

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	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

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		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	<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.	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

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	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>

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		<p>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>		
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>	<p>The Panel received an update on Systems Thinking that focused on cost benefit analysis, on 31st March, 2016.</p>	<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.	<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 8th March, 2018 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

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