

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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Policy and Governance
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Date: 14 June 2019

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

Cllr Roger Blishen
Cllr Jerome Davidson
Cllr Joan Heagin
Cllr George Hesse
Cllr Jerry Hyman

Cllr Peter Martin
Cllr Stephen Mulliner
Cllr Peter Nicholson
Cllr Julia Potts

Substitutes

Cllr Richard Cole
Cllr Simon Dear

Cllr John Gray
Cllr Kika Mirylees

Members who are unable to attend this meeting must submit apologies by the end of Monday, 17 June 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, 24 JUNE 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. APPOINTMENT OF CHAIRMAN

To confirm the appointment of Cllr Julia Potts as Chairman of the Value for Money and Customer Service O&S Committee for the Council year 2019/20.

2. APPOINTMENT OF VICE CHAIRMAN

To confirm the appointment of Cllr Joan Heagin as Vice Chairman of the Value for Money and Customer Service O&S Committee for the Council year 2019/20.

3. MINUTES (Pages 7 - 20)

To confirm the Minutes of the Meeting held on 18 February 2019 and the Special Meeting held on 11 March 2019 (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 17 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.

The deadline for receipt of questions is 5pm on Monday 17 June 2019.

7. 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 17 June 2019.

8. SERVICE PRESENTATIONS (Pages 21 - 46)

To receive presentations on the Service Areas falling within the remit of the Value for Money and Customer Service Overview and Scrutiny Committee.

Notes outlining the content of each presentation are attached.

9. CORPORATE PERFORMANCE REPORT QUARTER 4 2018/19 AND ANNUAL OUTTURN (JANUARY - MARCH 2019) (Pages 47 - 90)

The Corporate Performance Report provides an analysis of the Council's performance for the fourth 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 Value for Money and Customer Service Overview & Scrutiny Committee considers the performance of the service areas under its remit as set out in Annexe 1 and makes any recommendations to senior management or the Executive as appropriate.

10. BUDGET STRATEGY WORKING GROUP BRIEFING (Pages 91 - 104)

The purpose of this report is to:

1. bring to the attention of the O&S members the work of the Budget Strategy Working Group set up by the Value for Money and Customer Service O&S Committee in October 2017;
2. confirm the on-going requirement and purpose of this Group; and if confirmed
3. reappoint members of the Group.

Recommendation

It is recommended that the Committee:

1. **decides if it would like to reinstate the Budget Strategy Working Group, and if so**
2. **agrees its membership.**

11. WORK PROGRAMMING (Pages 105 - 110)

The VfM and Customer Service O&S Committee considered a wide range of items in 2018/19. The items of work which were suggested to return to the Committee are listed in the attached briefing paper, with explanatory detail, in order for the new Committee to decide whether or not they should be included in its work programme for 2019/20.

12. COMMITTEE WORK PROGRAMME (Pages 111 - 116)

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

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 make any suggestions for any additional topics that the Committee may wish to add to its work programme.

13. 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).

14. ANY ISSUES TO BE CONSIDERED IN EXEMPT SESSION

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

Officer contacts:

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