

**Robin Pellow**  
**Head of Democratic Services**

To: All Members of the EXECUTIVE  
(Agenda pages to other  
Members for Information)

When calling please ask for: Emma McQuillan  
Direct line: 01483 523351  
Switchboard number: 01483 523333  
Calls may be recorded for training or monitoring  
E-mail: emma.mcquillan@waverley.gov.uk  
Fax No: 01483 523475  
DX: 58303 Godalming 1  
Date: 22 August 2008

**Membership of the Executive**

Cllr R J Gates (Chairman)	Cllr Ms D Le Gal
Cllr M H W Band (Vice-Chairman)	Cllr B J Morgan
Cllr Mrs C Cockburn	Cllr J R Sandy
Cllr Mrs C A King	Cllr R J Steel
Cllr R A Knowles	Cllr A E B Taylor-Smith

Dear Councillor

A Meeting of the EXECUTIVE will be held as follows:-

DATE: TUESDAY, 2 SEPTEMBER 2008  
TIME: 6.45 P.M. \*  
PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, THE BURYS,  
GODALMING

Yours sincerely

MARY ORTON

Chief Executive

\*This meeting will be webcast and can be viewed by visiting  
<http://www.waverley.ukcouncil.net/>

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format, e.g. large print, on tape or in another language, please call  
01483 523351

## **NOTE FOR MEMBERS**

Contact Officers are shown at the end of each report and members are welcome to raise questions, make observations etc. in advance of the meeting with the appropriate officer.

## **AGENDA**

### 1. **INFORMAL QUESTION TIME**

The Chairman to receive any informal questions from members of the public (for a maximum of 15 minutes).

### 2. **MINUTES**

To confirm the Minutes of the Meeting held on 8 July 2008 (to be laid on the table half-an-hour before the meeting).

### 3. **APOLOGIES FOR ABSENCE**

To advise the Executive of any apologies for absence.

### 4. **DISCLOSURE OF INTERESTS**

To receive from members, declarations of personal and prejudicial interests in relation to any items included on the agenda for this meeting, in accordance with the Waverley Code of Local Government Conduct.

### 5. **QUESTIONS**

The Chairman to respond to any question(s) received in accordance with Procedure Rule 10.

### 6. **EXECUTIVE FORWARD PROGRAMME** [pages 7-10]

To adopt the forward programme of key decisions for Waverley Borough Council, attached at Appendix A.

### 7. **BUDGET MONITORING** [pages 11-22]

The report attached at Appendix B provides details of the expenditure and income position to the end of July 2008 compare with the budget for the General Fund and Housing Revenue Account. It also gives an update on the Capital Programme for the General Fund and Housing Revenue Account.

### **Recommendation**

**It is recommended that the Executive:**

- 1. approves the virement of £5,500 from the Staffing budget to the Safer Waverley Partnership budget; and**

**2. notes the current monitoring position for the General Fund Revenue Account, Housing Revenue Account and Capital Programme.**

8. NATIONAL NON-DOMESTIC RATES - APPLICATION FOR RATE RELIEF  
[pages 23-28]

[Portfolio Holder for Finance: Cllr M H W Band]  
[Wards Affected: Elstead and Thursley]

The purpose of the report at Appendix C is to consider an application for non-domestic rate relief which has been received by the Council, as provided for in the Local Government Finance Act 1988. The resource implications are dependent upon the outcome of the Executive's consideration of the application. Where an application is received for discretionary rate relief, 75% of any relief that is granted will be met by the General Fund, whilst the remaining 25% will be off-set against the contributions made to the NNDR Pool.

Recommendation

**It is recommended that no discretionary rate relief be granted.**

9. DISCASS REQUEST FOR EMERGENCY CONTINGENCY FUNDING FOR 2008/09

[Portfolio Holder: Cllr B J Morgan]  
[Wards Affected: All]

To consider the report at Appendix D – To follow.

10. OMBUDSMAN INVESTIGATIONS INTO COMPLAINTS MADE ABOUT WAVERLEY'S SERVICES IN 2007/08 [pages 29-48]

[Wards Affected: All]

The report at Appendix E addresses the issues raised in the Ombudsman's annual letter to Waverley for the year 2007/08, and includes information about the types of complaint made to the Ombudsman about Waverley's services over the past year, Waverley's approach in responding to such complaints and the eventual outcomes. Waverley's performance with regard to its own complaints procedure is the subject of a separate report.

Recommendation

**It is recommended that the Executive:**

- 1. considers whether there are any comments it would wish to make on the issues raised by the Ombudsman's annual letter for 2007/08; and**
- 2. welcomes the efforts made by officers to further improve the average time taken to respond to the Ombudsman's initial enquiries.**

11. COMPLAINTS HANDLING IN WAVERLEY IN 2007/2008 [pages 49-72]  
[Wards Affected: All]

The report at Appendix F is in two parts. The first part provides a summary of Waverley's complaints procedure and recent developments in complaints handling. The second part reports on complaints handling in Waverley in 2007/08, including the number of complaints received, Waverley's performance in responding to complaints, and the levels of customer satisfaction.

Waverley's performance in dealing with complaints referred by the Local Government Ombudsman is the subject of the previous report.

Recommendation

**It is recommended that the Executive:**

1. **considers whether there are any comments it would wish to make on the issues raised in this report; and**
2. **endorses the work undertaken by officers in developing a new Lotus Notes database for complaints handling, with a view to increasing the number of complaints logged across the Council and improving the analysis of the causes of complaints, customer satisfaction and lessons learned.**

12. CENTRAL OFFICES BOILER REPLACEMENT – CALL-IN BY CORPORATE OVERVIEW AND SCRUTINY COMMITTEE [pages 73-78]  
[Portfolio Holder: Cllr Ms D Le Gal]  
[Wards Affected: All]

The report on the replacement of the Council's Central Offices gas boilers, which was approved by the Executive at its last meeting, was called-in by the Corporate Overview and Scrutiny Committee which met on 29 July 2008 to scrutinise the decision taken by the Executive. The report at Appendix G sets out the conclusions reached by the Overview and Scrutiny Committee and presents them for consideration by the Executive.

Recommendation

**It is recommended that the Executive considers the views of the Corporate Overview & Scrutiny Committee as set out in the report.**

13. FREE SWIMMING PROGRAMME

To consider the report at Appendix H - To follow.

14. UNDERSHAW

To consider the report at Appendix I. – To follow.

15. ACTION TAKEN SINCE LAST MEETING

To note the following decisions taken by the Chief Executive after consultation with the Chairman and Vice-Chairman since the last meeting. The Register of Decisions will be laid on the table half an hour before the meeting:-

i. Holloway Hill MUGA and Tennis Development

To instruct the Council's Solicitor to draw up a contract under seal, in accordance with Contract procedure Rules, to proceed with the works for the construction of a Multi-Use Games Area (MUGA) and tennis development at Holloway Hill, Godalming.

ii. Parking and Traffic Regulation Outside London Adjudication Joint Committee - Substitute Representative

To authorise the appointment of Councillor S P Connolly as the substitute representative on the Parking and Traffic Regulation Outside London Adjudication Joint Committee.

16. EXCLUSION OF PRESS AND PUBLIC

To consider the following recommendation on the motion of the Chairman:-

Recommendation

That, pursuant to Procedure Rule 20, and in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following item on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during this item there would be disclosure to them of exempt information (as defined by Section 100I of the Act) of the description specified in the appropriate paragraph(s) of the revised Part I of Schedule 12A to the Act (to be identified at the meeting).

17. STAFFING MATTER [pages 81-84]

To consider the report at (Exempt) Appendix J.

18. ANY OTHER ISSUES TO BE CONSIDERED IN EXEMPT SESSION

To consider matters (if any) relating to aspects of any reports on this agenda which, it is felt, may need to be considered in Exempt session.

**For further information or assistance, please telephone Robin Pellow,  
Head of Democratic Services, on extension 3222 or 01483 523222.**