

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: 15 June 2018

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

Cllr Brian Adams  
Cllr Mike Band  
Cllr Nicholas Holder  
Cllr Stephen Mulliner

Cllr Nabeel Nasir  
Cllr David Round  
Cllr Richard Seaborne  
Cllr Bob Upton  
Vacancy

**Substitutes**

Cllr Liz Townsend

**Members who are unable to attend this meeting must submit apologies by the end of Monday, 18 June 2018 to enable a substitute to be arranged.**

Dear Councillor

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

DATE: MONDAY, 25 JUNE 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.*

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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. APPOINTMENT OF CHAIRMAN

To confirm the appointment of Cllr Stephen Mulliner as Chairman of the Committee for the 2018/19 Council Year.

2. APPOINTMENT OF VICE CHAIRMAN

To confirm the appointment of Cllr Mike Band as the Vice Chairman of the Committee for the 2018/19 Council Year.

3. MINUTES (Pages 7 - 12)

To confirm the Minutes of the Meeting held on 26 March 2018 (to be laid on the table 30 minutes before the meeting).

4. APOLOGIES FOR ABSENCE AND SUBSTITUTES

To receive apologies for absence and note any substitutions.

**Members who are unable to attend this meeting must submit apologies by the end of Monday 18 June to enable a substitute to be arranged, if applicable.**

5. 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.

6. 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.

7. QUESTIONS FROM MEMBERS

The Chairman to respond to any written questions received from Members in accordance with Procedure Rule 11.

8. NEW ECONOMIC STRATEGY FOR WAVERLEY BOROUGH COUNCIL 2018-2023 (Pages 13 - 88)

The Council's 2016 Strategic Review recommended that the council's Economic Strategy should be updated to ensure it reflected the new realities of

the changing funding climate and set a clear framework for existing and future projects with alignment to all council strategies.

The draft Economic Strategy is the result of extensive engagement with key stakeholders and partners to produce a strategic vision for the borough.

Recommendation

**It is recommended that the VfM and Customer Service Overview & Scrutiny Committee reviews and endorses the proposed strategy six themes and corresponding targets and passes any recommendations and comments on to the Executive and Full Council.**

9. SERVICE PLANS ANNUAL OUTTURN REPORT 2017/18 (Pages 89 - 98)

Service Plans are devised each year in order to deliver the Council's corporate priorities.

This report gives the Committee the opportunity to scrutinise the end of the year outturn for each Service Plan for 2017/18 for the following service areas:

- Finance
- Customer & Corporate Services
- Policy & Governance
- Strategic HR
- Audit

Recommendation

**It is recommended that the Customer Service and Value for Money Overview & Scrutiny Committee considers the progress against actions contained within the Service Plans set out in Annexe 1 to this report and agrees any observations or comments it wishes to make to the Executive.**

10. PERFORMANCE MANAGEMENT REPORT QUARTER 4, 2017/18  
(JANUARY - MARCH 2018) (Pages 99 - 108)

This report provides an analysis of the Council's performance in the fourth quarter of 2017/18 in the service areas of Finance, Strategic HR and Complaints as well as a commentary on the year's outturn. 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 considers the performance figures for Quarter 4 and outturn for 2017/18 and agrees any observations or recommendations about performance and progress towards targets it wishes to make to the Executive.**

11. WORKFORCE PROFILE UPDATE (APRIL 2018) (Pages 109 - 140)

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

**The Value for Money and Customer Service O&S Committee is 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. COMMUNITY INFRASTRUCTURE LEVY - GOVERNANCE ARRANGEMENTS (Pages 141 - 152)

The purpose of this report is to set out proposals for the process by which income derived from the Community Infrastructure Levy (CIL) is distributed, including broad criteria to guide the prioritisation of spending. These arrangements seek to ensure that CIL and remaining Planning Infrastructure Contributions (PIC) are used effectively and for the benefit of the community and to meet infrastructure needs arising from new development in the Borough.

Recommendation

**The Overview and Scrutiny Committee is invited to provide feedback to Officers on the proposals and the broad criteria for evaluating bids for CIL funding, and to ask Officers to develop more detailed proposals for the CIL governance framework and criteria which will be brought forward in the Autumn 2018.**

13. BUDGET SHORTFALL COMMITMENTS

The report (to follow) provides an update on the targets set by Heads of Service to meet the budget shortfall as set out the in Budget papers of the January 2018 Committee.

Recommendation

**It is recommended that the Value for Money and Customer Service O&S Committee notes the update and passes any observations to Heads of Service.**

14. COMMITTEE WORK PROGRAMME (Pages 153 - 168)

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

The work programme 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).

16. PROPERTY INVESTMENT STRATEGY MONITORING REPORT (Pages 169 - 170)

To consider the (Exempt) report, attached.

17. BUILDING CONTROL - BUSINESS PLAN UPDATE PAPER (Pages 171 - 180)

To consider the (Exempt) report, attached.

18. ANY OTHER ISSUES TO BE CONSIDERED IN EXEMPT SESSION

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

**Officer contacts:**  
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