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27 September 2024

### **CORPORATE SUPPORT COMMITTEE**

A meeting of the Corporate Support Committee will be held in **Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 10 October 2024 at 6.00 pm** and you are requested to attend.

Members: Councillors Oppler (Chair), Tandy (Vice-Chair), Bower, Brooks, Butcher (Sub for O'Neill), English, Jones, Lawrence, Lloyd, Turner and Warr

### ***PLEASE NOTE:***

A live webcast of the meeting will be available via the Council's Committee's [Web Page](#)

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, 3 October 2024** in line with current Committee Meeting Procedure Rules.

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 - 4)

The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 30 April 2024.

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES

5. PUBLIC QUESTION TIME

To receive questions from the public (for a period of up to 15 minutes)

6. COMMITTEE MEETING START TIMES

The Committee are required to agree its meeting start times at its first meeting of the new municipal year.

7. TECHNOLOGY & DIGITAL ANNUAL UPDATE

(Pages 5 - 10)

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

8. Q1 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (KPI'S) WHICH FORM PART OF THE COUNCIL'S VISION 2022-2026. (Pages 11 - 16)
- This report is to update the Committee on the Q1 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2024 to 30 June 2024.
9. CORPORATE COMPLAINTS (Pages 17 - 86)
- The report presents an overview of activity on corporate complaints for the period June to September 2024 to provide transparency and understanding.
10. LOCAL GOVERNMENT BOUNDARY REVIEW - REPORT TO APPROVE WORKING PARTY TERMS OF REFERENCE AND MEMBERSHIP (Pages 87 - 92)
- A report to agree the Terms of Reference and membership for the Electoral Review Working Party in relation to an Electoral Review of the Arun District.
11. CUSTOMER SERVICES - ANNUAL UPDATE (Pages 93 - 118)
- This report provides members with an overview of the Customer Services team's performance in 2023/24.
12. DEBT MANAGEMENT WRITE OFF POLICY REPORT UPDATE (Pages 119 - 128)
- The purpose of this report is to inform Members of the Council's Sundry Debtors Write-Off Policy for 2024/25 as required by Part 6, Section 3 of the Council's Constitution.
13. DRAFT FINAL OUT-TURN - 2023/24 - CORPORATE SUPPORT COMMITTEE (Pages 129 - 132)
- The purpose of this report is to appraise the Corporate Support Committee of its draft final out-turn against the 2023/24 budgets which were approved by Full Council at its meeting of 9 March 2023, subject to external audit.

14. BUDGET MONITORING REPORT TO 30 JUNE 2024 (Pages 133 - 136)

The purpose of this report is to appraise the Corporate Support Committee of its forecast out-turn against the 2024/25 budgets, which were approved by Full Council at its meeting of the 21 February 2024.

15. BUDGET 2025/26 PROCESS (Pages 137 - 140)

The purpose of this report is to inform Members of the budget process for 2025/26 as required by Part 6, Section 2 of the Council's Constitution.

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

No updates have been received for this meeting.

16. WORK PROGRAMME (Pages 145 - 146)

Members are required to approve the work programme for the new municipal year 2024 – 2025.

17. EXEMPT INFORMATION

The Committee is asked to consider passing the following resolution: -

That under Section 100a (4) of the Local Government Act 1972, the public and accredited representatives of newspapers be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act by virtue of the paragraph specified against the item.

18. COUNCIL TAX, BUSINESS RATES AND SUNDRY DEBT WRITE OFFS TO BE APPROVED BY COMMITTEE – 2024/25 QUARTER 1 (Pages 147 - 150)

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, £14,770 of sundry debt was written off in respect of three cases (contained in appendix 1) in February 2024.

**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](#)