
| June      | 2          | 2,852.07 | 1        | 265.00 |               |          | 1        | 580.00   |                   |   | 6          | 4,070.04 | 10     | 7,767.11  |
| July      |            |          | 1        | 26.68  |               |          | 1        | 504.82   |                   |   | 8          | 3,870.00 | 10     | 4,401.50  |
| August    |            |          |          |        |               |          |          |          |                   |   |            |          | 0      | 0         |
| September |            |          |          |        |               |          |          |          |                   |   | 1          | 600.00   | 1      | 600.00    |
| October   |            |          |          |        | 4             | 2,590.21 |          |          |                   |   | 7          | 727.85   | 11     | 3,318.06  |
| November  |            |          | 1        | 583.79 | 1             | 320.00   | 2        | 1,486.00 |                   |   | 5          | 3,874.96 | 9      | 6,264.75  |
| December  |            |          |          |        | 1             | 826.56   | 1        | 2,070.00 |                   |   | 2          | 16.26    | 4      | 2,912.82  |
| January   |            |          |          |        |               |          | 1        | 1,326.00 |                   |   | 4          | 1,936.45 | 5      | 3,262.45  |
| February  |            |          |          |        |               |          |          |          |                   |   | 4          | 1,722.79 | 4      | 1,722.79  |
| March     |            |          | 2        | 75.63  |               |          |          |          |                   |   | 5          | 546.34   | 7      | 621.97    |
| Total     |            |          |          |        |               |          |          |          |                   |   |            |          | 81     | 39,521.38 |

## Arun District Council

|   |   |
|---|---|
| <b>REPORT TO:</b>   | <b>Corporate Support Committee</b>                    |
| <b>SUBJECT:</b>   | <b>Customer Services Annual Update – 2022/23</b>      |
| <b>LEAD OFFICER:</b>  | <b>Antony Baden Group Head</b>                        |
| <b>LEAD MEMBER:</b>   | Councillor Francis Oppler, Chair of Corporate Support |
| <b>WARDS:</b>   | <b>All</b>  |
| <b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b><br>Arun Direct, Customer Services, supports most Council Service Areas and Priorities  |   |
| <b>DIRECTORATE POLICY CONTEXT:</b><br>Customer Service Strategy<br>We aim to be a customer focused organisation. We will work to understand our customers better and put them at the heart of everything we do and support customers to do more for themselves. |   |
| <b>FINANCIAL SUMMARY:</b><br>The are no financial implications arising from this report.  |   |

### 1. PURPOSE OF REPORT

This report provides members with an overview of the Customer Services performance in 2022/23. It specifically considers the operation of the services over the last financial year ending March 2023 and identifies emerging operational trends compared to the previous 3-5 years.

The report looks in some detail at the numbers of customers contacting and accessing services offered by the council either by phone, by coming into the two reception areas at Littlehampton Civic Centre and Bognor Regis Town Hall or making enquiries using the Council's website and webchat, as well as via email.

### 2. RECOMMENDATIONS

2.1 Corporate Support Committee is asked to note the report.

### 3. EXECUTIVE SUMMARY

3.1 Arun District Council delivers a wide range of services, from waste and recycling collection impacting all residents, to more specialist services affecting a smaller number of residents, including vulnerable members of the community. Services are provided to residents, businesses and visitors who have different requirements, but require a responsive service that delivers consistently and aims

to 'get it right first time'. This report provides an update of service delivery across all communication channels and statistical information to support the report.

## 4. DETAIL

4.1 Arun Direct (AD) was set up in 2006 to respond to the telephone enquiries made to the Council and become a focal point for our customers. It began with handling telephone enquiries for Cleansing and Environmental Health and has grown today to 10 services and includes face to face enquiries both at Littlehampton Civic Centre and Bognor Regis Town Hall. More recently the addition of a webchat facility has been added. The service has come under Customer Services within the Financial Services Group since the start of July 2022.

4.2 The following services are dealt with by Customer Services who aim to deal with the customer enquiry at the first point of contact:

- Cleansing
- Benefits
- Elections
- Switchboard
- Environmental Health
- Planning
- Car Parks
- Revenues
- Building Control
- Housing Support

Switchboard is a 'signposting' service which directs external calls to the organisation. More in-depth switchboard enquiries are sometimes passed to a General Enquiries line managed by Arun Direct, however this line is predominantly used for training purposes. See appendix 1.

4.3 A new Telephony system for Arun Direct and the wider organisation was introduced on 28 February 2023, which has required the Team to learn to use a new system. One of the features of this new system allows customers to request a callback and dials customers automatically to reduce the need for them to wait in a queue. This has been useful during particularly busy periods, e.g., Annual Billing, Elections.

4.4 Our online appointment system, introduced in late 2021, continues to be a work in progress. Customers can utilise this to book appointments, see Taxi Licensing Officers, complete Land Searches and book an appointment to view the Electoral Register or see one of their Team. Our colleagues in Housing Options and the Lifeline Team utilise the back end of the system to manage their appointments. Environmental Health are keen to make use of the system and this will be discussed with them to see how their needs can be met.

4.5 We continue to encourage all our customers to use different channels to contact us and we continue to work closely with back-office teams, to consider new ways of working to deliver a seamless service to our customers. Our colleagues in the Planning Department have a website which customers can access and sign up to receive notifications on planning applications within a set radius. This

reduces the need for customers to call in to access this information. The Customer Services Team actively promote this to our customers.

- 4.6 Our webchat channel has had another successful year, which has seen an Increase of 3,005 webchat interactions taking our total for the year to 6,737. These are a mixture of Live Agent chats and our 'Knowledge Bot'. Our knowledge bot is managed, developed, and updated in house, by ourselves, Making it easy to monitor response accuracy and make quick amendments. We currently offer advice for 11 service areas via this platform, managed and developed in house, allowing us to amend promptly and test for accuracy. The knowledge bot accuracy remains high at 63% although this is a slight dip from last year. With almost twice the number of chats there is more room for error and we continue to work on developing the accuracy.

Our website continues to be the preferred method for our customers to obtain Council information. The figures show an increase of approx. 39%. The highest increase is for Revenues, with 62,623 more clicks.

The Team handles incoming emails for Env Health, Cleansing, Info and Public Health. We aim to respond to these within 24 hours, Monday to Friday. In 2022/23 the Team handled 4,347 emails. This is a reduction of 18% on the previous year. There was a small increase in customers utilising Facebook, and online portals for Environmental Health issues. Appendix 3 – provides further information,

- 4.7 Telephone calls handled by the Team for this year totalled 119,422. This is a 17% decrease from the previous year. We have seen a 17% decrease over the past 2 years. This reduction is likely due to customers utilising our Webchat service, online e-forms and our website, as we see an increase in the numbers of customers using our webpages. See Appendices 4 and 5.
- 4.8 Despite call volumes for Council Tax and Business Rates continuing to be the busiest, we have again seen a decrease, 10% for this year, a total of 35,572 calls handled by the Team. During this period, we have had a lack of skilled staff for this service area and customers have become more confident utilising self-serve options on the website and using our Webchat service to resolve their queries. 2,417 calls were regarding Energy Rebate, 1,800 were in relation to receiving a Reminder, Final Notice, or Summons for payment, and 726 calls were regarding refunds. Annual Billing continues to have significant impact on incoming call volumes, often reaching 1000+ calls a day.

We have noticed a decrease in our Benefit call volumes from the previous year. The Team handled a total of 6,318 calls from 10,190 the previous year, a reduction of 3,872 calls. This reduction is likely to be due to more customers being moved across to Universal Credit which is administered by DWP.

- 4.9 Customer Services have provided support for our customers who 'come in', both at the Civic centre and Bognor Regis Town Hall (BRTTH), resolving enquiries where possible or signposting to services offered via our online or telephone service.
- Civic Centre footfall for the year was 9,687 and BRTTH saw 8,229 customers face to face. This is a significant decrease from pre pandemic levels. We were unable to report during 20/21 and 21/22 as we had no data system available and initially were not seeing customers during lockdown. As you can see customer footfall has decreased by 53% overall since pre pandemic. Customers were encouraged to access our services differently and this practice has become 'normal' allowing us to focus our attention on those that need our assistance the most. Appendix 2 – provides further information.
- 4.10 In the five years between 2018-2023, customer services have dealt with 867,904 enquiries across telephone and face to face interactions. Website and Webchat statistics indicate an increase in customers accessing our services via alternative channels.
- Appendix 3 and 5 – provides further information.
- 4.11 Since November 2022, Customer Services Team have been utilising 0830 - 1100 every Wednesday to complete Staff Training. This has allowed the Team to train together, ensure processes are updated and understood for the benefit of the customer and enables mandatory training to be completed within set guidelines and timescales. We have also taken the opportunity during this time, for advisors to spend time with colleagues in the service areas we handle enquiries for, to have a better understanding of the service which in turn provides the customer with valued understanding and assistance when dealing with their enquiry.
- 4.12 October 2022 saw the need to introduce a Security presence at the reception areas at both BRTTH and the Civic Centre. This was due to an incident with a member of the public and more frequent issues with staff having to handle challenging customer behaviour at first point of contact.
- Security are available during building opening hours (0900-1600) and are acting as a triage service to ensure the safety of the staff, customers and the building and this has been a success since its implementation. We are now in the process of working to procure this service on a permanent basis.
- Up to March 2023, Security handled 2,226 customers across both sites. Initially they had no access to our IT systems to record customer interactions, so this total is not a true reflection of the exact numbers. 2023/24 already shows an increase in this number.
- 4.13 **Going Forward**
- Customer Service Strategy remains a high priority for us as a Team. We have completed workshops with some of the back offices to assist with providing customers a more seamless customer journey and we are keen to continue with this approach. We also enjoy being part of the Corporate Induction to ensure Customer Service reaches all new staff.
- We will continue to provide customers who need our assistance via all channels with a consistent end to end service wherever possible. We will continue to

utilise Staff Training opportunities to review processes and look for ideas to improve service delivery. We still have some members of the Team who have not yet completed their training. We aim to be a fully skilled Team before the end of the 2023. We will lose 2 valuable Team members before 31 March 2024, to retirement. We have some ideas around the accommodation review which we hope to be able to share in the future. As the work develops looking at our future accommodation needs, customer services will play an important part in shaping the development of ideas.

## **5. CONSULTATION**

5.1 None

## **6. OPTIONS / ALTERNATIVES CONSIDERED**

6.1 None

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

7.1 There are no financial implications arising from this report.

## **8. RISK ASSESSMENT CONSIDERATIONS**

8.1 No matters arising

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

9.1 There are no direct legal implications associated with this report.

## **10. HUMAN RESOURCES IMPACT**

10.1 No matters arising

## **11. HEALTH & SAFETY IMPACT**

11.1 No matters arising

## **12. PROPERTY & ESTATES IMPACT**

12.1 No matters arising

### **13.EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

13.1 No matters arising

### **14.CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

14.1 No matters arising

### **15.CRIME AND DISORDER REDUCTION IMPACT**

15.1 No matters arising

### **16.HUMAN RIGHTS IMPACT**

16.1 No matters arising

### **17.FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

17.1 None

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#### **CONTACT OFFICER:**

**Name:** Julia Pearman

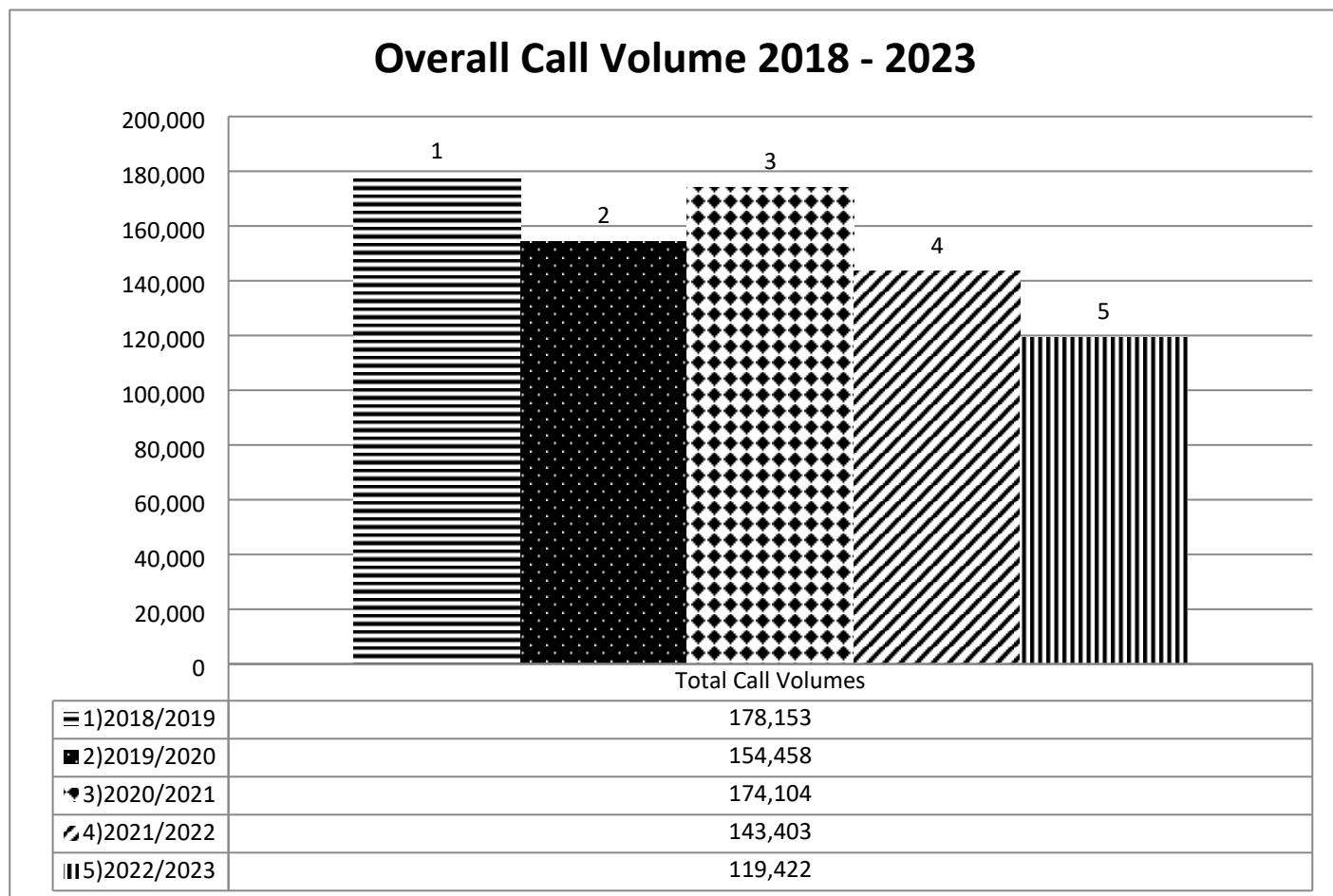
**Job Title:** Customer Services Manager (Service Development)

**Contact Number:** 07920 702911

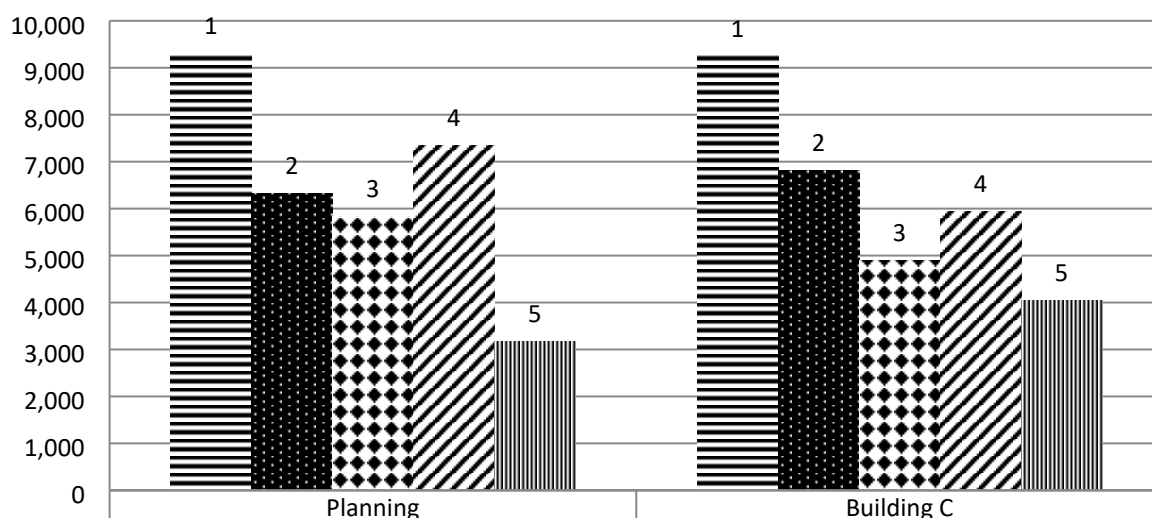
#### **BACKGROUND DOCUMENTS:**

None.

## Arun District Council Telephony Figures 2018 - 2023

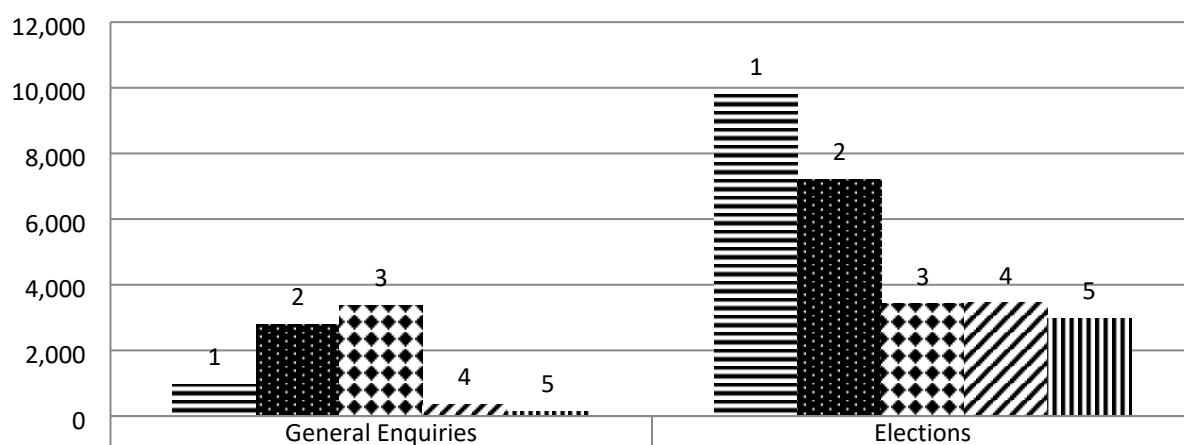


### Planning & Building Control Total Volumes 2018 - 2023



|              | Planning | Building C |
|--------------|----------|------------|
| 1) 2018/2019 | 9,311    | 9,252      |
| 2) 2019/2020 | 6,321    | 6,810      |
| 3) 2020/2021 | 5,836    | 4,893      |
| 4) 2021/2022 | 7,354    | 5,945      |
| 5) 2022/2023 | 3,176    | 4,053      |

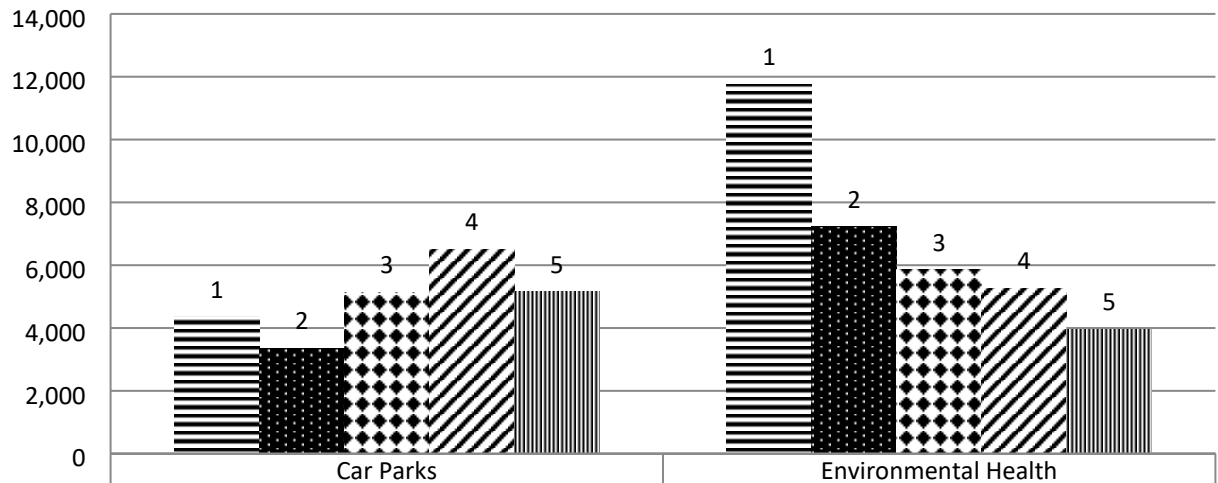
### General Enquiries & Elections Total Call Volumes 2018 - 2023



|              | General Enquiries | Elections |
|--------------|-------------------|-----------|
| 1) 2018/2019 | 959               | 9,798     |
| 2) 2019/2020 | 2,801             | 7,218     |
| 3) 2020/2021 | 3,372             | 3,415     |
| 4) 2021/2022 | 357               | 3,446     |
| 5) 2022/2023 | 146               | 2,980     |

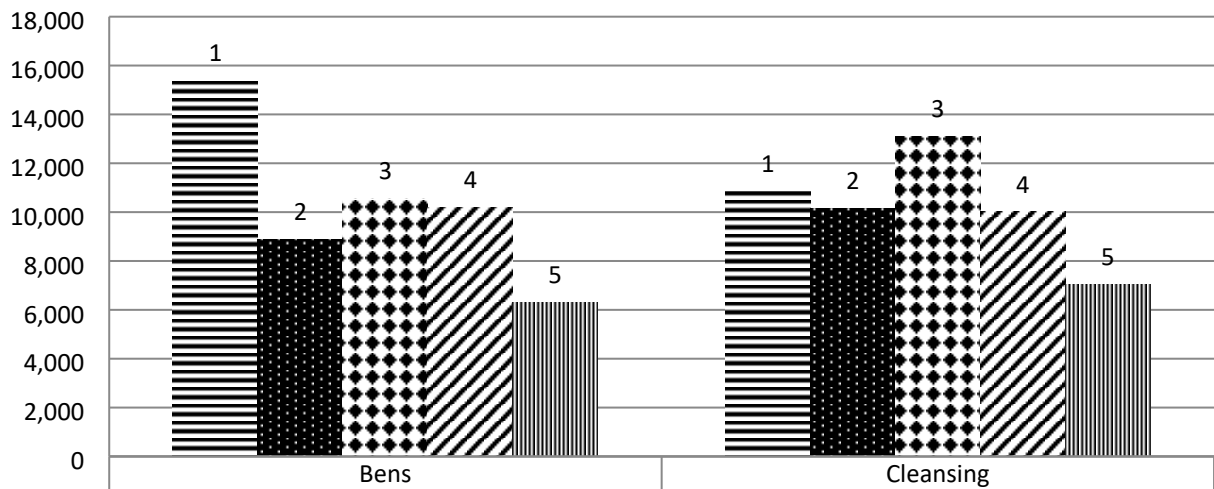
## Switchboard & Revenues Total Call Volumes 2018 - 2023

### Car Parks & Environmental Health Total Call Volumes 2018 - 2023



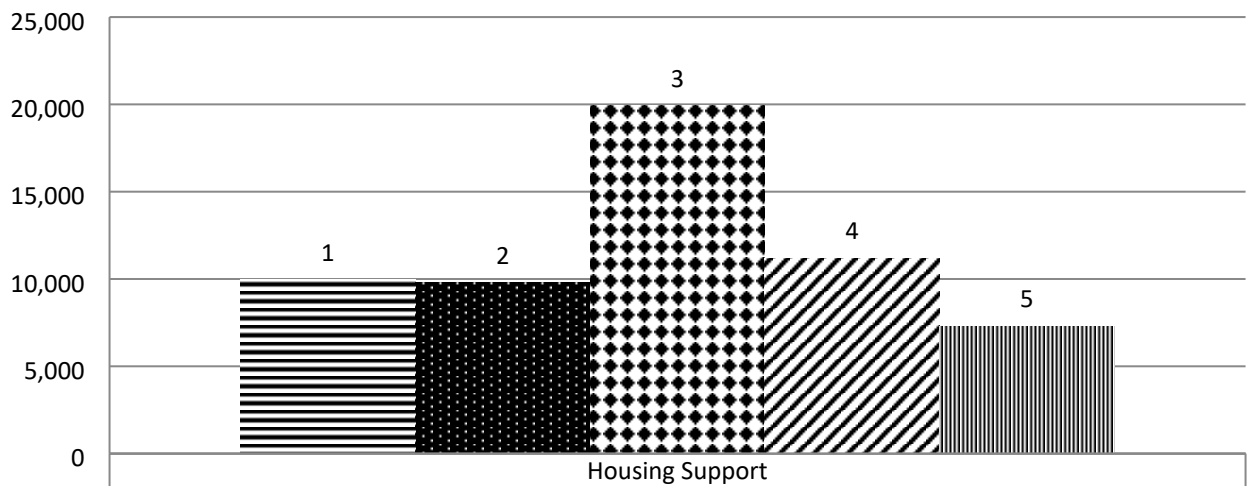
|               | Car Parks | Environmental Health |
|---------------|-----------|----------------------|
| 1) 2018/2019  | 4,354     | 11,767               |
| 2) 2019/ 2020 | 3,360     | 7,218                |
| 3) 2020/ 2021 | 5,146     | 5,852                |
| 4) 2021/2022  | 6,499     | 5,268                |
| 5) 2022/2023  | 5,155     | 3,965                |

### Benefits & Cleansing Total Call Volumes 2018 - 2023



|               | Bens   | Cleansing |
|---------------|--------|-----------|
| 1) 2018/2019  | 15,416 | 10,863    |
| 2) 2019/ 2020 | 8,875  | 10,143    |
| 3) 2019/ 2020 | 10,570 | 13,098    |
| 4) 2020/ 2021 | 10,190 | 10,010    |
| 5) 2021/ 2022 | 6,318  | 7,041     |

### Housing Support Total Call Volumes 2018 - 2023



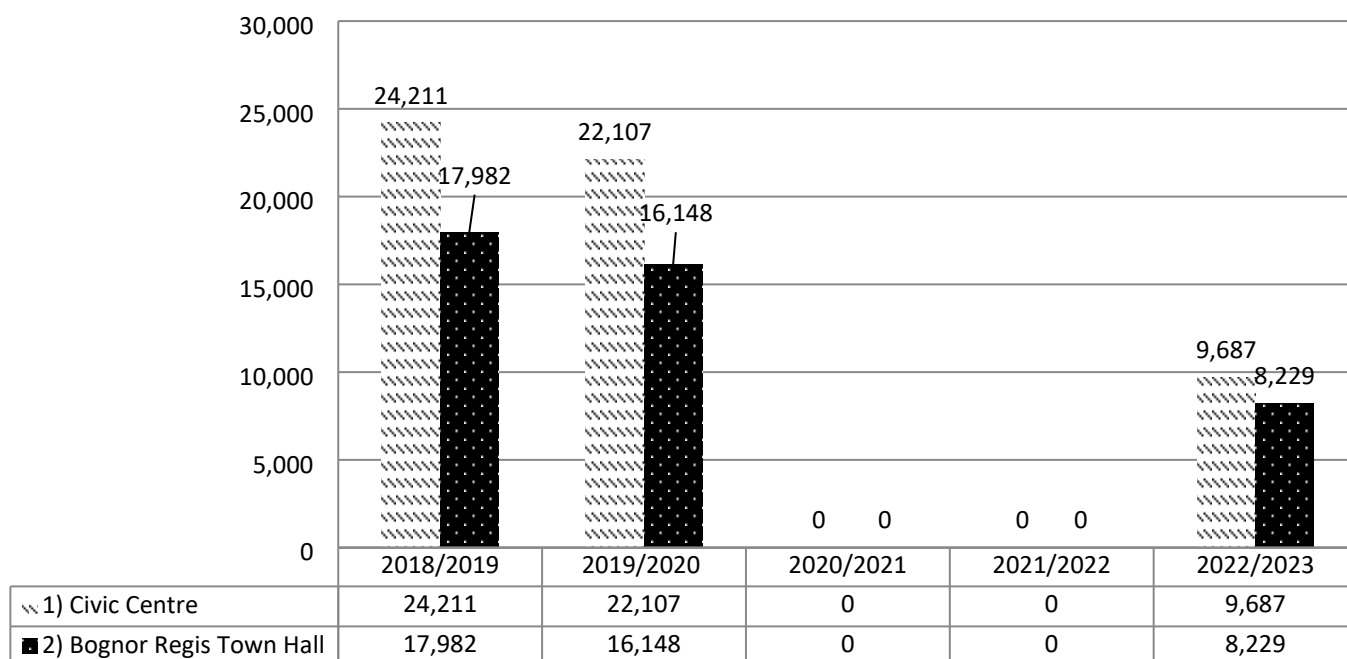
|               | Housing Support |
|---------------|-----------------|
| 1) 2018/2019  | 9,957           |
| 2) 2019/ 2020 | 9,784           |
| 3) 2019/ 2020 | 19,914          |
| 4) 2020/ 2021 | 11,171          |
| 5) 2021/ 2022 | 7,303           |

1. Overall calls are lower for the 2022/2023 year, as customers move to online services more and more.
2. Planning & Building Control calls have decreased over the last year. Planning customers are utilising the website more and more alongside being able to sign up to be notified for planning applications and proposed developments in their area. Building Control introduced an app for booking inspections, mainly used by builders.
3. General Enquires is mainly used for training purposes and to further investigate complex switchboard enquiries so they can be transferred to the correct area of the business or signposted to an external agency.
4. Elections calls have slightly decreased for 2022/23 there has been the usual activity around annual canvas and local NPR's which tend to increase our call volumes in this area.
5. Revenues remains the highest customer contact for the customer services team, although there has been a slight decrease in call volumes, our call volumes peak when reminders, finals and summons are sent out as this prompts customer to call.
6. Benefits calls have decreased significantly due to more customers being moved over to Universal Credit.
7. Cleansing customers are increasingly using self-serve options to report missed collections, street cleaning, fly tipping etc. which maybe the reason for the decline in call volumes.
8. Car Parks calls have decreased slightly, customers now used to virtual permits and completing requests online for appeals and making payments.
9. Environmental Health calls have decreased year on year over the last 5 years. Customers are able to do more online and utilise the Tascomi Portal to request information and raise service requests for Noise complaints, Food Safety and general Environmental Health information.
10. Housing Support customers have been encouraged to utilise the iHousing area of our website where they can view rent accounts and statements, pay rent, report, and track repairs, and bid on properties. Which has resulted in a decline in customer contact via telephone.
11. We have dedicated line for Emergency Planning should flooding or major incident occur, these calls will reach advisors as a priority in order for immediate action to be taken should it be necessary. We have not included stats for this due to numbers being very low and only implemented in the last 2 years.

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## Appendix 2

### Arun District Council Come In Figures 2018 - 2023



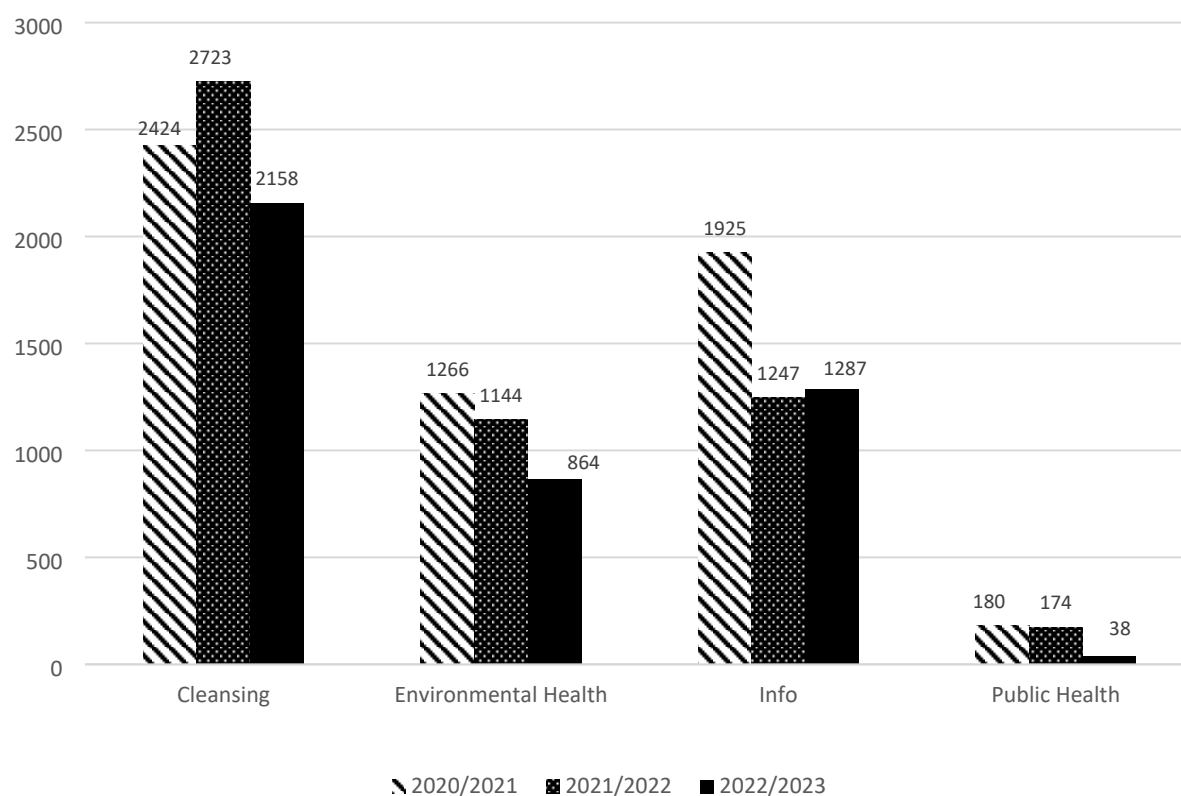
1. Since October 2022 Customers are triaged by our Security Colleagues at both sites and their interactions are recorded alongside Customer Service interactions.
2. Face to Face interactions have dramatically decreased since pre pandemic as more and more customers access our services via different channels.
3. Homeless Tonight customers are seen at both sites by the Housing Options Team and are triaged by our customer service staff.
4. Our more detailed stats show that the majority of customers visiting our reception areas are Revenues and Benefits customers providing evidence.

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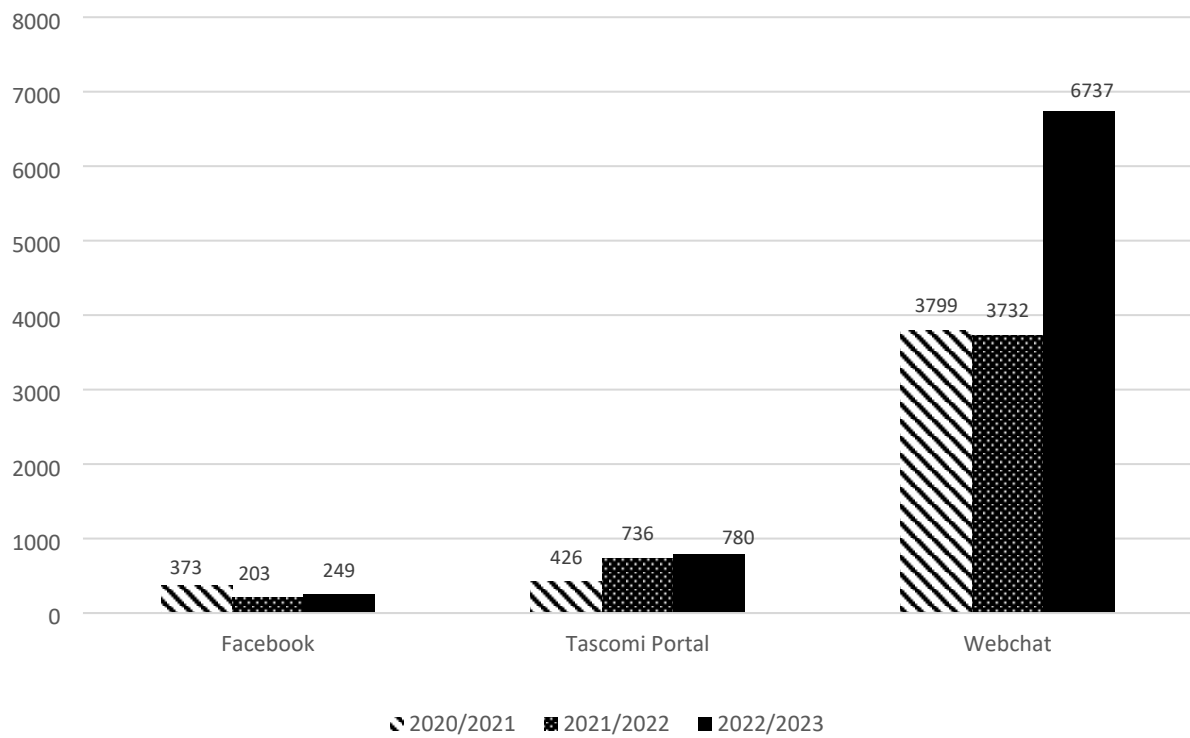
## Appendix 3

### Arun District Council Webchat & E-Mail Figures 2020 - 2023

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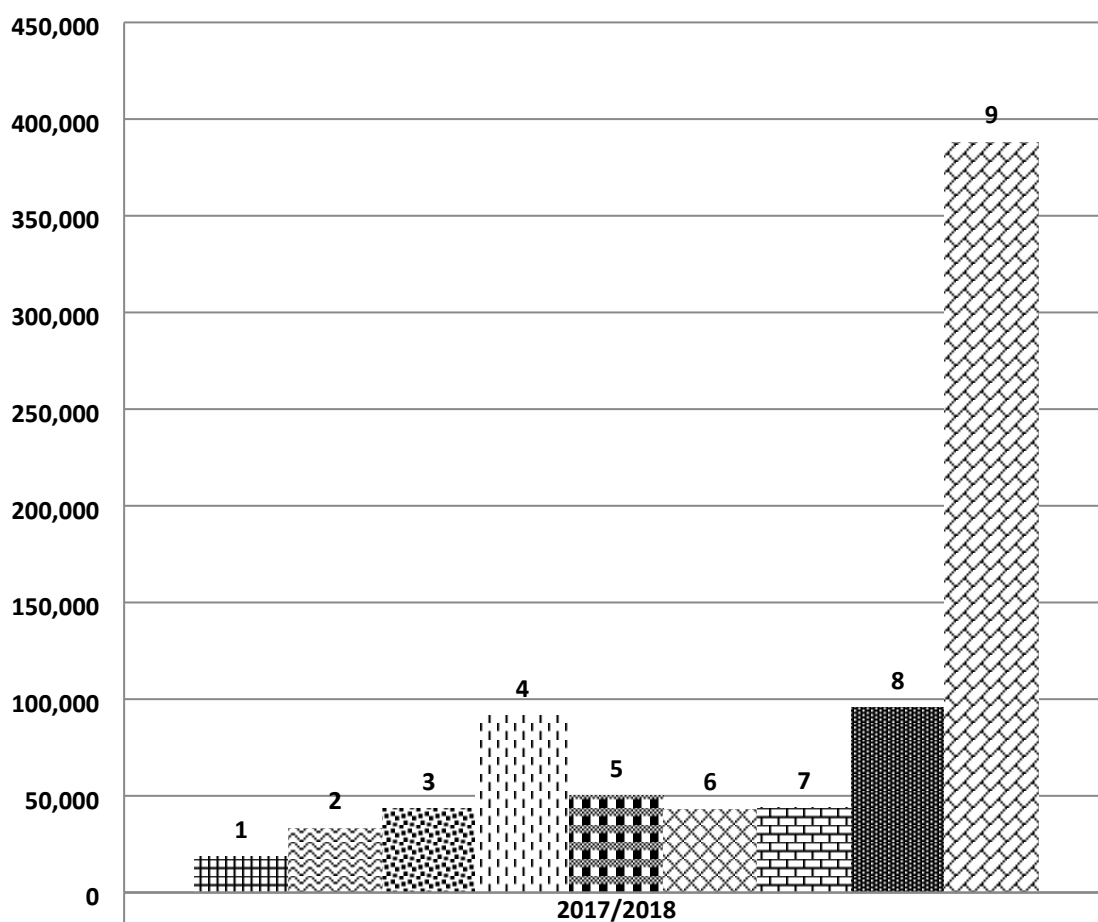
1. This is the total number of E-Mails interactions handled by Arun Direct Customer Services Team between 2020 – 2023.



2. We continue to see an increase in customers using social media, Portals and especially webchat.

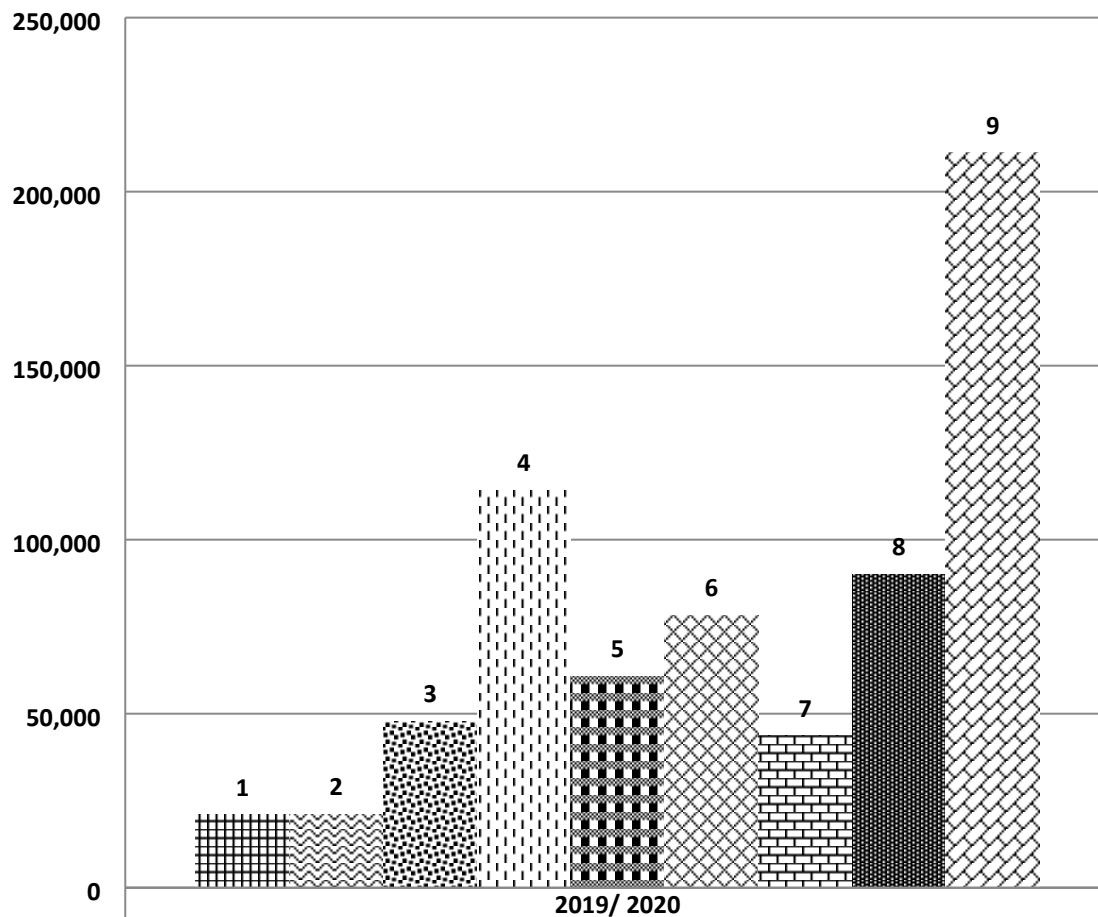
## Arun District Council Website Figures 2018 - 2023

Total Website Figures 2018/2019



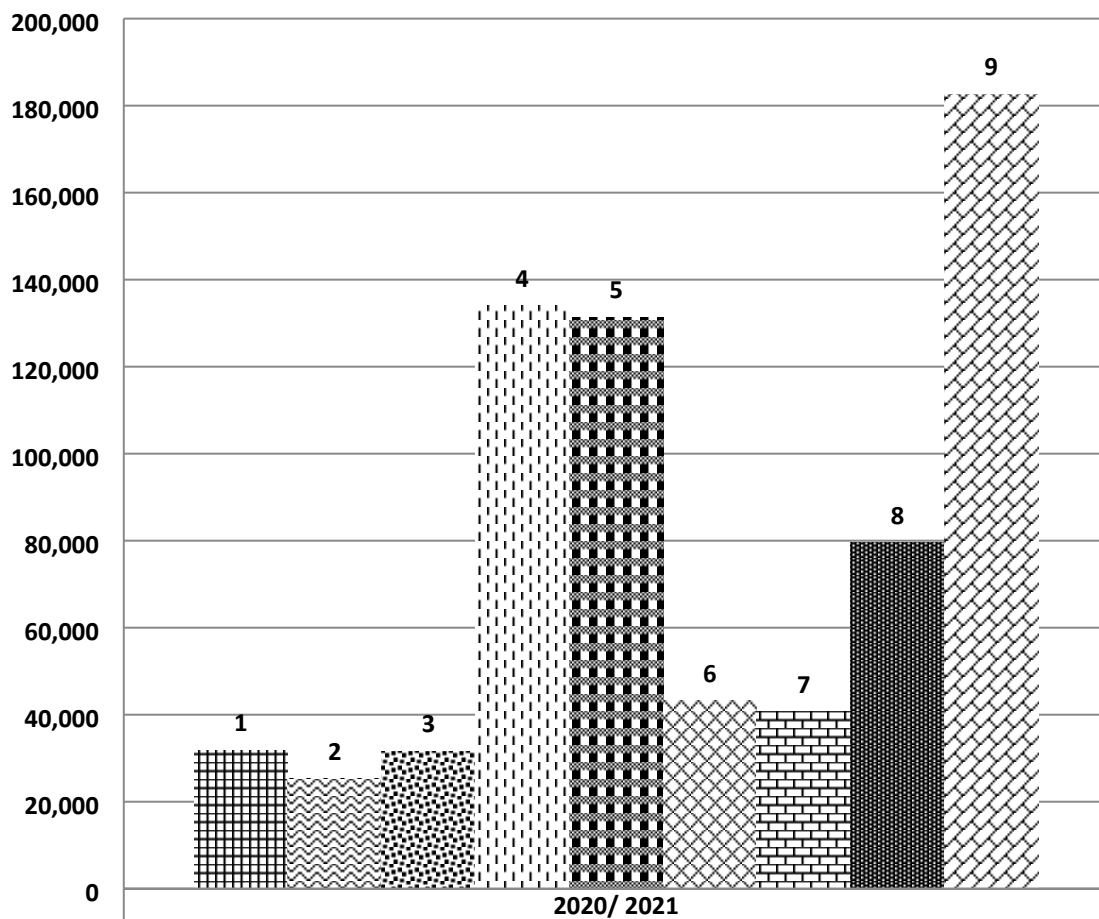
|                           | 2017/2018 |
|---------------------------|-----------|
| # 1. Benefits             | 18,457    |
| ≈ 2. Building Control     | 33,157    |
| ⚙ 3. Car Parks            | 43,261    |
| ! 4. Cleansing            | 91,451    |
| ⌘ 5. Council Tax          | 49,996    |
| ◊ 6. Elections            | 43,187    |
| ⚡ 7. Environmental Health | 43,756    |
| ⌘ 8. Housing              | 95,461    |
| ✂ 9. Planning             | 387,949   |

## Total Website Figures 2019/ 2020



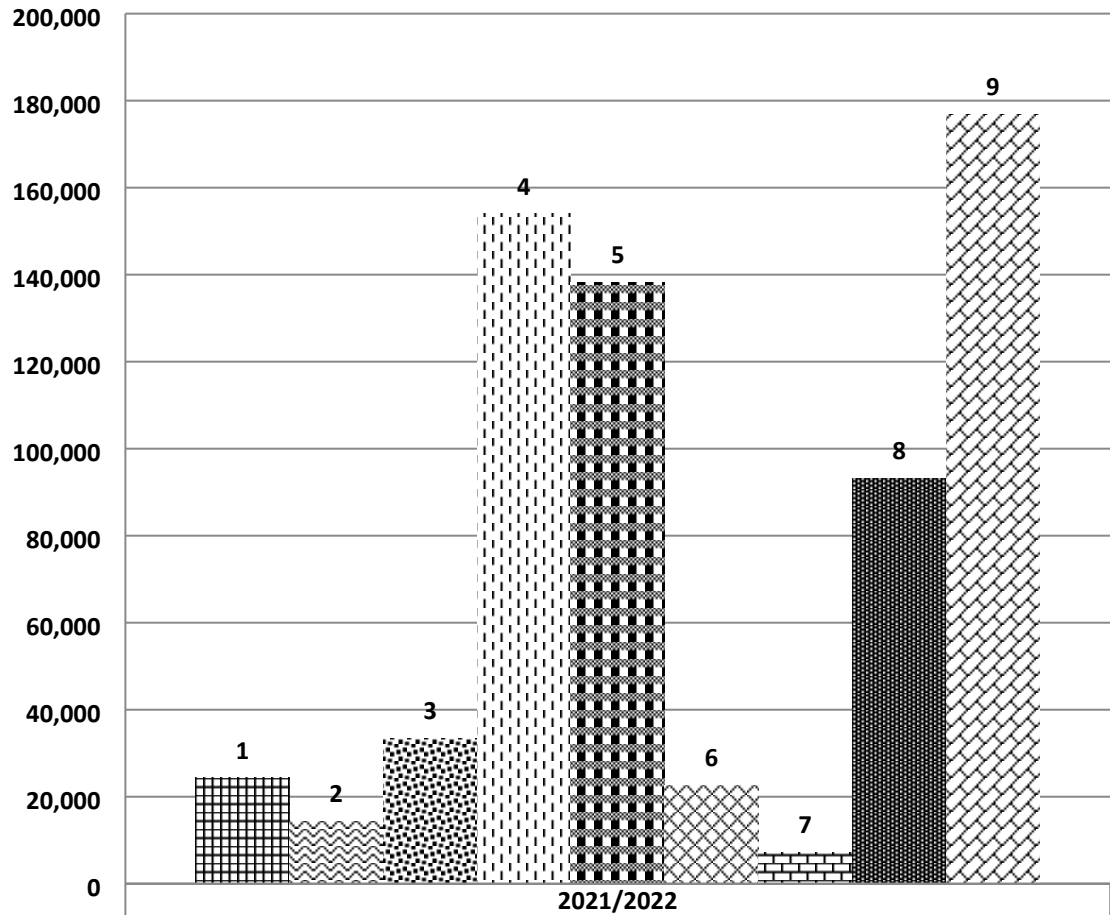
|                         | 2019/ 2020 |
|-------------------------|------------|
| 1. Benefits             | 20,933     |
| 2. Building Control     | 21,156     |
| 3. Car Parks            | 47,713     |
| 4. Cleansing            | 114,129    |
| 5. Council Tax          | 60,766     |
| 6. Elections            | 78,339     |
| 7. Environmental Health | 43,668     |
| 8. Housing              | 90,026     |
| 9. Planning             | 211,111    |

## Total Website Figures 2020/2021



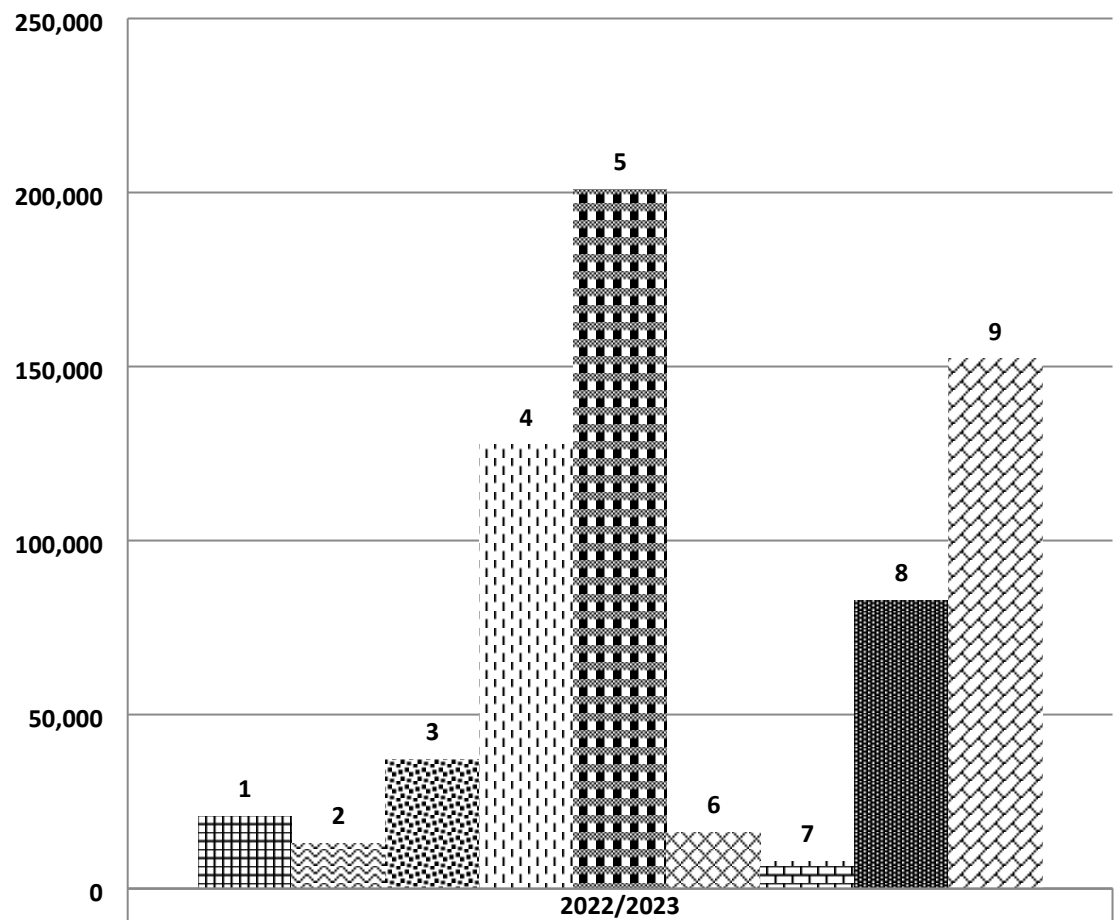
|                         | 2020/ 2021 |
|-------------------------|------------|
| 1. Benefits             | 31,870     |
| 2. Building Control     | 25,227     |
| 3. Car Parks            | 31,548     |
| 4. Cleansing            | 133,949    |
| 5. Council Tax          | 131,369    |
| 6. Elections            | 43,227     |
| 7. Environmental Health | 40,651     |
| 8. Housing              | 79,522     |
| 9. Planning             | 182,570    |

## Total Website Figures 2021/2022



|                         | 2021/2022 |
|-------------------------|-----------|
| 1. Benefits             | 24,371    |
| 2. Building Control     | 14,418    |
| 3. Car Parks            | 33,434    |
| 4. Cleansing            | 153,982   |
| 5. Council Tax          | 138,292   |
| 6. Elections            | 22,685    |
| 7. Environmental Health | 7,262     |
| 8. Housing              | 93,250    |
| 9. Planning             | 176,813   |

## Total Website Figures 2022/2023

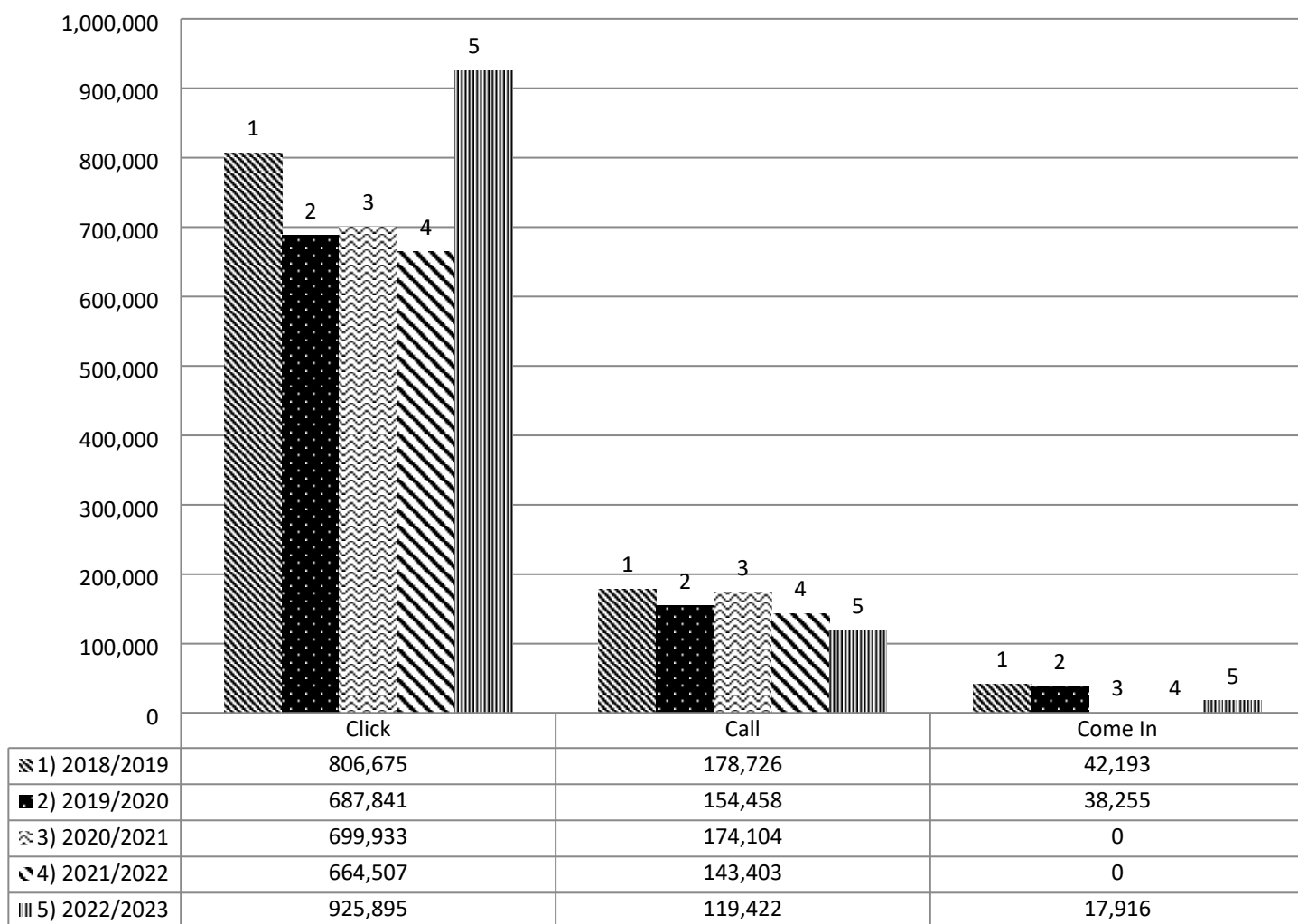


|                         |         |
|-------------------------|---------|
| 1. Benefits             | 20,820  |
| 2. Building Control     | 13,051  |
| 3. Car Parks            | 37,202  |
| 4. Cleansing            | 127,501 |
| 5. Council Tax          | 200,915 |
| 6. Elections            | 16,153  |
| 7. Environmental Health | 7,742   |
| 8. Housing              | 82,900  |
| 9. Planning             | 152,178 |

1. These figures are the total hits to our Arun website, these broken-down figures will not add up to the total on Appendix 5, this is due to the total figure including visits to pages that aren't classified as a service area but are still visits to the website. For example, customers accessing wellbeing information, contact us page and leisure and tourism information.

## Appendix 5

### Arun District Council Click, Call & Come In Statistics 18 - 23



- These are the total Click, Call & Come In figures for Arun District Council Customer Services from 2018 to 2023. They are broken down to via service.
  - Click – Total amount of Website hits per year.
  - Call – Total amount of calls received in our Telephony contact centre
  - Come In – Total amount of customers we served Face to Face.
- As you can see the website still sees the highest number of customers each year with more services encouraging customers to self-serve online.
- There is a shift in how customers want to access our services, and this can be seen with call volumes decreasing and the website hits increasing.
- As face-to-face figures have decreased since pre pandemic, we continue to provide a more tailored service to those customers that need our services the most.



## Arun District Council

|   |   |
|---|---|
| <b>REPORT TO:</b>   | <b>Corporate Support Committee – 12 October 2023</b>  |
| <b>SUBJECT:</b>   | <b>Key Performance Indicators 2022-2026 – Quarter 1 performance report for the period 1 April 2023 to 30 June 2023.</b> |
| <b>LEAD OFFICER:</b>  | <b>Jackie Follis, Group Head of Organisational Excellence</b>   |
| <b>LEAD MEMBER:</b>   | Councillor Francis Oppler, Chair of Corporate Support Committee   |
| <b>WARDS:</b>   | <b>N/A</b>  |
| <b>CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:</b><br>The Key Performance Indictors support the Council's Vision and allows the Council to identify how well we are delivering across a full range of services. |   |
| <b>DIRECTORATE POLICY CONTEXT:</b><br>This report is produced by the Group Head of Organisational Excellence to give an update on the Q1 Performance outturn of the Key Performance Indicators.                             |   |
| <b>FINANCIAL SUMMARY:</b><br>Not required.  |   |

### 1. PURPOSE OF REPORT

- 1.1. In order for the Committees to be updated with the Q1 Performance Outturn for the Key Performance indicators for the period 1 April 2023 to 30 June 2023.

### 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 26 October 2023.

### 2. EXECUTIVE SUMMARY

- 2.1. This report sets out the performance of the Key Performance indicators at Quarter 1 for the period 1 April 2023 to 30 June 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 about the KPI indicators that are relevant to their Committee and these will be submitted to the Policy and Finance Committee for consideration.
- 3.4. This is the quarterly report covering performance from 1 April 2023 to 30 June 2023 and will cover only those indicators that are due to be measured at this point.
- 3.5. 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     |

- 3.6. There are 42 Key Performance indicators. 10 of these indicators relate to this Committee and of those 10, 9 are measured at Q1.
- 3.7. This report gives the status of the indicators at Q1. Appendix A gives full commentary for each indicator.

| Status                                 | Number of Key Performance indicators in this category at Q1 |
|--|---|
| Achieved target                        | 4   |
| Didn't achieve but within 15% range    | 3   |
| Didn't achieve target by more than 15% | 2   |
| <b>TOTAL</b>                           | <b>9</b>  |

- 3.8. Actions to be taken

For the two indicators which are not achieving at Q1 (CP1 and CP2), both of these are being monitored by CMT, the relevant Group Heads and the Information Management Team. All delayed responses which occurred in Q1 were within the Housing service, however actions are in place by Interim Head of Housing to resolve issues and facilitate responses, which should lead to an improvement in the performance of these two indicators.

#### **4. CONSULTATION**

4.1. No consultation has taken place.

#### **5. OPTIONS / ALTERNATIVES CONSIDERED**

5.1. To review the report

5.2. To request further information and/or remedial actions be undertaken

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

6.1. None required.

#### **7. RISK ASSESSMENT CONSIDERATIONS**

7.1. None required

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

8.1. None required

#### **9. HUMAN RESOURCES IMPACT**

9.1. Not applicable.

#### **10. HEALTH & SAFETY IMPACT**

10.1. Not applicable.

#### **11. PROPERTY & ESTATES IMPACT**

11.1. Not applicable.

#### **12. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE**

12.1. Not applicable.

#### **13. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE**

13.1. Not applicable.

#### **14. CRIME AND DISORDER REDUCTION IMPACT**

14.1. Not applicable.

#### **15. HUMAN RIGHTS IMPACT**

15.1. Not applicable.

## **16.FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS**

16.1. Not applicable.

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### **CONTACT OFFICER:**

**Name:** Jackie Follis

**Job Title:** Group Head of Organisational Excellence

**Contact Number:** 01903 737580

**BACKGROUND DOCUMENTS:** None

| No.  | Indicator  | Council Vision Theme | Service Committee to consider this | CMT Member    | Assess by        | Target 2023  | Q1 Status  | Q1 Commentary   |
|------|--|----------------------|------------------------------------|---------------|------------------|--|--|---|
| CP1  | % of Stage 2 responses responded to in time  | Corporate            | Corporate Support                  | Karl Roberts  | Higher is better | 80%  | Not achieving<br><b>Outturn for Q1 50%</b>                         | Outputs of Housing Management Team on managing Stage 2 responses within timescales demonstrated by improved performance figures.  |
| CP2  | % of Stage 1 responses responded to within 10 working days   | Corporate            | Corporate Support                  | Karl Roberts  | Higher is better | 80%  | Not achieving<br><b>Outturn for Q1 39%</b>                         | All delayed responses were Housing led – actions in place by Interim Head of Housing to resolve include:-<br>•Complaints Workshop held for all Housing Managers covering training on how to identify complaints, how to draft complaint responses and updated process.<br>•New spreadsheet and reporting template implemented within Housing.<br>•All complaints overdue at the end of May separated and treated as a project (with additional resource) to ensure completion and to enable new complaints to be dealt with on time.<br>•Housing anticipate the benefits of these actions will be visible from July KPIs onwards. |
| CP3  | % of FOI requests responded to in 20 working days  | Corporate            | Corporate Support                  | Karl Roberts  | Higher is better | 80%  | Achieving<br><b>Outturn for Q1 99%</b>                             | No concerns, exceeding target   |
| CP4  | Sickness absence   | Corporate            | Corporate Support                  | Karl Roberts  | Lower is better  | 2.2%   | Not achieving but within 15% range<br><b>Outturn for Q1 2.43%</b>  | This equates to an average of 5.78 days per year. Sickness rates have remained relatively consistent throughout the first quarter. Sickness absence figures are based on a rolling year (1 Jul to 30 Jun ).   |
| CP5  | Staff turnover   | Corporate            | Corporate Support                  | Karl Roberts  | Lower is better  | 14%  | Not achieving but within 15% range<br><b>Outturn for Q1 15.90%</b> | This equates to 64 leavers over the period 1 Jul 22 to 30 Jun 23). This is a slight increase on last months' figures (15.47%).  |
| CP6  | Compliance with Health and Safety programme  | Corporate            | Corporate Support                  | Karl Roberts  | Higher is better | 100%   | Not achieving but within 15% range<br><b>Outturn for Q1 92%</b>    | There was only one task issued during this quarter, which was due for completion by the end of May. The 92% result is based on completion rates following review at the end of June. It is evident that manual handling risk assessments are still being completed by staff in July 23. Some services are still not using the circulated MS Form link to confirm task completion, requiring manual cross referencing by Corporate Health and Safety. There was no task was issued during June, with staff still completing manual handling assessments.   |
| CP7  | Average call wait time (secs) for the last month   | Corporate            | Corporate Support                  | Philippa Dart | Lower is better  | 4 minutes  | Achieving<br><b>Outturn for Q1 2.44</b>                            | Average wait time below target. We have improved on last month and our quarterly outturn is under target. This is largely due to a drive in training all our newer advisors in service areas we are lacking skills in. Call volumes are lower during this part of the year. This means we can continue training advisors, so we have resilience when we are impacted by higher call volumes.  |
| CP8  | Business rates collected   | Corporate            | Corporate Support                  | Philippa Dart | Higher is better | Target for June is 20.80%<br><br>Target for the end of the year is 97%   | Achieving<br><b>Outturn for Q1 30.70%</b>                          | Collection rate is cumulative. Target for June collection is 20.80%.  |
| CP9  | Council tax collected  | Corporate            | Corporate Support                  | Philippa Dart | Higher is better | Target for June is 31.10%<br><br>Target for the end of the year is 96.5% | Achieving<br><b>Outturn for Q1 32%</b>                             | Collection rate is cumulative. Target for June collection is 31.10%.  |
| CP10 | The level of public satisfied or very satisfied with the overall quality of the Council's services | Corporate            | Corporate Support                  | Karl Roberts  | Higher is better | 75%  | No data - Annual indicator   | No data - Annual indicator  |

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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]<br>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                           | Long  | 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<br>(Formerly Coastal West Sussex Area Investment Framework Board)                       | Lury<br>Sub - Nash  | 1 yr - to May 2024 | Economy  | Denise Vine   |
| 20 | Police and Crime Panel  | Walsh<br>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<br>Sub Cooper [Alison]  | 1 yr to May 2024   | Housing & Wellbeing                                | Philippa Dart |
| 23 | Coastal West Sussex Planning Board  | Lury  | 1 yr to May 2024   | Planning Policy                                    | Karl Roberts  |
| 24 | Coast to Capital Strategic Joint Committee  | Leader of the Council<br>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 | Residential and Wellbeing Services                 | Philippa Dart |
| 30 | Greater Brighton Economic Board   | Leader of the Council –<br>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<br><br>Wallsgrove | 1 year to May 2024 | Environment  | Nat Slade     |
| 33 | A27 Arundel Improvements Consultation Group<br><b>NOTE: This group was disbanded and reformed at Council on 17 March 2021</b> | Leader of the Council plus 3 other Cllrs –<br>Birch<br>McAuliffe<br>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 –<br>Bicknell<br>Cooper [Andy] - Chair<br>Worne [Amelia]           | 1 year to May 2024 | Planning Policy     | Neil Crowther         |
| 35 | North Littlehampton Advisory Group  | May<br>Northeast [Chair]<br>Tandy   | 1 year to May 2024 | Planning Policy     | Neil Crowther         |
| 36 | Yapton, Ford & Clymping Advisory Group  | All Ward Members<br>Jones - Chair<br>Worne [Amanda]                                 | 1 year to May 2024 | Planning Policy     | Neil Crowther         |
| 37 | Barnham, Eastergate and Westergate Advisory Group (BEWAG)   | All Ward Members<br>Ayling<br>Lawrence<br>Wallsgrave - Chair                        | 1 year to May 2024 | Planning Policy     | Neil Crowther         |
| 38 | Aldwick West & Pagham Advisory Group  | Hamilton [Chair]<br>Huntley<br>Needs<br>Purser                                      | 1 year to May 2024 | Planning Policy     | Neil Crowther         |
| 39 | West Bersted Advisory Group   | All Ward Members<br>Greenway<br>Lury<br>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 - <b>NEW</b>              | Warr  | 1 year to May 2024 | Environment         | Nat Slade/Lisa Emmens |
| 44 | Arun UK Shared Prosperity Fund – Partnership Group - <b>NEW</b>                                       | Leader of the Council<br>Deputy Leader of the Council<br>Chair of Economy –<br>Nash | 1 year to May 2024 | Policy & Finance    |                       |

REPRESENTATION ON OUTSIDE BODIES – 2023-24

|    |   |   |  |  |  |
|----|---|---|--|--|--|
| 45 | Littlehampton Town Centre Action Group - <b>NEW</b> | Chair of the Economy Committee – Cllr Nash<br>River Ward Member - Wiltshire |  |  |  |
|----|---|---|--|--|--|

# Agenda Item 14

## 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 &amp; Parish Election 2023</p> <p>Work Programme</p>   | <p><b>Jackie Follis</b></p> <p><b>Jackie Follis</b></p> <p><b>Lauren Fairs-Browning</b></p>   | <p><b>27 June 2023</b></p> | <p>6pm</p> | <p>19 July 2023</p>       |
|   |   |                            |            |                           |
| <p>Annual Update on Information and Digital Strategy</p> <p>Customer Services – Annual Update</p> <p>Budget Consultation Report</p> <p>Key Performance Report for Q1</p> <p>Sundry Debt Write Offs 2022/23</p> <p>Quarter 1 Budget Monitoring Report</p> <p>Health &amp; Safety Policy</p> <p>Data Protection Policy Update</p> <p>Work Programme</p> | <p><b>Paul Symes</b></p> <p><b>Antony Baden</b></p> <p><b>Antony Baden</b></p> <p><b>Jackie Follis</b></p> <p><b>Antony Baden</b></p> <p><b>Antony Baden</b></p> <p><b>Neil Williamson</b></p> <p><b>Lindsey Reeves</b></p> | <p><b>12 Oct 2023</b></p>  | <p>6pm</p> | <p>8 November 2023</p>    |

Corporate Support Committee - Work Programme 2023/24

|   |                          |                        |  |
|---|--------------------------|------------------------|--|
|   |                          |                        |  |
| Corporate Support Performance Report Quarter 2 & Quarter 3  | <b>Jackie Follis</b>     | <b>31 January 2024</b> | 6pm  |
| Committee Budget Report – Service specific – Budget 2024/25 | <b>Antony Baden</b>      |                        | 21 February 2024<br>(Special Budget Council) |
| Budget Monitoring Report Q2                                 | <b>Antony Baden</b>      |                        | 13 March 2024                                |
| Pay Policy Statement 2023                                   | <b>Karen Pearce</b>      |                        |  |
| Microsoft Licence Renewal                                   | <b>Paul Symes</b>        |                        |  |
| Local Government Boundary Review                            | <b>Daniel Bainbridge</b> |                        |  |
| Work Programme  |                          |                        |  |
| <b>Corporate Support Committee</b>                          | <b>Lead Officer</b>      | <b>Date of Meeting</b> | <b>Time</b>                                  |
| Corporate Complaints (Annual Report)                        | <b>Lindsey Reeves</b>    | <b>30 April 2024</b>   | 6pm  |
| Work Programme  |                          |                        | 18-Jan-23                                    |
|   |                          |                        |  |