

# 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. Members requested that further updates be provided in 6 months and 1 year.</p>	A further report will be made to the Panel in due course.	<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> <p>Andrew Colver Head of Democratic and Customer Services Tel: (01252) 398820 <a href="mailto:andrew.colver@rushmoor.gov.uk">andrew.colver@rushmoor.gov.uk</a></p>
Bi-annually	Financial Management	The Head of Finance provided an update on the Council's financial position on 15th January, 2015.	<b>The schedule for this would be agreed at the next mid-cycle meeting.</b>	<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	The Government had introduced a new business rate retention system in April, 2013. The new policy meant that local	The Scheme will be reviewed by the Government in 2017. In the meantime Members will receive	<p>Amanda Fahey Head of Financial Services and Chief Finance Officer</p>

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		<p>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 26th June, 2014.</p>	<p>annual updates on the impact of the Scheme.</p> <p><b>The schedule for this would be agreed at the next mid-cycle meeting.</b></p>	<p>Tel. (01252) 398440  <a href="mailto:amanda.fahey@rushmoor.gov.uk">amanda.fahey@rushmoor.gov.uk</a></p>
31.5.12	Treasury Management	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.	<b>The schedule for this would be agreed at the next mid-cycle meeting.</b>	<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	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>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>
23.3.06	Procurement Strategy	The Panel considered the Strategy for 2013/14 at the meeting on 21st March, 2013. The Strategy would focus on achieving savings, supporting	The Head of Strategy and Communications and the Solicitor to the Council will make a report to the Panel on <b>12th</b>	<p>Karen Edwards  Head of Strategy, Engagement and Organisation Development</p>

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7.11.13	Procurement – The Social Value Act	<p>Rushmoor employees with training skills and supporting local businesses through enhancing links with economic development.</p> <p>The Social Value Act had received Royal Assent in March, 2012. The Panel reviewed the Council's obligations under the Act at its meeting on 7th November, 2013. The Act required that public authorities should take into account wider economic, environmental and social benefits before beginning the procurement process.</p> <p>The Panel felt that the Council could</p>	<p><b>November, 2015.</b> The report will cover how the Council is approaching procurement, its draft future strategy and the following issues raised by Members:</p> <ul style="list-style-type: none"> <li>• information on the number of staff using the Council's centralised purchasing system;</li> <li>• the percentage spent locally; and</li> <li>• more data to enable the Panel to measure the success of the Council's procurement strategy.</li> </ul>	<p>Tel. (01252) 398800 Email. <a href="mailto:karen.edwards@rushmoor.gov.uk">karen.edwards@rushmoor.gov.uk</a></p> <p>Karen Edwards Head of Strategy, Engagement and Organisation Development Tel. (01252) 398800 Email. <a href="mailto:karen.edwards@rushmoor.gov.uk">karen.edwards@rushmoor.gov.uk</a></p>

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		<p>benefit from developing a policy around what social value meant to Rushmoor in order to embed it effectively into the procurement processes.</p> <p>The Chairman (Cr. Jacqui M. Vosper), D. Gladstone, Barbara Hurst, B. Jones, G.B. Lyon and Malcolm Small had been appointed to a task and finish group for the 2014/15 Municipal Year to assist in the development of the Council's Social Value Policy. The original group had met early in 2014 and completed the work required on Social Value. The outcomes will be fed into the new Procurement Strategy.</p>		
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		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	An update will be provided on the progress of the project at the mid-cycle meeting in July, 2015.	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>

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		<p>Council but also has a number of major benefits, including the integration of services and realisation of substantial income.</p> <p>A update was made to the Panel on 19th March, 2015.</p>		
Annually	Personnel Monitoring	<p>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 development offered to staff.</p>	A further report will be made to the Panel in due course.	<p>Andrew Lloyd Chief Executive Tel: (01252) 398397 Email <a href="mailto:andrew.lloyd@rushmoor.gov.uk">andrew.lloyd@rushmoor.gov.uk</a></p>
4.12.03	Information and Communications Technology (ICT) Strategy / Channel Shift	<p><u>Channel Shift</u>: The Panel received a presentation providing an update on channel shift, which now formed a key component of the Council's ICT Strategy on 11th September, 2014. The presentation included a definition of channel shift, guiding principles, project update, the business case around supporting the Council's eight-point plan to achieve sustainability, project governance and information on the</p>	<p>The Head of IT and the Director of Resources, along with the Service Managers involved in delivering channel shift will provide a further report at the meeting on <b>4th June, 2015</b>.</p>	<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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		<p>proposed areas of future development.</p> <p><u>ICT Strategy</u>: The Director of Resources and Head of IT plan to review, re-align and update the Council's ICT Strategy.</p> <p>The review will look at how well aligned and prioritised the current ICT programme is with the corporate plan.</p> <p><i>Note: A revised ICT work programme is available on Inform.</i></p> <p><u>Geographic Information Systems (GIS) and Location Services</u>: The Head of IT and the GIS Manager to provide a presentation on how the Council uses GIS, mapping and locations services across the organisation together with an update on related initiatives with Hampshire and Central Government.</p>	<p>The Director of Resources, Head of IT and the Head of Strategy and Communications would consult with the Panel on ICT &amp; Digital Strategy re-alignment at the meeting on <b>10th September, 2015.</b></p> <p>This item will be presented at a meeting during the 2015/16 Municipal Year.</p>	
15.2.07	Review of Printing Services	New arrangements for printing were introduced three/four years ago and are monitored. The service is under review pending the expiry of the current photocopier contracts and changes in demand.	<b>The schedule for this work would be agreed at the next mid-cycle meeting.</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>

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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.	<b>The schedule for this work would be agreed at the next mid-cycle meeting.</b>	Ian Harrison Corporate Director Tel. (01252) 398300 Email. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a>
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.		Karen Edwards Head of Strategy, Engagement and Organisation Development Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>

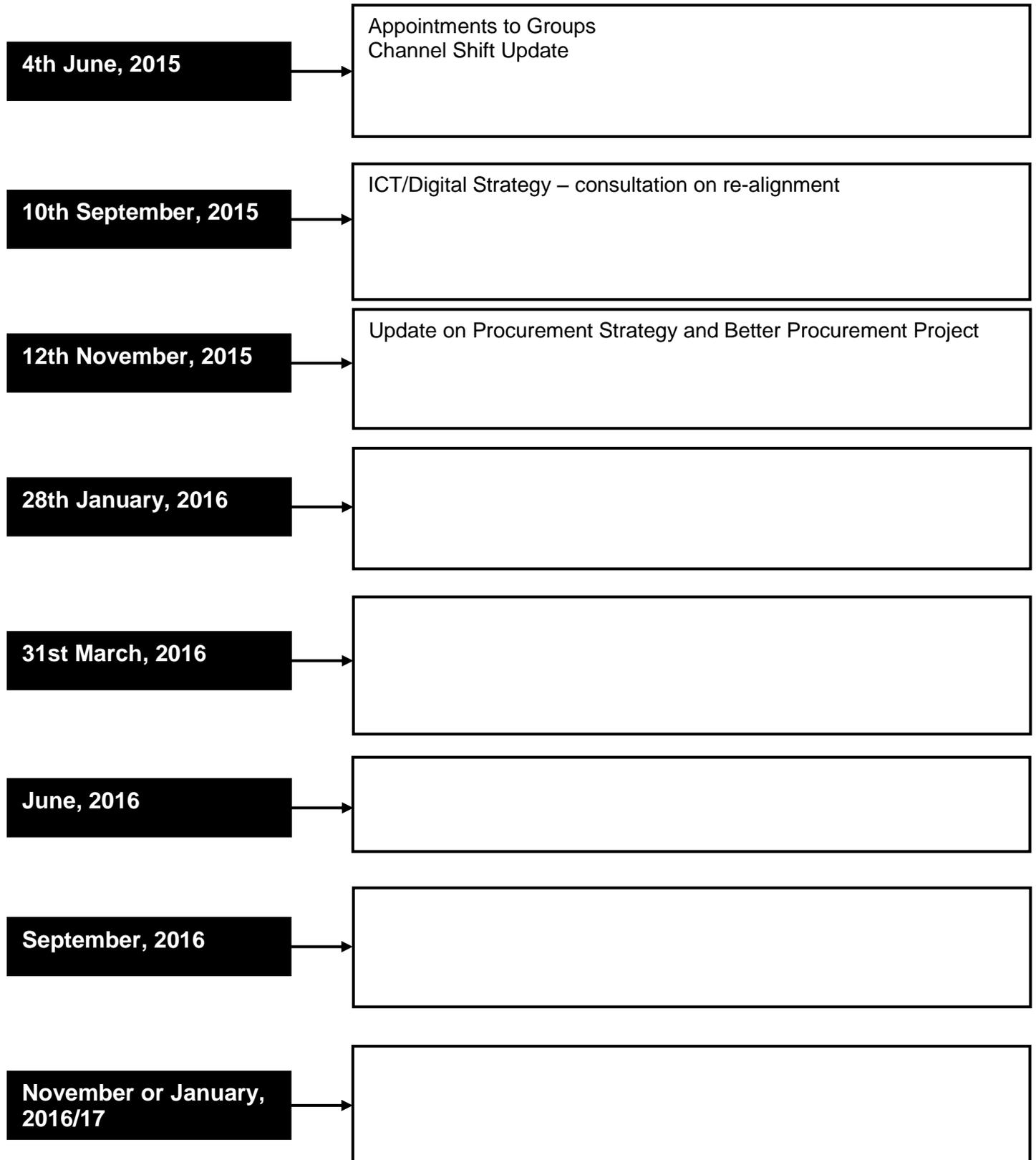
## UPDATES FROM TASK AND FINISH AND WORKING GROUPS

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. A. Crawford, Barbara Donaghue, Barbara Hurst, B. Jones, G.B. Lyon and P.F. Rust were appointed to serve on the Customer Services Review Working Group for the 2014/15 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> <p>An update on the work of the Group was provided at the Panel meeting on 30th May, 2013.</p>	The Panel noted the minutes of the Customer Services Member Review Group on <b>15th January, 2015</b> .	Ian Harrison Corporate Director Tel. (01252) 398300 Email. <a href="mailto:ian.harrison@rushmoor.gov.uk">ian.harrison@rushmoor.gov.uk</a>

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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 Head of Strategy, Engagement and Organisation Development Tel: (01252) 398800 <a href="mailto:karen.edward@rushmoor.gov.uk">karen.edward@rushmoor.gov.uk</a>

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1.11.07	Council Budget Working Group	<p>It was agreed at the Panel meeting on 1st November, 2007 that a task and finish group be set up to scrutinise the Council's overall budget. The title of the Group was subsequently changed to a Working Group.</p> <p>The Panel considered the future of the Group and whether it should continue to exist in its current form at the Panel meeting on 5th September, 2013. It was agreed that the Group should continue to exist but should have a list of identified purposes and a schedule of meetings which tied in with the budget process.</p> <p>The Chairman (Cr. Jacqui M. Vosper), Crs. A.H. Crawford, D.E. Clifford, Barbara Hurst, B. Jones, G.B. Lyon, P.F. Rust and M. Small were appointed to serve on the Council Budget Working Group for the 2014/15 Municipal Year.</p>	The Panel noted the minutes of the Council Budget Working Group on <b>15th January, 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>

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



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Last updated:

27th May, 2015