

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: 9 November 2018

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

Cllr David Beaman (Chairman)	Cllr Nabeel Nasir
Cllr Stephen Mulliner (Vice Chairman)	Cllr David Round
Cllr Brian Adams	Cllr Richard Seaborne
Cllr Mike Band	Cllr Bob Upton
Cllr Nicholas Holder	

Substitutes

Cllr Liz Townsend	Cllr John Ward
Cllr Tony Gordon-Smith	

Members who are unable to attend this meeting must submit apologies by the end of Monday, 12 November 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, 19 NOVEMBER 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 Strategy 2018 - 2023

Priority Theme 1: People

Priority Theme 2: Place

Priority Theme 3: Prosperity

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 10 September 2018 (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.

Members who are unable to attend this meeting must submit apologies by the end of Monday 12 November 2018 to enable a substitute to be arranged, if applicable.

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.

For this meeting, the deadline for receipt of questions is Monday 12 November 2018.

5. QUESTIONS FROM MEMBERS

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

For this meeting, the deadline for receipt of questions is Monday 12 November 2018.

6. CUSTOMER SERVICES REVIEW (Pages 13 - 30)

This report updates the Overview and Scrutiny Committee on the progress made with the Customer Services Review project.

To comment on the proposals set out in the attached Project Initiation Document (PID) in respect of customer access arrangements/customer services structure.

Recommendation

The Value for Money and Customer Service O&S Committee is asked to comment on the detail of the project and endorse the approach as set out in the PID.

7. COMMUNITY INFRASTRUCTURE LEVY (CIL) GOVERNANCE ARRANGEMENTS AND ASSESSMENT CRITERIA (Pages 31 - 36)

The purpose of this report is to seek Members' approval for on the proposed governance arrangements for the allocation and spending of the Community Infrastructure Levy (CIL) in Waverley.

Recommendation

The VfM and Customer Service O&S Committee is invited to consider the proposed governance arrangements for Strategic CIL funds and agree any observations that they wish to be passed to the Executive for consideration.

8. CORPORATE PERFORMANCE REPORTS Q2 (Pages 37 - 76)

The Corporate Performance Report provides an analysis of the Council's performance for the second quarter of 2018-19. The report, set out at Annexe 1, is being presented to each of the Overview and Scrutiny Committees for comment and any recommendations they may wish to make to the Executive.

Recommendation

It is recommended that the Overview & Scrutiny Committee considers the performance of the service areas under the remit of the committee as set out in Annexe 1 to this report and makes any recommendations to senior management or the Executive as appropriate.

9. COMPLAINTS HANDLING POLICY AND REVIEW OF COMPLAINTS RECEIVED BY WAVERLEY IN 2017/18 (Pages 77 - 82)

This report provides a brief summary of the complaints received by Waverley in 2017/18 and the Council's performance in responding to those complaints. Complaints about Waverley's services that were received by the Local Government and Social Care Ombudsman and the Housing Ombudsman in 2017/18 are the subject of a separate report.

Recommendation

It is recommended that the Value for Money and Customer Service Overview and Scrutiny Committee considers the information in this report and passes any comments to the Executive.

10. COMPLAINTS TO LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN AND HOUSING OMBUDSMAN ABOUT WAVERLEY'S SERVICES IN 2017/18 (Pages 83 - 94)

This report is in two parts. The first part concerns complaints to the Local Government and Social Care Ombudsman (LGSCO) about Waverley's services in 2017/18. This discharges the Monitoring Officer's duty under section 5(2) of the Local Government and Housing Act 1989 to submit a formal report to the Council on complaints where it appears there has been

maladministration or service failure, and the LGSCO has conducted an investigation in relation to the matter.

The second part concerns complaints by Waverley's tenants and leaseholders to the Housing Ombudsman Service (HOS).

Recommendation

It is recommended that the Committee notes the information in this report, and agrees any observations it wishes to pass to the Executive on the issues raised.

11. BUDGET SHORTFALL COMMITMENTS - PROGRESS

To receive a verbal update on the targets set by Heads of Service to meet the budget shortfall as set out in the Budget papers of the January 2018 Committee.

12. BUDGET STRATEGY WORKING GROUP UPDATE

To receive a verbal update on the progress made by the Budget Strategy Working Group.

13. REVIEW OF PROPERTY INVESTMENT STRATEGY (Pages 95 - 118)

Paragraph 12 of the Property Investment strategy approved April 2018 states: The strategy will be reviewed after six months by the VfM O&S Committee with input from the IAB and, in relation to certain matters, the Audit Committee.

If the VfM Committee considers that any material changes to the Strategy are necessary, it will make an appropriate recommendation to the Executive. Any revisions will be subject to Council approval. As such the purpose of this report is to consider any review required.

Recommendation

It is recommended the VfM O&S Committee considers the details set out in the report and endorses that the Property Investment Strategy remains as it stands and is reviewed again in six months' time.

14. COMMITTEE WORK PROGRAMME (Pages 119 - 134)

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 QUARTERLY PROPERTY ACQUISITION REPORT (Pages 135 - 138)

To consider the (exempt) report, attached.

17. ANY OTHER ITEMS 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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