

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: 12 January 2018

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

Cllr John Williamson (Chairman)
Cllr Mike Band (Vice Chairman)
Cllr Brian Adams
Cllr Nicholas Holder
Cllr Peter Martin

Cllr Stephen Mulliner
Cllr Nabeel Nasir
Cllr Libby Piper
Cllr David Round

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, 22 JANUARY 2018

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. MINUTES (Pages 9 - 14)

To confirm the Minutes of the Meeting held on 30 October 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. MEDIUM TERM FINANCIAL PLAN 2018/19 - 2020/21
GENERAL FUND BUDGET 2018/19 (Pages 15 - 60)

This report outlines the latest General Fund Budget position for 2018/19. Members are reminded of the need to achieve savings throughout the three-year period covered by the Medium Term Financial Plan. Information is provided on the details of the provisional Local Government Finance Settlement 2018/19 and the Council's financial position following this.

Each Overview and Scrutiny Committee is requested, in the light of the significant budget shortfall in the medium term, to consider all of the proposals identified in this report and make any observations for consideration by the Executive.

Recommendation

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

- 1. in the light of the significant budget shortfall, considers the proposals to balance Waverley's General Fund budget in 2018/19 as set out in this report and makes any observations to pass to the Executive; and**

2. **considers the draft capital programme and fees and charges and passes any comments and observations to the Executive.**

6. BUDGET STRATEGY WORKING GROUP - SUB GROUP OPTIONS (Pages 61 - 72)

At its 30 October 2017 meeting, the Customer Service and VFM Overview & Scrutiny Committee agreed in principle to establish a Budget Strategy Working Group in order to drive forward the Medium Term Financial Plan (MTFP) initiatives agreed at the July 2017 Executive. This group will drill down into areas identified for detailed examination to make recommendations to the Executive on budget and policy issues that will add more strategic value than focusing on ad hoc service budget scrutiny. Officers were asked to identify specific topics that could be presented to O&S for further investigation. This report sets out those suggested areas to review.

Recommendation

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

1. **Becomes the coordinating committee for progressing the Budget Strategy Working Group topics;**
2. **Consults with the other O&S committees to agree the membership of the ongoing Budget Strategy Working Group to provide a continuous overview on the development and achievement of Procurement and Establishment savings targets action plans;**
3. **Agrees a sub group work programme to undertake the “Task and Finish” reviews adopted from the suggested topics; and**
4. **Agrees how many subgroups are required and allocate the work to the “Task and Finish” subgroups.**

7. PROPERTY INVESTMENT STRATEGY - VERBAL UPDATE

To receive a verbal update on the progress of the Property Strategy Working Group.

8. CAPITAL EXPENDITURE PROCESS AND MANAGEMENT SCRUTINY REVIEW - VERBAL UPDATE

To receive a verbal update on the progress of the Capital Expenditure Process and Management Scrutiny Review.

9. UNIVERSAL CREDIT (Pages 73 - 76)

To update the Committee on mitigations the Council is making in order to deal with the anticipated challenges of the implementation of Universal Credit.

Recommendation

It is recommended that the Committee notes the mitigations in place and continues to monitor the impact of Universal Credit as it is implemented more fully.

10. BENEFIT SERVICE BUSINESS IMPROVEMENT PROJECT - VERBAL UPDATE

To receive a verbal update from the Head of Finance on the Benefit Service Business Improvement Project.

11. WAVERLEY'S COMPLAINTS HANDLING POLICY AND REVIEW OF COMPLAINTS RECEIVED IN 2016/17 (Pages 77 - 92)

This report proposes changes to the Council's complaints handling policy and the introduction of a new two stage complaints procedure with immediate effect. The report also provides a brief summary of the complaints received by Waverley in 2016/17 and the Council's performance in responding to those complaints.

Recommendation

It is recommended that the Value for Money and Customer Service Overview and Scrutiny Committee considers the new complaints handling policy, at Annexe 1, and the statistical information in the report and passes any comments or observations to the Executive.

12. SERVICE PLANS 2018/19 (Pages 93 - 118)

This report presents the draft Service Plans for the new financial year 2018-2019 for the service areas under the remit of this Committee.

Members will receive short presentations from each Head of Service regarding the main features and priorities of their plan and are asked to make any observations on the plans to the Executive.

Recommendation

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

- 1. Considers the draft Service Plans for 2018/19 and makes any observations to the Executive; and**
- 2. Recommends that the Heads of Services review their Service Plans for 2018/19 once the new Corporate Strategy is agreed.**

13. PERFORMANCE MANAGEMENT REPORT QUARTER 2, 2017/18 (JULY - SEPTEMBER 2017) (Pages 119 - 128)

This report provides an analysis of the Council's performance in the second 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 Value for Money & Customer Service Overview and Scrutiny Committee:

- 1. Considers the performance figures for Quarter 2 and agrees any observations or recommendations about performance and progress towards targets it wishes to make to the Executive; and**
- 2. Recommends that the changes highlighted in this report to the complaints indicators are approved by the Executive on adopting the new Complaints Handling Policy.**

14. COMMITTEE WORK PROGRAMME (Pages 129 - 144)

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

The work programme (attached) includes items agreed at previous meetings 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.

15. 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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