



Public Document Pack

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23 January 2025

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 6 February 2025 at 6.00 pm** and you are requested to attend.

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

PLEASE NOTE:

Any members of the public wishing to address the Committee meeting during Public Question Time, will need to email Committees@arun.gov.uk by **5.15 pm on Thursday, 30 January 2025** in line with current Committee Meeting Procedure Rules. For further information on the items to be discussed, please contact Committees@arun.gov.uk.

AGENDA

1. APOLOGIES

2. DECLARATIONS OF INTEREST

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

Members and Officers should make their declaration by stating:

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

3. MINUTES (Pages 1 - 10)
The Committee will be asked to approve as a correct record the minutes of the Corporate Support Committee held on 10 October 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 REVENUE AND CAPITAL BUDGETS 2025/26 (Pages 11 - 18)
This report sets out the 2025/26 revenue and capital budgets for this Committee to consider and recommend for submission to the Policy and Finance Committee on 13 February 2025.
7. PROCUREMENT OF HUMAN RESOURCES AND PAYROLL SYSTEM (Pages 19 - 36)
The report sets out the background to the procurement of a new system and seeks delegated authority for the S151 Officer to award a new contract, subject to approval of the budget at Full Council.
8. Q3 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (KPI'S) WHICH FORM PART OF THE COUNCIL'S VISION 2022-2026. (Pages 37 - 48)
The report is to update the Committee on the Q3 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2024 to 31 December 2024.
9. CORPORATE COMPLAINTS (Pages 49 - 56)
The report presents an overview of activity on corporate complaints for the period October to December 2024 to provide transparency and understanding.
10. REVIEW OF ELECTIONS HELD ON 2 MAY AND 4 JULY 2024 (Pages 57 - 70)
The report reviews the arrangements for the Elections which took place on 2 May and 4 July 2024. It provides information, feedback and considers lessons learned.

11. REVIEW OF POLLING DISTRICT, POLLING PLACES AND POLLING STATIONS (Pages 71 - 78)

The Council is required to conduct a formal review of its polling districts, places and stations every five years, with the current review period being 1 October 2023 to 31 January 2025. This report sets out the findings of the review and seeks agreement to the polling districts and polling stations/places to be used for future elections.

OUTSIDE BODIES - FEEDBACK FROM MEETINGS

12. WORK PROGRAMME (Pages 79 - 80)

Committee Work Programme attached for information only.

Note : If Members have any detailed questions, they are reminded that they need to inform the Chair and relevant Director in advance of the meeting.

Note : Filming, Photography and Recording at Council Meetings – The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. This meeting may therefore be recorded, filmed or broadcast by video or audio, by third parties. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and as available via the following link [Filming Policy](#)

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Agenda Item 3

Subject to approval at the next Corporate Support Committee meeting

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CORPORATE SUPPORT COMMITTEE

10 October 2024 at 6.00 pm

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

Councillors Harty and Dr Walsh were also in attendance for all or part of the meeting.

262. APOLOGIES

Apologies had been received from Councillor O'Neill who was substituted by Councillor Butcher.

263. DECLARATIONS OF INTEREST

There were no declarations of interest made.

264. MINUTES

The minutes of the previous meeting held on 30 April were approved and signed by the Chair.

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

There were no urgent items presented at the meeting.

266. PUBLIC QUESTION TIME

There were no questions submitted by any member of the public for the meeting.

267. COMMITTEE MEETING START TIMES

The Chair proposed that the committee meeting start time for 2024/25 should remain at 6pm, this was seconded by the Vice-Chair.

The Committee

RESOLVED

That the committee meeting start times for 2024/25 remain at 6pm.

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268. TECHNOLOGY & DIGITAL ANNUAL UPDATE

The Head of Technology and Digital was invited by the Chair to present his report to the committee. He advised members that the report before them was an annual update that provided some highlights of the activities from the service over the last 12 months. The team had focused a lot of development time on rewriting all of the councils e-forms after the current supplier pulled out of the market. The team had continued to roll out other software projects alongside this work, including the roll out of a new cleansing application. He confirmed a number of major infrastructure upgrades had also been completed, to time, quality and budget. The council's website remained the most popular customer access channel that sees over a million visitors a year, the team continuously review ways to make improvements using user feedback. The Cybersecurity landscape remains an area of concern, and the team constantly review emerging threats and new ways to improve our defences. He stated that Members would have noted from the report that the team have a number of back-office challenges to overcome over the next 12 months, particularly around a number of current key suppliers that had pulled out of the market, he reassured the committee that a plan had been put in place to address and resolve these challenges.

The Chair then invited members to ask questions of the Head of Technology and Digital or make comment on the report. Councillor Turner then advised the committee that he had asked the officer if he could expand on what work for the website was still required in advance of the meeting. The Head of Technology and Digital then provided the committee with his written response where he confirmed that work on the website would never stop, the team were continually improving the site based on user feedback, site analytics and customer journeys. The team were passionate about ensuring the council's website was usable by as many people as possible including those with:

- impaired vision
- motor difficulties
- cognitive impairments
- learning difficulties

He explained that at least 1 in 5 people in the UK with a long-term illness, impairment, or disability with many more having temporary disabilities. The Council did not want to exclude anyone from accessing its services; for some the digital world was the best way for them to do that, and for others it may be the 'only' way they could.

As new content would be produced for the website by various department across the council, the team would not only review the writing style (the language used must be understandable for all reading abilities and councils often use their own jargon that no one understands except people that work for a council) but also the structure of content to ensure it was published as accessible content (e.g. screen reader and voice recognition compatible).

When the website was built, an independent audit was carried out and that provided insight to see real people with disabilities undertake certain interactions. Which really bought home that by making changes the council could make people's lives better and

support them doing the things they need to do, that a lot of us just take for granted – so we made those changes.

As the council's e-forms were also being rewritten and as part of that work the team were ensuring they were all accessible too. He stated that if 'wanting to help all our customers' was not compelling enough it was also a legal requirement for public sector websites to meet certain accessibility standards which the council does and passed the last Government Digital Service (GDS) audit. Finally, he advised that the council's website would never be 'finished', or work stop because our passion is to continually improve what we can offer.

It was then asked if there were any concerns regarding cyber-attacks, specifically in relation to the middle east and Russia. The Head of Technology and Digital explained that the council did see these types of attacks coming in from all over however, it didn't matter where the threat or attack was from, the team and council were always mindful of them. Finally, a concern was raised regarding to the number of suppliers that had removed themselves from the market, the officer was asked, how long did the council have these contracts in place and if this was normal as it seemed concerning. The Head of Technology and Digital confirmed that the contract lengths did vary, in terms of the e-forms we had had that supplier for a long time, however the team took the approach to rewrite these using open-source technology so the council would not be reliant on an external supplier in the future. In terms of some of the other systems in place they are mostly long contracts, as it was expensive to replace these systems. He advised that it was unusual to get that many suppliers pull out at once, but the sheer scale and number was bigger issue that was being managed.

After the debate had concluded the Chair checked that there were no other comments or questions to be raised, members then noted the report.

269. Q1 PERFORMANCE REPORT FOR THE KEY PERFORMANCE INDICATORS (KPI'S) WHICH FORM PART OF THE COUNCIL'S VISION 2022-2026.

The Chair invited the Group Head of Operational Excellence to introduce the report, where she drew members attention to 3.7 of the report where it highlights the areas that were not achieving and sets out the work being put in place to address these. She confirmed The recommendations before are asking you to recommend to P&F to remove CP6, compliance of the Health and Safety programme from reporting for this committee as this is considered as an operational matter and did not fit with the committee's purpose to focus on the strategic direction.

The Chair requested that the committee review each indicator individually, there were no questions raised for CP1, CP2, CP3 or CP4. Councillor Turner confirmed that he asked relating to CP5 if now the target had been met, would a new one be set, ahead of the meeting. The Group Head of Organisational Excellence advised that while turnover rates could be seen as a concern, having a moderate level of attrition was healthy for an organisation as it brings in fresh perspectives and new skills. The Councils current target of 14% is believed to be around the national average for similar Local Authorities, although care did need to be taken when looking at data – figures for

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social care roles for example showed a turnover of 28% which made direct comparisons with all local government staff turnover difficult. Turnover allows the council to balance the retention of experienced and knowledgeable employees with the need for new talent. Any efforts to reduce the council's turnover rates further had to be considered in a wider context of organisation wide initiatives such as staff engagement, career development and progression, pay and reward etc. The Corporate Leadership Team would consider whether a new target would be set when the performance indicators for the forthcoming year were to be reviewed. She also confirmed that data for reporting of basic reasons of staff turnover for the council were that voluntary resignations were 56%, end of full-term contracts were 19% and age retirements were 7% and 13% were made up of more complex and individual reasons.

The Chair then continued to run through each indicator, there were no questions for CP6, a member commented on CP7 saying she felt that the officers were being a bit hard on themselves with the critique of this measure, there were no questions raised for CP8 or CP9.

The recommendations were then proposed by Councillor Butcher and seconded by Councillor Bower.

The Committee

RESOLVED that

2.1 it noted the contents of this report and provides any questions or comments on the indicators relevant to this Committee to the Policy and Finance Committee on 24 October 2024 and,

2.2 **Recommended to the Policy and Finance Committee** that it approves the removal of CP6, Compliance with the Health and Safety Programme from the KPI list for Corporate Support Committee (para 4.8)

270. CORPORATE COMPLAINTS

The Chair introduced the councils new Corporate Complaints Manager and invited her to present the report, where she advised that the report covered from June 2024 to September 2024 and as the committee had been receiving these updates previously, she was happy to take any questions on the report content.

The Chair invited Councillor Turner to address the committee where he advised that he had asked the Corporate Complaints Manager what the nature of the complaints were for the 4 received from the July 2024 election. The Corporate Complaints Manager confirmed that these were 1 x poll card not received, 1 x postal vote package not received in time, 1 x postal vote not received, and proxy vote refused, 1x racist incident and all of these were dealt with at Stage 1 by the Elections Team.

As there were no other questions to be asked, members agreed to note the report.

271. LOCAL GOVERNMENT BOUNDARY REVIEW - REPORT TO APPROVE WORKING PARTY TERMS OF REFERENCE AND MEMBERSHIP

The Chair explained to members that their focus was to agree the Terms of Reference (ToRs), the Monitoring Officer and Group Head of LA and Governance confirmed that the ToRs could be found on page 91 of the agenda and explained that members had agreed previously to set up a Working Party (WP), officers had now highlighted dates for these meetings and the report was focused on the membership and the ToRs for this WP, he advised that a membership of 7 would allow for a geographical spread and the membership would be politically balanced, meaning it would have representatives from the largest political groups within the council. He suggested that the Chair and Vice-Chair of the WP be the Chair and Vice-Chair of Corporate Support Committee with the remaining 5 members being selected from the wider membership of the council, confirming that members could draw on the wider membership of the council, not just members from the Corporate Support Committee membership. He highlighted the importance of a quorum for the WP, which would be one third of the membership with the Chair also having a casting vote provision. He confirmed that the ToRs detailed an overview of the WP's functions and responsibilities that had been taken from the council resolution made in November 2022. The Chair then confirmed that he endorsed a membership of the WP to be 7 members and that the remaining 5 members of the committee should be taken from the wider membership of the council. He then queried with the Monitoring Officer if wording needed to be added to the resolution to state the appointments were to be made by the relevant Group Leaders. The officer confirmed that the committee could agree that the membership based on political proportionality could be agreed based on nominations from Group Leaders.

The Chair then took questions from members where a comment was made that membership of the Corporate Support Committee had been agreed with this review in mind and therefore this should not be overlooked, it was also commented that nominations from Group Leaders for the final 5 members of the WP, was agreeable. The Monitoring Officer explained that the Corporate Support Committee would remain the parent committee and the decision maker within the process when making recommendations to Full Council. A suggestion was then made that an amendment to the wording in the ToRs regarding 1e, where it was requested to read 'at least one third'.

The Chair then confirmed that a WP of 7 members with the Chair and Vice-Chair being automatically appointed with the remaining 5 members being appointed by Group Leaders.

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The Committee

RESOLVED

2.1 considered the draft Terms of Reference set out at Appendix 1 and agreed the Terms of Reference and membership of 7 to the Working Party with the Chair and Vice-Chair and the remaining 5 places being appointed by Group Leaders.

272. CUSTOMER SERVICES - ANNUAL UPDATE

The Customer Services Team Leader provided members with an overview of the report, where she highlighted the outreach work the team had been completing since February 2024, the team had been visiting community hubs, Libraries and veteran breakfast clubs to assist people with navigating the website. She then drew members attention to Appendix 4 where it detailed the types of enquiries received, the largest number comes from Housing, WSCC and the councils' cleansing services. The outreach team have built a bridge with those who previously may not have been able to contact us, not have wanted to engage with the council previously. She confirmed that customer front facing services continued to be delivered at the Civic Centre, Littlehampton and Bognor Regis Town Hall (BRTH), where the most common enquiry was related to Council Tax queries.

The Chair invited members to ask any questions, where a concern was raised relating to the set up in place at BRTH, relating to those visiting being provided with an area to discuss their queries that allowed for more privacy. An additional concern of safety was also raised relating to the stairs at the entrance of BRTH. Following further conversation on the concerns it was agreed that the concerns raised would be followed up with the councils Property and Estates Team for review. Councillor Turner was then invited to speak where he advised members that he commended the team for all their hard work on behalf of the council and its residents over the last year and asked officers in advance of the meeting that another ADC Member Briefing Visit to the Team be organised to emphasise our support for their hard work and to discuss relevant issues (improvements and difficulties) face to face with them. He also requested that the briefing be open to Parish Councillors and Clerks. The Customer Services Team Leader Thanked him for his kind words and recognition of the team's effort and confirmed that the team would be pleased to host another briefing session, to include Parish Councillors and Clerks. She confirmed that officers would review potential dates for this and confirm with members outside of the meeting.

The Vice-Chair addressed the Committee referring to paragraph 4.6 in the report confirming that the Council App had recently been launched and was a brilliant tool for everyone to use particularly for waste collections and recycling information. He stated that everyone should be signposting people to the app as it was a great way for people to 'self-serve'.

The Chair then invited the Group Head of Finance and Section 151 Officer to address the committee where he wanted to pick up on a comment made earlier in the meeting regarding the Key Performance Indicator CP7, he explained that although the results for this year showed that the team were slightly under target, the target had been met every quarter during 23/24 and performance of the team had been and remained exceptional.

The Chair thanked the officers for the report and then checked the committee had no other questions or points they wanted to raise.

273. DEBT MANAGEMENT WRITE OFF POLICY REPORT UPDATE

The Group Head of Finance and Section 151 Officer explained that the report was requested their approval for the update to the Debt Management Policy at appendix 1, he confirmed that the policy was not only good practice but a requirement of the council's constitution. He advised that the policy was usually reviewed and updated every 2 to 3 years, unless there was a specific change that was required sooner, in which case it would be updated and brought before the committee sooner. He confirmed that as Section 151 Officer he had authority to write off debt up to £10,000 and anything above that figure is reported to the committee for their approval. He confirmed that appendix 1 detailed the specifics of the policy including the variety of debt write off reasons. He drew members attention to paragraph 4 of the report, confirming that everything that was considered for write off was individually reviewed by him and he hoped that this put members minds at ease. He then provided members with examples of previous debt write offs he had signed off on and confirmed that there was not a high number of write offs due to every effort being made to collect outstanding balances where they could be collected.

As there were no questions the recommendations were proposed by Councillor Bower and seconded by Councillor Jones.

The Committee

RESOLVED

That the Debt Management and Write-Off Policy for 2024/25 to 2024/27 be approved.

274. DRAFT FINAL OUT-TURN - 2023/24 - CORPORATE SUPPORT COMMITTEE

The Group Head of Finance and Section 151 Officer provided members with an overview of the report, he highlighted that the report was in draft status as it was yet to be externally audited and whilst it was still subject to change that was unlikely. He confirmed that the main headline of the report was that there had been a £124,000 overspend, which was an improvement of £97,000 on the quarter 3 overspend update. He confirmed that the main variances were outlined in paragraphs 4.3 – 4.5 of the

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report. He confirmed that the spending on agency staff for the Finance department saw an overspend of £163,000 he explained that the Finance team were currently implanting a new structure that would result in permanent staff being recruited to fill the roles currently being undertaken by consultants and this would reduce the agency costs associated with the overspend. He confirmed there had been under achievement of costs recovered from third parties in other areas of the council such as recharges to the Housing Revenue Account (HRA), IT Software and maintenance and equipment purchases of approximately £144,000. The Capital Programme there was a slippage item relating to the document management system which was not an underspend and would be carried forward into next year's budget and spent then.

As there were no questions the Chair thanked the officer for his report.

275. BUDGET MONITORING REPORT TO 30 JUNE 2024

The Group Head of Finance and Section 151 Officer introduced the report and advised members that the forecast showed a £326,000 overspend against the committee budget, he confirmed that £303,000 of the overspend was due to the continued and required use of interim agency staff, he advised that officers were dedicated to driving this spend down over the coming months.

The Chair then invited members to ask questions and make any comments, he first invited Councillor Turner who asked had asked The Group Head of Finance and Section 151 Officer ahead of the meeting linking with his previous comments on agenda item 11 could the background to the Customer Service Staff Vacancies that had yet to be filled be explained. The officer explained that since publication of the agenda the team had now recruited 3 new members of staff, he advised that the team provide an excellent front face for the council, he was full of admiration for the team and the role was not the easiest of roles to undertake. The Monitoring Officer and Group Head of Law and Governance then referred to the Committee Services vacancies detailed in the report, he confirmed that these were not due to any members of the team leaving, these posts had been created for growth to build the team and the team's future stability and resilience, the Committee Services Team Manager was working to fulfil these vacancies as a priority.

The Chair then invited questions and comments from members where it was asked what agencies were used to acquire the agency staff, it was confirmed by the Group Head of Finance that there were a variety of agencies used, a couple who were recognised for being able to provide for the financial market. It was then asked if exit interviews were held for those staff members who had chosen to leave the council and did the council have analysis of this information. The Group Head of Organisational Excellence confirmed that exit interviews were offered and held with those who took up that opportunity, she confirmed that the Human Resources (HR) team had completed a recent review of the exit interview process and now offered online interviews as well as face-to-face interviews. However, it was occasionally seen that once people have made the decision to leave an organisation, they tended not to engage with the exit interview process. Finally it was asked if officers had had a chance to review the new changes on

employee rights that had been announced by the Government, it was confirmed that whilst the council was aware of these changes it was too early to comment and officers were waiting for more detail to be provided.

Once the debate concluded the Chair thanked officers and members for their comments.

276. BUDGET 2025/26 PROCESS

The Group Head of Finance and Section 151 Officer advised members that the report outlined the process to be followed for the upcoming Budget 2025/26 and that members were being asked to note the report and provide any comment.

The Committee noted the report.

277. OUTSIDE BODIES UPDATE

The Chair confirmed that there were no written updates for the meeting.

278. WORK PROGRAMME

It was confirmed that members were required to approve the Work Programme for the committee.

The recommendation was proposed by Councillor Tandy and seconded by Councillor Lloyd.

The Committee

RESOLVED

That the Work Programme 2025/26 be approved.

279. EXEMPT INFORMATION

The recommendation was proposed by Councillor Tandy and seconded by Councillor Turner.

The Committee

RESOLVED

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

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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.

280. COUNCIL TAX, BUSINESS RATES AND SUNDRY DEBT WRITE OFFS TO BE APPROVED BY COMMITTEE – 2024/25 QUARTER 1

The Group Head of Finance and Section 151 Officer introduced the report and provided members with a detailed overview of the report.

The recommendation was proposed by Councillor Lawrence and seconded by Councillor Tandy.

The Committee

RESOLVED that it

Approved the write-off of £14,770 that remained due from the Littlehampton Traders Partnership Ltd.

(The meeting concluded at 7.00 pm)

Arun District Council

REPORT TO:	Corporate Support Committee – 6 February 2025
SUBJECT:	Committee Revenue and Capital Budgets 2025/26
LEAD OFFICER:	Antony Baden, Group Head of Finance and Section 151 Officer
LEAD MEMBER:	Councillor Francis Oppler, Chair of Corporate Support Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Council's financial planning and budget promotes all of the Council's Corporate Priorities.	
DIRECTORATE POLICY CONTEXT:	
The Council's financial planning and budget supports all Directorates of the Council.	
FINANCIAL SUMMARY:	
The draft budgets for this Committee are shown in the appendices.	

1. PURPOSE OF REPORT

- 1.1. This report is for the Committee to consider and recommend its revenue and capital budgets for inclusion in the Council's 2025/26 budget. The agreed budgets will then form part of the overall revenue and capital budgets for 2025/26 to be considered at the Policy and Finance Committee on 13 February 2025, so that recommendations can be made to Full Council on 26 February 2025 regarding the budgets to be set and level of Council Tax for the District for 2025/26.

2. RECOMMENDATIONS

- 2.1 It is recommended that the Committee:

- (a) Agrees the 2025/26 Revenue Budget as set out in Appendix A;
- (b) Grants authority to the Group Head of Finance & Section 151 Officer to extend the contract for the renewal and upgrade of the Council's finance system for a further 5 + 5 years if bids come within budget as set out in paragraph 4.8;
- (c) Agrees the 2025/26 Capital Programme as set out in Appendix B subject to this Committee approving the Procurement of the Human Resources and Payroll System project reported elsewhere on this agenda; and

(d) Recommends to the Policy and Finance Committee that the Revenue and Capital Budgets for this Committee be included in the Council's overall 2025/26 Revenue and Capital Budget.

3. EXECUTIVE SUMMARY

3.1 This report sets out the 2025/26 revenue and capital budgets for this Committee to consider and recommend for submission to the Policy and Finance Committee on 13 February 2025.

4. DETAIL

4.1 The Medium Term Financial Forecast (MTFF) 2025/26 to 2029/30 report to Policy and Finance Committee on 11 December 2024, provided members with the general background to the 2025/26 budget process along with a high-level update on the current financial and economic prospects arising from the main issues affecting the Council and their impact on the financial forecast for the next five years.

4.2 The MTFF advised that officers will develop budget proposals for the consideration of each service committee, which will enable the Council to maintain and replenish an adequate level of Usable Revenue Reserves as decided by the Group Head of Finance and Section 151 Officer.

4.3 The basis of revenue budgeting for 2025/26 broadly assumes that current levels of service provision will remain unchanged. This means that whilst inflation increases have been included, there is no growth within the budget proposals.

4.4 The 2025/26 revenue budget totalling £6.922m is set out in Appendix A and shows a net increase of £820k from 2024/25. The key changes are summarised in the table below:

Change	Amount £'000
Realignment of Finance and Revenues & Benefits staffing structures	211
Reduction in recharges of support services to the HRA	177
Pay inflation & adjustments	129
Various Contract increases	99
Implementation and upgrade of the existing finance system	80
Security costs at the Civic Centre and Bognor Regis Town Hall	70
Centralisation of training budgets offset by other Committees	54
Total	820

4.5 Department restructures within Finance and Revenues & Benefits has resulted in an alignment of £211k of staffing costs. The additional cost to this Committee is offset by a corresponding cost reduction to the Housing & Wellbeing Committee.

- 4.6 The £177k reduction in income from the recharge of support services to the HRA is because £81k of staff are now budgeted for within the HRA, and the remaining £96k reflects a reduction in recharges which is in line with the current years forecast.
- 4.7 Additional costs for procurement, IT maintenance software and increased usage of housing servers and cloud-based backups and firewalls have increased costs by £99k.
- 4.8 The budget includes a one-off cost of £80k for the implementation and upgrade of the existing finance system. Part 6, section 4, paragraph 5.2 of the Constitution sets out that Committee approval is required when entering into a contract where the value exceeds the Public Contracts procurement threshold of £214,904. The total value of this contract will exceed the threshold, so Members are requested to grant authority to the Group Head of Finance and Section 151 Officer to extend the contract for a further 5 + 5 years.
- 4.9 The funding for the capital programme will be determined at the Policy and Finance Committee on 13 February 2025. Existing schemes and new schemes will continue to be reviewed during 2025/26 for affordability and deliverability. The impact of any new borrowing will also be kept under review and reported to Members during the financial year.
- 4.10 The planned capital programme is set out in Appendix B and totals £120k for 2025/26 for Information Communication Technology. The total capital programme budget for this Committee will increase if the Human Resources and Payroll System project reported elsewhere on this agenda is approved by Members.

5. CONSULTATION

- 5.1 No consultation has taken place with external organisations regarding this committee's budget, but a wider budget consultation process is taking place in respect of the Council's overall budget.

6. OPTIONS / ALTERNATIVES CONSIDERED

- 6.1 Not applicable.

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

- 7.1 The financial implications are shown throughout the report. It is important that close monitoring of both revenue budgets, and the capital programme is in place.

8. RISK ASSESSMENT CONSIDERATIONS

- 8.1 The risks outlined in the Medium Term Financial Forecast 2025/26 to 2029/30 reported to Policy and Finance Committee 11 December 2024 remain relevant. Members may wish to review these alongside this report.

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

9.1 Section 151 of the Local Government Act 1972 requires local authorities to make arrangements for the proper administration of their financial affairs while section 25 of the Local Government Act 2003 requires the Council to have due regard to a statement on the adequacy of reserves and the robustness of the budget, produced by the Chief Financial Officer, when making its budget decisions.

9.2 The Council is required to set a balanced budget and the Chief Financial Officer must report under s114 of the Local Government Finance Act 1988 if it appears to them that the expenditure of the authority incurred (or proposed to be incurred) in a financial year is likely to exceed the resources available to meet that expenditure

10. HUMAN RESOURCES IMPACT

10.1 There are no direct implications.

11. HEALTH & SAFETY IMPACT

11.1 There are no direct implications.

12. PROPERTY & ESTATES IMPACT

12.1 There are no direct implications.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 There are no direct implications from this report, impacts arising from subsequent actions will be identified in future reports.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 There are no direct implications.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 There are no direct implications.

16. HUMAN RIGHTS IMPACT

16.1 None.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no direct implications.

CONTACT OFFICER:

Name: Antony Baden

Job Title: Group Head of Finance and Section 151 Officer

Contact Number: 01903 737558

BACKGROUND DOCUMENTS:

Arun District Council Budget 2024/25 - Special, Full Council 21 February 2024

Medium Term Financial Forecast 2025/26 to 2029/30 –Policy & Finance Committee
11 December 2024

**Corporate Support Committee
General Fund Revenue Budget 2025/26**

Actual 2023-24 £'000	Description	Budget 2024-25 £'000	Budget 2025-26 £'000
Corporate Support Committee			
Direct Services			
500	Elections	101	104
242	Registration of Electors & Elections	215	224
742	Total for Direct Services:	316	328
Corporate Support Committee			
Management & Support Services			
215	Communications & Design	215	203
767	Customer Services	776	807
726	Democratic Services	848	851
258	Print & Post Services	333	334
1,670	Financial Services	1,659	1,868
418	Human Resources	419	727
1,906	Information & Communication Technology	2,261	2,322
660	Legal & Administration	643	655
21	Policy & Partnerships	26	30
331	Staff Support	352	364
6,972	Total for Management & Support Services:	7,532	8,162
7,714	Committee Sub Total:	7,848	8,490
(1,439)	Support Services Recharges to the HRA	(1,746)	(1,568)
6,275	Committee Total:	6,102	6,922

**Corporate Support Committee
Capital Programme 2025/26**

Actual 2023/24	Corporate Support Committee Capital	Original Budget 2024/25	Current Budget 2024/25	Budget 2025/26	Budget 2026/27	Budget 2027/28	Note
£'000		£'000	£'000	£'000	£'000	£'000	
84	Information Communication Technology (ICT)	-	180	120	280	100	1
-	Webcasting Equipment	-	62	-	-	-	2
	HR/Payroll Information System			tbc			3
84	Total Corporate	-	242	120	280	100	

1. The ICT 2024/25 budget covers EDRMS project, digital strategy and cyber security solutions. The 2025/26 programme is for the replacement of a storage area network system that is no longer supported.
2. Scheme completed in 2024/25
3. Exempt Item – HR/Payroll Project Approval:
The 2025/26 capital programme includes implementation of a new HR/Payroll information system as the current system will not be supported from December 2026. This is subject to approval from this Committee, Policy and Finance committee on the 13 February 2025 and Full Council on the 26 February 2025.

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Arun District Council

REPORT TO:	Corporate Support Committee – 6 February 2025
SUBJECT:	Procurement of Human Resources and Payroll System
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Francis Oppler, Chair of Corporate Support Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
<p>It is essential that the organisation is able to continue to pay staff and members and manage the employment lifecycle so that we can continue to deliver services. As the current Human Resources and Payroll (HRP) system will be end of life in 2026, with no possibility of this being extended, a new system is required.</p>	
DIRECTORATE POLICY CONTEXT:	
<p>The HRP system is a corporate system which is managed within Human Resources, but with close links to Finance to enable efficient management of resource.</p>	
FINANCIAL SUMMARY:	
<p>The detail of this is included in the business case which is attached as an exempt appendix. The public and press are likely to be excluded from the meeting during consideration of the appendix only, as it contains exempt information as defined in paragraph no. 3 of Schedule 12a to the Local Government Act. The project team has carried out substantial research and estimated the ‘reasonable’ cost of a full system. As this is about to go out to tender it is not appropriate for this to be in the public domain until a contract has been awarded</p>	

1. PURPOSE OF REPORT

- 1.1 The current HRP system (SumTotal) will no longer be available from 31 December 2026. This report sets out the background to the procurement of a new system and seeks delegated authority for the S151 Officer to award a new contract, subject to approval of the budget at Full Council.

2. RECOMMENDATIONS

It is recommended that the Corporate Support Committee:

- a. Requests that the Policy and Finance Committee approves the scheme and recommends to Full Council its inclusion in the Council's capital programme; and
- b. Grants authority to the Group Head of Organisational Development to award the contract if bids come within budget, subject to approval of the scheme by Full Council.

3. EXECUTIVE SUMMARY

3.1 The current HRP has been in use for many years with the last upgrade being 16 years ago. The supplier is withdrawing from the market in December 2026 and we have no alternative but to put new arrangements in place for an HRP in order, at the most basic level, to pay staff and members. Whilst this is necessary it will also provide distinct improvements across the organisation and these benefits are set out in section 4 of the report. The Corporate Leadership Team have agreed the business case and its recommendation for approval.

3.2 It is recognised that Local Government reorganisation will raise issues around combining corporate systems, possibly within the lifetime of a new contract. The team has researched HRP systems used in neighbouring authorities. There are many of these with little consistency or sharing between authorities and there are different views on their functionality and effectiveness. At this stage there is no evidence that there would be advantages of a particular system, linked to possible reorganisation, that would influence a procurement decision now, but consideration will be given to the length of contract.

4. DETAIL

3.3 Benefits of a new System

- 1.1.1. The current system is outdated, with very little in the way of development or enhancements from the supplier.
- 1.1.2. Our processes use old technologies and we currently have to combine a number of different systems to deliver individual elements such as recruitment, performance, payroll, reporting and limited self-service. A modern fully integrated solution will streamline all/most of these.
- 1.1.3. A new system will enable better decision making as the current reporting system is difficult and relies technically on the ICT team to produce anything other than basic standard reports. This impacts on our ability to produce timely and reliable information.

- 1.1.4. A new system will provide enhanced integration with the Council's finance system, supporting further automation and improved reporting.
- 1.1.5. The implementation of a new system will require full data cleansing and process mapping is already taking place to ensure that our specification reflects modern working practices. This work will put us in a good position to support whatever organisational change is required as a result of local government reorganisation.
- 1.1.6. Modern systems offer much better self-service that will improve the employee's experience, provide better data needed for managers to manage their staff and with increased automation, enable a small HR team to focus on higher value areas of their work.
- 1.1.7. We must be able to ensure the highest level of data security given the sensitive nature of the information the system will hold. Any new system will be cloud based which will reduce risk and enhance our cyber-security.

3.4 HRP Project

- 3.4.1 The project to replace the system has been broken down into 2 stages:

Phase 1 – procurement (up to contract signature) expected to be April/May 2025

Phase 2 - implementation and go live, target is April 2026, with June-Sept if necessary. We cannot take the risk of not having a fully tested go live date before the existing system expires, including parallel runs.

- 3.4.2 Phase 1 of the project is fully funded and we are using external project management to support this. To date we have fully explored the market and procurement routes. We will be awarding the contract using a compliant framework, the detail of which is to be decided following receipt and evaluation of tenders. The timing is that we expect to send out tender documentation by the end of the month and to have completed evaluation by the end of February, ready to enter into detailed contract discussions in March 2025 with award of contract early in 2025/26. Due to the tight timescale for implementation, we will need to be able to award the contract as soon as possible and will not be able to wait until after Annual Council and the meetings in the new civic year.
- 3.4.3 Phase 2 – the business case sets out an indicative timetable, which focuses on key elements of the system which we must have in place before the old systems are 'switched off'. Other functionality has been put towards the end of the programme, but it is important that they are mainly completed within the timescale because of the need to transfer existing/older data (if required) to the new system whilst it is still available

3.5 System cost

The detail of this is included in the business case which is attached as an **exempt appendix**. The public and press are likely to be excluded from the meeting during consideration of the **appendix only**, as it contains exempt information as defined in paragraph no. 3 of Schedule 12a to the Local Government Act. The project team has carried out substantial research and estimated the 'reasonable' cost of a full system. As this is about to go out to tender it is not appropriate for this to be in the public domain until a contract has been awarded

5. **CONSULTATION**

Consultation has not been carried out as it is not required

6. **OPTIONS / ALTERNATIVES CONSIDERED**

3.6 A new HRP system must be procured as the existing system is approaching end of life and the decision has been made to go ahead with procurement through a compliant framework agreement.

3.7 Outsource the service to another local authority. As set out in section 3 there is no obvious route forward on this given our research into current provision, complicated by the uncertainties around local government reorganisation. Timescales are relatively tight and it is simply not an option to not have a fully tested new system by the middle of 2026, so we cannot delay the procurement process 'until the dust settles'.

3.8 Some examples of why a supplier may not be suitable are where we have specific needs which must be met. One of the most significant is the ability to process employer level data and interact with our Local Government Pension Scheme administrators. Public sector pension schemes are particularly complex. We also require an HRP which will interact with our existing finance system, in addition a number of suppliers will only provide a full system that includes HR and Finance, not a stand-alone HRP.

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

7.1 The financial implications of this project are included in the exempt appendix.

8. **RISK ASSESSMENT CONSIDERATIONS**

3.9 The business case provides a full risk log. The most significant risk is that of the budget not being approved, thus not being able to procure a new system and therefore not achieve 'go live' within the required timescale. There are risks associated with the implementation phase, but we are confident that these will be mitigated through strong project management.

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

3.10 The contract will be procured in accordance with the Council's Contract Standing Orders (CSOs) (part 6.5.2). For contracts of this level of contract value, approval of the budget is required as one is not already in place, and officers also require approval to award the contract if the tender bids received come within budget. No committee decision is required following receipt of tenders and prior to the contract being awarded unless tenders are received in excess of the approved budget.

10. HUMAN RESOURCES IMPACT

3.11 A new HRP system can only impact positively on the ability of the organisation and all of those in it to manage HR processes more efficiently and effectively. This includes HR and payroll staff, managers, finance, staff (through self-service) and members

11. HEALTH & SAFETY IMPACT

No direct impact.

12. PROPERTY & ESTATES IMPACT

No direct impact

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

3.12 Although there are no direct implications for equalities or social value, any modern HRP will allow the organisation to report accurately and consistently on relevant issues to support legal compliance and best practice in employment.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

No direct impact

15. CRIME AND DISORDER REDUCTION IMPACT

No direct impact

16. HUMAN RIGHTS IMPACT

3.13 A new HRP will support improved delivery of all HR and Payroll activities across the organisation for staff, managers and members as described in section 4 of this report, included the ability to report accurately and consistently on staff related matters.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

- 3.14 A new HRP will support improved delivery of all HR and Payroll activities across the organisation for staff, managers and members as described in section 4 of this report, included the ability to report accurately and consistently on FOI and data protection issues.
-

CONTACT OFFICER:

Name: Jackie Follis

Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Arun District Council

REPORT TO:	Corporate Support Committee – 6 February 2025
SUBJECT:	Key Performance Indicators 2022-2026 – Quarter 3 performance report for the period 1 April 2024 to 31 December 2024
LEAD OFFICER:	Jackie Follis, Group Head of Organisational Excellence
LEAD MEMBER:	Councillor Francis Oppler, Chair of Corporate Support Committee
WARDS:	N/A
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
The Key Performance Indicators support the Council's Vision and allows the Council to identify how well we are delivering across a full range of services.	
DIRECTORATE POLICY CONTEXT:	
This report is produced by the Group Head of Organisational Excellence to give an update on the Q3 Performance outturn of the Key Performance Indicators.	
FINANCIAL SUMMARY:	
Not required.	

1. PURPOSE OF REPORT

- 1.1. This report is to update the Committee on the Q3 Performance Outturn for the Key Performance Indicators (KPIs) which make up the Corporate Plan, for the period 1 April 2024 to 31 December 2024.

2. RECOMMENDATIONS

It is recommended that the Committee

- 2.1 Notes the contents of this report and provides any questions or comments on the indicators relevant to this Committee to the Policy and Finance Committee on 13 March 2025.

3. EXECUTIVE SUMMARY

- 3.2 This report sets out the performance of the Key Performance indicators at Quarter 3 for the period 1 April 2024 to 31 December 2024.

4. DETAIL

- 4.1 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.

- 4.2 A standard report and appendix showing quarterly performance against all indicators will go to each of the Committees in the cycle of meetings after each quarter has ended and will then go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings
- 4.3 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.
- 4.4 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

- 4.5 There are 43 Key Performance indicators. 39 are measured at Q3.
- 4.6 Appendix A gives full commentary for each indicator.

Status	Number of Key Performance indicators in this category at Q3
Achieved target	23
Didn't achieve but within 15% range	8
Didn't achieve target by more than 15%	7
No data available	1
TOTAL	39

- 4.7 Officers draw members attention to the commentary in Appendix A which highlights the positive performance for the 23 indicators which were achieving their target figure at Q3.
- 4.8 Officers draw members attention to the commentary in Appendix A which highlights the actions to be taken to address performance for the indicators which did not achieve their target at Q3.

5. CONSULTATION

5.1 No consultation has taken place.

6. OPTIONS / ALTERNATIVES CONSIDERED

6.1 To review the report

6.2 To request further information and/or remedial actions be undertaken

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

7.1 None required.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 None required

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

9.1 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 13 March 2025.

10. HUMAN RESOURCES IMPACT

10.1 Not applicable.

11. HEALTH & SAFETY IMPACT

11.1 Not applicable.

12. PROPERTY & ESTATES IMPACT

12.1 Not applicable.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not applicable.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 Not applicable.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 Not applicable.

16. HUMAN RIGHTS IMPACT

16.1 Not applicable.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 Not applicable.

CONTACT OFFICER:

Name: Jackie Follis





Job Title: Group Head of Organisational Excellence

Contact Number: 01903 737580

BACKGROUND DOCUMENTS: *None*

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP1	% of Stage 2 complaint responses responded to in time	Corporate Support	Higher is better	80%	Not achieving Outturn for Q1 62%	Not achieving Outturn for Q2 56%	Not achieving Outturn for Q3 50%	Not improved - lower than Q2 ↓	Performance has continued to decrease however much of this has been led by pressures in Housing (eg staff sickness) and the ability to respond to complaints within the timescales. December outputs have impacted the Q3 total as Housing caught up with a number of overdue responses which were therefore included in this month. It is hoped that there will be a marked improvement in January 2025. This is being closely monitored by the Group Head of Law and Governance and the Information Management Team are working with the Housing team to progress complaint responses in a timely manner.
CP2	% of Stage 1 complaint responses responded to within 10 working days	Corporate Support	Higher is better	80%	Not achieving Outturn for Q1 61%	Not achieving Outturn for Q2 65%	Not achieving Outturn for Q3 64%	Not improved - lower than Q2 ↓	This KPI is performing relatively consistently over the financial year but again its performance is reliant on the Housing team's ability to deliver within timeframe. This is being closely monitored by the Group Head of Law and Governance and the Information Management Team are working with the Housing team to progress complaint responses in a timely manner.
CP3	% of Freedom of Information (FOI) requests responded to in 20 working days	Corporate Support	Higher is better	80%	Achieving Outturn for Q1 99%	Achieving Outturn for Q2 97%	Achieving Outturn for Q3 99%	Improved - higher than Q2 ↑	The council continues to deliver excellent performance in this area. The ICO classify performance as 'Good' if 95% or more of requests, internal reviews and complaints are managed within timescales. The number of internal reviews requested has increased and the team have improved checks for accuracy and challenge colleagues accordingly before responses are sent to prevent further unnecessary reviews.
CP4	Sickness absence	Corporate Support	Lower is better	2.2%	Not achieving Outturn for Q1 2.96%	Not achieving Outturn for Q2 3.34%	Not achieving Outturn for Q3 3.39%	Not improved - higher than Q2 ↓	This figure equates to 8.86 FTE days lost to sickness absence. Short term absence has decreased slightly by 0.13 % since last quarter, however long term absence has increased by 0.18% since last quarter. Sickness absence is being continuously monitored by the Corporate Leadership Team, in liaison with the Group Head of Organisational Excellence and HR Manager.
CP5	Staff turnover	Corporate Support	Lower is better	14%	Achieving Outturn for Q1 14%	Not achieving but within 15% range Outturn for Q2 14.5%	Achieving Outturn for Q3 13.29%	Improved - lower than Q2 ↑	Outturn for December (12-month rolling period) 13.29%. Turnover has reduced by 0.71% since last quarter. Our turnover rates remain relatively static as we consistently have circa. 55 leavers per year.
CP6	Compliance with Health and Safety programme	Corporate Support	Higher is better	100%	Not achieving but within 15% range Outturn for Q1 89%	Not achieving but within 15% range Outturn for Q2 90%	Not achieving but within 15% range Outturn for Q3 92%	Improved - better than Q2 (but not achieving target) ↑	There was no safety management programme task issued in December due to work required to finalise the new lone working contract and to support the ROSPA audit. For Q3, 92%, and includes updated completion rate for November task with all service areas having now completed the task. Whilst this is a good result overall, this is still below the target of 100% and means that some service areas will not have completed tasks critical to health and safety, such as the fire evacuation arrangements in September. This is being monitored by the Group Head of Technical Services to ensure completion.
CP7	Average call wait time (secs) for the last month	Corporate Support	Lower is better	4 minutes	Not achieving Outturn for Q1 5.13	Not achieving Outturn for Q2 4.57	Achieving Outturn for Q3 2.29	Improved - lower than Q2 ↑	This indicator overachieved the target of 4 minutes this quarter. The average wait time for Q3 was 2 mins 29 seconds, 1 min 31 seconds below target. The average wait time being low in December has helped the overall time for Q3. This is a great improvement on the previous two quarters.


No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP8	Business rates collected	Corporate Support	Higher is better	96.5% Note: There are targets for each quarter as this is an accumulative KPI	Achieving Outturn for Q1 28.40%	Achieving Outturn for Q2 51.20%	Achieving Outturn for Q3 79.40%	Improved - higher than Q2 ↑	Target for December is 79.40%. Achieving and on target for end of year figure
CP9	Council tax collected	Corporate Support	Higher is better	96.5% Note: There are targets for each quarter as this is an accumulative KPI	Achieving Outturn for Q1 31.60%	Achieving Outturn for Q2 58.30%	Not achieving but within 15% range Outturn for Q3 85.30%	Improved - higher than Q2 ↑	Target for December is 85.70%. Just under target, however some customers have chosen to now pay over 12 months instead of 10 months due to financial restraints so true figures will be shown at end of year.
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Higher is better	956, 650 Note: This is an accumulative KPI	No status known until Q4 Outturn for Q1 342,402	No status known until Q4 Outturn for Q2 344,238	Achieving Outturn for Q3 320,196	Not improved - lower than Q2 but still achieving target ↓	<p>Arun Leisure Centre 2-week closure for the electrical intake works significantly impacted on participation with a decrease of 8,835 participants vs December 2023. Littlehampton Wave saw an increase in casual swim, group exercise and indoor sports overall. With an increase of over 5000 participants at Wave vs December 2023, we can assume that members at Arun Leisure Centre used the Wave whilst the planned works were taking place. There was positive increases in participation across the contract for quarter three vs previous year. There was a close to 10,000 participations increase at Littlehampton Wave, though a decrease at Arun Leisure Centre due to the 2-week closure in December for the electrical intake works. Without the closure, there was an expectation that the positive trend would continue, with an increase of a further 10,000 across the contract for this period. Casual Swimming, swimming lessons and group exercise classes continue to grow across both leisure centres.</p> <p>The outturn for Q3 was 320,196 (Oct 121,186, Nov 112,912 and Dec 86,098). The accumulative total to date from April to December 2024 is 1,006,836 which is significantly higher than the target of 956,650 with one quarter of the reporting year still to go.</p>
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Housing & Wellbeing	Lower is better	8 days	Achieving Outturn for Q1 3.7 days	Achieving Outturn for Q2 3.79 days	Achieving Outturn for Q3 3.6 days	Improved - lower than Q2 ↑	This indicator achieved 3.6 days at Q3 against a target of 8 days (lower is better). This KPI has performance extremely well for all three quarters of 2024/25 with the outturn being consistently far below the target of 8 days.
CP16	Average days to re-let all properties (key to key) excluding major voids	Housing & Wellbeing	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	Achieving Outturn for Q1 59 days	Not achieving Outturn for Q2 98 days	Not achieving but within the 15% range Outturn for Q3 56.77 days	Improved - lower than Q2 (whilst it is acknowledged this hasn't met the target) ↑	<p>The Q3 average re-let time of 56.77 days shows a significant improvement from 98 days in Q2, marking the lowest void time since Q3 2022, though it falls short of the 50-day target.</p> <p>Of the 61 properties re-let in the quarter, 7 had been void for over 100 days, skewing the overall average.</p> <p>While December saw an increase compared to November, the quarter's performance highlights a positive trend, reflecting progress in reducing void times despite ongoing variability.</p> <p>Continued focus on addressing outliers and improving consistency will be key to achieving the target in future quarters.</p>

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Higher is better	55%	Not achieving but within the 15% range Outturn for Q1 53%	Achieving Outturn for Q2 56%	Achieving Outturn for Q3 57%	Improved - higher than Q2 	This indicator achieved 57% at Q3 against a target of 55% (higher is better). Prevention duties can end for various reasons, such as successfully negotiating with a landlord or parent to allow the occupier to remain in the property, paying off arrears, or arranging a payment plan. Alternatively, duties may end when suitable accommodation is secured through the private rented sector or the social housing register. Unsuccessful prevention cases typically result in a relief duty being accepted. In this period, 48 cases were successfully prevented, while 33 moved to relief duty, 2 refusals of suitable accommodation and 1 lost contact totalling 84 cases.
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Higher is better	35%	Not achieving but within the 15% range Outturn for Q1 31%	Achieving Outturn for Q2 35%	Achieving Outturn for Q3 45%	Improved - higher than Q2 	<p>This indicator achieved 45% at Q3 against a target of 35% (higher is better). Relief duties currently have a resolution rate of 45%. Of the 155 cases that concluded, 69 were successfully resolved. Another 64 cases reached the end of the 56-day relief period, requiring a main duty decision (either positive or negative). The remaining 22 cases ended in ways that could not be categorised as either positive or negative.</p> <p>Among the 69 successfully resolved cases, alternative housing was secured through the private rented sector or the social housing register. A key factor contributing to the 10% increase in positively resolved relief duties is the implementation of the new housing register allocations policy. This policy grants A-band priority to households in relief duty who are residing in temporary accommodation. As a result, households are securing social housing more quickly, leading to reduced time spent in temporary accommodation. This improvement not only lowers the associated costs and reliance on temporary accommodation but also minimises its negative impact on families.</p>
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Housing & Wellbeing	Higher is better	75%	No data available	No data available	No data available	No data available	We are currently unable to provide this data due to limitations in the reporting capabilities of the Civica software. Although it was anticipated that the system would be able to generate reports identifying when documents are received and allow for a full assessment and processing of applications, this functionality is not available. We will work to identify and implement a more suitable and measurable indicator for housing register applications that can be accurately reported through the system in the next financial year.
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Higher is better	97%	Not achieving but within the 15% range Outturn for Q1 93.58%	Not achieving but within the 15% range Outturn for Q2 94.09%	Not achieving but within the 15% range Outturn for Q3 94.13%	Improved - higher than Q2 	The Q3 rent collection rate is 94.13%, showing a slight improvement from Q2 (94.09%). Officers are offering tailored support through personalised repayment plans and proactive early intervention, contacting tenants as soon as arrears are identified to prevent escalation. Despite managerial shortages, we continue to support officers in managing arrears cases and building strong relationships with residents. This approach equips officers to manage arrears effectively and work towards achieving the 97% target.
CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Higher is better	90%	Not achieving but within the 15% range Outturn for Q1 87.78%	Not achieving Outturn for Q2 72.95%	Not achieving Outturn for Q3 65%	Not improved - Lower than Q2 	Repairs are still verifying this data and the figure is likely to change as they complete a data cleanse. An update is likely to be available by 24/1 and this update will be given verbally at the meeting

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP43	Overall Tenant Satisfaction	Housing & Wellbeing	Higher is better	>58%	Achieving Outturn for Q1 61%	Achieving Outturn for Q2 61%	Achieving Outturn for Q3 59%	Not improved - lower than Q2 but still achieving target ↓	This indicator achieved 59% at Q3 against a target of >58% (higher is better). Q3 saw overall satisfaction reduce to 59%, which is a slight reduction on Q2 performance. However we are still above our target of 58%. Analysis of the surveys will be carried out to understand the reasons behind the reduction in satisfaction. However it is important to note the statistical validity will not be achieved until Q4.
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Environment	Lower is better	80	Achieving Outturn for Q1 63.59	Achieving Outturn for Q2 61.98	Achieving Outturn for Q3 60.58	Improved - lower than Q2 ↑	This indicator achieved 60.58 at Q3 against a target of 80 (lower is better). Missed bin per 100,000 for December was 57.06. This is made up of missed recycling at 36.88/100,000 and refuse at 67.14/100,000. This is very much in keeping with the year to date figure and is within target.
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Environment	Higher is better	93%	Achieving Outturn for Q1 99.08%	Achieving Outturn for Q2 98.86%	Achieving Outturn for Q3 98.86%	Same as Q2 →	This indicator achieved 98.86% at Q3 against a target of 93% (higher is better). Performance consistently maintained above target with minor fluctuations only in the number of premises failing to achieve at rating of 3 or above. In Quarter three, 107 routine inspections were conducted, with 10 premises scoring less than 3. Actions to improve and/or address non compliances included; 2 rescore visits, 17 reinspection's, and 1 voluntary closure. This quarter also saw a significant seizure of food (in excess of 1 tonne) duly taken before the Magistrates Court where it was condemned and subsequently disposed of.
CP22	Vacant private sector dwellings returned to occupation	Environment	Higher is better	50 Note: This is an accumulative KPI	Achieving Outturn for Q1 19	Achieving Outturn for Q2 59	Achieving Outturn for Q3 107	Improved - higher than Q2 ↑	This indicator achieved 107 at Q3 against a target of 50 (higher is better). This is significantly over the target figure. A lot of additional time being spent on this due to the administrative help which positively impacts on the numbers of empties bought back into use. Note that the quarterly figures are accumulative and the target figure is for the year.
CP23	Residual household waste per household per annum	Environment	Lower is better	450kg Note: This is an accumulative KPI	Achieving Outturn for Q1 109.84kg/hh	Achieving Outturn for Q2 220.70kg/hh	Achieving Outturn for Q3 334.23 kg/hh	Not improved - higher than Q2 but still achieving target ↓	This indicator achieved 334.23 kg/hh at Q3 against a target of 450kg/hh (lower is better). This is on schedule to be under the target figure by the end of the year. Note that the quarterly figures are accumulative and the target figure is for the year.
CP24	Household waste sent for re use, recycling and composting.	Environment	Higher is better	55%	Not achieving but within the 15% range Outturn for Q1 49.03%	Not achieving but within the 15% range Outturn for Q2 47.70%	Not achieving but within the 15% range Outturn for Q3 45.87%	Not improved - lower than Q2 ↓	This is higher than corresponding period last year (40.66%) with increases in garden waste and co-mingled recycling tonnages. This falls short of the annual target however, upcoming service improvements, particularly the decision by Councillors to introduce of food waste collection as part of the new contract, are expected to create opportunities to reach the 50% target.

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP25	Contractor achieving performance target for all green space management operations following monitoring	Environment	Higher is better	>66%	Not achieving but within the 15% range Outturn for Q1 63.94%	Achieving Outturn for Q2 70%	Achieving+12 Outturn for Q3 67.88%	Not improved - lower than Q2 but still achieving target ↓	This indicator achieved 67.88% at Q3 against a target of >66% (higher is better). The autumn period leading into the first month of winter saw leaf clearance challenges and grass continuing to grow at rates not expected of the time of year. This caused some impact on Tivoli's performance, however they still achieved the contractual minimum score of 66%. An average score of 67.88% has been achieved. Litter bin emptying has been an issue mainly at times at the more isolated sites which are not visited often by maintenance crews. Tivoli have revised their schedules to improve matters. 82 sites were inspected for performance monitoring. 18 sites failed to reach the 66% contractual minimum score, although it is important to point out that 11 of these were very narrow fails. This triggered a remedy notice on each occasion. Depending on the level of urgency remedial work is required to be undertaken between 24 hours to 5 working days. 2 sites exceeded 80% (exceptional).
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Environment	Higher is better	100%	Not achieving but within the 15% range Outturn for Q1 99%	Not achieving Outturn for Q2 84%	Not achieving Outturn for Q3 81%	Not improved - Lower than Q2 ↓	The Group Head of Technical Services continues to monitor this KPI has advised that the relevance of this historic long-term target now needs to be reconsidered, since the Building Regulation applicant can keep the application 'live' by virtue of requesting an unlimited Extension of Time without a statutory decision being made as long as they wish.
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Environment	Higher is better	60%	Achieving Outturn for Q1 96%	Achieving Outturn for Q2 96%	Achieving Outturn for Q3 97%	Improved - higher than Q2 ↑	This indicator achieved 97% at Q3 against a target of 60% (higher is better) and this KPI has consistently been well above its target figure for each quarter this year.
CP39	% of Building Control applications registered within 3 days	Environment	Higher is better	60%	Not achieving Outturn for Q1 47%	Not achieving but within the 15% range Outturn for Q2 53%	Not achieving but within the 15% range Outturn for Q3 58%	Improved - higher than Q2 ↑	Target not met but improvement against Q2
CP40	Building control site inspection dealt with within one day	Environment	Higher is better	100%	Not achieving but within the 15% range Outturn for Q1 97%	Not achieving but within the 15% range Outturn for Q2 99.47%	Not achieving but within the 15% range Outturn for Q3 98.70%	Not improved - Lower than Q2 ↓	Target not met but only 53 out of 4024 inspections not undertaken on the same day.
CP14	% of licence applications determined within the various statutory or service time limits	Licensing	Higher is better	90%	Achieving Outturn for Q1 93.10%	Achieving Outturn for Q2 94%	Achieving Outturn for Q3 96.94%	Improved - higher than Q2 ↑	This indicator achieved 96.94% at Q3 against a target of 90% (higher is better) and this KPI has consistently been above its target figure for each quarter this year. Overall performance April to December 96.94% (Q3 Sep- Dec 97.6%). Performance maintained and improved since September, supported by recruitment of the Senior Licensing Officer and use of agency staff to cover vacant roles.

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP26	Major applications determined in 13 weeks or agreed extension of time	Planning	Higher is better	80%	Achieving Outturn for Q1 50% (88%)	Not achieving but within the 15% range Outturn for Q2 50% (75%)	Achieving Outturn for Q3 30% (100%)	Improved - higher than Q2 ↑	3 out of 10 applications determined within time. All the other 7 applications were applications that were determined at Planning Committee and/or had s106 agreements that required completion. Figure used for determining status is the one in brackets (with extension of time).
CP27	Minor applications determined in 8 weeks or agreed extension of time	Planning	Higher is better	90%	Achieving Outturn for Q1 75% (96%)	Achieving Outturn for Q2 79% (90%)	Achieving Outturn for Q3 83% (96%)	Improved - higher than Q2 ↑	39 out of 47 applications were determined within time. All 8 applications that were unable to be determined within time were because they had to be determined at Planning Committee. Figure used for determining status is the one in brackets (with extension of time).
CP28	% of other applications determined in 8 weeks or agreed extension of time	Planning	Higher is better	90%	Achieving Outturn for Q1 96%	Achieving Outturn for Q2 99%	Achieving Outturn for Q3 99%	Same as Q2 →	Only one application out of 115 was unable to be determined within time and that was because it had to be determined at Planning Committee.
CP29	Average number of days to determine householder application	Planning	Lower is better	55 days	Achieving Outturn for Q1 52 days	Achieving Outturn for Q2 51 days	Achieving Outturn for Q3 53 days	Not improved - higher than Q2 but still achieving target ↓	Target achieved.
CP30	Average number of days to determine other applications	Planning	Lower is better	55 days	Not achieving Outturn for Q1 65 days	Achieving Outturn for Q2 49 days	Achieving Outturn for Q3 49 days	Same as Q2 →	Target achieved.
CP31	Average number of days to determine applications - Trees	Planning	Lower is better	40 days	Not achieving Outturn for Q1 48 days	Not achieving but within the 15% range Outturn for Q2 45 days	Not achieving but within the 15% range Outturn for Q3 46 days	Not improved - Higher than Q2 ↓	Many of these applications are dependent upon the comments from internal consultees. There remains a need to continue to work with other departments to explore more timely consultation responses.
CP32	Average number of days to determine application - Discharge of Condition	Planning	Lower is better	40 days	Not achieving Outturn for Q1 93 days	Not achieving Outturn for Q2 84 days	Not achieving Outturn for Q3 68 days	Improved - Lower than Q2 but still not achieving ↑	Whilst not achieving the target, this figure is a big improvement on Q1 and Q2. The Group Head of Planning has advised that whilst this KPI is not achieving the target at Q3, this figure is a big improvement on Q1 and Q2. These kind of applications require input from various consultees (both internal and external) and often require time to allow for details that will mean that the condition can be discharged.
CP33	Average number of days to determine major planning applications	Planning	Lower is better	120 days	Not achieving but within the 15% range Outturn for Q1 121 days	Not achieving Outturn for Q2 157 days	Not achieving Outturn for Q3 375 days	Not improved - higher than Q2 ↓	This is being monitored by the Group Head of Planning. 3 out of 10 applications determined within time. All the other 7 applications were applications that were determined at Planning Committee and/or had s106 agreements that required completion.
CP34	Average number of days to determine minor planning applications	Planning	Lower is better	55 days	Not achieving but within the 15% range Outturn for Q1 59 days	Not achieving but within the 15% range Outturn for Q2 58 days	Achieving Outturn for Q3 53 days	Improved - lower than Q2 ↑	Target achieved.

No.	Indicator	Service Committee to consider this	Assess by	Target 202425	Q1 Status	Q2 status	Q3 status	Improved or not since Q2 figure (Q3 compared to Q2)	Q3 Commentary
CP35	% of planning applications registered within 5 days	Planning	Higher is better	70%	Achieving Outturn for Q1 96%	Achieving Outturn for Q2 96%	Achieving Outturn for Q3 95%	Not improved - lower than Q2 but still achieving target 	Target achieved.

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Arun District Council

REPORT TO:	Corporate Support Committee – 6 February 2025
SUBJECT:	Corporate Complaints Performance Oct-Dec 2024
LEAD OFFICER:	Mandy Redman, Corporate Complaints Manager
LEAD MEMBER:	Councillor Francis Oppler – Chair of Corporate Support Committee
WARDS:	All
<p>CORPORATE PRIORITY/POLICY CONTEXT/CORPORATE VISION:</p> <p>As this report covers the complaints process corporately, it feeds into all key themes of the Council Vision:</p> <ul style="list-style-type: none"> • Improving the wellbeing of Arun • Delivering the right homes in the right places • Supporting our environment to support us • Fulfilling Arun’s economic potential <p>The report provides members with determinations from both the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman (HO) along with complaints performance for the financial year 2024/25.</p>	
<p>DIRECTORATE POLICY CONTEXT:</p> <p>The LGSCO and HO Complaint Handling Codes both set out that local authorities/landlords should provide their governing bodies with information on their performance on complaint handling.</p> <p>The report provides members transparency around how we are managing our activity in relation to our Feedback & Complaints policy.</p>	
<p>FINANCIAL SUMMARY:</p> <p>There are no direct financial implications – any compensation paid is made directly from service budgets.</p>	

1. PURPOSE OF REPORT

- 1.1. To present an overview of activity on corporate complaints for the period October to December 2024 to provide transparency and understanding.
- 1.2. To advise on cases escalated to both Ombudsmen.

2. RECOMMENDATIONS

- 2.1. That the Corporate Support Committee note the contents of the report.

3. EXECUTIVE SUMMARY

- 3.1. The Corporate Leadership Team have requested that this information is presented to the Corporate Support Committee to support transparency and understanding of matters impacting council service delivery.
- 3.2. This is supported by the Complaint Handling Codes published by the [LGSCO](#) and [HO](#) in February 2024.

4. DETAIL

- 4.1 The corporate complaints process is managed by the Information Management Team, under the direction of the Group Head of Law & Governance.
- 4.2 In line with the Complaint Handling Codes, the Committee will receive (in future meetings):
 - a) regular updates on the volume, categories, and outcomes of complaints, alongside complaint handling performance
 - b) regular reviews of issues and trends arising from complaint handling; and
 - c) the annual complaints performance and service improvement report.
- 4.3 The council have two Key Performance Indicators relating to complaints handling, both with a target of 80%:
 - a) CP1 - % of Stage 2 responses responded to within 20 working days (landlord/tenant) or 25 working days (all other)
 - b) CP2 - % of Stage 1 responses responded to within 10 working days
- 4.4 Failure to adhere to the Codes, our council policy and effective complaint handling can result in both financial and reputational risk to the council (eg compensation payments, news stories).

4.5 Below is a table summarising our complaints performance for the year:

Period	No. of Stage 1 Responses sent	No. of Stage 1 Responses overdue	% Stage 1 Responses on time	No. of Stage 2 Responses sent	No. of Stage 2 responses overdue	% Stage 2 Responses on time
Apr	35	17	51%	9	5	44%
May	34	9	74%	9	4	56%
Jun	19	8	58%	13	3	77%
Jul	44	20	54%	5	2	60%
Aug	18	6	67%	6	2	67%
Sept	23	6	74%	5	3	40%
Oct	27	11	59%	8	3	63%
Nov	24	7	71%	11	6	45%
Dec	39	16	59%	10	6	40%
24/25	263	100	62%	76	34	55%

4.6 The services involved in Stage 1 and Stage 2 complaints are broken down as follows:

Directorate	Group	Service	Sep	Oct	Nov	Dec
Growth	Economy	Regeneration	0	0	0	0
	Technical	Car Parks	3	0	0	1
		Private Sector Housing	0	0	0	0
		Licensing	0	0	0	0
		Property & Estates	0	0	0	0
		Environmental Health	1	1	0	1
		Building Control	0	0	0	0
		General	0	0	0	1
	Planning	Planning	1	0	2	2
	Org Excellence	Communications	0	0	0	0
Director	General	0	0	1	0	
Chief Execs	Finance	Revenues & Benefits	0	2	4	4
		Customer Service	0	0	0	0
	Law & Governance	Information Management	0	1	0	0
		Committees	0	0	0	0
		Elections	0	0	0	0
Environment & Communities	Housing	Repairs	9	17	16	32
		Options	2	4	3	1
		Neighbourhoods	7	3	0	3
		Leasehold	1	1	0	0
		General	2	4	8	4
	Wellbeing	Community Safety	0	0	0	0
		Lifeline	0	0	0	0
		Wellbeing	0	1	0	0
	Environment & Climate Change	Foreshores	0	0	0	0
		Cleansing	0	1	0	0
		Parks	1	0	0	0
Cemeteries		1	0	1	0	
TOTAL			28	35	35	49

4.7 As of the 15 January 2025 there are 4 cases open with the Local Government and Social Care Ombudsman (LGSCO), 1 with Revenues and 3 with Planning. All of these are still under investigation and waiting for instruction from the LGSCO.

18 cases are open with the Housing Ombudsman. 4 of these are within Aruns internal complaints procedure, 4 are under assessment, 1 has been referred for assessment, 3 are evidence gathering and 6 are awaiting full investigation.

During Q3 the Housing Ombudsman made 5 decisions following investigations.

They were:

Case	Decision Date	Date of initial complaint	Service	Outcome	Comp
A	01-10-24	01-02-22	Housing-Repairs	Upheld - Service failure in handling request for single point of contact, handling of anti-social behaviour claims and complaint handling	£300
B	18-10-24	30-06-23	Housing - Repairs	Upheld – Service failure in the handling of repairs and maladministration in complaint handling	£350
c	06-11-24	27-03-23	Housing - Repairs	Upheld - Service failure in the handling of repairs and complaint handling	£150
C	14-11-24	05-09-22	Housing - Neighbourhoods	Upheld - Maladministration of handling of anti-social behaviour claims and service failure in complaint handling	£850
E	28-11-24	14-02-24	Housing - Repairs	Upheld - Maladministration in the handling of damp and mould	£1810.73

For investigation reports please see appendix.

- 4.8 Actions taken.
- Mandatory complaints training for all Housing staff designed and undertaken by the service
 - All new Housing staff to undertake mandatory complaints training as part of the induction process led by the Housing Service
- 4.9 Ongoing actions to improve complaint management performance:
- Update to Feedback & Complaints Policy to ensure in line with updated Ombudsman codes
 - Regular reporting to Corporate Support Committee to provide transparency and understanding
 - Improved complaint recording processes to capture more information than historically maintained
 - Investigation by Corporate Complaints Manager into availability of management systems to streamline process, improve performance, improve reporting capability

5. CONSULTATION

There is no requirement for public consultation in relation to the information set out in this report.

6. OPTIONS/ALTERNATIVES CONSIDERED

This report is for noting only

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

There are no direct financial implications arising from this report with officer time included in approved budgets.

8. RISK ASSESSMENT CONSIDERATIONS

Officers have not identified the need for any additional risk assessment process to be conducted in relation to this report.

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

There are no direct legal implications arising from this report.

10 HUMAN RESOURCES IMPACT

None

11 HEALTH & SAFETY IMPACT

None

12. PROPERTY & ESTATES IMPACT

None.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

The increased transparency of complaints performance will improve Members understanding of the complaints traffic being managed by the Council. This is supported by both Ombudsman codes as well as the Information Commissioners drive for transparency in public authorities.

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

With transparency increasing around complaint management, this should reduce the need for Freedom of Information requests on this subject, as we also plan to publish more information on our website.

CONTACT OFFICER:

Name: Mandy Redman

Job Title: Corporate Complaints Manager

Contact Number: 01903 737639

Appendix

BACKGROUND DOCUMENTS *[Part A reports only]:*

[Feedback & complaints policy](#)

[LGSCO Complaint Handling Code](#)

[HO Complaint Handling Code](#)

Investigation reports for Ombudsman determinations

[Investigation Report Case A.pdf \[pdf\] 583KB](#)

[Investigation Report Case B.pdf \[pdf\] 340KB](#)

[Investigation Report Case C.pdf \[pdf\] 125KB](#)

[Investigation Report Case D.pdf \[pdf\] 410KB](#)

[Investigation Report Case E.pdf \[pdf\] 317KB](#)

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Arun District Council

REPORT TO:	Corporate Support Committee – 6 February 2025
SUBJECT:	Review of the Elections held on 2 May and 4 July 2024
LEAD OFFICERS:	Dawn Hudd, Returning Officer and Chief Executive Lauren Fairs-Browning, Electoral Services Manager
LEAD MEMBER:	Councillor Francis Oppler, Chair of Corporate Support
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: Access to the democratic process is key to the delivery of the Council’s strategic aims and objectives, with the Police and Crime and UK Parliamentary election providing electors with the opportunity to exercise their fundamental democratic right to vote.	
DIRECTORATE POLICY CONTEXT: The Electoral Services team sits within the Law & Governance group within the Chief Executive’s directorate. The delivery of successful local and national elections is a clear policy of the directorate given the fundamental need for those electors who are able to vote to do so.	
FINANCIAL SUMMARY: There are no financial implications associated with this report.	

1. PURPOSE OF REPORT

1.1 This report presents the Returning Officer’s review of the administration of the Sussex Police and Crime Commissioner and UK Parliamentary elections which took place on 2 May and 4 July 2024, respectively. The report provides key facts, figures, information and feedback, and considers lessons learned, as well as seeking support for future improvements.

2. RECOMMENDATIONS

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

3. EXECUTIVE SUMMARY

3.1 The report reviews the arrangements for the elections which took place on 2 May and 4 July 2024. It provides information, feedback and considers lessons learned.

4. DETAIL

Elections that took place

4.1 The Sussex Police and Crime Commissioner (PCC) election took place on 2 May 2024 with Philippa Dart as Local Returning Officer (LRO) with Karl Roberts and Daniel Bainbridge as Deputy Local Returning Officers (DLROs). The UK Parliamentary election (UKPGE) took place on 4 July 2024. Philippa Dart acted as Acting Returning Officer (ARO) with Daniel Bainbridge as Deputy Acting Returning Officer (DARO) for the Bognor Regis and Littlehampton parliamentary constituency. Other officers were also appointed as Deputies with specific powers for adjudicating ballot papers at the count and refusing the issue of ballot papers at polling stations due to the introduction of Voter ID legislation.

4.2 The Returning Officer is fully accountable for all aspects of these elections and as with all Returning Officers is directly accountable to the Electoral Commission, rather than the local authority.

4.3 The administering authorities for each area were as follows:

Sussex Police and Crime Commissioner	Brighton and Hove City Council
Arundel and South Down constituency	Horsham District Council
Bognor Regis and Littlehampton constituency	Arun District Council
Chichester constituency	Chichester District Council
Worthing West constituency	Adur and Worthing Council

Election planning

4.4 At the time of planning the PCC election the Returning Officer and Electoral Services staff knew that there was a possibility that the UK Parliamentary election would be combined on the 2 May 2024.

4.5 Officers developed a plan on how they would deal with the additional workload and brought in additional staffing resource to manage the high level of expected applications for registration, postal and proxy votes

4.6 Officers had regular bulletins from the Police Area Returning Officer's office at Brighton and Hove City Council with directions and suggestions on how things should be dealt with.

4.7 Meetings were held with the neighbouring local authorities to plan who would complete which tasks where there were cross-boundary constituencies and develop robust memorandums of understanding between all concerned. With Bersted and Pagham wards now being within the Chichester constituency following the outcome of the national parliamentary boundaries review, this was the first year that Arun as a district had to liaise with three other local authorities regarding these arrangements.

Communications

4.8 Communication is critical in relation to any election, and it was particularly important leading up to May 2024 due to the possible combination of elections and complexities associated with cross-boundary elections.

4.9 The team developed a robust communications plan well ahead of the elections utilising the Household Notification Letter (HNL) delivered to each household in January/February 2024 and a dedicated webpage in January 2024, poll cards in March 2024, press releases and social media posts throughout both election periods, particularly ahead of deadline dates to try to avoid late applications. Officers also developed a leaflet providing information on the elections which was delivered with the HNLs and given to councillors for distribution and provided in the reception areas. This included information on the new postal vote return procedures.

4.8 Arun Direct has always provided excellent support to the Elections Team, without which it would not be possible to deliver either electoral registration or elections. This was again the case for the 2024 elections.

Poll cards

4.9 The team, drawing upon wider support from across the Council and externally, hand-delivered the majority of the poll cards for the PCC election as usual. Due to the tight timescales for the UKPGE the team was unable to hand-deliver and sent the poll cards via Royal Mail.

4.10 Officers again included a map of the location of the elector's polling station to assist them and a QR code to be scanned when requesting a ballot paper in order to speed up the process of locating the elector's details when arriving at the polling station.

4.11 The team also printed and posted the poll cards for the other constituencies to make it easier for the elector to contact the Council regarding queries with registration and applying for postal/proxy votes.

Nominations

4.12 The nominations for the PCC election were administered by the Police Area Returning Officer at Brighton and Hove Council. There was a total of 4 candidates.

4.13 The nominations for the UKPGE Bognor Regis and Littlehampton constituency were dealt with by Arun and there was a total of 6 candidates.

Electoral registration and absent voting arrangements

4.14 As a letter had been sent to all households, the team was able to encourage people to register significantly earlier than the deadline. This meant we were able to manage the increase in registrations across the election period and concentrate on processing the increase in postal vote applications. Officers received a significant increase in duplicate registration applications which is an ongoing issue.

The table below sets out a summary of applications received between 26 March and 26 June 2024.

Application summary	Registration	Postal voting	Proxy voting	Overseas electors	Voter Authority Certificates
Total		3739	602	274	152
Application method	Registration	Postal voting	Proxy voting	Overseas electors	Voter Authority Certificates
Total	10,875	3739	602	274	152
Paper	493	780	37	3	10
Online	10,100	2959	565	271	142
Phone	282	0	0	0	0

4.15 There was a marked increase in requests for proxy votes this year, with 602 in total between 26 March and 26 June. This was due to the late notice of the UKPGE and the fact that a lot of electors were due to be away on 4 July. This compared to the 66 applications, including 7 emergency proxies, that we received in 2023.

4.16 Due to the change in legislation for overseas voters having votes for life we receive a large increase in applications as shown on the table. Each application must be looked at and checked for eligibility from their previous UK registration/residency and can be very time consuming. All applicants were contacted where necessary and added to the register ahead of the election where possible. The team received a number of complaints where overseas voters did not receive their postal packs in time. This was due to the tight timescales and beyond the team's control.

4.17 Due to the issues around postal vote delivery by Royal Mail in 2023's local elections and other by-elections within the year the team decided to trial the hand-delivery of postal votes for the PCC election by the usual delivery team, as permitted by the legislation.

4.18 The team created reporting tools so that it knew when a postal pack had been delivered to a property in case of queries. The hand delivery went very well with very few complaints. This process was adopted again for the UKPGE Bognor Regis and Littlehampton constituency and will continue to be used for future elections. Hand delivery is both a reliable and cost-effective way of ensuring each elector is given the opportunity to vote. We received some complaints from electors not receiving their postal votes but the majority of these were from the other constituencies which were delivered by Royal Mail.

4.19 Due to the change in legislation regarding the return of postal votes delivered in person by the elector, the team increased its level of communications, including a radio advert, to inform electors that should they wish to return their postal votes at the Civic Centre or local polling station that they would need to complete a prescribed return form. The team found that a few electors still posted the returned packs through the Civic Centre post box despite having large signs displayed. There were very few rejected, but considering this it was decided that for the UKPGE the post boxes would be sealed to avoid postal votes being rejected for that reason.

Staff and training

4.20 For the PCC election, excluding the core elections team and the rest of the wider election control team, 431 different staff roles were filled, and for the UKPGE 505 staff roles were filled between 22 May (when the election was announced) up to appointing a last-minute Presiding Officer on 3 July.

May 2024	
Poll Clerks (PC)	209
Presiding Officers (PO)	82
Count Assistants (CA)	48

July 2024	
Poll Clerks (PC)	Bognor Regis and Littlehampton (BRL) - 157 Arundel and South Downs (ASD) - 37 Chichester (CHI) - 24 Worthing West (WW) - 38 Total of 256
Presiding Officers (PO)	Bognor Regis and Littlehampton (BRL) - 46 Arundel and South Downs (ASD) - 16 Chichester (CHI) - 7 Worthing West (WW) - 12 Total of 81
Count Assistants (CA)	74

4.21 For the UKPGE the team was required to fill many different staffing roles, from polling station staff to count assistants, postal vote openers to pack up staff. The short notice of this election combined with the increase in staff members required added to the complexities of this. For a scheduled election the team begins the process of recruiting staff 8 to 9 months prior to the date of the election, allowing time for the staff to respond to requests, complete in-person and online training, and provide the relevant documentation for payroll.

4.22 Staffing a UKPGE is also more of a complex process as polling stations are split into each of the parliamentary constituencies and whilst the team recruits for the same number of polling stations as other elections, staff working in the Arundel and South Downs (ASD), Chichester (Chi), and Worthing West (WW) constituencies work for the respective local authority which runs each constituency rather than for Arun District Council. This means that training requirements and appointment letters are different for each and produced additional work for the team sending out multiple instructions.

May 2024	
Poll Clerks (PC) letter	1
Presiding Officers (PO) letter	1
Count Assistants (CA) letter	1
Arun in-person training	4 sessions
Online iPads training	All staff
PO briefing	3 sessions

July 2024	
Poll Clerks (PC) letter	4 (1 for each constituency)
Presiding Officers (PO) letter	4 (1 for each constituency)
Count Assistants (CA) letter	1
Arun in-person training	1 session for new staff
WW online training	1 session
WW online PO briefing	1 session
CHI online training	1 session
CHI online PO briefing	1 session
ASD online training	1 session
ASD online PO briefing	1 session
Online iPads training	All staff
PO briefing Arun produced all ballot boxes so POs from the constituencies within Arun also needed to attend to collect their boxes from the Civic Centre	3 sessions

4.23 The team also received an unprecedented number of new staff applications; 15 on the day the election was called, up to a total of 205 – the last 3 of which were received on polling day. In comparison, prior to the UKPGE, this is how many applications the team received over the period of 13 months. Each application must be downloaded individually and manually added to our staff database, which now contains the details of 668 staff members.

4.24 Despite only sending appointment letters to all the staff who had previously indicated they would be willing to work in a polling station when a UKPGE was called, due to the short notice and the timing of the election in the summer holidays, the team had a high number of staff decline their appointments, or not respond to the team at all. The team had 410 responses to the survey sent out for staff to accept/decline their appointment. However, as previously mentioned the team hired 337 polling staff. Of the additional 73 staff who completed the survey, 63 declined the appointment in the first instance (18.69% of total staff required), and the remaining 10 (2.96%) dropped out of the role after accepting. This means that not only did the team have the challenge of finding 46 additional polling staff compared to May 2024 but also needed to replace 21.66% (73) of staff who were no longer available once the UKPGE was called.

4.25 In comparison, in May 2024 there were 316 responses to our staff survey, and ultimately hired 291 polling staff. 20 members of staff (6.87%) declined in the first instance, and 5 (1.72%) dropped out after accepting, making a total replacement rate of 8.59% (25). This illustrates the effect that the timing of the election had on both the recruitment and retention of polling staff.

4.26 When it comes to staffing the polling stations, the team follows the guidance of the Electoral Commission where possible. They advise the following:

Electorate (excluding postal voters)	Recommended number of polling station staff
1 - 1250	3 (1 Presiding Officer and 2 Poll Clerks)
1250 - 2250	4 (1 Presiding Officer and 3 Poll Clerks)

4.27 The exception to this is for the smallest and largest electorate polling stations. For example, the polling district AHOE which covers the Hoe Lane Ward of Yapton Parish has 83 electors and so only 2 members of staff are used. Whilst the polling station covering CPAG3 and CPAG4 polling districts in Paghham has 2,142 electors and so we hire additional staff to manage any potential queues. The team also considers the number of electors visiting each polling place – the building where polling stations are situated. In the example of the Yapton & Ford Village Hall, there are 3 polling stations with a total of 4,127 in-person voters and so additional staff are required to direct voters to the correct polling station within the building and to ensure that the ballot papers are not placed in the wrong ballot box.

4.28 However, the Electoral Commission ratios are based on using paper registers and corresponding number lists. They do not take into consideration the use of iPads in polling stations, which streamlines the voting process and ultimately reduces the number of staff required to issue ballot papers. Until the Electoral Commission recognise the use of iPads within their staffing ratios, the team is required to still follow them.

Postal Vote Opening

4.29 As the team expected a lower turnout for the PCC election, it was able to return to afternoon sessions for postal vote opening as the numbers were more manageable than with the 2023 local elections.

4.30 The team adopted the same approach for the UKPGE as it was only required to open the postal votes for the Bognor Regis and Littlehampton and Worthing West constituencies. This worked well for both elections.

Polling stations

4.31 Changes were made to the location of certain polling stations due to venues no longer being available or being temporarily unavailable due to building works. 81 polling stations were operated across 69 venues.

4.32 As explained previously, the elector's polling station details were included in the HNLs sent in January 2024 as well as the revised poll cards, highlighting the need to check whether a change had been made to the normal venue. This was mirrored on the Council's website, in press releases and on social media activity around the elections. Very few issues were experienced with the venues on polling day and a small number of minor complaints where people had not fully read their poll cards. In the future the team will look at further ways to highlight any changes, including sending text messages and emails to electors where their details are held and there is an ability to use them.

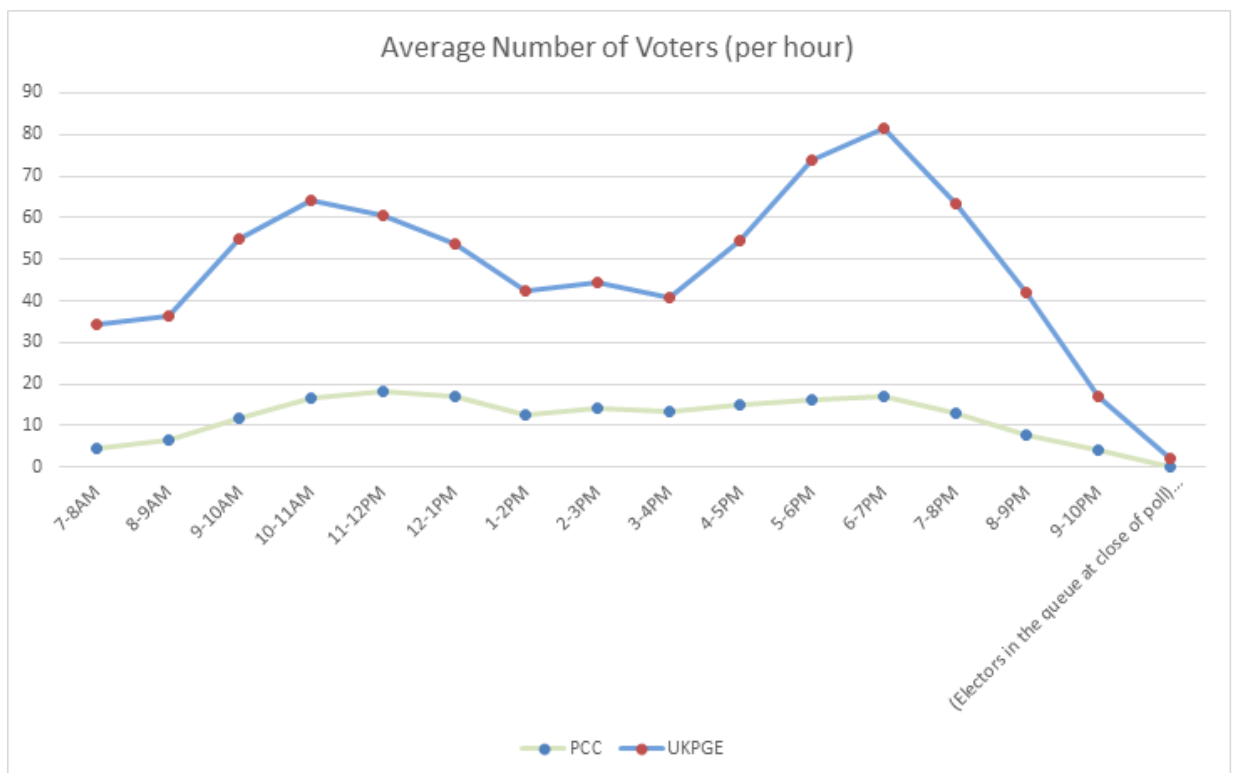
4.33 Arun District Council was required to carry out a polling district review between 1 October 2023 and 31 January 2025, and therefore any comments received were used in this review. That review is the subject of a separate report on this meeting's agenda. Officer will also ask for further feedback from all stakeholders as part of the consultation period for this exercise. The team constantly reviews polling station venues; therefore the team did not expect to encounter any issues with this work.

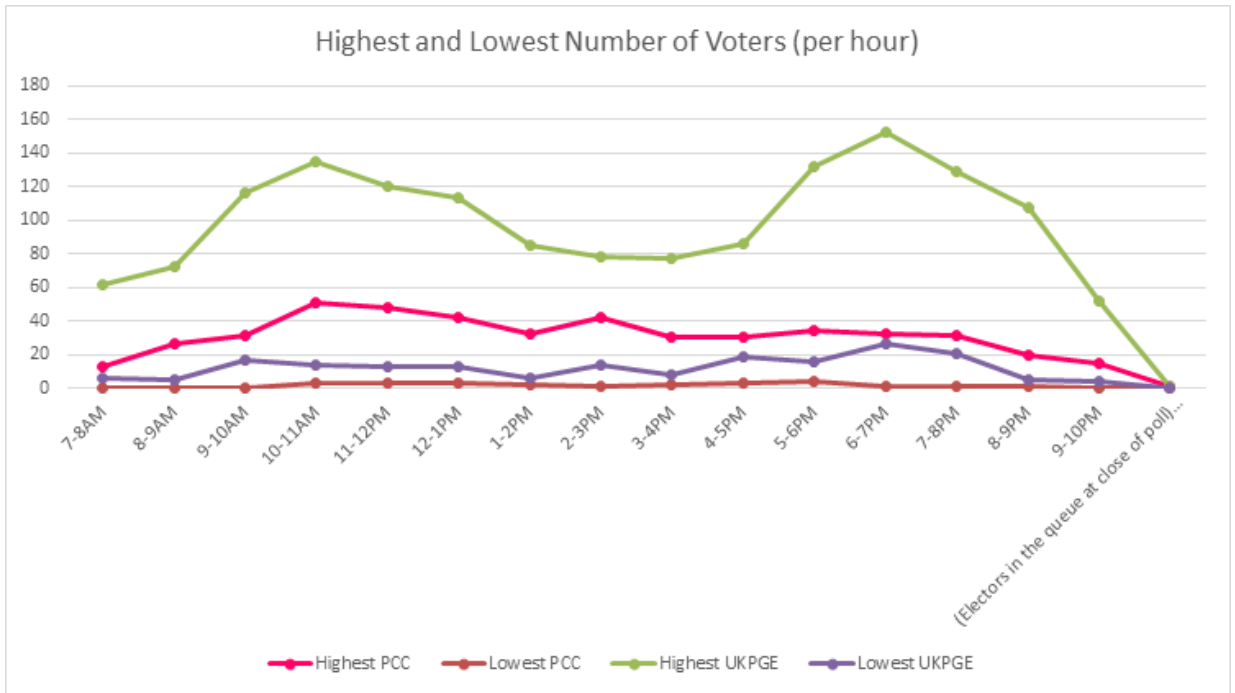
4.34 iPads were once again used in polling stations instead of the paper Electoral Registers, Corresponding Numbers List and Ballot Paper Account. The team was also able to use the tablets to gather the Voter ID statistics required by the Electoral Commission. Again the iPads worked very well and saved a lot of officer time as well as that of the polling station staff. Electors experienced a more efficient voting experience because of this. Using technology is considered the way forward for officers and for the electoral process and is updated with new functionality each year in line with legislation and user requests.

Polling day and iPad Turnout Figures

4.35 One of the main benefits of the iPads is the live updating the team receives throughout polling day so that the team can see how many electors have voted at each polling station. This helps in tracking stations that may need additional support during the day and when their busy periods are. The following data from both the PCC election and UKPGE is based on the 46 polling stations located within the Bognor Regis and Littlehampton Constituency, to ensure a fair comparison. It illustrates how big the gap was between the number of voters voting in each election and considers the difference in elector eligibility.

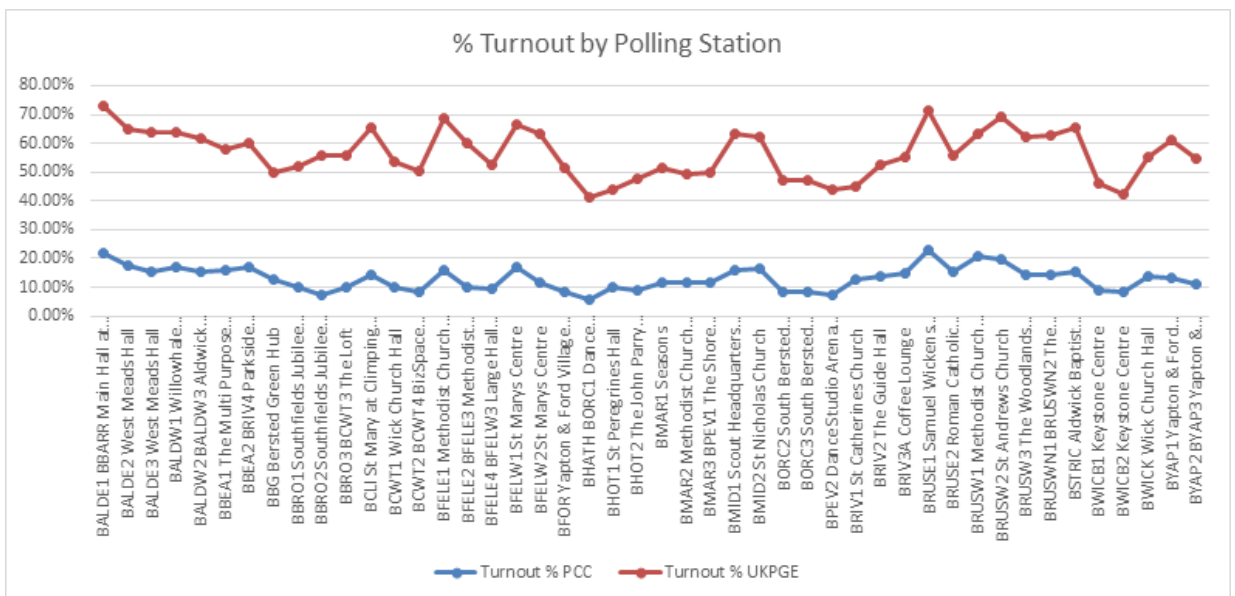
4.36 Through the iPad turnout figures members will see that the peak time for voting is between 10-11am and 6-7pm, and this is reflected in both the PCC and UKPGE figures. With this level of information know, presiding officers can advise staff to take breaks accordingly, as well as ensuring any part time PCs are hired over these times, rather than quiet parts of the day.





4.37 The team is also able to see and compare the polling stations with the highest and lowest turnouts per hour for both elections. This shows the variations across the district, particularly when looking at the 6-7pm peak and how stark the difference is between election types. For the PCC this hour slot saw 32 electors vote at the busiest station and 1 elector at the quietest, but for the UKPGE the difference was between 153 electors and 32 electors.

4.38 Comparisons can also be made between the percentage turnout for each polling station at both elections. Unsurprisingly the turnouts increased in all polling stations at the UKPGE. The smallest increase was at St Catherine’s Church, the BRIV1 polling district, which increased from 12.82% at the PCC to 44.95% at the UKPGE, meaning an additional 310 electors voted. The biggest increase was at the Methodist Church in Felpham at the BFELE1 polling district, which increased from 16.12% to 68.8%, with an extra 684 electors voting.



4.39 It is also interesting to see that the polling station turnouts follow the same curve regardless of the type of election. Traditionally the PCC is the lowest turnout of the district-wide elections, whilst the UKPGE has the highest turnout. As the curve remains the same for both, this will hopefully help inform staffing numbers in future elections as well as predict turnout figures more accurately. This means ballot boxes can be allocated more accurately to count tables at an election count based on what the team predicts to be the number of ballot papers inside. Ensuring that each count table has roughly the same number of ballot papers on it means that count tables can run more efficiently and speed up the count process.

4.40 The vast majority of feedback received, with a few exceptions, stated that the iPads were more efficient and faster than traditional paper registers, Corresponding Number Lists and ballot paper accounts.

Verification and count

4.41 The verification and count for the PCC election was held on Sunday 5 May 2024. The verification commenced at 9am and the first count started at 1.00pm across Sussex.

4.42 The team trialled the use of the Arun Civic Centre as the count venue in order to assess it as a contingency venue. This was possible due to the expected lower turnout compared with the UKPGE. Although the space was a smaller than either the Arun Leisure Centre or Littlehampton Wave it worked well and was well thought out in advance with secure areas for the ballot boxes to be stored and distributed from.

4.43 The UKPGE verification and count took place directly after the close of poll on 4 July 2024. Again, a different venue was trialled at the Littlehampton Wave in order to test options for the future. Despite the majority of count staff being employed at polling stations for the day, the verification and count went well and the team and the Acting Returning Officer received positive feedback from those attending. The count was concluded within the expected timeframe. The venue was a success with the vast majority of feedback received confirming that they preferred it and so we will look to use this for future elections.

4.44 The team received feedback that the use of screens hinders the ability to see and hear what is going on, feeding back to staff and to ask questions. Screens were again used in order to manage interactions between observers and count staff. As with previous elections this was generally well received by both observers and staff, with a few exceptions. Observers have always been informed, in line with Electoral Commission guidance, that they should not talk to the staff and to direct their questions/comments to the table supervisors, or to the Returning Officer and their Deputy(ies) if necessary. The count staff have fed back that they appreciate the screens as there are fewer interruptions and they can focus on their task, enabling them to work.

Conclusion

4.45 The Returning Officer, Electoral Service Manager and the Elections Team are pleased with how the Council's arrangements for these elections ran in practice and the Elections Team worked extremely hard to make sure that all tasks were completed accurately and in the required timeframes, particularly considering the late notice of the UK Parliamentary election.

5. CONSULTATION

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

6. OPTIONS / ALTERNATIVES CONSIDERED

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

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

7.1 There are no financial implications associated with this report.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 There are no such implications associated with this report.

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

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

10. HUMAN RESOURCES IMPACT

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

11. HEALTH & SAFETY IMPACT

11.1 There are no such implications associated with this report.

12. PROPERTY & ESTATES IMPACT

12.1 There are no such implications associated with this report.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 There are no such implications associated with this report.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 There are no such implications associated with this report.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 There are no such implications associated with this report.

16. HUMAN RIGHTS IMPACT

16.1 There are no such implications associated with this report.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no such implications associated with this report.

CONTACT OFFICER:

Name: Lauren Fairs-Browning

Job Title: Electoral Services Manager

Contact Number: 01903 737615 ext. 37615

BACKGROUND DOCUMENT: None

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Arun District Council

REPORT TO:	Corporate Support Committee 6 February 2025
SUBJECT:	Review of Polling Districts and Polling Stations in the Arun District 2023/24
LEAD OFFICER:	Lauren Fairs-Browning, Electoral Services Manager
LEAD MEMBER:	Councillor Oppler, Chair of Corporate Support Committee
WARDS:	All
CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:	
Ensuring that the polling places used for elections and in line with legislation and easily accessible for our electors.	
DIRECTORATE POLICY CONTEXT: Responsibility for the Electoral Services function and related workstreams sits within the Law & Governance Group.	
FINANCIAL SUMMARY: There are no financial implications associated with this report.	

1. PURPOSE OF REPORT

- 1.1 To agree the conclusions from the 2023/24 polling review.

2. RECOMMENDATIONS

It is recommended to Full Council; that

- 2.1 the Returning Officer's report on the 2023/24 review of Polling Districts, Polling Places and Polling Stations for the Arun District, as set out in Appendix 1, be agreed; and
- 2.2 the use of the polling stations listed in Appendix 1 be agreed for future elections including the West Sussex County Council Elections scheduled to be held on 1 May 2025.

3. EXECUTIVE SUMMARY

- 3.1 The Council is required to conduct a formal review of its polling districts, places and stations every five years, with the current review period being 1 October 2023 to 31 January 2025. The 2023/24 review has been undertaken in two stages. Firstly, in preparation for the Police and Crime Commissioner election held on 2 May 2024; and secondly, using the feedback from this election and the unscheduled parliamentary election on 4 July 2024 to inform the final stage of the review.
- 3.2 This report sets out the findings of this review and seeks agreement to the polling districts and polling stations/places to be used for future elections.

4. DETAIL

- 4.1 The Council is required under legislation to conduct a regular formal review of its polling districts, polling places and polling stations. This review period began on 1 October 2023 and must be concluded, in good time, ahead of the West Sussex County Council elections in May 2025.
- 4.2 Officers acknowledge that those elections may or may not take place depending on the outcome of submissions made to central government by West Sussex County Council in relation to government's devolution and local government reorganisation proposals. Nevertheless the Council remains obliged to conduct and complete this review, which supports not only those elections but any future parliamentary and other elections within the district.
- 4.2 The 2023/24 review started formally on 1 October 2024 with the publication of a Notice of Review on the Council's website and noticeboards.
- 4.3 This review focused on polling districts, which are the areas comprising a number of roads and houses allocated to a polling place/polling station within a ward, and locations and venues used for polling stations. It will not consider ward boundaries, which are determined independently of the Council by the Local Government Boundary Commission for England (LGBCE).
- 4.4 As the Committee will be aware, the aim has always been to locate polling stations within a convenient distance from the majority of elector's homes, with the premises being easy to find and accessible to all. However, it is becoming increasingly difficult to find suitable premises as existing locations change or become unavailable. We regularly explore options for new premises, particularly in areas where there is new housing development or the provision of additional community facilities. We also seek the help of the local Ward and County Councillors when we need to explore alternatives. Although we undertake this statutory review, at the mandatory time, polling districts, places and stations are under continual review by this Council.
- 4.6 Following the Parliamentary election on 4 July 2024 feedback was requested in the form of a questionnaire which asked 6 questions:
1. Please details the polling station you are commenting about
 2. Overall are you happy with this polling station and its location
 3. In your opinion is the polling station suitable for electors with disabilities
 4. Does the polling station offer suitable facilities for an elector to be able to cast their vote in a private and straightforward manner
 5. Is the polling station well located in the area
 6. If the polling station is not well located, do you have any suggestions for an alternative premises we can explore

Comments from consultees have been added to the schedule at **Appendix 1**.

4.7 There are 99 polling districts and approximately 81 stations within the Arun District. **Appendix 1** lists the full schedule of current polling districts, polling places and polling stations that it is intended will be used for the West Sussex County Council election on 1 May 2025 and future elections until the next review.

5. CONSULTATION

5.1 Officers sought the views of all Councillors, the Acting Returning Officers responsible for the Arundel & South Downs, Chichester and Worthing West Constituencies, Election Agents and the views of those with disabilities, particularly with respect to accessibility.

5.2 In addition, residents and interested organisations were invited to make comments through the notice placed on the Council's website. We have also considered feedback from the polling staff out at the stations on 2 May and 4 July 2024.

6. OPTIONS / ALTERNATIVES CONSIDERED

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

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

8. RISK ASSESSMENT CONSIDERATIONS

8.1 There are no such implications associated with this report.

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

9.1 Under Section 18C of the Representation of the People Act 1983, all local authorities are required to review their polling districts and polling places at least every five years. The review period starts in October, and each authority may choose the exact dates and length of their review; however, it must fall within a 16-month period.

9.2 The purpose of reviewing polling districts and polling places is to try and make sure that voting facilities are as convenient, suitable and accessible as possible for everyone who uses them.

9.3 The review covers:

- polling districts - areas created when constituencies (for general elections) or wards (for local elections) are split into smaller parts to allow people to vote in a convenient way
- polling places - the location, normally the buildings, in which polling stations are sited within the polling districts

10. HUMAN RESOURCES IMPACT

10.1 There are no human resources implications. This work will be carried out by officers under their day-to-day duties.

11. HEALTH & SAFETY IMPACT

11.1 There are no such implications associated with this report.

12. PROPERTY & ESTATES IMPACT

12.1 There are no such implications associated with this report.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 There are no such implications associated with this report.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 There are no such implications associated with this report.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 There are no such implications associated with this report.

16. HUMAN RIGHTS IMPACT

16.1 There are no such implications associated with this report.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no such implications associated with this report

CONTACT OFFICER:

Name: Lauren Fairs-Browning

Job Title: Electoral Services Manager

Contact Number: 01903 737615

BACKGROUND DOCUMENTS: None

ARUN DISTRICT COUNCIL
SCHEDULE OF POLLING DISTRICTS, POLLING PLACES AND POLLING STATIONS
(2023-2024)

POLLING DISTRICT CODE(S)	CURRENT POLLING PLACE	TOTAL ELECTORATE AT JULY 2024	POLLING STATION ELECTORATE AT JULY 2024	FEEDBACK FROM 2024 ELECTIONS	RECOMMENDATION	2025 POLLING PLACE
AALD1	Aldingbourne Community Centre, Olivers Meadow, Westergate, PO20 3YA	2317	1886		No change	Aldingbourne Community Centre, Olivers Meadow, Westergate, PO20 3YA
AALD2	Aldingbourne Community Centre, Olivers Meadow, Westergate, PO20 3YA	1130	922		No change	Aldingbourne Community Centre, Olivers Meadow, Westergate, PO20 3YA
AARU1, ASOU	Arundel Museum, Mill Road, BN18 9PA	1253	995		No change	Arundel Museum, Mill Road, BN18 9PA
AARU2, AHOU	Arundel Baptist Church Hall, Torton Hill Road, BN18 9JQ	1659	1366		No change	Arundel Baptist Church Hall, Torton Hill Road, BN18 9JQ
ABAR	Barnham Community Hall, Murrells Field, Yapton Road, PO22 0AY	1747	1448		No change	Barnham Community Hall, Murrells Field, Yapton Road, PO22 0AY
ABUR	Burpham Village Hall, Burpham, Arundel, BN18 9RR	134	108		No change	Burpham Village Hall, Burpham, Arundel, BN18 9RR
AEAS	Eastergate Parish Hall, Barnham Road, Eastergate, PO20 3RP	2464	1975		No change	Eastergate Parish Hall, Barnham Road, Eastergate, PO20 3RP
AFONT	Eastergate Parish Hall, Barnham Road, Eastergate, PO20 3RP	684	578		Recommend moving this to The Weighing Room as it is within the polling district and is now available due to moving AWAL2.	The Weighing Room, Fontwell Park Racecourse, Fontwell Avenue, BN18 0SX
AHOE	Methodist Church Hall - Felpham, Felpham Way, Felpham, PO22 8QL	102	80		No change	Methodist Church Hall - Felpham, Felpham Way, Felpham, PO22 8QL
ALYM	BizSpace Littlehampton, (no access from Morrisons car park), Courtwick Lane, BN17 7TL	315	218		No change	BizSpace Littlehampton, (no access from Morrisons car park), Courtwick Lane, BN17 7TL
ASLI	Coronation Hall, Reynolds Lane, Slindon, BN18 0QT	556	438		No change	Coronation Hall, Reynolds Lane, Slindon, BN18 0QT
APOL	The Manor House Annexe, Poling Street, BN18 9PT	146	119		No change	The Manor House Annexe, Poling Street, BN18 9PT
ARACE	Westergate Methodist Church, Westergate Street, PO20 3RH	351	257		No change	Westergate Methodist Church, Westergate Street, PO20 3RH
AWAL1	Walberton Pavilion, The Playing Field, The Street, BN18 0PH	1443	1158		No change	Walberton Pavilion, The Playing Field, The Street, BN18 0PH
AWAL2	The Weighing Room, Fontwell Park Racecourse, Fontwell Avenue, BN18 0SX	687	585		Recommend moving this to new venue The Balls Hut Community Building	The Balls Hut Community Building, 31 Old Bottle Way, Fontwell BN18 0YF
AWAR	Arundel Lido, Queen Street, Arundel, BN18 9JG	143	111		No change	Arundel Lido, Queen Street, Arundel, BN18 9JG
BALDE1, BBARR	Main Hall At Mosse Hall, St Richards Way, Aldwick, PO21 3BD	1420	980		No change	Main Hall At Mosse Hall, St Richards Way, Aldwick, PO21 3BD
BALDE2	West Meads Hall, The Precinct, West Meads, PO21 5SB	1799	1398		No change	West Meads Hall, The Precinct, West Meads, PO21 5SB
BALDE3	West Meads Hall, The Precinct, West Meads, PO21 5SB	1328	920		No change	West Meads Hall, The Precinct, West Meads, PO21 5SB
BALDW1	Willowhale Community Centre, Pryors Lane, Rose Green, PO21 4JF	2431	1862		No change	Willowhale Community Centre, Pryors Lane, Rose Green, PO21 4JF
BALDW2, BALDW3	Aldwick Baptist Church Hall, Gossamer Lane, Aldwick, PO21 3DD	1620	1282		No change	Aldwick Baptist Church Hall, Gossamer Lane, Aldwick, PO21 3DD
BBEA1	The Multi-Purpose Room, Littlehampton Wave, Sea Road, BN16 2NA	2363	1727		No change	The Multi-Purpose Room, Littlehampton Wave, Sea Road, BN16 2NA
BBEA2, BRIV4	Large Hall - Parkside Evangelical Church, St. Floras Road, Littlehampton, BN17 6BD	2298	1737		No change	Large Hall - Parkside Evangelical Church, St. Floras Road, Littlehampton, BN17 6BD
BBG	Bersted Green Hub, Hazel Road, PO22 9DZ	599	430		No change	Bersted Green Hub, Hazel Road, PO22 9DZ
BBRO1	Southfields Jubilee Centre, Southfields Road, Littlehampton, BN17 6AF	1732	1384		No change	Southfields Jubilee Centre, Southfields Road, Littlehampton, BN17 6AF
BBRO2	Southfields Jubilee Centre, Southfields Road, Littlehampton, BN17 6AF	1996	1531		No change	Southfields Jubilee Centre, Southfields Road, Littlehampton, BN17 6AF

BBRO3, BCWT3	The Loft, The Body Shop, Watersmead, BN17 6LS	2185	1639		The Loft is no longer available. Recommend moving BBRO3 to Southfields Jubilee Centre with the other Brookfield polling districts. And BCWT3 to BizSpace Littlehampton as the closest polling station in the Courtwick with Toddington area. We should then be able to move this permanently to the new Toddington Community Centre once built.	Southfields Jubilee Centre, Southfields Road, Littlehampton, BN17 6AF
BCLI	St Mary At Clymping Church Hall, Church Lane, Climping, BN17 5RB	807	608		No change	St Mary At Clymping Church Hall, Church Lane, Climping, BN17 5RB
BCWT1	Wick Church Hall, Wick Street, Littlehampton, BN17 7JS	1394	1066	Comments received that electors in BCWT1 needed to walk past BizSpace to vote at Wick Church Hall.	Change to BizSpace as this is the polling station located within the polling district.	BizSpace Littlehampton, (no access from Morrisons car park), Courtwick Lane, BN17 7TL
BCWT2, BCWT4	BizSpace Littlehampton, (no access from Morrisons car park), Courtwick Lane, BN17 7TL	2601	1963		Move BCWT4 from BizSpace to new K2 Community Centre as it has better road links than BizSpace and the new community centre has a 2nd room that we can use.	K2, Eldon Way, Wick, Littlehampton, BN17 7HE
BFELE1	Methodist Church Hall - Felpham, Felpham Way, Felpham, PO22 8QL	1816	1306		No change	Methodist Church Hall - Felpham, Felpham Way, Felpham, PO22 8QL
BFELE2, BFELE3	Methodist Church Hall - Felpham, Felpham Way, Felpham, PO22 8QL	2558	2002		No change	Methodist Church Hall - Felpham, Felpham Way, Felpham, PO22 8QL
BFELE4, BFELW3	Large Hall, Felpham Community Hall, Meaden Way, PO22 8FA	2179	1666		No change	Large Hall, Felpham Community Hall, Meaden Way, PO22 8FA
PFELW1	St Marys Centre, Off Grassmere Parade, Felpham Road, PO22 7NU	1770	1383		No change	St Marys Centre, Off Grassmere Parade, Felpham Road, PO22 7NU
PFELW2	St Marys Centre, Off Grassmere Parade, Felpham Road, PO22 7NU	1149	910		No change	St Marys Centre, Off Grassmere Parade, Felpham Road, PO22 7NU
BFOR	Main Hall, Yapton & Ford Village Hall, Main Road, Yapton, BN18 0ET	976	755		No change, but will need to be looked at once the electorate increase further. Can use the Clubroom for additional polling stations.	Main Hall, Yapton & Ford Village Hall, Main Road, Yapton, BN18 0ET
BHATH, BORC1	Dance Studio - Arena Sports Centre, Westloats Lane, Bognor Regis, PO21 5JD	2019	1603		No change	Dance Studio - Arena Sports Centre, Westloats Lane, Bognor Regis, PO21 5JD
BHOT1	St. Peregrines Hall, Parish Centre, Hislop Walk, PO21 1LP	893	690		No change	St. Peregrines Hall, Parish Centre, Hislop Walk, PO21 1LP
BHOT2	The John Parry Lecture Theatre, University of Chichester, Upper Bognor Road, PO21 1HR	1946	1182		No change	The John Parry Lecture Theatre, University of Chichester, Upper Bognor Road, PO21 1HR
BMAR1	Seasons, Bognor Football Club, Nyewood Lane, PO21 2TY	2242	1662		No change	Seasons, Bognor Football Club, Nyewood Lane, PO21 2TY
BMAR2	Methodist Church Hall, High Street, Bognor Regis, PO21 1ST	1927	1358		No change	Methodist Church Hall, High Street, Bognor Regis, PO21 1ST
BMAR3, BPEV1	The Shore Community Church (Bognor Baptist Church), 73 Victoria Drive, Bognor Regis, PO21 2TD	2202	1461		No change	The Shore Community Church (Bognor Baptist Church), 73 Victoria Drive, Bognor Regis, PO21 2TD
BMID1	Scout Headquarters M-O-S, Shrubbs Field, Shrubbs Drive, PO22 6DZ	2135	1609		No change	Scout Headquarters M-O-S, Shrubbs Field, Shrubbs Drive, PO22 6DZ
BMID2	St Nicholas Church, Elmer Road, Middleton-on-Sea, PO22 6ET	2087	1558		No change	St Nicholas Church, Elmer Road, Middleton-on-Sea, PO22 6ET
BORC2	South Bersted Church Hall, Bersted Street, Bognor Regis, PO22 9QZ	1737	1243		No change	South Bersted Church Hall, Bersted Street, Bognor Regis, PO22 9QZ
BORC3	South Bersted Church Hall, Bersted Street, Bognor Regis, PO22 9QZ	1844	1192		No change	South Bersted Church Hall, Bersted Street, Bognor Regis, PO22 9QZ
BPEV2	Dance Studio - Arena Sports Centre, Westloats Lane, Bognor Regis, PO21 5JD	2442	1746		No change	Dance Studio - Arena Sports Centre, Westloats Lane, Bognor Regis, PO21 5JD

BRIV1	St Catherines Church, 44 Beach Road, Littlehampton, BN17 5JH	2603	1941		No change	St Catherines Church, 44 Beach Road, Littlehampton, BN17 5JH
BRIV2	The Guide Hall, Duke Street, BN17 6EU	913	666		No change	The Guide Hall, Duke Street, BN17 6EU
BRIV3A	Coffee Lounge, Littlehampton United Church, 1 High Street, BN17 5EG	1148	885		No change	Coffee Lounge, Littlehampton United Church, 1 High Street, BN17 5EG
BRUSE1	Samuel Wickens Centre, (Behind Waitrose), Broadmark Lane, BN16 2NW	1107	839		No change	Samuel Wickens Centre, (Behind Waitrose), Broadmark Lane, BN16 2NW
BRUSE2	Roman Catholic Church of St Joseph, Station Road, Rustington, BN16 3BE	1644	1298		No change	Roman Catholic Church of St Joseph, Station Road, Rustington, BN16 3BE
BRUSW1	Methodist Church Lounge, Claigmar Road, Rustington, BN16 2NL	1667	1354		No change	Methodist Church Lounge, Claigmar Road, Rustington, BN16 2NL
BRUSW2	St Andrews Church, Holmes Lane, Rustington, BN16 2PY	2289	1877		No change	St Andrews Church, Holmes Lane, Rustington, BN16 2PY
BRUSW3	The Woodlands Centre, 34 Woodlands Avenue, Rustington, BN16 3HB	1972	1367		No change	The Woodlands Centre, 34 Woodlands Avenue, Rustington, BN16 3HB
BRUSWN1, BRUSWN2	The Woodlands Centre, 34 Woodlands Avenue, Rustington, BN16 3HB	1295	978		No change	The Woodlands Centre, 34 Woodlands Avenue, Rustington, BN16 3HB
BSTRIC	Aldwick Baptist Church Hall, Gossamer Lane, Aldwick, PO21 3DD	2504	1726	* An elector commented that they need to pass Mosse Hall in order to vote at Aldwick Baptist Church, would like this to change for future elections	Recommend moving to Mosse Hall as this is within the BSTRIC polling district. It was moved previously due to different electoral areas but can now accommodate.	Main Hall At Mosse Hall, St Richards Way, Aldwick, PO21 3BD
BWICB1	Keystone Centre, Eldon Way, Littlehampton, BN17 7HE	1994	1577		Now moving to K2 Community Centre across the road	K2, Eldon Way, Wick, Littlehampton, BN17 7HE
BWICB2	Keystone Centre, Eldon Way, Littlehampton, BN17 7HE	1150	861		Now moving to K2 Community Centre across the road	K2, Eldon Way, Wick, Littlehampton, BN17 7HE
WICK	Wick Church Hall, Wick Street, Littlehampton, BN17 7JS	2250	1710		No change	Wick Church Hall, Wick Street, Littlehampton, BN17 7JS
BYAP1	Main Hall, Yapton & Ford Village Hall, Main Road, Yapton, BN18 0ET	2020	1549		No change, but will need to be looked at once the electorate increase further. Can use the Clubroom for additional polling stations.	Main Hall, Yapton & Ford Village Hall, Main Road, Yapton, BN18 0ET
BYAP2, BYAP3, BYAP4	Main Hall, Yapton & Ford Village Hall, Main Road, Yapton, BN18 0ET	1487	1174		No change, but will need to be looked at once the electorate increase further. Can use the Clubroom for additional polling stations.	Main Hall, Yapton & Ford Village Hall, Main Road, Yapton, BN18 0ET
CBB1	South Bersted Church Hall, Bersted Street, Bognor Regis, PO22 9QZ	168	120		No change	South Bersted Church Hall, Bersted Street, Bognor Regis, PO22 9QZ
CBB2	Bersted Green Hub, Hazel Road, PO22 9DZ	1049	903		No change	Bersted Green Hub, Hazel Road, PO22 9DZ
CNB1	The Jubilee Hall - Community Centre, Chalcraft Lane, North Bersted, PO21 5TU	2303	1969		No change	The Jubilee Hall - Community Centre, Chalcraft Lane, North Bersted, PO21 5TU
CNB2, CSHR	Bersted Park Community Centre, Lakeland Avenue, Bognor Regis, PO21 5FF	1649	1369		No change	Bersted Park Community Centre, Lakeland Avenue, Bognor Regis, PO21 5FF
CNB3	The Jubilee Hall - Community Centre, Chalcraft Lane, North Bersted, PO21 5TU	1719	1392		No change	The Jubilee Hall - Community Centre, Chalcraft Lane, North Bersted, PO21 5TU
CPAG1, CPAG2	The Pagham Utd Reformed Church Hall, Pagham Road, Pagham, PO21 4NJ	2511	2019		No change	The Pagham Utd Reformed Church Hall, Pagham Road, Pagham, PO21 4NJ
CPAG3, CPAG4	Pagham Church Centre, Nyetimber Lane (Opp. Football Ground), Pagham, PO21 3JT	2613	2106		No change	Pagham Church Centre, Nyetimber Lane (Opp. Football Ground), Pagham, PO21 3JT
WANGBG	Angmering Community Centre, Foxwood Avenue, Angmering, BN16 4FU	2530	2039		No change	Angmering Community Centre, Foxwood Avenue, Angmering, BN16 4FU
WANGN1	St. Margarets Church Hall, Arundel Road, Angmering, BN16 4JS	2186	1823		No change	St. Margarets Church Hall, Arundel Road, Angmering, BN16 4JS
WANGN2	Angmering Village Hall, Station Road, Angmering, BN16 4HY	1767	1313		No change	Angmering Village Hall, Station Road, Angmering, BN16 4HY

WANGS	East Preston Fire Station, North Lane, East Preston, BN16 1DA	767	620	No change	East Preston Fire Station, North Lane, East Preston, BN16 1DA
WCLA, WPAT	Clapham & Patching Village Hall, Clapham, Worthing, BN13 3UT	454	350	No change	Clapham & Patching Village Hall, Clapham, Worthing, BN13 3UT
WEP1	The Miller Barn, East Preston & Kingston Village Hall, BN16 1LP	2610	1907	No change	The Miller Barn, East Preston & Kingston Village Hall, BN16 1LP
WEP2	East Preston Scout Hall, The Street, BN16 1HZ	2521	1980	No change	East Preston Scout Hall, The Street, BN16 1HZ
WFER1	Glebelands Community Centre, Greystoke Road, Ferring, BN12 5JL	1740	1357	No change	Glebelands Community Centre, Greystoke Road, Ferring, BN12 5JL
WFER2	Glebelands Community Centre, Greystoke Road, Ferring, BN12 5JL	2399	1754	No change	Glebelands Community Centre, Greystoke Road, Ferring, BN12 5JL
WFIN	Findon Village Hall, High Street, Findon, BN14 0TA	1666	1334	No change	Findon Village Hall, High Street, Findon, BN14 0TA
WKIN	The Miller Barn, East Preston & Kingston Village Hall, BN16 1LP	543	371	No change	The Miller Barn, East Preston & Kingston Village Hall, BN16 1LP
WWP	East Preston Scout Hall, The Street, BN16 1HZ	468	328	No change	East Preston Scout Hall, The Street, BN16 1HZ

Agenda Item 12

Corporate Support Committee - Work Programme 2025/26

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 2024.</p> <p>Council Vision Performance Report 2023 - 2024</p> <p>Corporate Complaints</p> <p>Debt Management Write Off Policy Report Update</p> <p>Council Tax, Business Rates & Sundry Debt Write Offs – Committee Approval - Exempt</p> <p>Work Programme</p>	<p>J Follis</p> <p>J Follis</p> <p>L Reeves</p> <p>A Baden</p> <p>A Baden</p>	<p>27 June 2024 - cancelled</p>	<p>6pm</p>	<p>17 July 2024</p>
<p>Annual Update on Information and Digital Strategy</p> <p>Local Government Boundary Review – Report to approve Working Party Terms of Reference and Membership</p> <p>Budget 2025/26 Process</p> <p>Budget Monitoring report to 30 June 2024</p> <p>Corporate Complaints</p> <p>Q1 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026.</p> <p>Customer Services – Annual Update</p> <p>Council Tax, Business Rates & Sundry Debt Write Offs</p> <p>Council Tax, Business Rates & Sundry Debt Write Offs – Committee Approval – Exempt</p> <p>Work Programme</p>	<p>P Symes</p> <p>D Bainbridge/L Fairs-Browning</p> <p>A Baden</p> <p>A Baden</p> <p>M Redman</p> <p>J Follis</p> <p>A Baden</p> <p>A Baden</p> <p>A Baden</p>	<p>10 Oct 2024</p>	<p>6pm</p>	<p>7 November 2024</p>

Corporate Support Committee - Work Programme 2025/26

Q2 & Q3 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026.	J Follis	6 Feb 2025	6pm	26 February 2024 (Special Budget Council)
Corporate Complaints	M Redman			19 March 2024
Committee Revenue and Capital Budgets 2025/26	A Baden			
Council Tax, Business Rates & Sundry Debt Write Offs	A Baden			
Council Tax, Business Rates & Sundry Debt Write Offs – Committee Approval – Exempt	A Baden			
Review of Elections Held on 2 May and 4 July 2024	D Bainbridge/L Fairs-Browning			
Review of Polling District, Polling Place and Polling Station	D Bainbridge/L Fairs-Browning			
Work Programme				
Corporate Support Committee	Lead Officer	Date of Meeting	Time	Full Council Meeting Date
Complaints Report	M Redman	25 Mar 2025	6pm	14 May 2025
Local Government Boundary Review – Update Report	D Bainbridge/L Fairs-Browning			
Council Tax, Business Rates & Sundry Debt Write Offs – Committee Approval – Exempt	A Baden			
Pay Policy Statement 2025	K Pearce			
Work Programme				