



## RUSHMOOR BOROUGH COUNCIL

# CORPORATE SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Thursday, 12th November, 2015 at 7.00 pm*

**To:**

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

Cllr D.M.T. Bell  
Cllr D.E. Clifford  
Cllr Barbara Hurst  
Cllr B. Jones  
Cllr G.B. Lyon  
Cllr P.F. Rust  
Cllr D.M. Welch

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 4th June, 2015 (copy attached).

2. **COUNCIL'S WEBSITE –**

The Panel to receive a presentation from the Council's Corporate Communications and Website Managers on the Council's website. There will be a discussion on key performance indicators and future development.

3. **FINANCIAL UPDATE / TREASURY MANAGEMENT –**

The Head of Financial Services will provide the Panel with an update on the Council's current financial position and an update on treasury management.

4. **PERFORMANCE REPORTING – (Pages 5 - 62)**

To receive an introduction to the Council's approach to performance management reporting. This will include an overview of the corporate planning and performance cycle supported by the Quarter Two Monitoring Report (copy attached). Members to consider whether they wish to undertake follow up scrutiny work in any of these areas.

5. **CUSTOMER SERVICES MEMBER REVIEW GROUP – (Pages 63 - 66)**

To note the minutes of the Group's meeting from 17th June, 2015 (copy attached).

6. **WORK PROGRAMME – (Pages 67 - 80)**

To note the Panel's work programme for the 2015/16 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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