

# 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>

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		<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>

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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.	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>
	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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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"> <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>

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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>



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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>

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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:

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

Update: 12 September 2017