



## RUSHMOOR BOROUGH COUNCIL

# CORPORATE SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on  
Thursday, 21st September, 2017 at 7.00 pm*

**To:**

Cllr Jacqui Vosper (Chairman)  
Cllr M.S. Choudhary (Vice-Chairman)

Cllr J.B. Canty  
Cllr D.M.T. Bell  
Cllr R.L.G. Dibbs  
Cllr D.S. Gladstone  
Cllr B. Jones  
Cllr P.F. Rust  
Cllr J.E. Woolley

Enquiries regarding this agenda should be referred to the Panel Administrator:  
Marion Young, Democratic and Customer Services, Email:  
marion.young@rushmoor.gov.uk Tel: 01252 398827.

# **A G E N D A**

1. **MINUTES –**

To confirm the minutes of the meeting held on 29th June, 2017 (copy attached).

2. **GENERAL DATA PROTECTION REGULATIONS –**

To receive a presentation from Diane Milton, Legal Services Manager, which will provide an update on the General Data Protection Regulations.

3. **WORK PROGRAMME –**

To review the Panel's updated work programme for the 2017/18 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, 29th June, 2017 at the Council Offices, Farnborough at 7.00 pm.

## Voting Members

Cllr Jacqui Vosper (Chairman)  
Cllr M.S. Choudhary (Vice-Chairman)

Cllr D.M.T. Bell  
Cllr J.B. Canty  
Cllr R.L.G. Dibbs  
Cllr D.S. Gladstone  
Cllr P.F. Rust  
Cllr J.E. Woolley

Apologies for absence were submitted on behalf of Cllr B. Jones.

### 1. APPOINTMENT OF CHAIRMAN

**RESOLVED:** That Cllr Jacqui Vosper be appointed Chairman for the 2017/18 Municipal Year.

### 2. APPOINTMENT OF VICE-CHAIRMAN

**RESOLVED:** That Cllr M.S. Choudhary be appointed Vice-Chairman for the 2017/18 Municipal Year.

### 3. MINUTES

The Minutes of the meeting held on 10th November, 2016 were approved and signed by the Chairman.

### 4. APPOINTMENTS TO GROUPS

#### (i) Mid-Cycle Meetings –

**RESOLVED:** That the Chairman, Vice-Chairman and Cllrs D.M.T. Bell and B. Jones be appointed to attend Mid-Cycle Meetings for the 2017/18 Municipal Year.

#### (ii) Customer Services Working Group –

**RESOLVED:** That the Chairman, Vice-Chairman and Cllrs D.M.T. Bell, R.L.G. Dibbs, B. Jones and P.F. Rust be appointed to the Customer Services Working Group for the 2017/18 Municipal Year. Cllr P.G. Taylor, Corporate Services Portfolio Holder, would be invited to attend meetings as required by the Group.

## 5. HUMAN RESOURCES REPORT FOR 2016/17

The Panel welcomed Ms Rachel Gray, Human Resources Manager, and received the Human Resources Report for 2016/17 (No. HR1701), which provided a detailed report on the Rushmoor workforce and related HR and Learning and Development activities.

The Panel noted the key data relating to the workforce profile, including headcount, gender breakdown, part-time workers, age, turnover, training and sickness.

The Panel considered the information relating to sickness absence and noted that Rushmoor was slightly above average for working days lost due to sickness compared to other district councils in the region, but considerably lower than the national figure. Anxiety, stress and depression were the main reasons for sickness and this was again similar to other councils. In terms of information before the Panel, it was suggested that it would be useful to have data on the number of employees to whom the sickness data applied as it was unclear whether the data was distorted by the long-term sickness of few individuals rather than shorter term sickness leave for a number of staff. Rachel Gray reassured the Panel that triggers were in place to identify staff who had recurring sickness absence.

The Panel identified succession planning as a concern, given the age profile of the current workforce. The Panel noted that the new Chief Executive was due to introduce a Future Leaders' programme.

In terms of starters and leavers, the Panel was advised that obtaining data on leavers' reasons for leaving was to be improved. The Panel noted that, in certain circumstances, market supplements were paid to recruit new staff in specialist areas, such as IT and building surveying. In addition, Rushmoor was part of a Hampshire apprenticeship scheme and worked with other councils to manage and promote apprenticeship opportunities in the region.

The Panel noted the ongoing review of HR policies and was advised that no cases of bullying or harassment had been raised in 2016/17.

The Panel thanked Rachel Gray for her report, which was **NOTED**.

## 6. PROCUREMENT UPDATE

The Panel welcomed Ms Katherine Booker, Principal Procurement Officer, who gave a presentation on the Better Procurement Project, which had been developed following significant changes to legislation introduced in 2015, as well as an identified need to increase the profile and awareness of procurement amongst spending managers. The presentation covered five main areas:

- Staff Training
- Frameworks
- Supplier Selection
- Key Procurement Projects
- Impacts and Measures of the Procurement Service

The Panel noted that Staff Training had been undertaken in order to increase the profile of procurement, provide an understanding of the new procurement rules, and to ensure good practice was being followed.

Katherine Booker then explained the benefits of the framework process, whereby companies underwent a tender exercise before being accepted onto the various frameworks managed by the Council. The Panel was advised that the framework process saved time and resource, and also encouraged competition between approved firms. The Panel noted that the frameworks also operated at a local level where local firms were encouraged and given assistance to apply to be on the framework.

In terms of the contract value, the Panel was given a handout which explained the various frameworks in place depending on the contract value. It was noted that any contract over £50,000 must be advertised on the South East Business Portal.

The Panel was informed of the supplier selection process, including the provision of feedback to suppliers on their performance where they had not been selected as the supplier for a specific good or service. In addition, the Panel was advised of the evaluation process used for assessing and selecting suppliers for specific contracts.

The Panel noted the current and future key procurement projects.

The Panel considered the impact and measures which showed positive outcomes in many areas, including cost savings, risk reduction and business engagement. It was acknowledged that social value outcomes were yet to be specifically addressed although there had been some increase in apprenticeships and work experience placements generally.

The Panel thanked Katherine Booker for her detailed presented and **NOTED** the update.

## 7. **WORK PROGRAMME**

The Panel considered the list of potential items for the work programme for 2017/18. It was suggested that a review of the Emergency Response Plan would be timely given recent events. However, it was noted that this issue had already been identified by Cabinet Members as an area to be addressed. Other issues raised as potential agenda items were building security and asset management.

Members were invited to put forward further potential items of interest for the future programme of work which would be considered at the next mid-cycle meeting due to be arranged for early/mid-August 2017.

The meeting closed at 9.02 pm.

CLLR JACQUI 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 /  Property Acquisition	<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>2017/18 Municipal Year</b>.</p> <p>On 8th September, 2016, the Panel received a presentation on the Council's approach to <b>property acquisition</b>.</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>
3.4.14	Business Rates Retention Scheme	<p>The Government had introduced a new business rate retention system in April,</p>	<p>The Scheme will be reviewed by the Government in 2017. The</p>	<p>Amanda Fahey Head of Financial Services</p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
page 8		<p>2013. The new policy meant that local 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 8 September, 2016 and the Panel were advised of potential future changes to the business rates retention scheme.</p>	<p>most recent report was presented to the Panel on <b>8th September, 2016</b>.</p>	<p>and Chief Finance Officer Tel. (01252) 398440 <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 <a href="mailto:qamer.yasin@rushmoor.gov.uk">qamer.yasin@rushmoor.gov.uk</a></p>
3.4.14	Contract Management	<p>The Panel received an update that included information on the Council's</p>	<p>A Procurement update was presented to the Panel on 29th</p>	<p>Ann Greaves Solicitor to the Council</p>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
		current contracts, its method of procuring contract services and the generic approach to the subsequent management of its contracts on 13th November, 2014	June, 2017.	Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a>
10.9.09	Office Co-Location Project	<p>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.</p> <p>An update was presented to the Panel on 19th March, 2015.</p>	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 / HR Resources Update	Update on HR Resources is provided to the Panel annually. The update focuses on issues relating to the workforce profile and the Human Resources' work programme.	The annual HR report was presented to the Panel on 29th June, 2017.	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
Page 9	Organisational Development Strategy	The last Organisational Development Strategy Update was provided to the Panel in November, 2014.	An Organisational Development update was 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>

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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, a new Council 'app' – with a target date for March, 2017 and a range of mobile applications for front line services.</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>

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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 were 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)
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 brought to a Panel meeting when requested.	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 (Cllr Jacqui Vosper), Vice-Chairman (Cllr M.S. Choudhary) and Cllrs D.M.T. Bell, R.L.G. Dibbs, B. Jones, and P.F. Rust were appointed to serve on the Customer Services Review Working Group for the 2017/18 Municipal Year.	<p>The Panel appointed to the Group at the meeting on 29th June, 2017. It was agreed that the Terms of Reference would be reviewed at a future meeting of the Group.</p> <p>The Group last met on 28th June, 2017 and future meetings will be arranged in due course.</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>

## CORPORATE SERVICES POLICY AND REVIEW PANEL WORK FLOW - 2017/18

Meeting Date	Agenda items
21 September 2017	<ul style="list-style-type: none"> <li>• General Data Protection Regulations</li> <li>• Work Programme (workshop)</li> </ul>
9 November 2017	<ul style="list-style-type: none"> <li>• Asset Management</li> <li>• Property Acquisition</li> <li>• Digital Strategy (update on key priorities &amp; projects for 2018)</li> </ul>
18 January 2018	
22 March 2018	

**Potential items for consideration / allocation:**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Financial Update (inc Financial Management and Treasury Management)</li> <li>• Business Continuity</li> <li>• Risk Management</li> </ul> | <ul style="list-style-type: none"> <li>• Member Support / Expenditure and Panel Consolidation</li> <li>• Business Rates Retention Scheme</li> <li>• Building Security</li> </ul> |
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Update: 12 September 2017