



## RUSHMOOR BOROUGH COUNCIL

# CORPORATE SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Thursday, 10th November, 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. **MINUTES – (Pages 1 - 4)**

To confirm the minutes of the meeting held on 8th September, 2016 (copy attached).

2. **ORGANISATIONAL DEVELOPMENT STRATEGY – (Pages 5 - 10)**

Karen Edwards (Corporate Director), Alison MacLachlan (Organisational Development Officer) and Hannah Shuttler (Systems Thinking Analyst) will be attending the meeting to provide an update on the Organisational Development Strategy.

3. **WORK PROGRAMME – (Pages 11 - 22)**

To note the Panel's work programme for the 2016/17 Municipal Year (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, 8th September, 2016 at the Council Offices, Farnborough at 7.00 p.m.

### Voting Members

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

Cr. D.M.T. Bell  
Cr. R.L.G. Dibbs  
Cr. B. Jones

Cr. Marina Munro

Cr. A.R. Newell  
Cr. P.F. Rust  
Cr. J.E. Woolley

### 8. MINUTES –

The Minutes of the meeting held on 5th July, 2016 were approved and signed by the Chairman.

### 9. PROPERTY ACQUISITION –

The Panel welcomed Ann Greaves, the Solicitor to the Council, who gave a presentation to the Panel informing them of the Council's approach to property acquisition. It was noted that the strategy had started as a part of the 8-Point Plan programme to achieve financial sustainability.

Members were advised that the Council had started work with Eastleigh Borough Council to develop an Asset Management Strategy that would focus on buying commercial investment in order to increase revenue. An Investment Strategy would ensure that the property portfolio remained fit for purpose. It was noted that the delivery of the Asset Management Strategy had not been as quick as the Council had hoped, although it had been agreed to pursue purchasing properties.

The aim of the strategy was to have a balanced portfolio, which had been evident in the recent properties acquired by the Council. Members heard that there was also a number of pending acquisitions.

The Panel was informed of the search criteria followed by the Property Acquisition team. It was noted that there had not been many opportunities within the Borough; however, the Council would consider investing in local properties if they provided a rate of return of 5% or more and if there was a good covenant or a strategic reason. Properties outside of the Borough had been identified by purchasing agents but it was important for the Council that each property was within a reasonable driving distance. Other important factors considered were:

- The strength of the covenant
- The length of the lease
- Any added value

It was noted that, in some circumstances, the Council had been required to act quickly in order to meet the bid deadline and there had therefore not been time to seek Cabinet approval. In those instances, the Council had agreed an urgency procedure to follow to enable acquisition of the property

The due diligence process was explained to Members. This had included the use of a spreadsheet to calculate the internal rate of return over a 50 year period.

The Panel was informed that once an offer had been made on a property, the Council was either successful, unsuccessful or invited to make a further bid. It was noted that the Council was recording the reasons for unsuccessful bids, where possible, in order to help with future bids. A record of all properties that the Council had chosen not to bid for was also being kept.

It was then explained that the Council was currently in a period of consolidation whilst the acquisition process on current properties was completed and the financial and property management issues were fully understood. This was also giving the Council the opportunity to assess whether any of the assets could increase in value.

The Solicitor to the Council answered Members questions and the Chairman thanked Ms. Greaves for her presentation.

The Panel **NOTED** the presentation and **ENDORSED** the approach being taken.

## 10. **BUSINESS RATES RETENTION SCHEME –**

The Panel welcomed the Head of Financial Services, Amanda Fahey, who gave a presentation on the current business rates retention scheme. It was noted that the Council was in the fourth year of the current scheme and there was an intention, nationally, to move to 100% retention by the end of the current Parliament.

Members were provided with an overview on national non-domestic rates and the Panel was informed that the Local Government Finance Act, 1990, but introduced the current arrangements for business rates. The Act provided the framework for administration and billing but did not define the legal unit of property; this had later been developed through rating case law.

The Council's total payable business rates equated to £48 million and Members were shown a list of the top twelve commercial properties.

A new system had been introduced in 2013 which had allowed local authorities to keep up to half of the rates income collected and transfer half to

central government as previously all business rates collected had been put into a single national pot and distributed in the form of formula grants. Reasons were given for the changes made to the scheme, including the opportunity it had provided to local authorities to have more influence over their funding.

The Panel heard that the Council's position in the current scheme was being monitored quarterly and reported to the Government at the start and end of each year. Whilst the scheme had been difficult at times for the Council to administer, it had had little effect of ratepayers.

The history of appeals was discussed and it was noted that some had been outstanding for a number of years and the potential changes to business rates was likely to increase the number of appeals made. However, there was a consultation on the appeals process planned for the year ahead.

Members were then advised of the 100% rates retention scheme that was expected to be adopted by the whole sector by the end of the current Parliament. The main change was that local authorities would keep all growth and be given new roles and responsibilities by the Government, which were likely to bring additional financial implications. Other potential changes included the phasing out of revenue support grants. It was noted that a full review of the methodology was due to take place.

The Panel raised a number of issues and noted the potential effects that devolution could have on business rates.

The Panel **NOTED** the presentation and requested further updates in due course.

## 11. **WORK PROGRAMME** –

The Panel **NOTED** the work programme for 2016/17.

The meeting closed at 8.25 pm.

P.J. MOYLE  
CHAIRMAN

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**CORPORATE SERVICES  
POLICY & REVIEW  
PANEL**

**KAREN EDWARDS  
CORPORATE DIRECTOR**

**10TH NOVEMBER, 2016**

## **ORGANISATIONAL DEVELOPMENT UPDATE**

### **1. INTRODUCTION**

- 1.1 The purpose of this item is to provide an update on our Organisational Development Programme, along with some examples of the work underway or planned, and the associated benefits.

### **2. BACKGROUND**

- 2.1 The Council has been working on Organisational Development since 2013. Organisational Development focuses on developing and improving the way the Council works as an organisation, thereby equipping staff with different skill-sets and evolving their understanding of their roles as public sector employees. The purpose of this is to help deliver the Council's priorities and support the Council's long-term approach to sustainability.
- 2.2 Organisational Development looks at:
- The values and culture needed to help deliver our priorities;
  - Whether the Council has the right talent and skills in its workforce;
  - Whether the Council's organisational design is aligned to deliver the priorities
  - Building the collective leadership required to deliver change;
  - Maintaining the Council's ability to make the required changes, whilst still maintaining service delivery.

### 3. ORGANISATIONAL DEVELOPMENT PLAN

- 3.1 A diagram showing the eight areas that the Council is currently focusing on in its Organisational Development Plan is attached (page 5).

For the current year the Council has been focusing on:

**1. Systems Thinking:**

- Working on Channel Shift via the scoping and redesign of high-demand work streams such as garden waste, ordering bins and boxes, clinical waste, missed collections and outbound mail.
- Embedding a new approach to appraisal (now Development Review).

**2. Personnel Service for the future:**

- Design and launch of e-services/an online hub to modernise processes and achieve efficiencies.
- Review and development of key Personnel Policies to help the Council manage and support its workforce.

**3. Leadership & Management for the future:**

- Respond to the strategic review of priorities by the new Cabinet and integrate with work from the 2016 Budget Challenge process and changes at DMB-level, including the embedding of new roles and responsibilities.

**4. Working with Members:**

- Develop support, new working relationships and approaches following the changes to leadership, portfolio holders and panel chairs.
- Support and follow through development needs identified through Cabinet member Development Group.

**5. Organisational skills:**

- Delivery of employee performance management training for all managers throughout September and October 2016.
- Crucial Conversations training for five cohorts from August 2016 to January 2017.

**6. Developing people:**

- Continue work to maintain and develop the behaviours the Council wants to see across the organisation linked to its Simple Rules.

**7. Action Learning:**

- Continue to support the first two cohorts of Action Learning sets.
- Maintain development of and organisational utilisation of current internal facilitators.



## **8. Learning networks:**

- Six Staff Engagement events planned over the forthcoming year
- development of a digital event planned for November 2016 followed by a second Staff Showcase in December 2016.

### 3.2 Work for the remainder of this year and early 2017 will focus on:

#### **1. Systems Thinking:**

- Development of a Learning and Development Programme aligned to organisational priorities.

#### **2. Personnel Service for the future:**

- Further development of e-services/an online hub to modernise processes and achieve efficiencies.
- Revise secondments process in line with the Council's broader Learning and Development Programme as above.

#### **3. Leadership & Management for the future:**

- Reshaping of organisational structure to increase the pace of delivery on 8 Point Plan initiatives and other organisational priorities such as regeneration.

#### **4. Working with Members:**

- Continue to work with Members on the Council's financial strategy for sustainability.
- Develop a "Political Skills" offer for the workforce.

#### **5. Organisational skills:**

- Develop the Council's approach to project and programme management for key staff involved in the delivery of 8 Point Plan initiatives and organisational priorities (linked to Leadership & Management for the future above).
- Acquire greater understanding and skills to support more commercial ways of working.

#### **6. Developing people:**

- Conduct a skills audit due linked to the 2017 Development Review (appraisal) cycle to enable the building of a live and relevant Skills Bank, enabling the Council to use its resources more creatively and in-line with organisational priorities.

#### **7. Action Learning:**

- Consider organisational demand for a further (3<sup>rd</sup>) cohort.

#### **8. Learning networks:**

- Continue to develop opportunities for front-line staff to join corporate projects.

- 3.3 The Council continues to develop its understanding of how best to measure the impact of Organisational Development work and it currently tracks progress using a number of measures including:
- Increased opportunities to share learning and associated improvements to service delivery.
  - Awareness of and engagement in development opportunities.
  - Visibility and active support of senior staff in the programme.
- 3.4 At the meeting, Members will receive a presentation setting out more detail of some of the projects, with case studies, and the OD Team will be present to answer Member's questions.

Karen Edwards  
**Corporate Director**

**Contact details** – Hannah Shuttler – [hannah.shuttler@rushmoor.gov.uk](mailto:hannah.shuttler@rushmoor.gov.uk) or 01252 398312 and Alison MacLachlan – [alison.maclachlan@rushmoor.gov.uk](mailto:alison.maclachlan@rushmoor.gov.uk) or 01252 398470

# OD Strategy summary and high-level plan 2016/17 – 2017/18

## Learning Networks & Connections

- Establish Digital Learning network
- Develop Front line staff networking opportunities
- Develop internal communications approach to help enable sustainability

## Systems Thinking

- Personnel Review (Appraisal redesign (Phase 1) delivered, and Phase 2 underway (Learning & Development Programme),)
- Channel Shift (High demand streams delivered to IT, scoping for Outbound Mail underway).
- Support requests (elections, Condeco room bookings, secondments).
- Educative work (plan and deliver second staff showcase).

## Action Learning (AL)

- Maintain development and supervision of AL facilitators
- Continue to support existing internal AL sets to end of cycle
- Establish future set(s) to meet demand in 2016/17 and 17/18
- Communicate success and benefits of AL and Develop AL/Facilitation 'bank' to support team & group work across organisation

Enabling financial sustainability



## Personnel Service for the future

- E-services/on-line hub
- Job Evaluation/Pay and reward and linked work
- Sickness and wellbeing redesign
- Personnel Service, skills, structure and resourcing
- Development of approaches to recruitment, induction and secondment
- Review and development of other personnel policies

## Developing People

- Development reviews – complete
- Establish learning and development (organisational skills) programme
- Continue work on skills audit
- Simple rules – promote, support and take forward actions/development needs arising from appraisals
- Develop approach to mentoring

## Leadership and Management for the future

- Strategic direction and review of priorities
- Working together to enable the 8PP projects & transformation
- Embed and support structural change, new roles, responsibilities and working relationships arising from budget challenge and changes at DMB level
- Introduce and work with WLT/MM on 21<sup>st</sup> Century Public Servant as model of leadership linked to new role profiles

Supporting the Council's day-to-day business

## Organisational skills (L&D) programme 2016/17 (& 2017/18)

- Crucial conversations
- Employee Performance management
- Management and leadership development
- Commercialisation
- Project and Programme management
- Digital
- Political skills (see working with Members)

## Working with Members

- Develop support, new working relationships and approaches following the changes to leadership, portfolio holders and panel chairs
- Support and follow through development needs identified through Cabinet working group group/follow up
- Develop member understanding of context and support members work on financial sustainability and community leadership
- Political skills for staff and managers – possibly through a drop in or case study model

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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:

### 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>	<p>The Panel to receive an update in the <b>2016/17 Municipal Year</b>.</p> <p>On 8th September, 2016, the Panel received a presentation on the Council's approach to property acquisition.</p>	<p>Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a></p>
Bi-annually	Financial Management	<p>The Head of Finance provided an update on the Council's financial position on 15th January, 2015.</p>	<p>The Panel received an update on <b>12th November, 2015</b>. A further update is due to be presented to the Panel at a future meeting.</p>	<p>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></p>
4.14 Page 13	Business Rates Retention Scheme	<p>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</p>	<p>The Scheme will be reviewed by the Government in 2017. The most recent report was presented to the Panel on <b>8th</b></p>	<p>Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440</p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
31.5.14		<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 8 September, 2016 and the Panel were advised of potential future changes to the business rates retention scheme.</p>	<b>September, 2016.</b>	<a href="mailto:amanda.fahey@rushmoor.gov.uk">amanda.fahey@rushmoor.gov.uk</a>
31.5.12	Treasury Management	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.	The Panel received an update on Treasury Management on <b>12th November, 2015.</b>	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>
31.5.12	Corporate Health and Safety	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.	An update can be provided to the Panel upon request.	Qamer Yasin Head of Environmental Health and Housing Services Tel: (01252) 398640 Email <a href="mailto:gamer.yasin@rushmoor.gov.uk">gamer.yasin@rushmoor.gov.uk</a>



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 at a future meeting.	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.  An update was presented to the Panel on 19th March, 2015.	This item will be brought to the Panel when there is an appropriate update.	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	Personnel Monitoring	An update on the Personnel Service was provided to the Panel on 5 <sup>th</sup> July. The update focused on issues relating to the workforce profile and the Human Resources' work programme.	An update was presented to the Panel on <b>5th July, 2016</b> . The Panel to receive a further update in 6 months.	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)
e 16	Organisational Development Strategy	The last Organisational Development Strategy Update was provided to the Panel in November, 2014.	An Organisational Development update will be provided to the Panel on <b>10th November, 2016.</b>	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
4.12.03	Information and Communications Technology (ICT) & Digital Strategy	<p><u>Digital Strategy</u>: On 5th July, 2016, the Panel received a presentation on Rushmoor's Digital Strategy. Which included:</p> <ul style="list-style-type: none"> <li>• a brief overview of the technological changes taking place</li> <li>• an update on the ongoing development of the digital strategy</li> <li>• an explanation of the five key themes; a connected smarter Rushmoor, working smarter, digital by design, digital skills and a digital community</li> <li>• an introduction into how to seize digital opportunities and address the impact of 24/7 digital and social media</li> </ul> <p>Key priorities for 2017/18 include a new online meeting management system for Members – phase 1 expected in October, 2016 and further enhancements expected in 2017. Also,</p>	The Panel received an update on the Digital Strategy on <b>5th July, 2016.</b>	<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>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
		a new Council 'app' – with a target date for March, 2017 and a range of mobile applications for front line services.		
31.5.13	Systems Thinking	<p>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.</p> <p>A presentation was made to the Panel on the cost benefit analysis of Systems Thinking, it was concluded that a significant number of sustainable service improvements had been made as a result of systems thinking.</p>	The Panel received an update on Systems Thinking that focused 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>
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.	<p>Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a></p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
20.08.15	Performance Reporting	<p>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.</p> <p>The Panel received a presentation on the Council's approach to performance reporting and endorsed this approach.</p>	This item was presented to the panel on <b>12th November, 2015</b> .	<p>Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a></p>
20.08.15	Land Charges	<p>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.</p> <p>Members received an overview of the Local Land Charges function and informed of plans for the Local Land Charges register to transfer from local authorities to the Land Registry as part of the Infrastructure Act 2015.</p>	This item was presented at the Panel meeting on <b>31st March, 2016</b> .	<p>Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a></p>

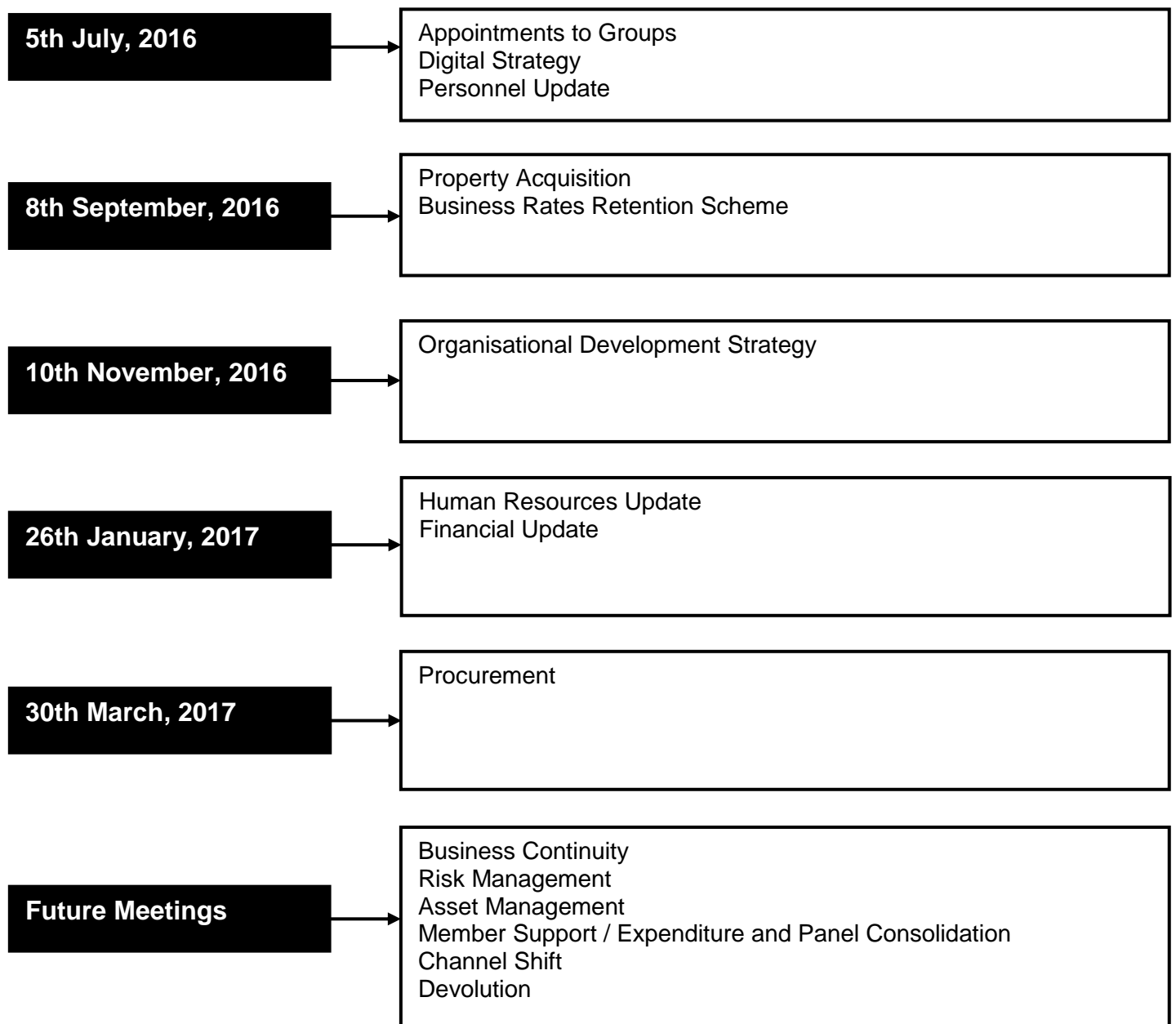
REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
20.08.15	Mayoral Costs	<p>This item was raised during a workshop held on 20<sup>th</sup> August, 2015, where the Panel were provided with the budget information for the Corporate Services portfolio.</p> <p>The Panel were provided with a background to the Mayoralty arrangement and an overview of the change in costs over the years. It was also noted 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.</p>	This item was presented at the Panel meeting on <b>31st March, 2016</b> .	<p>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></p>
07.10.15	Council's Website	Members requested an update on the progress of the new website since it had been launched in 2012.	The Panel was provided with an update on <b>12th November, 2015</b> .	<p>Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a></p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
2008.15	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 brought to a 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 Review Working Group  <i>(ongoing)</i>	The Chairman (Cr. P.J. Moyle) and Crs. D.M.T. Bell, A. Crawford, R.L.G. Dibbs, D.S. Gladstone, B. Jones, and P.F. Rust were appointed to serve on the Customer Services Review Working Group for the 2016/17 Municipal Year. The Group reviewed the terms of reference at their previous meeting and the revised terms of reference will be submitted to the Corporate Services Panel when a report is made.	The Panel appointed to the Group at the meeting on 5th July, 2016. It was agreed that the Terms of Reference would be reviewed at a future meeting of the Group.  The Group met on 1st September, 2016 and future meetings will be arranged in due course.	Ian Harrison Corporate Director Tel. (01252) 398300 Email. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a>

# CORPORATE SERVICES POLICY AND REVIEW PANEL WORK FLOW - 2016/17



Chairman:

Cr. P.J. Moyle

Lead Officer:

Karen Edwards, Corporate Director, Tel. (01252) 398800, Email.  
karen.edwards@rushmoor.gov.uk

Last updated:

1st November, 2016