

To: All Members and Substitute Members of
the Overview & Scrutiny Committee -
Value for Money & Customer Service
(Other Members for Information)

When calling please ask for:
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Calls may be recorded for training or monitoring

Date: 16 June 2017

Membership of the Overview & Scrutiny Committee - Value for Money & Customer Service

Cllr Mike Band
Cllr Nicholas Holder
Cllr Peter Martin
Cllr Stephen Mulliner
Cllr Nabeel Nasir

Cllr Libby Piper
Cllr Jeanette Stennett
Cllr Stewart Stennett
Cllr John Williamson

Substitutes

Cllr Liz Townsend
Cllr Richard Seaborne

Cllr Jerry Hyman

Dear Councillor

A meeting of the OVERVIEW & SCRUTINY COMMITTEE - VALUE FOR MONEY & CUSTOMER SERVICE will be held as follows:

DATE: MONDAY, 26 JUNE 2017

TIME: 7.00 PM

PLACE: COMMITTEE ROOM 1, COUNCIL OFFICES, THE BURYS,
GODALMING

The Agenda for the Meeting is set out below.

Yours sincerely

ROBIN TAYLOR
Head of Policy and Governance

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Waverley Corporate Plan 2016-2019

Priority 1: Customer Service

We will strive to deliver excellent , accessible services which meet the needs of our residents.

Priority 2: Community Wellbeing

We will support the wellbeing and vitality of our communities.

Priority 3: Environment

We will strive to protect and enhance the environment of Waverley.

Priority 4: Value for Money

We will continue to provide excellent value for money that reflects the needs of our residents.

Good scrutiny:

- is an independent, Member-led function working towards the delivery of the Council's priorities and plays an integral part in shaping and improving the delivery of services in the Borough;
 - provides a critical friend challenge to the Executive to help support, prompt reflection and influence how public services are delivered;
 - is led by 'independent minded governors' who take ownership of the scrutiny process; and
 - amplifies the voices and concerns of the public and acts as a key mechanism connecting the public to the democratic process.
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NOTES FOR MEMBERS

Members are reminded that contact officers are shown at the end of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

AGENDA

1. APPOINTMENT OF CHAIRMAN

To confirm the appointment of Cllr John Williamson as Chairman of the Value for Money and Customer Service Overview and Scrutiny Committee for the Council year 2017/18.

2. APPOINTMENT OF VICE CHAIRMAN

To confirm the appointment of Cllr Mike Band as the Vice Chairman of the Value for Money and Customer Service Overview and Scrutiny Committee for the Council year 2017/18.

3. APOLOGIES FOR ABSENCE AND SUBSTITUTES

To receive apologies for absence and note any substitutions.

4. DECLARATIONS OF INTERESTS

To receive from Members declarations of interests in relation to any items included on the agenda for this meeting, in accordance with Waverley's Code of Local Government Conduct.

5. QUESTIONS FROM MEMBERS OF THE PUBLIC

The Chairman to respond to any written questions received from members of the public in accordance with Procedure Rule 10.

6. COMMITTEE AREAS OF RESPONSIBILITIES AND SERVICE CONTEXT

To receive a presentation on the Service Areas falling within the remit of the Value for Money and Customer Service Overview and Scrutiny Committee.

7. COMMITTEE WORK PROGRAMME (Pages 7 - 22)

The Value for Money and Customer Service Overview and Scrutiny Committee, along with the O&S Co-ordinating Board is responsible for managing the Committee's work programme.

The work programme (attached) includes items agreed at the O&S Co-ordinating Board and takes account of items identified on the latest Executive Forward Programme (Annexe 2) as due to come forward for decision.

Members are invited to identify any additional topics that the Committee may wish to add to its work programme.

Recommendation

Members are invited to consider their work programme and make any comments and/or amendments they consider necessary, including suggestions for any additional topics that the Committee may wish to add to its work programme.

8. MEDIUM TERM FINANCIAL PLAN (Pages 23 - 40)

This report sets out the latest position on the Budget Review 2017/18 and the proposed changes to the Medium Term Financial Plan in the light of the Strategic Review and other emerging issues. The 2017/18 budget will continue to be reviewed during the year, particularly if any changes are made to the Corporate Plan later in the year and if the new Government make announcements affecting Waverley's finances.

Recommendation

It is recommended that the Committee scrutinise the report and detailed Annexes, including the Medium Term Financial Plan, and pass any comments and observations to the Executive.

9. CREATION OF A PROPERTY COMPANY (Pages 41 - 54)

The Investment Board are exploring the advantages and opportunities that would be offered should the Council set up a property company. Most important amongst these is the ability of a company to pursue opportunities to acquire commercial properties that are beyond the Council's powers i.e. solely for income generation purposes.

Overview and Scrutiny Members are asked to consider these advantages and to advise on other opportunities and challenges such a vehicle might offer or present.

Recommendation

The Committee is asked to consider and comment on the matters and others arising from this proposal and to submit any observations and comments to the Executive.

10. PERFORMANCE MANAGEMENT REPORT (Pages 55 - 76)

The first part of this report provides an analysis of the Council's performance in the fourth quarter of 2016/17 in the service areas of Finance, Strategic HR and Complaints. Annexe 1 to the report details performance against key indicators. Annexe 2 gives outturn performance on the Service Plan objectives for 2016/17.

The second part of this report serves as a discussion item and asks the Committee to consider their future requirements on performance monitoring.

Recommendation

It is recommended that the Customer Service & Value for Money Overview & Scrutiny Committee:

- 1. Considers the performance figures for Quarter 4 as set out in Annexe 1, and agrees any observations or recommendations about performance and progress towards targets it wishes to make to the**

Executive; and

2. Considers how performance monitoring should be achieved in 2017/18 and agrees a way forward.

11. WORKFORCE PROFILE UPDATE (Pages 77 - 94)

As requested by the Overview and Scrutiny Committee, this report provides Members with detailed information about the Council's workforce to help assess the staffing resilience in each service area.

Recommendation

Members are asked to comment on the analysis set out in this report and identify any further information that they wish to receive regarding staffing resilience in the organisation.

12. 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 items 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 the items, there would be disclosure to them of exempt information (as defined by Section 100I of the Act) of the description specified in paragraph 3 of the revised Part 1 of Schedule 12A to the Act, namely:

Information relating to the financial or business affairs of any particular person (including the authority holding that information).

13. BUILDING CONTROL - BUSINESS PLAN (Pages 95 - 138)

To consider the EXEMPT report, attached.

14. ANY OTHER ISSUES TO BE CONSIDERED IN EXEMPT SESSION

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

Officer contacts:

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