

# CORPORATE SERVICES POLICY AND REVIEW PANEL

Meeting held on Thursday, 4th June, 2015 at the Council Offices,  
Farnborough at 7.00 p.m.

## **Voting Members**

Cr. Jacqui Vosper (Chairman)  
Cr. D.S. Gladstone (Vice-Chairman)

Cr. D.M.T. Bell  
Cr. D.E. Clifford  
Cr. Barbara Hurst

Cr. B. Jones

Cr. G.B. Lyon  
Cr. P.F. Rust  
Cr. D.M. Welch

## **42. APPOINTMENT OF CHAIRMAN –**

**RESOLVED:** That Cr. Jacqui Vosper be appointed Chairman for the 2015/16 Municipal Year.

## **43. APPOINTMENT OF VICE CHAIRMAN –**

**RESOLVED:** That Cr. D.S. Gladstone be appointed Vice-Chairman for the 2015/16 Municipal Year.

## **44. MINUTES –**

The Minutes of the meeting held on 19th March, 2015 were approved and signed by the Chairman.

## **45. AREAS OF RESPONSIBILITY OF THE PANEL AND WORK PROGRAMME –**

The Panel received a short presentation from Corporate Director, Mr. David Quirk, that reminded Members of the Corporate Services portfolio. It was reported that the Corporate Services Panel's responsibilities covered the provision, planning and management of all issues within the Council's internal administration relating to areas such as financial administration, internal management, personnel and property. Other responsibilities included support for Members, the Mayoralty, civic ceremonial and civil emergency arrangements, as well as corporate planning.

It was highlighted that Members of the Panel could put forward suggestions for the work programme, which would be considered at the mid-cycle meetings.

Members asked for the budget information for the areas in which they were responsible for scrutinising, at the beginning of each Municipal Year. It

was suggested that this information would assist Members of the Panel in prioritising the work programme and making their decisions.

The Panel **AGREED** that all Members of the Panel would all be invited to the following mid-cycle meeting in order to receive and discuss the information requested.

The Panel **NOTED** the presentation and the priorities for the work programme for 2015/16.

46. **APPOINTMENT TO GROUPS –**

(1) **Mid-Cycle Group –**

**RESOLVED:** That the Chairman, Vice-Chairman and Crs. D.M.T Bell and B. Jones be appointed to the Mid-Cycle Group for the 2015/16 Municipal Year.

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

**RESOLVED:** That the Chairman and Crs. D.M.T. Bell, A.H. Crawford, D.S. Gladstone, B. Jones, G.B. Lyon and P.F. Rust be appointed to the Customer Services Working Group for the 2015/16 Municipal Year.

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

**RESOLVED:** That the Chairman and Crs. A.H. Crawford, Barbara Hurst, B. Jones and G.B. Lyon be appointed to the Communications Task and Finish Group for the 2015/16 Municipal Year.

(4) **Budget Working Group –**

The Panel was informed that a review of the Budget Working Group was underway. It was noted that recommendations had previously been made by the Group to involve the Cabinet in the work and a report was being prepared for a future Cabinet meeting.

The Panel supported the review and **AGREED** to recommend the Cabinet to appoint the previous Members of the Working Group to the new Group, alongside the appropriate Cabinet Members.

47. **CHANNEL SHIFT PROGRESS UPDATE & DEMONSTRATION –**

The Panel welcomed Corporate Director, Mr. Ian Harrison, to the meeting who introduced Mr. Nick Harding, Head of IT and Facilities, Mr. Seamus McAlister, IT Change Manager, Mr. James Duggin, Contracts Manager, and Mr. Philip Roberts, System Administrator.

Mr. Harrison reminded the Panel of the importance of channel shift and the six principles that were being followed. Members were informed that

progress had been made since the previous update and a number of services within the Council had started to carry out their business in a different way. The programme of current and future work was shared, which encouraged a discussion on payment shift; this was described as a mature aspect of the project, an example of success being the number of Council Tax payments made by direct debit, which had increased every year since 2012. It was noted that direct debit payments carried the lowest possible transaction costs.

Reference was made to the Council's webpage that displayed details on how residents could pay their council tax bill. The demonstration showed the Panel that most references to 'cash' as a payment option had been removed from key communications. The website offered a number of other channels, such as the facility to set up direct debits online, a 24 hour payment line and information on other locations in the Borough where residents could make a payment to the Council. Members noted that, while a number of new channels had become available, no older channels had been removed. This indicated to the Panel that people were shifting their own behaviours, as opposed to being forced to channel shift due to a payment method no longer being offered.

The Panel was then shown the Customer Service Unit's service platform that is used to ensure a customer sees the right member of staff, the system then prints out a ticket for the customer and logs the queries received by the reception desk. Another demonstration included the self-service platform that was in the process of being trialled before going live. This facility would enable customers to set up their own account and access council tax and rubbish collection information as well as arranging a bulky waste collection. The self-service platform would be available to residents 24/7 and be accessible on mobile or tablet devices as well as computers. The Panel showed an interest in trialling the service themselves.

During a previous update, Members had received an explanation of the bulky waste processes followed at the time. Collections could only be arranged over the phone and the processes were administratively heavy and involved a lot of paper being passed between a number of different people. The new booking system required customers to answer a number of questions on the items to be collected. This enabled the system to calculate the total cost of the collection, it was also noted that any residents receiving welfare benefits would also receive a discount on the overall cost. Once a collection date had been chosen, customers would receive a confirmation of booking email. The booking could then be accessed by the contractors through tablet devices. This would allow them to record and confirm collections and report any issues.

The final demonstration involved showing how the Civil Enforcement Officers (CEOs) were able to use mobile devices to carry out their work. The system allowed them to use their devices to search a vehicle registration number, access permit information and, via a wireless connection, print a penalty charge notice. Residents would then have the opportunity to pay their charge online. It was noted that this example of channel shift reduced the

amount CEOs had to carry round with them and enabled information to be sent to the Council Offices instantly; staff were adapting to the new system well.

To conclude, Mr. Harrison confirmed that the removal of old systems and the replacement of the improved systems had been a success. It was also noted that future work was underway.

The Panel **NOTED** the presentation.

The meeting closed at 9.16 pm.

JACQUI M. VOSPER  
CHAIRMAN

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# LEISURE AND YOUTH POLICY AND REVIEW PANEL

Meeting held on Monday, 8th June, 2015 at the Aldershot Town Football Club, Aldershot at 7.00 p.m.

## Voting Members

Cr. Liz Corps (Chairman)  
Cr. Mrs. D.B. Bedford (Vice-Chairman)

Cr. T.D. Bridgeman	Cr. J.H. Marsh	Cr. A.R. Newell
a Cr. P.I.C. Crerar		Cr. M. Staplehurst
Cr. K. Dibble		Cr. B.A. Thomas

An apology for absence was submitted on behalf of Cr. P.I. C. Crerar.

### 48. APPOINTMENT OF CHAIRMAN –

**RESOLVED:** That Cr. Liz Corps be appointed Chairman of the Panel for the 2015/16 Municipal Year.

### 49. APPOINTMENT OF VICE-CHAIRMAN –

**RESOLVED:** That Cr. Mrs D.B. Bedford be appointed as Vice-Chairman of the Panel for the 2015/16 Municipal Year.

### 50. MINUTES –

The Minutes of the Meeting held on 16th March, 2015 were agreed as a correct record.

### 51. APPOINTMENTS TO PANEL GROUPS –

(1) It was **AGREED** that the membership of the Mid-Cycle meeting for the Municipal Year 2015/16 would be as follows, the Chairman (Cr. Liz Corps), the Vice-Chairman (Cr. Mrs D.B. Bedford), Cr. T.D. Bridgeman and Cr. M. Staplehurst.

(2) It was **AGREED** that the membership of the Aldershot Lido Task and Finish Group for the Municipal Year 2015/16 would be as follows, the Chairman (Cr. Liz Corps) and Crs. D.E. Clifford, A.H. Crawford, A.R. Newell, M. Roberts and B.A. Thomas, with attendance by the Cabinet Member for Leisure and Youth (Cr. Sue Carter) as required.

52. **ALDERSHOT TOWN FOOTBALL CLUB –**

The Panel took a tour of the facility, led by Mr. Bob Green, Club Secretary, before receiving a presentation from Aldershot Town Football Club (ATFC) Chairman, Mr. Shahid Azeem.

Mr. Azeem advised that the current owners had brought the Club in August 2013, but that he had been associated with the Club, as a non-executive member, prior to the acquisition. The aims of the owners included seeking to ensure that football remained in the town and that the Club was kept at the heart of the community. It was noted that the owners had managed to exit administration two years ahead of schedule; within eleven months all the debts inherited from the previous administration had been cleared. The Club endeavoured to live within its means and had made a small profit of around £3,000 in the first year.

The Panel noted the working arrangements with Chelsea Football Club U21's and were advised that realistically the existing arrangements wouldn't last forever, but it was hoped that they would continue for the next 2-3 years. Links with the Military had also been strengthened and the Club had a good relationship with the Garrison Commander.

It was advised that the results on the pitch had been a little disappointing the previous season, but this would hopefully be addressed by the appointment of new manager, Barry Smith, previously of clubs such as Celtic and Dundee United. Mr. Smith had plans to move to Aldershot with his family soon.

Mr. Azeem explained the Club's place in the community and how this particular role had to be respected and understood. It was advised that thousands of residents in the area perceived ATFC as "their Club" and it was important to maintain this perception through work within the community. The Club achieved this in a number of ways through the provision of coaching and training for young people in the area which, in turn, allowed young people to follow their dreams, support for local charities and facilitation of social inclusion and cohesion. It was advised that the players also got involved in the community through visits to schools, hospitals and charities acting as role models for the community.

The Panel were updated on the arrangements of the Youth Academy. Mr. Kevin Knight, of Knights Group Training, who ran the Academy, advised that the Academy sat in its own right, based at ATFC. It currently had 42, 16-19 year olds in full time education from the local area training and 16 part time players. The Academy took youngsters from the age of nine and in total, there were about 120 members at present. The emphasis of the Academy was to breed home-grown talent to move up into the first team when they came of age. It was noted that the new manager, Barry Smith, had a remit to only sign players from within an hour's car journey of the stadium. It was also noted that a player from a neighbouring Academy had joined the ATFC first team to help develop his game further for the future.

Mr. Azeem reported on the aspirations of ATFC and the need for a plan for the future and continued community engagement and inclusion. It was important to the Club that visitors felt welcomed and that the Club was an ambassador for the town. It was noted that sponsors of the Club were all local firms, including Bridges, Reade Signs and Elm Ltd, (sponsors of the new community stand). Sponsorship equated to one third of the Club's turnover and was vital to the continuation of ATFC, as funding from the Football Association (FA) was only in the region of £60,000 per season.

The Club had a mission statement which stated a number of aims and achievements, these included:

- Providing community football to the young, disabled and disadvantaged
- 200 free tickets for young people, per game
- Under 11's free to all games
- Helping the local authority to enhance neighbourhood facilities
- Being proactive in helping local businesses
- Partnership building with a diverse range of stakeholders
- Inspiring the young to grow responsibly
- Increase growth directly and indirectly in the regional economy.

It was noted that through developing interest in the younger generation the Club was creating future paying supporters. Some work was being carried out to target the younger generation by developing a kids' match programme written by their peer group, email promotions for free gifts etc. and acknowledgement of birthdays and Christmas.

It was advised that the Club's work in the community had been recognised locally and nationally. Locally the Club had been awarded the "Hampshire Inspire Community 2014 Business Award" for work in the community, particularly due to projects like "Seats for Soldiers", work with The Source young people's charity, links with Sahara UK and the Nepalese, working with First Wessex to support troubled families, providing roles for the long term unemployed and supporting apprenticeships. The Club had also been awarded the "National League Respect Award". This award had been given for projects such as a trip taken to Nepal with the youth team in February 2015 and their involvement with the 1st World War commemorations, where the Club had hosted a "Truce Game" at the stadium, at which a number of German officials and Sir Bobby Charlton had been present.

Mr. Azeem reported that the Recreation Ground was one of the last remaining traditional football grounds in the country bringing many advantages. The character, history and openness of the Recreation Ground had been a reason why Chelsea had chosen ATFC for their U21's. However, there were also downsides, particularly around compliance to the FA's standards. It was advised that in recent years the Club had spent in excess of £1.5 million updating the facilities, but significantly more investment would

be required to maintain safety standards. This was not sustainable in the Club's current financial position. A strategic plan would be developed over the summer period and a first draft proposal would be ready in the early autumn of 2015, for presentation to the Council. It was noted that the Club would seek support, help and advice in the preparation of the plan from the Council.

In response to a query regarding women's football it was noted that the women's team had left the club some years ago to manage themselves with some support from the ATFC. This had proved unsustainable and the team would be moving back to the Club, where ATFC would endeavour to raise their profile and provide them with more hands on support in the future.

The Panel discussed the relationship with the supporters and were advised that quarterly meetings were held with the fans. These meetings had helped identify skill sets within the fan base which could benefit the Club.

It was advised that the Club employed only four full time members of staff. The rest of the work was done on a part time basis and by volunteers.

The Chairman thanked Mr. Azeem and the other Directors and staff for their hospitality and informative presentation.

53. **WORK PROGRAMME –**

The Panel **NOTED** the current work programme, in particular the proposed item on the Hampshire County Council Youth Consultation for the next meeting. This would be discussed further at the next mid-cycle meeting.

The meeting closed at 9.11 p.m.

CR. LIZ CORPS  
CHAIRMAN

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