



RUSHMOOR BOROUGH COUNCIL

CORPORATE SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Thursday, 4th June, 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 Tel: 01252398827.

A G E N D A

1. **APPOINTMENT OF CHAIRMAN –**

To appoint a Chairman for the 2015/16 Municipal Year.

2. **APPOINTMENT OF VICE-CHAIRMAN –**

To appoint a Vice-Chairman for the 2015/16 Municipal Year.

3. **MINUTES –** (Pages 1 - 6)

To confirm the minutes of the meeting held on 19th March, 2015 (copy attached).

4. **AREAS OF RESPONSIBILITY OF THE PANEL AND WORK PROGRAMME –**
(Pages 7 - 20)

To receive a briefing from Mr. David Quirk, Corporate Director, on the Panel's areas of responsibility. The schedule of work for 2015/16 will be finalised at the next mid-cycle meeting.

5. **APPOINTMENTS TO GROUPS –**

(1) **Mid-Cycle Group –**

To appoint Members to the Mid-Cycle Group for the 2015/16 Municipal Year.

The membership for 2014/15 was Crs. D.M.T. Bell, Barbara Hurst, P.F. Rust and Jacqui Vosper.

(2) **Customer Services Member Review Group –**

To appoint Members to the Customer Services Review Working Group for the 2015/16 Municipal Year.

The membership for 2014/15 was Crs. Barbara Donaghue, A.H. Crawford, Barbara Hurst, B. Jones, G.B. Lyon, P.F. Rust and Jacqui Vosper.

(3) **Communications Task and Finish Group –**

To appoint Members to the Communications Task and Finish Group for the 2015/16 Municipal Year.

The membership for 2014/15 was Crs. A.H. Crawford, Barbara Hurst, B.Jones, G.B. Lyon and Jacqui Vosper.

(4) **Budget Working Group –**

A review is currently underway of the role of the Budget Working Group in the context of the strategic challenges in the budget process and the development of effective liaison arrangements between the Working Groups and the Cabinet. The

review is examining the roles of the Working Group and the Member engagement and a report is being prepared on the way forward in conjunction with the Cabinet Member for Corporate Services.

6. **CHANNEL SHIFT PROGRESS UPDATE AND DEMONSTRATION –**

An update of the Channel Shift Project will be presented to the Panel and will include information on why Channel Shift is important and details of the current and future work planned. Demonstrations will also be made during the meeting.

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, 19th March, 2015 at the Council Offices,
Farnborough at 7.00 p.m.

Voting Members

Cr. Jacqui Vosper (Chairman)
Cr. Barbara Hurst (Vice-Chairman)

Cr. D.M.T. Bell	a	Cr. D.S. Gladstone	a	Cr. B. Jones
Cr. D.E. Clifford				Cr. G.B. Lyon
Cr. A.H. Crawford				Cr. P.F. Rust

Apologies for absence was submitted on behalf of Crs. D.S. Gladstone
and B. Jones .

1. MINUTES –

The Minutes of the Meeting held on 15th January, 2015 were approved
and signed by the Chairman.

2. OFFICE CO-LOCATION PROJECT UPDATE –

The Panel welcomed Mr. Andrew Colver, Head of Democratic
Services, who had been invited to the meeting to provide an update on the
progress of the Office Co-Location Project.

Mr. Colver reminded the Panel that the project had taken a number of
years to put in place and was developed at a time of financial pressure. The
Panel reflected on what office co-location with Hampshire County Council and
Hampshire Police had delivered in 2012/13, this included an income of over
£200,000 per year, improved IT, improved electrical and facilities
infrastructure, a more efficient building and use of space and more integrated
work with the Police and the County Council. However, there had also been
some implications on the Council Offices with the introduction of the project as
changes had been made to teams and service locations. There had been a
reduction in the amount of storage although this may need to be reviewed
again in the future. There was also a discussion on the staff Café, the running
of which was in the process of being re-tendered. It was noted Hampshire's
workstyle arrangements seemed to be working effectively.

Other issues arising from the project were the demand for and pressure
on the Council Offices' larger meeting rooms. Also, the Council car park was
well used and often full. It was explained that the current situation was
manageable and the car park was monitored. Concerns were raised by
Members in relation to the opening of the Vue Cinema in Farnborough Town

Centre and the added pressures this could put on the Council Offices Car Park.

Possible future phases of the project were addressed and it was explained that there had been further discussions with both Hampshire County Council and the Police to build on their existing arrangements. Farnborough Aerospace Consortium, which was based at the Council Offices, had shown an interest in extending its stay and establishing a more formal agreement.

The success of the work of the Farnborough Safer Neighbourhoods Team at the Council Offices had encouraged more interest from Hampshire Police. It was noted that Hampshire Constabulary Estates Strategy envisaged the closure of Aldershot Police Station in 2016, leaving a proposal for Council Offices a Police front of house facility, together with 24/7 operation, and the Targeted Patrol Team working out of the Offices.

Hampshire Children's Service was also interested in opening a front of house service. Other facilities needed for the integration of this service were a number of meeting rooms, 'family rooms' and an extension of the County's current space to the ground and second floor. Hampshire Registration Service had been in the process of reviewing its service provision, which involved registering births, deaths, marriages and citizenships. The impact of these potential services on the Council Offices included the introduction of an office and use of the Council Chamber and other meeting rooms, weekend working, a separate new entrance and there would be a requirement to licence the Chamber for marriages. These ideas had been based on arrangements at Test Valley Borough Council, where the two services had worked well together.

Members questioned the idea of the Council Offices containing three front of house desks for the different services. The possibility of having one triage-style desk to manage all three arrangements was discussed, however, it was said that while Hampshire might be interested in a shared facility, the Police were keen to have a separate area due to the nature of their activities.

It was explained that Office Co-Location had strong links with Rushmoor's key priorities. It was part of the 8 Point Plan for sustainability through income generation and better use of assets and also, the ICT Digital Strategy, Channel Shift and smarter working.

The Panel was informed that the current discussions with partners focused on identifying and assessing requirements. It was noted that there had been strong interest from the Police for further co-location. Hampshire had been looking at options and possibilities to ensure that services would be provided effectively. Mr. Colver advised the Panel that the project would be implemented in phases. It was hoped that arrangements with the Police would be confirmed in April 2016 and those with Hampshire, beyond 2017. In order to facilitate these potential changes, development of certain areas was being considered. For example, if the reception area offered an increased range of

services, the volume of people could also increase. There was also a discussion that involved the possible use of other Council premises, particularly in Aldershot, as drop-in areas.

It was concluded that co-location had been a success, with tenants happy and interested in developing further integration. It was noted that Rushmoor would focus on delivering a good return whilst maintaining and improving services delivered from the Council Offices.

The Panel **NOTED** the presentation and **AGREED** to invite Mr. Colver to report any progress at the next mid-cycle meeting.

3. **CORPORATE HEALTH AND SAFETY –**

The Panel received a presentation from Mr. Colin Alborough, Environmental Health Manager, and Mr. Roger Sanders, Principal Health and Safety Officer, on the Council's Corporate Health and Safety Service. The overall purpose and aim of the Service was described as 'promoting and maintaining good standards of occupational health, safety and welfare within our corporate workplace environments to enable good business'. It was explained that the framework enabled the Council, as one of the biggest employers in the Borough, to support good business, reduce corporate risk and claims and promote good health and safety with contractors and partners.

Mr. Alborough explained to the Panel that the responsibility for health and safety was retained through the existing management structure. Part of the role of the service was to provide central advice and support and develop policies and procedures, including risk assessments. Rushmoor had a strong relationship with partners and had worked closely with each of them during health and safety cases. Building a closer relationship with colleagues was also important as there was an intention for the service to support managers and staff with decisions. It was noted that the service was monitored regularly through an annual audit programme and accident investigations, a report was also prepared each quarter for the Directors' Management Board to consider.

The Panel was shown graphs that showed the number of requests received for advice and services from Rushmoor; the number of accidents and incidents that had occurred were also recorded on graphs. The graphs showed that the number of advice requests had increased since 2011/12 and the number of accidents and incidents occurring each year had decreased significantly between 2011 and 2014.

Pictures of incidents that had previously occurred were shared with Members. The Panel heard how each situation was dealt with and what work had been done to avoid any future incidents of a similar nature.

Results of a staff surveys completed in 2013 and 2014 were shared with the Panel. It was noted that the same questions had been used both years and each result had shown an increase in staff satisfaction, concerning corporate health and safety, than had been recorded the previous year. While

there had been an upward movement in the percentages of positive responses, it was noted that only 73% of staff had felt that safety was a high priority at Rushmoor. Mr. Alborough assured staff that this result had shown the health and safety team that there was room to improve on the service they provided. The Panel heard that the results of these surveys had been used to target work with different members of staff, for example, work had been done throughout the year with middle managers to improve their health and safety knowledge. These figures had also been used to prepare the service plan for the current year, which had focused on improving and developing current plans. Members were advised that the survey was anonymous and answers could not be divided into service departments. The detail of the survey was questioned and Mr. Sanders informed the Panel that the survey had initially been based on national models but there was scope to review the questions for future years.

The HSE Inspection carried out in 2012 was mentioned, it was noted that this had focused particularly on waste collection as well as an inspection of one of the Council's contractors, Veolia Environmental Services. Recommendations included how to provide evidence of training received. There was also a concern regarding the amount of noise created during glass collection, which had been a problem nationally. This concern had led to Rushmoor investigating ways in which noise could be reduced during the process of glass collection. This work had included a wheelie bin that had been adapted to reduce the speed of glass when being poured into the bin; it had been found that this change in angle had reduced the noise measure by five decibels. Other improvements made since the HSE Inspection had included the introduction of an E-learning portal that enabled staff to complete different health and safety modules online. It was stated that the modules had the ability to be adjusted to become job specific or more general as necessary. The module training ended with multiple choice questions that would determine whether the individual had passed the training or not.

Finally, Mr. Alborough concluded that the Corporate Health and Safety Service had been able to provide 24/7 competent cover to support and advise others as well as being able to work with partners to deliver appropriate controls. Members were informed that work to normalise health and safety would continue.

The Panel **NOTED** the presentation

4. **SYSTEMS THINKING UPDATE –**

Mr. Ian Harrison, Director of Resources, introduced the item to the Panel which involved an explanation of the history of systems thinking and information surrounding the current systems thinking programme of work. Ms. Lorraine Murray and Ms. Hannah Shuttler, Systems Thinking Analysts, were introduced to the Panel.

Systems thinking was described as a way of changing the way of thinking about the design and management of work with the aim of putting the

customer and their experience at the centre. It was noted that the approach was developed in the 1940s by Toyota and built around five core principles of management:

- Better service costs less
- Good people want to do a good job
- Use measures, not targets
- Change will not happen unless you first understand and then change the work
- Change should be led by management but done by the staff

A brief explanation of the process followed by the in-house systems thinking team was provided to Members: ‘thinking’ focused on working out assumptions, ‘system’ focused on how those assumptions can affect the system and ‘performance’ focused on the consequences, it was heard that following the process assisted staff to “do better things”. The work that had been carried out with the Council’s Bereavement Service was given as an example.

Members were informed that systems thinking was one of only two initiatives that appeared in both the 8 Point Plan and the organisational development programme; this link between the two emphasised the role systems thinking played in achieving sustainability for the Council.

The Panel was given examples of how systems thinking had developed services within the Council. Housing Options had used systems thinking to reduce the housing waiting list and therefore, the length of time residents had had to wait to be assigned housing.

The Systems Thinking Analysts answered a number of Members’ questions and informed the Panel of future work that was set to take place; this included a number of events to develop the internal systems thinking capacity and skills.

The Panel **NOTED** the presentation.

5. **CUSTOMER SERVICES MEMBER REVIEW GROUP –**

The Panel noted the Report of the Meeting held on 13th January, 2015.

6. **WORK PROGRAMME –**

The Panel **NOTED** the current Work Programme.

The Meeting closed at 9.40 p.m.

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

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. Members requested that further updates be provided in 6 months and 1 year.</p>	A further report will be made to the Panel in due course.	<p>Ann Greaves Solicitor to the Council Tel. (01252) 398600 ann.greaves@rushmoor.gov.uk</p> <p>Andrew Colver Head of Democratic and Customer Services Tel: (01252) 398820 andrew.colver@rushmoor.gov.uk</p>
Bi-annually	Financial Management	The Head of Finance provided an update on the Council's financial position on 15th January, 2015.	The schedule for this would be agreed at the next mid-cycle meeting.	Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440 amanda.fahey@rushmoor.gov.uk
3.4.14	Business Rates Retention Scheme	The Government had introduced a new business rate retention system in April, 2013. The new policy meant that local	The Scheme will be reviewed by the Government in 2017. In the meantime Members will receive	Amanda Fahey Head of Financial Services and Chief Finance Officer

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
June 10		<p>authorities were now able to keep some 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>annual updates on the impact of the Scheme.</p> <p>The schedule for this would be agreed at the next mid-cycle meeting.</p>	<p>Tel. (01252) 398440 amanda.fahey@rushmoor.gov.uk</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 schedule for this would be agreed at the next mid-cycle meeting.</p>	<p>Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440 Email amanda.fahey@rushmoor.gov.uk</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>Qamer Yasin Head of Environmental Health and Housing Services Tel: (01252) 398640 Email gamer.yasin@rushmoor.gov.uk</p>
23.3.06	Procurement Strategy	<p>The Panel considered the Strategy for 2013/14 at the meeting on 21st March, 2013. The Strategy would focus on achieving savings, supporting</p>	<p>The Head of Strategy and Communications and the Solicitor to the Council will make a report to the Panel on 12th</p>	<p>Karen Edwards Head of Strategy, Engagement and Organisation Development</p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
7.11.13 Page 11	Procurement – The Social Value Act	<p>Rushmoor employees with training skills and supporting local businesses through enhancing links with economic development.</p> <p>The Social Value Act had received Royal Assent in March, 2012. The Panel reviewed the Council's obligations under the Act at its meeting on 7th November, 2013. The Act required that public authorities should take into account wider economic, environmental and social benefits before beginning the procurement process.</p> <p>The Panel felt that the Council could</p>	<p>November, 2015. The report will cover how the Council is approaching procurement, its draft future strategy and the following issues raised by Members:</p> <ul style="list-style-type: none"> • information on the number of staff using the Council's centralised purchasing system; • the percentage spent locally; and • more data to enable the Panel to measure the success of the Council's procurement strategy. 	<p>Tel. (01252) 398800 Email. karen.edwards@rushmoor.gov.uk</p> <p>Karen Edwards Head of Strategy, Engagement and Organisation Development Tel. (01252) 398800 Email. karen.edwards@rushmoor.gov.uk</p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
June 12		<p>benefit from developing a policy around what social value meant to Rushmoor in order to embed it effectively into the procurement processes.</p> <p>The Chairman (Cr. Jacqui M. Vosper), D. Gladstone, Barbara Hurst, B. Jones, G.B. Lyon and Malcolm Small had been appointed to a task and finish group for the 2014/15 Municipal Year to assist in the development of the Council's Social Value Policy. The original group had met early in 2014 and completed the work required on Social Value. The outcomes will be fed into the new Procurement Strategy.</p>		
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		Ann Greaves Solicitor to the Council Tel. (01252) 398600 ann.greaves@rushmoor.gov.uk
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	An update will be provided on the progress of the project at the mid-cycle meeting in July, 2015.	Andrew Colver Head of Democratic and Customer Services Tel: (01252) 398820 Email andrew.colver@rushmoor.gov.uk

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		<p>Council but also has a number of major benefits, including the integration of services and realisation of substantial income.</p> <p>A update was made to the Panel on 19th March, 2015.</p>		
Annually	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 development offered to staff.	A further report will be made to the Panel in due course.	<p>Andrew Lloyd Chief Executive Tel: (01252) 398397 Email andrew.lloyd@rushmoor.gov.uk</p>
4.12.03	Information and Communications Technology (ICT) Strategy / Channel Shift	<p><u>Channel Shift</u>: The Panel received a presentation providing an update on channel shift, which now formed a key component of the Council's ICT Strategy on 11th September, 2014. The presentation included a definition of channel shift, guiding principles, project update, the business case around supporting the Council's eight-point plan to achieve sustainability, project governance and information on the</p>	The Head of IT and the Director of Resources, along with the Service Managers involved in delivering channel shift will provide a further report at the meeting on 4th June, 2015 .	<p>Nick Harding Head of IT and Facilities Services Tel. (01252) 398650 Email. nick.harding@rushmoor.gov.uk</p> <p>Ian Harrison Corporate Director Tel. (01252) 398300 Email. ian.harrison@rushmoor.gov.uk</p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
June 14		<p>proposed areas of future development.</p> <p><u>ICT Strategy</u>: The Director of Resources and Head of IT plan to review, re-align and update the Council's ICT Strategy.</p> <p>The review will look at how well aligned and prioritised the current ICT programme is with the corporate plan.</p> <p><i>Note: A revised ICT work programme is available on Inform.</i></p> <p><u>Geographic Information Systems (GIS) and Location Services</u>: The Head of IT and the GIS Manager to provide a presentation on how the Council uses GIS, mapping and locations services across the organisation together with an update on related initiatives with Hampshire and Central Government.</p>	<p>The Director of Resources, Head of IT and the Head of Strategy and Communications would consult with the Panel on ICT & Digital Strategy re-alignment at the meeting on 10th September, 2015.</p> <p>This item will be presented at a meeting during the 2015/16 Municipal Year.</p>	
15.2.07	Review of Printing Services	New arrangements for printing were introduced three/four years ago and are monitored. The service is under review pending the expiry of the current photocopier contracts and changes in demand.	The schedule for this work would be agreed at the next mid-cycle meeting.	Andrew Colver Head of Democratic and Customer Services Tel. (01252) 398820 Email. andrew.colver@rushmoor.gov.uk

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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 schedule for this work would be agreed at the next mid-cycle meeting.	Ian Harrison Corporate Director Tel. (01252) 398300 Email. ian.harrison@rushmoor.gov.uk
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.		Karen Edwards Head of Strategy, Engagement and Organisation Development Tel: (01252) 398800 karen.edward@rushmoor.gov.uk

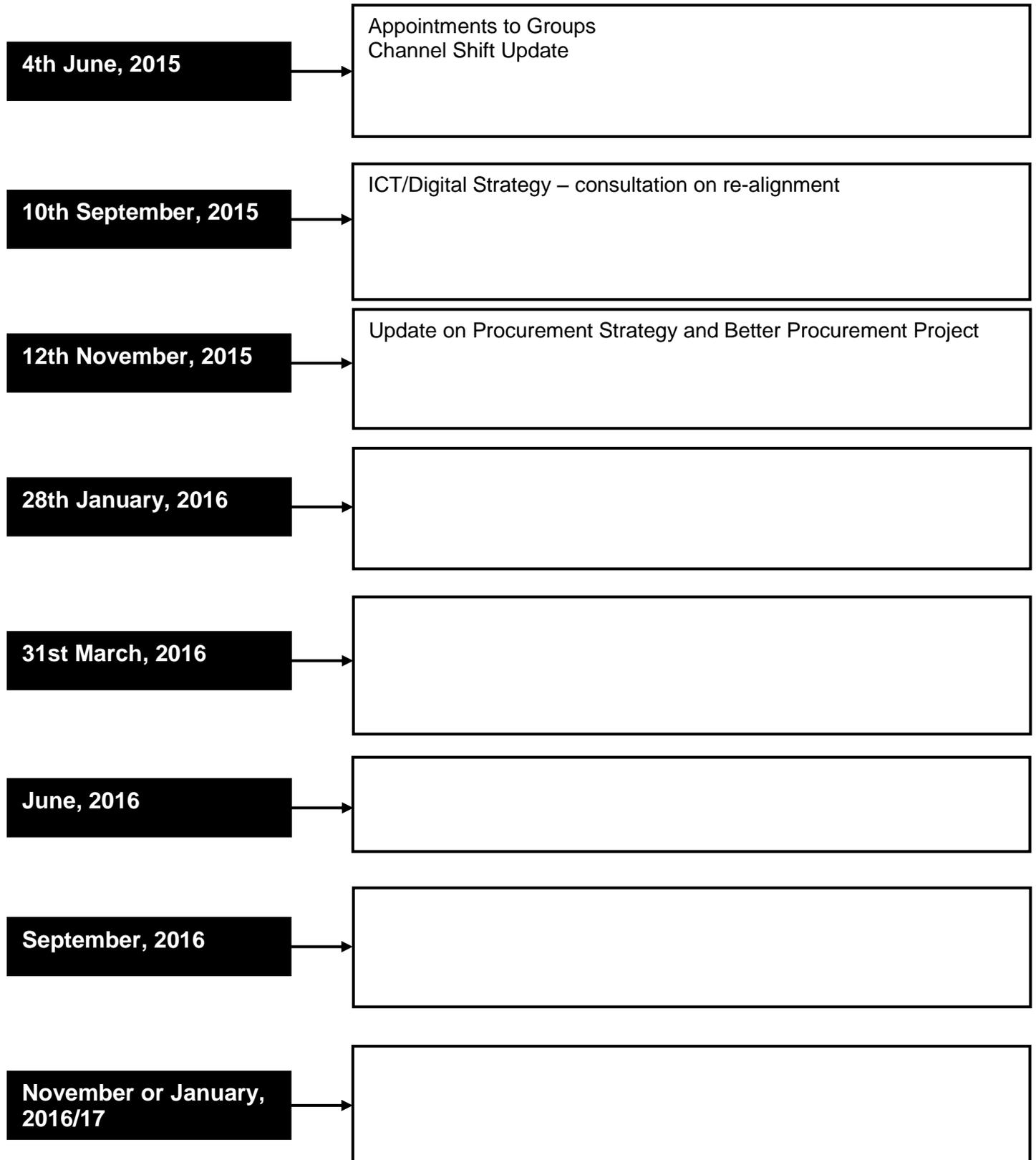
UPDATES FROM TASK AND FINISH AND WORKING GROUPS

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. A. Crawford, Barbara Donaghue, Barbara Hurst, B. Jones, G.B. Lyon and P.F. Rust were appointed to serve on the Customer Services Review Working Group for the 2014/15 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"> • the Savings and Efficiency/Service Transformation Review; • project work, such as the Customer First Project; and • performance monitoring and scrutiny of issues such as the closure of the Aldershot Cash Office and the Local Tax and Benefits Service; <p>An update on the work of the Group was provided at the Panel meeting on 30th May, 2013.</p>	The Panel noted the minutes of the Customer Services Member Review Group on 15th January, 2015 .	Ian Harrison Corporate Director Tel. (01252) 398300 Email. ian.harrison@rushmoor.gov.uk

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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 13th November, 2014.	Karen Edwards Head of Strategy, Engagement and Organisation Development Tel: (01252) 398800 karen.edward@rushmoor.gov.uk

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
Page 18 1.11.07	Council Budget Working Group	<p>It was agreed at the Panel meeting on 1st November, 2007 that a task and finish group be set up to scrutinise the Council's overall budget. The title of the Group was subsequently changed to a Working Group.</p> <p>The Panel considered the future of the Group and whether it should continue to exist in its current form at the Panel meeting on 5th September, 2013. It was agreed that the Group should continue to exist but should have a list of identified purposes and a schedule of meetings which tied in with the budget process.</p> <p>The Chairman (Cr. Jacqui M. Vosper), Crs. A.H. Crawford, D.E. Clifford, Barbara Hurst, B. Jones, G.B. Lyon, P.F. Rust and M. Small were appointed to serve on the Council Budget Working Group for the 2014/15 Municipal Year.</p>	<p>The Panel noted the minutes of the Council Budget Working Group on 15th January, 2015.</p>	<p>Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440 amanda.fahey@rushmoor.gov.uk</p>

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



Chairman:
Lead Officer:

Cr. Jacqui M. Vosper
David Quirk, Corporate Director, Tel. (01252) 398100, Email.
david.quirk@rushmoor.gov.uk

Last updated:

27th May, 2015

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