



## RUSHMOOR BOROUGH COUNCIL

# CORPORATE SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Tuesday, 5th July, 2016 at 7.00 pm*

**To:**

Cllr P.J. Moyle (Chairman)  
Cllr D.S. Gladstone (Vice-Chairman)

Cllr D.M.T. Bell  
Cllr R.L.G. Dibbs  
Cllr B. Jones  
Cllr Marina Munro  
Cllr A.R. Newell  
Cllr P.F. Rust  
Cllr J.E. Woolley

Enquiries regarding this agenda should be referred to the panel Administrator:  
Lauren Harvey, Democratic and Customer Services, Email:  
[lauren.harvey@rushmoor.gov.uk](mailto:lauren.harvey@rushmoor.gov.uk) Tel: 01252398827.

# **A G E N D A**

## **1. APPOINTMENT OF CHAIRMAN –**

To appoint a Chairman for the 2016/17 Municipal Year.

## **2. APPOINTMENT OF VICE-CHAIRMAN –**

To appoint a Vice-Chairman for the 2016/17 Municipal Year.

## **3. MINUTES – (Pages 1 - 6)**

To confirm the minutes of the meeting held on 31st March, 2016 (copy attached).

## **4. APPOINTMENTS TO GROUPS –**

### **(1) Mid-Cycle Group –**

To appoint Members to the Mid-Cycle Group for the 2016/17 Municipal Year.

The membership for 2015/16 was Crs. D.M.T. Bell, D.S. Gladstone, B. Jones and Jacqui Vosper.

### **(2) Customer Services Review Working Group –**

To appoint Members to the Customer Services Review Working Group for the 2016/17 Municipal Year.

The membership for 2015/16 was Crs. D.M.T Bell, A.H. Crawford, D.S. Gladstone, B. Jones, G.B. Lyon, P.F. Rust and Jacqui Vosper.

## **5. DIGITAL STRATEGY –**

The Panel to receive an update from Mr. Michael Gates, an independent ICT Consultant, and Mr. Ian Harrison, Corporate Director, on the progress of the digital strategy since the all-Member seminar that was held in September, 2015. The Panel to consider its future role in oversight of the implementation of the strategy.

## **6. HUMAN RESOURCES UPDATE –**

The Panel to receive a presentation update from the Interim Human Resources Manager.

## **7. WORK PROGRAMME – (Pages 7 - 18)**

The Panel to note the current work programme and the arrangements to review this at the forthcoming mid-cycle meeting. Members are invited to put forward potential items of interest for the future programme of work (copy attached).

## **MEETING REPRESENTATION**

Members of the public may ask to speak at the meeting on any of the items on the agenda by writing to the Panel Administrator at the Council Offices, Farnborough by 5.00 pm three working days prior to the meeting.

Applications for items to be considered for the next meeting must be received in writing to the Panel Administrator fifteen working days prior to the meeting.

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# CORPORATE SERVICES POLICY AND REVIEW PANEL

Meeting held on Thursday, 31st March, 2016 at the Council Offices, Farnborough at 7.00 p.m.

## Voting Members

Cr. Jacqui Vosper (Chairman)  
Cr. D.S. Gladstone (Vice-Chairman)

Cr. D.M.T. Bell  
Cr. D.E. Clifford  
Cr. Barbara Hurst

Cr. B. Jones

Cr. G.B. Lyon  
Cr. P.F. Rust  
a Cr. D.M. Welch

An apology for absence was received on behalf of Cr. D.M. Welch.

## 13. MINUTES –

The Minutes of the meeting held on 12th November, 2016 were approved and signed by the Chairman.

## 14. LAND CHARGES –

The Panel had invited Diane Milton (Legal Services Manager) and David Caldwell (Local Land Charges Manager) to the meeting to provide an overview of the Local Land Charges function. Members noted the definition of Land Charges “obligations, restrictions or prohibition on a parcel of land that were binding on successive owners”. Members had also been provided with a list of the legislation that covered Local Land Charges and a glossary of jargon that could be referred back to.

The Local Land Charges (LLC) register had been made up of twelve parts and was now an electronic database. This had enabled an automatic search facility that included spatial extent, along with unique property reference numbers (UPRN), which allowed all Council systems to communicate without officer intervention.

The Local Land Charges System environment was described to Members and was split into three areas: back office, front office and market. It was noted that the front office’s Official Local Land Charges Search was in direct competition with personal search companies.

The Panel was informed of the different search forms used; LLC1 and CON29(R) and CON29(O). The LLC1 had been the official certificate of search and it was noted that it had been a statutory request for a local authority to search the LLC register for entries affecting a property and to provide a schedule of registrations and a certificate signed by the ‘proper

officer' stating how many LLC registrations had affected the land. The CON29(R) Required Enquiries form was a non-statutory form that had consisted of an agreed set of questions, which had been created by the Law Society, to be answered by local authorities. The CON29(O) Optional Enquiries form covered a number of areas including public paths and byways, advertisements and parks and countryside. It was heard that the LLC team had worked with a number of other Council departments during the process of preparing responses.

The Panel was shown search fees that were charged by neighbouring authorities, these ranged between £90 – £171.50 as search fees were unregulated and were set by each local authority on a cost recovery basis. It was heard that the annual net should be placed in the LLC reserve so that over a period of three consecutive financial years the total income from charges and recharges should not exceed the total costs of granting access to property records. Members were shown a graph of the LLC income between 2005 – 2014. It highlighted the competition between personal search companies as there had been a drop in income when these companies had started to carry out searches. However, it was noted that the Council's income had started to increase again.

The Panel was advised that regulations had enabled authorities to charge a fee for personal searches of the LLC Register. However, this had been revoked in August, 2010 as the regulations had been found to be incompatible with the Environmental Information Regulations, 2004. This had resulted in a number of legal actions taking place that had aimed to recover fees paid by personal searchers between 2005-2010. It was noted that the defence had been coordinated through the Local Government Association. The claims had been settled in 2015 by agreement reached through alternative dispute resolution.

It was explained that there were plans for the LLC register to transfer from local authorities to the Land Registry as part of the Infrastructure Act 2015. This would result in the Land Registry providing registration and local search services while local authorities would continue to collect and update information in the register and answer CON29 enquiries. Members noted that preparations for the transfer were underway and this was expected to take effect in late 2017 with the process being completed by 2023.

The Panel **NOTED** the presentation

#### 15. **MAYORAL COSTS –**

The Head of Democratic and Customer Services, Andrew Colver, was invited to the Panel to provide the background to the Mayoralty arrangement and an overview of the change in costs over the years. Members were reminded that the Mayor acted as the Queen's representative in the Borough and the mayoralty had been part of civic life in Rushmoor for 42 years. The primary duties of the Mayor were listed, these included attending functions and religious services and undertaking official openings and presentations in

the Borough and chairing Council meetings. The Panel was informed that the Mayoralty was well supported within the community and the demand for the Mayor's attendance had continued to be high, with the Mayor attending over 300 events per year.

Members were advised that the Mayor's main adviser was the Chief Executive with further support from his Executive Assistant and the Democratic Support Team. The Mayor was also supported by the Deputy Mayor, who deputised for the Mayor at some events. This gave Deputy Mayors a chance to experience the Mayoralty before their Mayoral year.

The Mayoral allowance was used to cover expenses of the role. The Mayor also received a £1,000 allowance for chairing Council meetings. It was noted that this had been a part of the recent review by the Remuneration Panel of the Members Allowances Scheme and the report was expected in the following few weeks.

The Panel was reminded that as part of a service costs review in 2010/11 there had been a restructure of the Mayoral support. It had been seen as important to ensure that the Mayoralty should 'fit for purpose'.

The Panel was informed of the current staffing arrangements, which were provided directly through Democratic and Customer Services and divided between two staff. Their roles had included administrative work, i.e. the Mayor's diary, organising specific events and dealing with the finances. The Macebearer had important ceremonial and security roles to carry out. This post was under review following the retirement of the post holder and this support had a potential to be provided from staff within the Council but in most occasions the Mayor and Deputy Mayor were expected to drive themselves to events and engagements.

The Panel noted that the Council supported four fundraising events each year, and also organised civic events, e.g. Remembrance Sunday. It was heard that these events took substantial resources to put on but supported the Mayor's chosen charities.

Members were provided with some comparative cost data that had been obtained from other similar authorities, which had shown only a few differences between the budgets.

The Panel was informed that a Mayoral Protocol was in the process of being prepared and aimed to outline the Mayor's roles and responsibilities, what the Council would provide and working and financial arrangements. It was noted that the protocol would provide clarity and guidance and would be included in the induction process for the Mayor elect.

It was concluded that the Mayor had played a large part in shaping the Council's public image and the Mayor regularly received positive feedback and repeat requests. The Council was in a challenging financial position but recognised the value of the Mayoralty. The Mayoralty would continue to

receive support from volunteers and it was believed that the protocol would help to provide clarity.

Andrew Colver answered questions on a number of issues including the Mayoral Car and condensing support from Members. It was requested that the 'demand' for the Mayor be recorded by staff in the future. It was also agreed that the possibility of providing a Members' badge should be investigated.

The Panel **NOTED** the presentation and requested that the issues raised be examined further.

## 16. **SYSTEMS THINKING –**

The Panel welcomed Corporate Director, Ian Harrison, and two members of the Systems Thinking Team, Lorraine Murray and Jo Cohen, who had been invited to the meeting to provide a cost-benefit analysis of systems thinking.

Members were reminded of the purpose and ultimate aim of systems thinking. It was noted that the team had carried out a number of service reviews and had provided coaching support to some managers that had enabled them to support other systems thinking reviews and processes.

The Panel was informed of the current staff structure, which consisted of two permanent FTEs and one seconded part-time FTE as well as allocated time from a Corporate Director. The 2015/16 budget totalled £163,920 which was re-charged across the Council using a combined method of actual assignments and general headcount. Members were guided through an indicative cost analysis of the service, this analysis showed a notional daily rate of £255 compared to consultant day-rates for improvement work of £500-£1,400. It was noted that Vanguard had cost the Council £1,000 per day for an assignment and £1,400 per day on a call-off basis plus expenses.

It was noted that Rushmoor's systems thinking reviews had had a number of positive outcomes with many improvements in service areas. Rushmoor had also had visits from other local authorities and businesses. Reviews had also made a large amount of savings across different service areas, for example, £100-120,000 per annum in Benefits; these savings had been achieved through staffing adjustments but had been recurrent and sustainable.

The Panel was given examples of reviews that had been carried out in Personnel, Channel Shift and Parking.

Members heard that the future options for the Systems Thinking team were to have an on-going commitment to the delivery of the 8-Point Plan, supporting the Organisational Development (OD) Programme and to provide general coaching and support and development to all staff at all levels. There



had also been an option for potential developments in the voluntary sector and other bodies supported by the Council.

It was concluded that systems thinking had been in Rushmoor for over ten years and had made significant sustainable service improvements during that time. The Council's own internal team had been established for over five years and this team had been integral to the delivery of elements of both the 8-Point Plan and OD Programme.

The Panel **NOTED** the presentation.

17. **WORK PROGRAMME –**

The Panel **NOTED** the current Work Programme and **AGREED** to hold a workshop at the beginning of the next Municipal Year to create a programme of work for 2016/17.

The meeting closed at 9.47 pm.

JACQUI M. VOSPER  
CHAIRMAN

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# CORPORATE SERVICES POLICY AND REVIEW PANEL

## WORK PROGRAMME

Set out below are the key issues which form the basis of the Panel's work programme within the Corporate Services portfolio. The topics covered reflect the following:

- items raised by Members and agreed by the Panel for consideration
- review of performance and delivery of specific services
- monitoring and scrutinising the activities of others
- scrutiny of the process of the way in which decisions have been or are being made
- review of policies and proposals developed by others
- reviewing issues of concern to local people or which affect the Borough
- the development of a new policy for recommendation to the Cabinet

The work programme shows the way in which topics are being dealt with and the progress made with them. An update will be submitted to each meeting of the Panel.

# CORPORATE SERVICES PORTFOLIO

## ACCOUNTABILITY AND AREAS OF RESPONSIBILITY

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The terms of reference of the Panel will include the areas contained in the Corporate Services portfolio together with functions within the responsibility of the Leader and Deputy Leader. The functions set out in the Scheme of Delegation are:

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### Financial Administration

To deal with financial policy and financial administration including:

- ◆ Financial Regulations
- ◆ Preparation and monitoring of the capital and revenue budgets
- ◆ Rating, benefits and Council Tax administration
- ◆ Insurance matters

### Internal Organisation

To deal with the organisation of the Council's administration including:

- ◆ The Council's Office accommodation and equipment
- ◆ Information technology and data protection
- ◆ Local Land Charges
- ◆ Public relations
- ◆ Council Offices catering
- ◆ Support services

### Personnel and Human Resources

To deal with human resources issues including:

- ◆ Personnel strategies and policies
- ◆ Organisational structures and manpower budgets
- ◆ Policy on appointments, terms and conditions and welfare of staff
- ◆ Job evaluation
- ◆ Training and development
- ◆ Personnel and payroll administration

### Property

To control and manage the Council's property investments including:

- ◆ Shop and commercial premises let by the Council
- ◆ Industrial estates
- ◆ Council owned development sites

To keep under review the Council's overall corporate property portfolio including:

- ◆ Maintenance of assets
- ◆ New arrangements for leasing or licensing of premises
- ◆ Changes of use
- ◆ Estate management policies

### Other Matters

- ◆ Support for Members
- ◆ Emergency planning procedures
- ◆ Service quality, customer care and performance management systems
- ◆ The Council's strategic objectives and corporate planning process
- ◆ Civic ceremonial and insignia
- ◆ Members' allowances

## SCRUTINY & PERFORMANCE MANAGEMENT

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
Annually	Asset Management	<p>The Solicitor to the Council and the Head of Democratic Services have responsibility for developing the Council's draft Asset Management Plan. The Plan provides a strategic overview of the Council's property and land assets and the processes and policies by which the assets would be managed and maintained.</p> <p>The Panel received a report from the Solicitor to the Council on 15th January, 2015 that provided them with an overview of the extent of the Council's property portfolio, income streams and future strategic plans.</p>	The Panel to receive an update in the <b>2016/17 Municipal Year</b> .	Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a>
Bi-annually	Financial Management	The Head of Finance provided an update on the Council's financial position on 15th January, 2015.	The Panel received an update on <b>12th November, 2015</b> .	Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440 <a href="mailto:amanda.fahey@rushmoor.gov.uk">amanda.fahey@rushmoor.gov.uk</a>
4.14 Page 9	Business Rates Retention Scheme	The Government had introduced a new business rate retention system in April, 2013. The new policy meant that local authorities were now able to keep some	The Scheme will be reviewed by the Government in 2017. In the meantime Members will receive annual updates on the impact of	Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
31.5.10		<p>of the business rates collected rather than receiving a government grant. The amount of grant which could be retained by Local Authorities would be dependent on the number of new businesses in the area.</p> <p>An update was made to the Panel on 26th June, 2014.</p>	<p>the Scheme with the next report to the Panel in the <b>2016/17 Municipal Year</b>.</p>	<p><a href="mailto:amanda.fahey@rushmoor.gov.uk">amanda.fahey@rushmoor.gov.uk</a></p>
31.5.12	Treasury Management	<p>Members had requested that a review of treasury management be carried out to look at performance, performance measures and possible alternative ways of investing the Council's financial reserves.</p>	<p>The Panel received an update on Treasury Management on <b>12th November, 2015</b>.</p>	<p>Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440 Email <a href="mailto:amanda.fahey@rushmoor.gov.uk">amanda.fahey@rushmoor.gov.uk</a></p>
31.5.12	Corporate Health and Safety	<p>The Panel reviewed the Council's approach to Corporate Health and Safety, including the Council's performance and Health and Safety Inspections at the meeting on 19th March, 2015.</p>	<p>An update can be provided to the Panel upon request.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Services Tel: (01252) 398640 Email <a href="mailto:qamer.yasin@rushmoor.gov.uk">qamer.yasin@rushmoor.gov.uk</a></p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
3.4.14	Contract Management	The Panel received an update that included information on the Council's current contracts, its method of procuring contract services and the generic approach to the subsequent management of its contracts on 13th November, 2014	An update will be provided to the Panel in due course.	Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a>
10.9.09	Office Co-Location Project	The project is now well advanced and a range of County Council services, together with the Farnborough Safer Neighbourhood Team relocated to the offices in the Autumn, 2013. The project has significant implications for the Council but also has a number of major benefits, including the integration of services and realisation of substantial income.  A update was made to the Panel on 19th March, 2015.	The Head of Democratic and Customer Services can provide the Panel with a further update in due course.	Andrew Colver Head of Democratic and Customer Services Tel: (01252) 398820 Email <a href="mailto:andrew.colver@rushmoor.gov.uk">andrew.colver@rushmoor.gov.uk</a>
Annually  Page 11	Personnel Monitoring	The Panel received a presentation from the Principal Personnel Officer and The Head of Strategy, Engagement and Organisational Development at the meeting on 13th November, 2014 which provided information requested by the Panel on Organisational Development, staff welfare data and the professional	An update to be presented to the Panel on <b>2nd June, 2016</b> .	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
4.12.03	Information and Communications Technology (ICT) & Digital Strategy	<p>development offered to staff.</p> <p><u>Digital Strategy</u>: On 10th September, 2015, the Panel hosted an all-Member Seminar on Rushmoor's Digital Strategy. The purpose of the seminar was:</p> <ul style="list-style-type: none"> <li>• to provide a brief overview of the technological changes taking place</li> <li>• to describe the initial work undertaken in the development of the Digital Strategy</li> <li>• to consult Members on their thoughts and ideas for a digital strategy and their ambition for a Digital Rushmoor</li> <li>• to agree next steps and scope of remaining activity to complete the Digital Strategy</li> </ul>	An update will be provided to the Panel in the 2016/17 Municipal Year.	<p>Nick Harding Head of IT and Facilities Services Tel. (01252) 398650 Email. <a href="mailto:nick.harding@rushmoor.gov.uk">nick.harding@rushmoor.gov.uk</a></p> <p>Ian Harrison Corporate Director Tel. (01252) 398300 Email. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a></p>
31.5.13	Systems Thinking	The Panel received a presentation at the meeting on 19th March, 2015 on how the Council was using Systems Thinking to improve services and reduce costs in Rushmoor. To date this approach had been used in a number of Services and efficiencies had translated into cost savings.	The Panel will receive an update on Systems Thinking, focusing on cost benefit analysis, on <b>31st March, 2016</b> .	<p>Ian Harrison Corporate Director Tel. (01252) 398300 Email. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a></p>



REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
3.4.14	The Emergency Plan	The Panel received an update on the Council's emergency plan at the meeting on 15th January, 2015. Members were also invited to attend a drill in March, 2015 which allowed them to observe the emergency plan in practice.	An update to be provided upon request.	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
20.08.15	Performance Reporting	This item was raised during a workshop held on 20 <sup>th</sup> August, 2015, where the Panel were provided with the budget information for the Corporate Services portfolio.	This item was presented to the panel this on <b>12th November, 2015</b> .	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
20.08.15	Land Charges	This item was raised during a workshop held on 20 <sup>th</sup> August, 2015, where the Panel were provided with the budget information for the Corporate Services portfolio.	This item will be brought to the Panel meeting on <b>31st March, 2016</b> .	Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a>

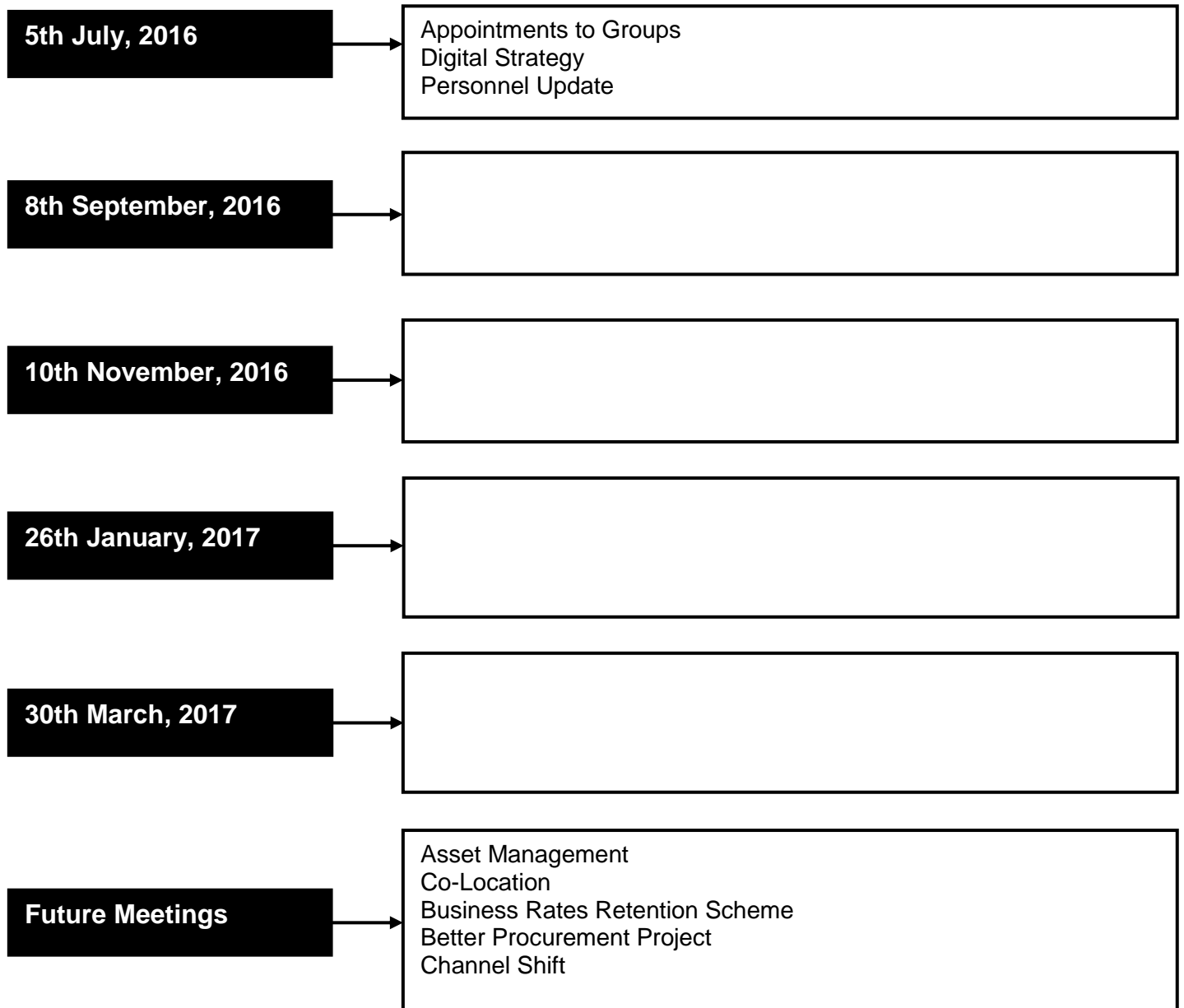
REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
<del>20</del> 08.15	Mayoral Costs	This item was raised during a workshop held on 20 <sup>th</sup> August, 2015, where the Panel were provided with the budget information for the Corporate Services portfolio.	This item will be presented at the Panel meeting on <b>31st March, 2016</b> .	Andrew Colver Head of Democratic and Customer Services Tel: (01252) 398820 Email <a href="mailto:andrew.colver@rushmoor.gov.uk">andrew.colver@rushmoor.gov.uk</a>
07.10.15	Council's Website	Members requested an update on the progress of the new website since its launch in 2012 and future development plans.	The Panel was provided with an update on <b>12th November, 2015</b> .	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
20.08.15	Member Support / Expenditure and Panel Consolidation	This item was raised during a workshop held on 20 <sup>th</sup> August, 2015, where the Panel were provided with the budget information for the Corporate Services portfolio.	This item will be raised at the Panel meeting in the <b>2016/17 Municipal Year</b> .	Andrew Colver Head of Democratic and Customer Services Tel: (01252) 398820 Email <a href="mailto:andrew.colver@rushmoor.gov.uk">andrew.colver@rushmoor.gov.uk</a>

## UPDATES FROM TASK AND FINISH AND WORKING GROUPS

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
Annually	Customer Services Member Review Group  <i>(ongoing)</i>	<p>The Chairman (Cr. Jacqui M. Vosper) and Crs. D.M.T. Bell, A. Crawford, D.S. Gladstone, B. Jones, G.B. Lyon and P.F. Rust were appointed to serve on the Customer Services Review Working Group for the 2015/16 Municipal Year. The Group had been set up to consider a broad range of issues relating to customer services. However, the Group was currently focussing on issues such as:</p> <ul style="list-style-type: none"> <li>• the Savings and Efficiency/Service Transformation Review;</li> <li>• project work, such as the Customer First Project; and</li> <li>• performance monitoring and scrutiny of issues such as the closure of the Aldershot Cash Office and the Local Tax and Benefits Service;</li> </ul>	The Panel noted the minutes of the Customer Services Member Review Group on <b>12th November, 2015.</b>	<p>Ian Harrison Corporate Director Tel. (01252) 398300 Email. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a></p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
5.9.13	Communications Strategy	<p>The Panel reviewed the Council's Communications Strategy (in responding to high profile issues which had appeared on social media and had been reported in the local and national press) at the meeting held on 7th November, 2013.</p> <p>The Panel agreed that a task and finish group should be set up. The Group would include the Chairman (Cr. Jacqui M. Vosper), A.H. Crawford, Barbara Hurst, B. Jones and G.B. Lyon and would work with Officers in developing the Council's future Communications and Engagement strategy.</p> <p>The Group would also look at Public Notice Advertising, the merits of the methods currently used and how best to communicate with the public.</p>	A report on the outcomes of the work of the task and finish group was presented to the Panel on <b>13th November, 2014.</b>	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>

# CORPORATE SERVICES POLICY AND REVIEW PANEL WORK FLOW - 2015/16



Chairman: To be appointed at the Panel meeting on 5th July, 2016  
Lead Officer: Karen Edwards, Corporate Director, Tel. (01252) 398800, Email.  
karen.edwards@rushmoor.gov.uk  
Last updated: 9 June, 2016

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