



RUSHMOOR BOROUGH COUNCIL

CORPORATE SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Thursday, 9th November, 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 –** (Pages 1 - 2)

To confirm the minutes of the meeting held on 21st September, 2017 (copy attached).

2. **IMPACT OF UNIVERSAL CREDIT FOR RUSHMOOR –**

To receive a presentation from Dawn Menzies-Kelly, Revenues and Benefits Manager, on the Impact of Universal Credit for Rushmoor.

3. **DIGITAL STRATEGY –**

To receive a presentation on Digital Strategy from Ian Harrison, Corporate Director, Nick Harding, Head of ICT and Facilities Services, Phil Roberts, IT Project Manager, and James Duggin, Contracts Manager. The presentation will cover:

- Context
- Updates on Projects
- Demonstration of the waste system
- Update on the Members' IT pilot
- Plans for 2018/19

4. **BUILDING SECURITY / EVACUATION PLANS –**

To receive a presentation from Roger Sanders, Principal Health and Safety Officer, and Alastair Murdoch, Facilities Team Leader, on Building Security and Evacuation Plans.

5. **WORK PROGRAMME –** (Pages 3 - 14)

To note the Panel's updated work programme for the 2017/18 Municipal Year (copy attached), and the likely cancellation of the Panel meeting on 18th January, 2018.

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 two 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, 21st September, 2017 at the Council Offices, Farnborough at 7.00 pm.

Voting Members

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

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

Apologies for absence were submitted on behalf of Cllr R.L.G. Dibbs and Cllr B. Jones.

8. MINUTES

The Minutes of the meeting held on 29th June, 2017 were approved and signed by the Chairman.

9. GENERAL DATA PROTECTION REGULATIONS

The Panel welcomed Diane Milton, Legal Services Manager, who gave a presentation on Data Protection, in particular the General Data Protection Regulations (GDPR) 2016 which come into effect on 25th May, 2018. The presentation covered the following:

- Service Responsibilities
- Training
- Retention of Personal Data
- Role of Data Protection Officer
- Recent fines levied by the Information Commissioner's Office
- General Data Protection Regulations 2016
 - Steps being taken before effective implementation date
 - Rights of Individuals
 - Legal Basis for Processing
 - Privacy by Design
 - Contracts with Data Processors
 - Future Penalties

The Panel noted that Heads of Service were responsible for compliance with Data Protection legislation within their own service areas and that a cross-service working group had recently been set up to begin work on implementation of the necessary

changes to comply with the new GDPR, including revisions to the Corporate Risk Register, in-depth training for the Data Protection Officer as well as resource implications.

The Panel asked that annual updates and/or training for all Councillors should be provided on their obligations under current and new data protection legislation. The Panel proposed that Data Protection should be considered annually as part of the Panel's Work Programme.

The Panel thanked Diane Milton for her detailed presentation and **NOTED** the update.

10. **WORK PROGRAMME**

The Panel considered the updated list of items for the work programme for 2017/18. In addition to including a regular update on Data Protection, it was noted that an update was due in 2018 on the Better Procurement Project.

The Panel noted that the meeting scheduled for 18 January 2018 could potentially be used for a budget seminar for all Councillors.

Members were invited to put forward further potential items for the work programme which would be considered at the next mid-cycle meeting on 23rd October, 2017.

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

The meeting closed at 8.25 pm.

CLLR JACQUI VOSPER (CHAIRMAN)

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 2017/18 Municipal Year.</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 ann.greaves@rushmoor.gov.uk</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 12th November, 2015. 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 amanda.fahey@rushmoor.gov.uk</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 6		<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 8th September, 2016.</p>	<p>and Chief Finance Officer 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 Panel received an update on Treasury Management on 12th November, 2015.</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>An update can be provided to the Panel upon request.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Services Tel: (01252) 398640 qamer.yasin@rushmoor.gov.uk</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>

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		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. A further update is scheduled for 22nd March, 2018.	Tel. (01252) 398600 ann.greaves@rushmoor.gov.uk
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 andrew.colver@rushmoor.gov.uk
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 karen.edward@rushmoor.gov.uk
Page 7	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 10th November, 2016.	Karen Edwards Corporate Director Tel: (01252) 398800 karen.edward@rushmoor.gov.uk

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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"> • a brief overview of the technological changes taking place • an update on the ongoing development of the digital strategy • an explanation of the five key themes; a connected smarter Rushmoor, working smarter, digital by design, digital skills and a digital community • an introduction into how to seize digital opportunities and address the impact of 24/7 digital and social media <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 will receive an update on the Digital Strategy on 9th November, 2017 .	<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>

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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 31st March, 2016 .	<p>Ian Harrison Corporate Director Tel. (01252) 398300 Email. ian.harrison@rushmoor.gov.uk</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 karen.edward@rushmoor.gov.uk</p>

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20.08.15	Performance Reporting	<p>This item was raised during a workshop held on 20th 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 12th November, 2015 .	<p>Karen Edwards Corporate Director Tel: (01252) 398800 karen.edward@rushmoor.gov.uk</p>
20.08.15	Land Charges	<p>This item was raised during a workshop held on 20th 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 31st March, 2016 .	<p>Ann Greaves Solicitor to the Council Tel. (01252) 398600 ann.greaves@rushmoor.gov.uk</p>

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20.08.15	Mayoral Costs	<p>This item was raised during a workshop held on 20th 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 31st March, 2016 .	<p>Andrew Colver Head of Democratic and Customer Services Tel: (01252) 398820 Email andrew.colver@rushmoor.gov.uk</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 12th November, 2015 .	<p>Karen Edwards Corporate Director Tel: (01252) 398800 karen.edward@rushmoor.gov.uk</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 th 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 andrew.colver@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 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. ian.harrison@rushmoor.gov.uk</p>

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

Meeting Date	Agenda items
18 January 2018	<i>Meeting likely to be cancelled and used for a budget seminar for all Councillors</i>
22 March 2018	<ul style="list-style-type: none"> • Asset Management • Property Acquisition • Update on General Data Protection Regulations • Update on Better Procurement Project & Social Value Policy

Potential items for consideration / allocation:

- Financial Update (inc Financial Management and Treasury Management)
- Business Continuity
- Risk Management
- Member Support / Expenditure and Panel Consolidation
- Business Rates Retention Scheme

Updated: 1 November 2017