

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**

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Calls may be recorded for training or monitoring

Date: 20 October 2017

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

Cllr John Williamson (Chairman)	Cllr Nabeel Nasir
Cllr Mike Band (Vice Chairman)	Cllr Libby Piper
Cllr Nicholas Holder	Cllr Jeanette Stennett
Cllr Peter Martin	Cllr Stewart Stennett
Cllr Stephen Mulliner	

**Substitutes**

Cllr Liz Townsend	Cllr Jerry Hyman
Cllr Richard Seaborne	

Dear Councillor

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

DATE: MONDAY, 30 OCTOBER 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 - 12)

To confirm the Minutes of the Meeting held on 11 September 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. UNIVERSAL CREDIT UPDATE (Pages 13 - 18)

The purpose of this report is to inform members of the Universal Credit changes to the welfare benefit system.

Recommendation

**It is recommended that the Overview and Scrutiny Committee ask officers to continue to monitor the roll out of Universal Credit across all services for adverse implication on residents of the borough and the Council's resources.**

6. STRATEGIC REVIEW UPDATE (Pages 19 - 50)

This report provides an update on the Strategic Review, and gives members an opportunity to scrutinise the progress against the Action Plan.

Recommendation

**It is recommended that the Value for Money and Customer Service Overview and Scrutiny Committee reviews the progress made to date against the Strategic Review Action Plan and makes any comments or recommendations to the Executive.**

7. CUSTOMER SERVICES REVIEW (Pages 51 - 54)

To provide an update to the Overview and Scrutiny Committee on the progress of the Customer Services Review.

Recommendation

**The Value for Money and Customer Service Overview and Scrutiny Committee is invited to comment on the proposals arising from the Customer Services Review.**

8. BUDGET REVIEW (Pages 55 - 58)

The attached document provides the Value for Money and Customer Service Overview and Scrutiny Committee with an overview of the budget spend and income relating to the service areas that fall within Committee's remit.

Recommendation

**It is recommended that the Committee considers the information provided and identifies any areas it would like to investigate in more detail.**

9. BUDGET STRATEGY WORKING GROUP PROPOSAL (Pages 59 - 62)

This report proposes the establishment of a cross party Budget Strategy Working Group in order to drive forward the Medium Term Financial Plan (MTFP) action plan agreed in July and to drill down into areas identified for detailed examination to make recommendations directly to Executive on service and policy issues that will add more strategic value than focusing on ad hoc service budget scrutiny.

Recommendation

**It is recommended that the Overview and Scrutiny Committee reviews the proposed approach and agrees the next steps it wishes to take.**

10. COMMITTEE WORK PROGRAMME (Pages 63 - 80)

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 as Part C of the 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.**

11. 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:**

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