

# 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	<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>	The Panel to receive an update in the <b>2016/17 Municipal Year</b> .	Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a>
Bi-annually	Financial Management	The Head of Finance provided an update on the Council's financial position on 15th January, 2015.	The Panel received an update on <b>12th November, 2015</b> .	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>
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	The Scheme will be reviewed by the Government in 2017. In the meantime Members will receive annual updates on the impact of	Amanda Fahey Head of Financial Services and Chief Finance Officer Tel. (01252) 398440

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		<p>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 26th June, 2014.</p>	<p>the Scheme with the next report to the Panel in the <b>2016/17 Municipal Year</b>.</p>	<p><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 Email <a href="mailto:gamer.yasin@rushmoor.gov.uk">gamer.yasin@rushmoor.gov.uk</a></p>

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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 13th November, 2014	An update will be provided to the Panel in due course.	Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a>
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.  A update was made to the Panel on 19th March, 2015.	The Head of Democratic and Customer Services can provide the Panel with a further update in due course.	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	The Panel received a presentation from the Principal Personnel Officer and The Head of Strategy, Engagement and Organisational Development at the meeting on 13th November, 2014 which provided information requested by the Panel on Organisational Development, staff welfare data and the professional	An update to be presented to the Panel on <b>2nd June, 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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		development offered to staff.		
4.12.03	Information and Communications Technology (ICT) & Digital Strategy	<p><u>Digital Strategy</u>: On 10th September, 2015, the Panel hosted an all-Member Seminar on Rushmoor's Digital Strategy. The purpose of the seminar was:</p> <ul style="list-style-type: none"> <li>• to provide a brief overview of the technological changes taking place</li> <li>• to describe the initial work undertaken in the development of the Digital Strategy</li> <li>• to consult Members on their thoughts and ideas for a digital strategy and their ambition for a Digital Rushmoor</li> <li>• to agree next steps and scope of remaining activity to complete the Digital Strategy</li> </ul>	An update will be provided to the Panel in the 2016/17 Municipal Year.	<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>
31.5.13	Systems Thinking	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.	The Panel will receive an update on Systems Thinking, focusing 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>

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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 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
20.08.15	Performance Reporting	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 was presented to the panel this on <b>12th November, 2015</b> .	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
20.08.15	Land Charges	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 the Panel meeting on <b>31st March, 2016</b> .	Ann Greaves Solicitor to the Council Tel. (01252) 398600 <a href="mailto:ann.greaves@rushmoor.gov.uk">ann.greaves@rushmoor.gov.uk</a>

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20.08.15	Mayoral Costs	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 presented at the Panel meeting on <b>31st March, 2016</b> .	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>
07.10.15	Council's Website	Members requested an update on the progress of the new website since its launch in 2012 and future development plans.	The Panel was provided with an update on <b>12th November, 2015</b> .	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>
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 raised at the Panel meeting in the <b>2016/17 Municipal Year</b> .	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>

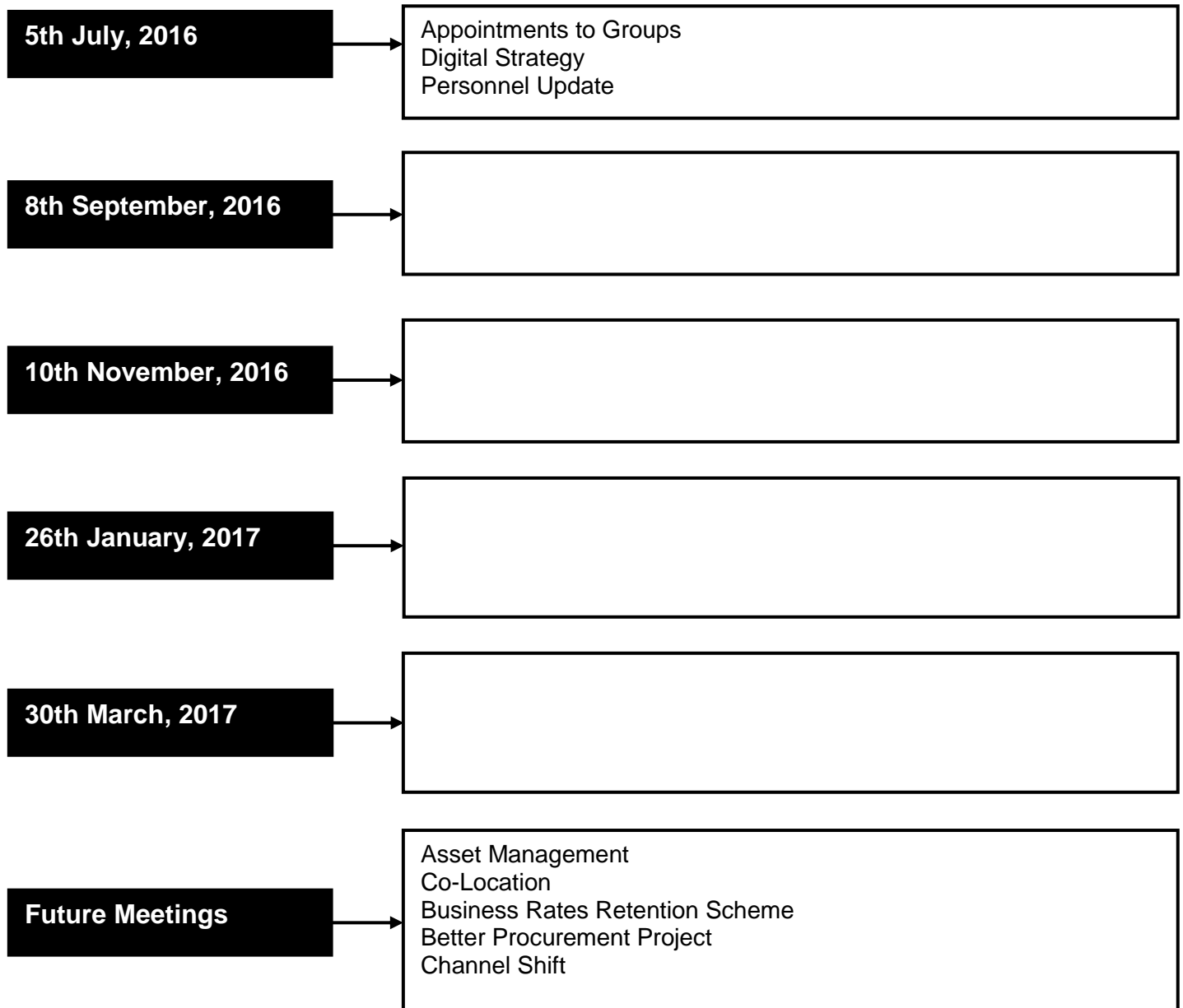


## UPDATES FROM TASK AND FINISH AND WORKING GROUPS

REPORTING CYCLE/ DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
Annually	Customer Services Member Review Group  <i>(ongoing)</i>	<p>The Chairman (Cr. Jacqui M. Vosper) and Crs. D.M.T. Bell, A. Crawford, D.S. Gladstone, B. Jones, G.B. Lyon and P.F. Rust were appointed to serve on the Customer Services Review Working Group for the 2015/16 Municipal Year. The Group had been set up to consider a broad range of issues relating to customer services. However, the Group was currently focussing on issues such as:</p> <ul style="list-style-type: none"> <li>• the Savings and Efficiency/Service Transformation Review;</li> <li>• project work, such as the Customer First Project; and</li> <li>• performance monitoring and scrutiny of issues such as the closure of the Aldershot Cash Office and the Local Tax and Benefits Service;</li> </ul>	The Panel noted the minutes of the Customer Services Member Review Group on <b>12th November, 2015.</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>

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5.9.13	Communications Strategy	<p>The Panel reviewed the Council's Communications Strategy (in responding to high profile issues which had appeared on social media and had been reported in the local and national press) at the meeting held on 7th November, 2013.</p> <p>The Panel agreed that a task and finish group should be set up. The Group would include the Chairman (Cr. Jacqui M. Vosper), A.H. Crawford, Barbara Hurst, B. Jones and G.B. Lyon and would work with Officers in developing the Council's future Communications and Engagement strategy.</p> <p>The Group would also look at Public Notice Advertising, the merits of the methods currently used and how best to communicate with the public.</p>	A report on the outcomes of the work of the task and finish group was presented to the Panel on <b>13th November, 2014.</b>	Karen Edwards Corporate Director Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>

# CORPORATE SERVICES POLICY AND REVIEW PANEL WORK FLOW - 2015/16



Chairman: To be appointed at the Panel meeting on 5th July, 2016  
Lead Officer: Karen Edwards, Corporate Director, Tel. (01252) 398800, Email.  
karen.edwards@rushmoor.gov.uk  
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