

COUNCIL MEETING - 19TH APRIL 2018

AGENDA ITEM NO. 7 (3)

**CORPORATE SERVICES POLICY AND REVIEW PANEL -
ANNUAL REPORT 2017/18**

1 INTRODUCTION

- 1.1 I am pleased to report on the Corporate Services Panel's work over the last year and to update the Council on progress made in the key activity areas.

2 PANEL ISSUES

- 2.1 The key areas of work for 2017/18 were as follows:

(a) General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) was a key area of focus for the Panel over the past twelve months, in anticipation of the introduction of GDPR on 25th May, 2018. In September, the Panel received a presentation which outlined the main aspects of the project plan developed to ensure the Council would be compliant with GDPR. As part of the work, the Panel noted that a cross-service working group had been set up to ensure that all service areas were actively involved, including sharing working methods and identifying new areas of risk for inclusion in the Corporate Risk Register.

In March, a progress report was provided; the Panel noted that good progress had been made, with the development of a risk mitigation plan. It was noted that a pragmatic approach was being taken in terms of developing guidelines for Rushmoor as the Bill was still to be approved by Parliament and the Information Commissioner's Office was still to draft guidelines.

The Panel supported the proposal for Councillors to receive training on the impact of GDPR on them individually, both as a member of Council and as a representative of residents when dealing with issues or complaints.

(b) Procurement Strategy

The Panel provided feedback on the draft procurement strategy at its meetings in June and March, noting that the revised strategy presented to the Panel in March was shorter and more specific than the earlier version. Members were supportive of the revised draft procurement strategy and suggested that it would be helpful to hold a seminar for small local businesses to give them a better understanding of procurement and the public sector. The Panel noted that the Social Value aspect of the strategy would be developed further.

(c) **Human Resources**

In July, the Panel received a presentation on the workforce profile, which provided data related to staffing and recruitment at Rushmoor Borough Council. The Panel considered the data relating to sickness absence, noting that, whilst Rushmoor's absence levels were lower than the national average, they were slightly above average for working days lost compared to other district councils in the region. The Panel was interested to learn more about succession planning, given the age profile of the current workforce.

(d) **Universal Credit**

In November, the Panel received a presentation on the impact of Universal Credit for Rushmoor, noting the current and potential future impact on residents and staff as Universal Credit was rolled out. The Panel noted that the Council and Citizens Advice Bureau would continue to work together to assist residents without access to the internet as Universal Credit registration and claims were all done online.

(e) **Digital Strategy**

In November, the Panel received a presentation providing an update on the Customer and Digital Strategy 2017-2020, noting progress in some key areas such as the new waste contract and members' IT, the priorities for 2018/19, as well as the main challenges.

(f) **Building Security / Evacuation Plans**

In November, the Panel considered the Council Offices' Emergency Evacuation Plans, noting the current threats, and the roles of both staff and Councillors in such emergencies.

(g) **Budget Briefing**

In January, the Panel used its formal Panel meeting date for all Members to be invited to a Council Budget Seminar. The purpose of the seminar was to allow Members the opportunity to consider and discuss details of the Council Budget for 2018/19 in advance of its presentation to the full Council the following month.

(h) **Customer Service Review Group**

The Panel's Customer Service Review Group met this year to review Customer Service data, which included customer satisfaction survey results and call statistics. The Group also looked at the outcomes of the Customer Experience Project and the consultation on electoral services as well as the introduction of the new parking machines and progress with the Love Rushmoor app.

3 CONCLUSIONS

- 3.1 The Panel has worked extremely well during the year and we have examined a range of important services, which have a significant impact on the Borough. Within our managed programme we have helped to develop services and carried out in-depth scrutiny where necessary. The Panel's work programme, which contains some areas still to be examined, will be picked up in the new governance structure.
- 3.2 Finally and importantly, I feel that the Panel has worked very well together during the year. All Members have contributed at meetings and I would like to express my thanks for their support. In addition, I am also grateful for the support given by the officers to the Panel and myself as Chairman.

4 RECOMMENDATION

- 4.1 The Council is asked to note and endorse the Panel's work.

JACQUI VOSPER
CHAIRMAN
CORPORATE SERVICES POLICY AND REVIEW PANEL