

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

Direct line: 01483 523492

Calls may be recorded for training or monitoring

Date: 8 February 2019

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, 11 February 2019 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, 18 FEBRUARY 2019

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 22 January 2019 (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 11 February 2019 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.

The deadline for receipt of questions is 5pm on Monday 11 February 2019.

5. **QUESTIONS FROM MEMBERS**

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

The deadline for receipt of questions is 5pm on Monday 11 February 2019.

6. **SERVICE PLANS 2019 - 2022** (Pages 13 - 50)

This report presents the three-year Service Plans for April 2019 to March 2022 for the service areas under the remit of this Committee, which are:

- Customer and Corporate Services
- Economic Development
- Finance Services
- Policy and Governance

Recommendation

It is recommended that the Value for Money and Customer Service Overview & Scrutiny Committee considers the Service Plans for 2019-2022 as set out at Annexe 1 and makes any observations to the Management Team and any policy recommendations to the Executive.

7. CORPORATE PERFORMANCE REPORT Q3 2018/2019 (OCTOBER - DECEMBER 2018) (Pages 51 - 92)

The Corporate Performance Report provides an analysis of the Council's performance for the third 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.

8. PROGRESS AGAINST MEDIUM TERM FINANCIAL PLAN

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

9. BUDGET STRATEGY WORKING GROUP UPDATE

To receive a verbal update on the work of the Budget Strategy Working Group.

10. CIL GOVERNANCE ARRANGEMENTS - CRITERIA AND FINANCIAL THRESHOLDS (Pages 93 - 102)

On 11 December 2018, Council approved outline governance arrangements for the allocation of Community Infrastructure Levy (CIL) receipts to enable the delivery of specific infrastructure projects that will support and mitigate impact of development in the Borough over the Local Plan period.

Recommendation

It is recommended that the Value for Money and Customer Service O&S Committee considers the content of the report and proposed recommendations from Executive to Council, and agrees any observations to be forwarded to the Executive.

11. CAPITAL STRATEGY (Pages 103 - 138)

To seek approval of the overarching Capital Strategy which brings together the Council's detailed policies, procedures and plans relating to cash investments and property assets. This report also seeks approval of the Treasury Management Framework for 2019/2020 which is an integral part of the Capital Strategy and a statutory requirement.

Recommendation

It is recommended that the Value for Money and Customer Service O&S

Committee considers the content of the report and agrees any comments to be forwarded to the Executive.

12. UPDATE REPORT ON PROGRESS OF CAPITAL EXPENDITURE PROCESS AND MANAGEMENT REVIEW RECOMMENDATIONS (Pages 139 - 158)

This report provides an update on the progress of the 19 recommendations made by the Value for Money and Customer Services O&S working group that reviewed Waverley Borough Council's (the Council's) Capital Expenditure Process and Management in February 2018.

Recommendation

It is recommended that the Committee scrutinise the progress of the recommendations made by the working group using the attached action plan and graphs of capital expenditure by year and service.

13. COMMITTEE WORK PROGRAMME (Pages 159 - 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.

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.

14. PROPERTY MATTER - SALE OF FREEHOLD (Pages 169 - 180)

The long leaseholders of a Council-owned property in Farnham have served a notice on the Council under the Leasehold Reform Act 1967 ("the 1967 Act") to purchase the freehold of the house and premises.

The purpose of this report is to seek Council approval to sell the freehold to the current leaseholders on the terms set out in the Exempt Annexe 1.

Recommendation

It is recommended that the Value for Money & Customer Service Overview & Scrutiny Committee notes the content of the report and the Exempt Annexes, and the options available to the Council, and agrees any comments to be passed to the Executive on the recommendation to follow Option 1 which is the sale of the freehold land on the terms set out in Exempt Annexe 1.

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 UPDATE (Pages 181 - 184)

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:

Yasmine Makin, Scrutiny Policy Officer

Tel. 01483 523078 or email: yasmine.makin@waverley.gov.uk

Amy McNulty, Democratic Services Officer

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