

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:  
Amy McNulty, Democratic Services Officer

**Policy and Governance**

E-mail: [amy.mculty@waverley.gov.uk](mailto:amy.mculty@waverley.gov.uk)

Direct line: 01483 523492

Calls may be recorded for training or monitoring

Date: 1 September 2017

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

Cllr John Williamson (Chairman)  
Cllr Mike Band (Vice Chairman)  
Cllr Nicholas Holder  
Cllr Peter Martin  
Cllr Stephen Mulliner

Cllr Nabeel Nasir  
Cllr Libby Piper  
Cllr Jeanette Stennett  
Cllr Stewart Stennett

**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, 11 SEPTEMBER 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.*

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### **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. **MINUTES** (Pages 7 - 16)

To confirm the Minutes of the Meeting held on 26 June 2017 (to be laid on the table 30 minutes before the meeting).

2. **APOLOGIES FOR ABSENCE AND SUBSTITUTES**

To receive apologies for absence and note any substitutions.

3. **DECLARATIONS OF INTERESTS**

To receive 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.

4. **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.

5. **CREATION OF A PROPERTY COMPANY - DETAILED MATTERS** (Pages 17 - 34)

In July 2017 the Council agreed to create a property company to support its financial and property strategies in the medium/long term, after seeking specialist advice. Before advice is sought, Waverley needs to agree the purpose and objectives of the company and how it will operate and the report to Council included a number of detailed matters that were delegated to the Investment Advisory Board to finalise, after consideration by the VFM O&S Committee.

The relevant matters that need to be agreed prior to appointing external specialist external advisors are set out in the report and the Overview and Scrutiny Committee is asked to consider each one and agree on proposals to recommend to the Investment Advisory Board.

#### **Recommendation**

**The Committee is asked to consider and comment on the matters set out in the report and to submit any observations and comments to the Investment Advisory Board.**

6. PERFORMANCE MANAGEMENT REPORT - QUARTER 1 2017/18 (APRIL - JUNE 2017) (Pages 35 - 44)

This report provides an analysis of the Council's performance in the first quarter of 2017/18 in the service areas of Finance, Strategic HR and Complaints. Annexe 1 to the report details performance against key indicators.

Recommendation

**It is recommended that the Customer Service & Value for Money Overview & Scrutiny Committee considers the performance figures for Quarter 1 and agrees any observations or recommendations about performance and progress towards targets it wishes to make to the Executive.**

7. IN-DEPTH REVIEW - CAPITAL EXPENDITURE (Pages 45 - 58)

The Value for Money and Customer Service Overview and Scrutiny Committee has identified a potential in-depth review of the Capital Expenditure Process and Management, the draft scoping document is attached.

Recommendation

**It is recommended that the Value for Money and Customer Service Overview and Scrutiny Committee approves the scoping document for the proposed review and agrees to establish a Task Group to undertake the review.**

8. GENERAL FUND BUDGET 2017/18 OVERVIEW (Pages 59 - 66)

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 were approved by Council in July after consideration by the Value for Money O&S Committee. The revised Financial Plan approved in July forecast a General Fund budget shortfall of £2.8m over the 3 – year period 18/19 to 20/21.

Recommendation

**The Value for Money and Customer Service Overview and Scrutiny Committee is asked to:**

- 1. Consider how Members can most effectively engage in the budget setting process and contribute to addressing the budget shortfall, particularly through the O&S Committees;**
- 2. Consider and prioritise the proposals identified in this report to address the budget shortfall;**
- 3. Identify any specific cost reduction, efficiency or income earning opportunity that should be developed; and**

**4. Review and comment on the draft budget setting timetable for the next 18 months as set out in Annexe 2.**

9. COMMITTEE WORK PROGRAMME (Pages 67 - 84)

The Value for Money and Customer Service Overview and Scrutiny Committee, is responsible for managing its work programme.

The work programme (attached) includes items discussed 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.

A Scrutiny Tracker has been produced to assist the Committee in monitoring the recommendations that have been agreed at its meetings. The Tracker details the latest position on the implementation of these recommendations and is attached at Annexe 3.

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.**

10. 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 the appropriate paragraph(s) of the revised Part 1 of Schedule 12A to the Act (to be specified at the meeting).

**Officer contacts:**

**Alex Sargeson, Scrutiny Policy Officer**

**Tel. 01483 523214 or email: alex.sargeson@waverley.gov.uk**

**Amy McNulty, Democratic Services Officer**

**Tel. 01483 523492 or email: amy.mcnulty@waverley.gov.uk**