



RUSHMOOR BOROUGH COUNCIL

CORPORATE SERVICES POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Thursday, 22nd March, 2018 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 - 4)**

To confirm the minutes of the meeting held on 9th November, 2017 (copy attached).

2. **GENERAL DATA PROTECTION REGULATIONS – (Pages 5 - 14)**

To receive a presentation (copy enclosed) from Diane Milton, Legal Services Manager, and Lorraine Murray, Corporate Projects, which will provide an update on the General Data Protection Regulations and the steps the Council is taking to address the changes.

3. **DRAFT PROCUREMENT STRATEGY 2018-2020 – (Pages 15 - 26)**

To consider a report (copy enclosed) on the draft Procurement Strategy 2018-2020, to be presented by Katherine Booker, Principal Procurement Officer.

4. **WORK PROGRAMME – (Pages 27 - 36)**

To note the Panel's 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 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.

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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Corporate Services

General Data Protection Regulation (GDPR)

22nd March 2018



Agenda

- **Brief background and current areas of risk**
- **Current situation**
- **Members' role**
- **Training**
- **Next steps**
- **Looking further ahead**

Brief Background

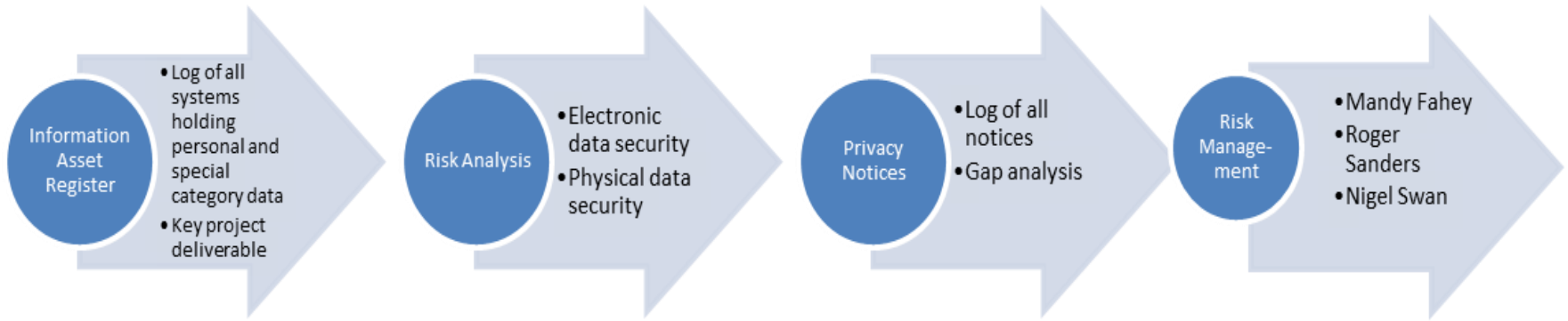
- **The key purpose of the GDPR project is to assess the new legislation and its impact on Rushmoor Borough Council, determine what gaps there are in current and future required systems and seek to implement those systems, based on their level of risk.**
- **We have established a project team to manage this important and high-risk project, in addition to a council-wide GDPR working group**
- **We have carried out a council-wide audit of our information systems to check whether our policies and all our systems and processes comply with the GDPR.**
- **We are identifying and categorising risks and are putting in place an action plan to rectify the highest risk areas.**

Areas of Risk

- **Current approach to accessing internal systems and associated governance**
- **Paper records and storage**
- **Special category data – now identified what it is and where it is held**
- **Use of unsecured channels e.g. Gmail**
- **Risk Mitigation Plan has now been developed and is evolving – have started to implement some areas**

Current Situation

Work to date



Members' Role in GDPR

- Questionnaire will be distributed to members to find out what personal data members process, how it is stored, with whom it is shared ...

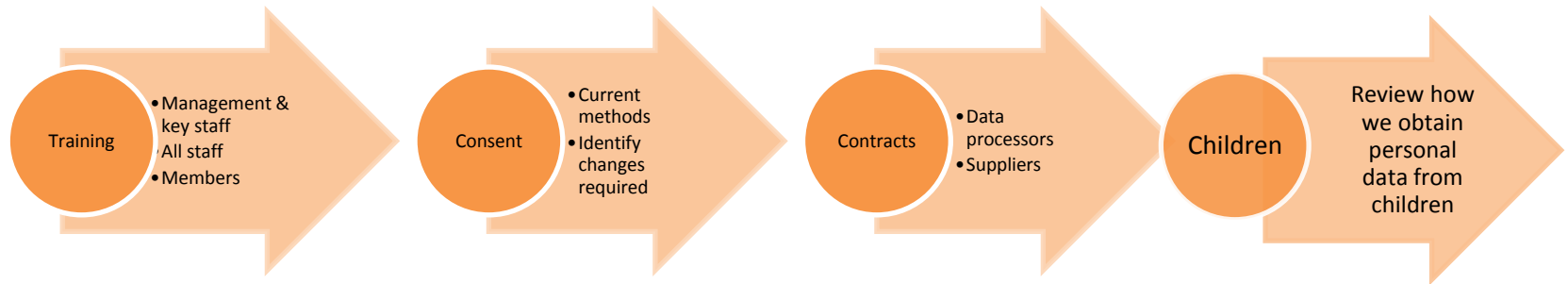
- Members will have 2 roles:
 - As a member of the council or a committee
 - A representative of residents when dealing with issues or complaints

Training

- **All members of staff will be trained on GDPR - managers and those who handle and process data will have an extra level of training**
- **There will also be tailored training provided for all members, over a couple of sessions – afternoon and evening potentially**
- **This will take place in the next municipal year**

Next Steps

Next steps



Looking further ahead

- **How to comply and show compliance with the enhanced right of individuals**
- **Privacy by design**
- **Appointment of Data Protection Officer**

Questions/Comments





Procurement Strategy

2018-2020

Rushmoor Borough Council Procurement Strategy 2018-2020

1 Introduction

- 1.1 This Procurement Strategy 2018 – 2020 applies to the procurement of goods, services and works undertaken by Rushmoor Borough Council (the Council) and seeks to ensure that best practice procurement is applied consistently throughout the Council.
- 1.2 Procurement is the process of obtaining providers for supplies, services or works; beginning with the initial identification of a business need and continuing through until the need has been satisfied. More than purchasing, procurement focuses on required outcomes and the identification of effective and innovative ways to meet these. A well-planned and strategic approach is imperative in order to get the best value and ensure that goods and services satisfy the needs of end users.

2 Background

- 2.1 The Council spends approximately £9.4 million per year with a variety of providers for goods and services. This ranges from transactional spends below formal procurement thresholds for one off purchases and everyday items, through to high value long term contracts for works, goods and services.

3 Aims

- 3.1 The aim of this strategy is to set out a clear framework for undertaking procurement exercises throughout the Council, one which ensures best value through external spend, and reflects and promotes the wider aims of the Council's Corporate Plan.
- To establish a clear strategic direction;
 - To deliver best value by reducing budget expenditure and providing more for less as part of continuous review and improvement;
 - To reap the benefits of joint working and collaboration
 - To ensure that the impact of socio-economic and environmental sustainability is considered in the Council's procurement and contract management approach;
 - Increase the proportion of the Council's spend against contracted suppliers
 - To ensure that current legislation and good practice is applied to the Council's procurement and contract management activity;
 - To periodically set out our approach, i.e. what the Council are going to do and through monitoring and review ensure that all that we do supports delivery of our vision.

4 Procurement Landscape

Procurement at Rushmoor is driven by 4 key factors:

1. Compliance

Public sector contracts, regardless of value, within the European Union (EU), are covered by a treaty stipulating free movement of goods and services and prohibits discrimination. The principles of this treaty are backed by EU Procurement Directives. These are incorporated into UK law under 'The Public Contract Regulations' and require the Council to follow procedures for all procurements above specified financial thresholds.

The latest Directive became UK legislation in 2015 and had some significant changes to the rules that govern public procurement.

Local government procurement is also be affected by central and regional policy. A number of reviews have been conducted that helped to set out this policy, notably, The National Procurement Strategy for Local Government. The strategy encourages the delivery of outcomes in four key areas:

- Making Savings
- Supporting Local Economies
- Leadership and Training
- Modernising Procurement

2 The Wider Economic Climate

Recognising the value of supporting local business, and engaging with them about Rushmoor opportunities.

3 Rushmoor's Purpose and Priorities

The Council has four main priorities, which are underpinned by its stated purpose:

Rushmoor Borough Council, working with others to improve the quality of people's lives.

The four priorities are:

1. Sustaining a thriving economy and boosting local business
2. Supporting and empowering our communities and meeting local needs
3. A cleaner, greener and more cultural Rushmoor
4. Financially sound with services fit for the future

Each year the Council produces a Council plan which identifies key actions and activities that will help us to achieve these priorities. The Cabinet regularly monitor the progress on these actions and receive in depth performance updates in order to measure the progress the Council is making against delivering the priorities.

The priorities are underpinned by the promise to **Listen, learn and deliver better**.

The Council believe that to be successful, we should listen to our residents, businesses and communities, learn from them and from experts about what is needed and then do all we can to deliver better services.

4 Need to Achieve Budgetary Savings

The Council is dealing with significant financial pressures resulting from reductions in government funding. Savings need to be made by using spending power wisely and strategically.

4 Strategy

If Rushmoor is to guarantee best value through its procurement processes, it needs to ensure it consistently maximises spending power. This can be done with a thorough understanding of how and where money is spent. This will help determine priorities going forward and identify efficiencies. This is an ongoing process as the Council proactively looks at ways to drive efficiencies from contracts.

Whilst there have been improvements in the standardisation of procurement processes in recent years, it is recognised that procurement knowledge and capability continues to vary across service areas. The procurement service aims to increase awareness of procurement best practice across the organisation through continued workshops and use of the staff intranet.

In the context of a procurement process, obtaining “best value for money” means choosing the bid that offers “the optimum combination of whole life costs and benefits to meet the customer’s requirement”. This is not the lowest initial price option and requires assessing the ongoing revenue/resource costs as well as initial capital investment. The council’s requirement can include social, environmental and other strategic objectives and is defined at the earliest stages of the procurement cycle. The criterion of best value is used at the award stage to select the bid that best meets that requirement.

Making Savings

One of the key levers the Council uses to deliver savings is competition. For competitive procurements, the selection process we will follow will be proportionate to the value and risk of the procurement. Bids will be evaluated based on value for money, taking into account the whole life cost, quality and timescales.

All tenders over EU thresholds will be conducted in accordance with the Public Contract Regulations.

We aspire to advertise all opportunities unless there is a good reason not to. As a minimum, the council will advertise in line with Contract Standing Orders which state that opportunities over £50,000 are to be advertised.

Usually opportunities with a value that is below the EU thresholds will be advertised on the South East Business Portal.

Opportunities that have a value above the threshold will be advertised on the South East Business Portal and in the Official Journal of the European Union (OJEU).

Partnering and collaboration

The Council will also seek opportunities to optimise the use of procurement resources and value for money. Collaborative procurement can allow Councils to have successful contract negotiations, secure buying power, shared risks and lower overall costs. These arrangements may involve:

- Aggregating spend on common goods and services without compromising the need for social value.
- At the outset of a standalone procurement, exploring opportunities to procure through existing routes to market
- Sharing internal procurement expertise with others, taking advantage of the expertise of others and working with others to identify future opportunities for savings
- Participating in local procurement forums with the intention of identifying joint opportunities
- Build strong, mutually beneficial partnerships with third party suppliers on the back of a sound reputation for good practice and fairness

The Council will look for future opportunities where cooperating with other public sector bodies can offer additional savings over those the Council could achieve on its own.

Other Measures

Demonstrating value for money from our procurement, improving the cost effectiveness of the Council and contributing to the Councils 8 Point Plan.

Key measures to be adopted by the Council to help achieve savings are:

- Applying a category management approach in key areas of spend such as energy, ICT and construction
- Applying a corporate approach to contract management and implementing effective, transparent performance monitoring processes
- Applying an appropriate approach to risk management that is integral to the Council's corporate processes
- Reducing costs in the procurement and commissioning cycle

For all new procurement there will be an expectation that the cost of service will reduce over the life of the contract.

The following mechanisms will help drive this cost reduction:

- The contract price for the service will be fixed for as long a period as possible without the supply base building in additional cost for a risk of high levels of inflation in the long term. The contract price is expected to reduce over the life of the contract as a result of efficiency improvements driven by the service provider
- The contract price is expected to be reduced further through innovation and collaboration between the Council and the service provider or other areas of the supply chain. This efficiency improvement could also be as a result of changes in technology or process improvement. To drive appropriate behaviours in development and improvement, a gainshare mechanism to share the cost savings between all involved parties could be incorporated into the contractual terms
- The contract length is another mechanism to determine the optimum period between providing the supply base stability and confidence.

Supporting Local Economies

The Council is keen to maximise the economic, social and environmental benefits to communities and believes that spend with Small and Medium sized enterprises (SME's) and Voluntary Community Social Enterprises (VCSE's) can make a significant contribution to local economic growth.

Leadership and Training

We will aim to improve procurement competencies across the organisation by ensuring staff are equipped with the knowledge training and practical skills needed to derive maximum benefit from procurement practices

Modernising Procurement

The Council wants to develop and maintain a good relationship with its suppliers. We need a diverse and competitive supplier base that enables us to match our requirements with the relevant strengths and characteristics of the supplier.

Best Value brings new impetus to improving procurement. New technology will offer fresh scope for carrying out procurement in different ways.

Other ways for modernisation in procurement:

- Strive to achieve best value in all our procurement by making it more economic, efficient and effective
- Consider all practical delivery options
- Commit to a mixed economy of suppliers to meet the needs of service users and the local economy
- Be fair, transparent and consistent in the conduct of all our procurement
- Be informed by the views of service users in designing our procurement
- Improve and be open to innovation when planning procurement
- Be effective and committed members of any partnership relationships
- Recognise the importance of trained staff to the delivery of best value services
- Use our procurement activities to promote equality of opportunity

- Modernise in terms of the use of technology, practice and procedures
- Commercialisation and income generation
- Using outcome specifications and other methods to encourage supplier innovation to meet new challenges
- Further commitment to the adoption of e-procurement to increase efficiency and productivity and realise full benefits through the use of appropriate electronic solutions in procurement processes.

The Wider Economic Climate

Cuts to the central government grant have increased the need to maintain the quality and delivery of key services whilst adjusting and adapting to a significantly reduced budget. These changes call for identification of savings and a shift to a more creative, innovative approach across the board.

Whilst this drive for savings will put pressure on the Council to produce better value contracts, it is important to remember that the repercussions of the economic crisis are also being felt in the private sector. Therefore, a strong commitment to a fair and open procurement process will be more important than ever in what has become an increasingly competitive marketplace.

The Council strives to support its local economy through its procurement exercises by maximising economic, social and environmental benefits from every pound that is spent.

Supporting SME's and VCSEs can make a significant contribution to local economic growth. Rushmoor Council will do more to remove barriers faced by SME's and VCSE's bidding for contracts, such as:

- Ensure the Council website makes clear which portals we are using to advertise opportunities and how suppliers can register.
- Including economic, environmental and social value criteria in tender evaluations.
- Attend meet the buyer and business networking events to engage with the supply base and other Councils.
- Monitor the proportion of eligible local spend paid to local businesses and SME's
- Develop supplier information and guidance, setting out the requirements of the Council and its strategic aims
- Ensure that where appropriate procurement activity is structured in such a way to encourage community bids for services
- Where permitted, take in to account the benefits of working with local suppliers in order to maximise benefits to the local economy and sustainability.
- Identify forward spend wherever possible and use this data to inform pre-market engagement and supplier planning.
- Engage in proactive pre-market engagement.
- Provide feedback to unsuccessful bidders.
- Target key suppliers and partners to seek their views on the Procurement process.

- Encourage a mixed economy of suppliers to compete for contracts to help develop a varied and competitive market place

Social Value

The Council is required to consider how the economic, social and environmental well-being of the Borough might be improved through the procurement of services.

This strategy requires the Council to:

- set out a definition of Social Value for Rushmoor
- set out the broader context for Social Value in Rushmoor
- set out the policy objectives
- describe how Social Value will work in practice

The Public Services (Social Value) Act 2012 provides the following broad definition of Social Value.

*“If a relevant authority proposes to procure or make arrangements for procuring the provision of services, or the provision of services together with the purchase or hire of goods or the carrying out of works...the authority must consider how what is proposed to be procured might improve the **economic, social and environmental well-being** of the relevant area and, in conducting the process of procurement, how it might act with a view to securing that improvement.” It must also “consider whether to undertake any consultations as to matters to be considered”*

An approach to implementing its policy on Social Value is set out below:

a. coverage

The Act only applies to service contracts above the current European Union threshold (£173,934), but not to works and supply contracts. In addition, if the procurement is carried out in emergency circumstances and it is impractical to comply with the Act, then the Council may disregard the requirements to the extent that it is not practicable to comply with them.

b. specification development and tender evaluation

The manner in which evidence of Social Value benefits are to be provided is not prescribed by the Act or this policy. Dependent on the requirements of each procurement exercise, the Council may choose to specify requirements explicitly within a tender and can ask suppliers to come up with their own innovative ideas. Irrespective, the Council will need to be clear as to how Social Value elements have been weighted in the evaluation and decision-making process.

Under the Public Services (Social Value) Act 2012 the Council must consider only those matters that are relevant to what is proposed to be procured and it must be proportionate in all the circumstances to take those matters into account.

DRAFT

Task	How	Timescale
Making Savings		
Spend Analysis	Review spend in departments, meet with managers	
Look to collaboratively procure where possible	Use of and development of frameworks, collaborate through HIOWPP and other procurement networks	
Use of frameworks		
Aggregation of spend across the Council	Spend analysis	
Attend Business and procurement networking events		
Consider category management approach in key areas of spend	IT, energy, property maintenance, agency staff / contractors,	
Management of Contracts across the organisation		
Full life-cycle of costings can be taken into account when awarding contracts; this could encourage more sustainable and/or better value procurements which may save money over the long term but appear more costly on the initial purchase price		
Supporting Local Economies and SME's		
Engage with SME s	Open mornings, bidders days, improving web pages	
Engage with VCE's	Open mornings, bidders days, improving web pages	
Be fair, transparent and consistent with our procurement	Training, Continually review documentation and best practice	
Break larger contracts into smaller lots to facilitate SME participation	Market engagement and market testing	
Use spend analysis to map Rushmoor spend	Look where Rushmoor spends its money and look to spend locally if possible	
Use spend analysis to identify areas where the Council could spend more locally if appropriate	Using spend map of last financial year	

Update and improve Procurement section on the Council website	Consult with business and communications as to how to make it better	
Develop supplier information and guidance, setting out the requirements of the Council and its strategic aims	Develop supplier information and guidance, setting out the requirements of the Council and its strategic aims- for use in tender documentation	
Identify forward spend inform pre-market engagement and supplier planning.		
Target key suppliers and partners to seek their views on the Procurement process	Using spend analysis and recent tenders	
Work with Economic Development to look for opportunities to engage with local business	In conjunction with spend analysis	
Leadership and Training		
Design a presentation pack for new staff as part of the Rushmoor Induction process	Liaise with Personnel	
Attend Middle Managers and speak about key issues raised in Rushmoor procurement audit and how these will be rectified	Liaise with Dawn Kelly	
Deliver further procurement training programme Phase 2.		
Modernising Procurement		
Develop a more commercially focused procurement culture		
Income generation	Look for and where possible embrace opportunities for income generation within Rushmoor contracts	
Optimise use of e Procurement	Tendering electronically, procurement cards and use of e-auctions (particularly with ICT spend)	

Procurement Cards- Precision Pay	Explore implementation of precision pay across the Council as an alternative more manageable way of using procurement cards and e- procurement	
Encourage and allow preliminary market consultation between buyers and suppliers, which should facilitate better specifications, better outcomes and shorter procurement times.	Training, development of documentation, market engagement, publication of Prior Information Notices.	
Review Contract Standing Orders and check that they are still fit for purpose and in line with any new legislation		
Staff training		
Procurement Projects		
Leisure and Lido contracts		
Ski Centre	Current	
ICT Professionals framework	Current	
CCTV Maintenance	Current	
Brickfields Silt Removal	Current	
Tree Maintenance		
Fleet Town Council Grounds Maintenance (FTC)	Almost complete	
Multi-Functional Devices		
Organisation Training		
Shutter and Door maintenance		
Legionella Testing	Current	
Fire alarms		
Building alarms		
King George V Cafe	Current	
Asbestos monitoring		
Asbestos removal		

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	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.	The Panel is due to receive an update on Asset Management / Property Acquisition. On 8th September, 2016, the Panel received a presentation on the Council's approach to property acquisition .	Ann Greaves Solicitor to the Council Tel. (01252) 398600 ann.greaves@rushmoor.gov.uk
Bi-annually	Financial Management /	Head of Finance to provide updates on the Council's financial position.	All Councillors were invited to attend a budget seminar on 18th January, 2018 .	Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440 amanda.fahey@rushmoor.gov.uk
3.4.14 Page 29	Business Rates Retention Scheme	The Government had introduced a new business rate retention system in April, 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.	The Scheme was reviewed by the Government in 2017. The most recent report was presented to the Panel on 8th September, 2016 .	Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440 amanda.fahey@rushmoor.gov.uk

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
September 30		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.		
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 29th June, 2017.	A Procurement update was presented to the Panel on 29th June, 2017 . A further update is scheduled for 22nd March, 2018 .	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 Council but also has a number of major benefits, including the integration of services and realisation of substantial income. An update was presented to the Panel on 19th March, 2015.	This item will be brought to the Panel when there is an appropriate update.	Nick Harding Head of ICT and Facilities Services Tel: (01252) 398650 Email mailto:nick.harding@rushmoor.gov.uk
Annually	Personnel Monitoring /	Update on HR Resources is provided to the Panel annually. The update focuses on issues relating to the workforce	The annual HR report was presented to the Panel on 29th June, 2017 .	Rachel Gray Interim Human Resources Manager

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
	HR Resources Update	profile and the Human Resources' work programme.		Tel: (01252) 398463 mailto:rachel.gray@rushmoor.gov.uk
	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.	Rachel Gray Interim Human Resources Manager Tel: (01252) 398463 mailto:rachel.gray@rushmoor.gov.uk
4.12.03	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</p>	The Panel received 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>

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
Page 32		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.		
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>

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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.	Karen Edwards Corporate Director Tel: (01252) 398800 mailto:karen.edwards@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.	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. The Group last met on 8th March, 2018 and future meetings will be arranged in due course.	Ian Harrison Corporate Director Tel. (01252) 398300 Email. ian.harrison@rushmoor.gov.uk

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

Future Meeting Dates	Future Agenda items (still to be allocated to a meeting)
7 June 2018 13 September 2018 15 November 2018	<ul style="list-style-type: none">• Financial Update (inc Financial Management and Treasury Management)• Asset and Property Management• Risk Management• Business Continuity• Business Rates Retention Scheme• Annual HR Update

Updated: 14 March 2018

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