

# CORPORATE SERVICES POLICY AND REVIEW PANEL

Meeting held on Thursday, 9th November, 2017 at the Council Offices, Farnborough at 7.00 pm.

## **Voting Members**

Cllr Jacqui Vosper (Chairman)

Cllr J.B. Canty  
Cllr D.M.T. Bell  
Cllr D.S. Gladstone  
Cllr B. Jones  
Cllr P.F. Rust

Apologies for absence were submitted on behalf of Cllr M.S. Choudhary, Cllr R.L.G. Dibbs and Cllr J.E. Woolley.

## 11. **MINUTES**

The Minutes of the meeting held on 21st September, 2017 were approved and signed by the Chairman.

## 12. **IMPACT OF UNIVERSAL CREDIT FOR RUSHMOOR**

The Panel welcomed Dawn Menzies-Kelly, Revenues and Benefits Manager, who gave a presentation on the 'Impact of Universal Credit for Rushmoor'. The presentation covered the following:

- Background
- What is Universal Credit?
- Current timetable
- Impact on residents
- Impact on Rushmoor staff
- Planning
- Issues

The Panel noted that, currently, the only Rushmoor residents who were required to claim Universal Credit were single, unemployed job seekers, totalling 250. However, it was acknowledged that this number would increase markedly over the following years, with the housing benefit caseload reducing in comparison.

The Panel was reminded that Rushmoor's Housing Benefit team was assessed as the best in the country and that the impact of Universal Credit on them was under constant review.

The Panel observed that those residents without access to the internet would be disadvantaged by Universal Credit as registration and claims were all done online. It

was explained that the Council and the Citizens Advice Bureau would continue to work together to assist residents in this regard.

The Panel thanked Dawn Menzies-Kelly for her detailed presentation and **NOTED** the update.

### 13. **DIGITAL STRATEGY**

The Panel welcomed Ian Harrison, Corporate Director, Nick Harding, Head of ICT and Facilities Services, and Phil Roberts, IT Project Manager, who gave a presentation on 'Customer & Digital Strategy 2017-2020 Update', which had been endorsed by the Council in May 2017. The presentation covered the following:

- Context, ambitions and vision
- Customer insight
- 2017 highlights and new waste contract demonstration
- Members' IT, Digital Inclusion Taskforce and Cloud strategy
- Priorities for 2018/19
- Challenges
- Summary and questions

The Panel thanked Ian Harrison, Nick Harding and Phil Roberts for their detailed presentation and **NOTED** the update.

### 14. **BUILDING SECURITY / EVACUATION PLANS**

The Panel welcomed Roger Sanders, Corporate Health & Safety Adviser, and Alastair Murdoch, Facilities Team Leader, who gave a presentation on the 'Council Offices Emergency Evacuation Plans'. The presentation covered the following:

- Threat to Rushmoor
- Previous Plans
- What has changed?
- Current threats
- Fire risk assessment
- Role of Councillors
- Other arrangements

The Panel thanked Roger Sanders and Alastair Murdoch for their detailed presentation and **NOTED** the update.

### 15. **WORK PROGRAMME**

The Panel confirmed that the meeting scheduled for 18th January, 2018 would not be required as a Panel meeting and was to be used for a budget seminar for all Councillors.

The Panel was advised that the work programme would be reviewed in March 2018, following the publication of the Council Plan 2018/19.

The Panel **NOTED** the updated work programme for 2017/18.

The meeting closed at 9.40 pm.

CLLR JACQUI VOSPER (CHAIRMAN)

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