

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: 6 September 2019

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

Cllr Joan Heagin (Vice Chairman)
Cllr Roger Blishen
Cllr Jerome Davidson
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, 9 September 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, 16 SEPTEMBER 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 Peter Martin as Chairman of the Value for Money and Customer Service O&S Committee for the remainder of the 2019/20 council year.

2. MINUTES (Pages 7 - 12)

To confirm the Minutes of the Meeting held on 24 June 2019 (to be laid on the table 30 minutes before the meeting).

3. 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 9 September to enable a substitute to be arranged, if applicable.

4. 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.

5. 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 9 September.

6. 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 9 September.

7. DRAFT COMMERCIAL STRATEGY (Pages 13 - 28)

To introduce and seek comments on the new draft Commercial Strategy which will form an integral part of delivering the Medium Term Financial Plan.

Recommendation

It is recommended that Overview and Scrutiny comment on the draft strategy to feed the Committee's thoughts to the Executive for consideration.

8. INCOME GENERATION PROJECTS UPDATE

To discuss the income generation projects contained with the draft commercial strategy (item 7).

9. CORPORATE PERFORMANCE REPORT Q1 2019-2020 (APRIL-JUNE 2019)
(Pages 29 - 78)

The Corporate Performance Report provides an analysis of the Council's performance for the first quarter of 2019-20. 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 senior management or the Executive.

Recommendation

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

10. CUSTOMER SERVICES PROJECT UPDATE (Pages 79 - 84)

This report gives the Committee an update on the Customer Services Project and includes the results of the Customer Demand survey carried out earlier in the year and referred to in the Corporate Performance Report elsewhere on this agenda.

Recommendation

It is recommended that the Committee notes the contents of the report.

11. BUDGET STRATEGY WORKING GROUP UPDATE

To receive a verbal update on the progress of the working group.

12. COMMITTEE WORK PROGRAMME (Pages 85 - 96)

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.

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. PROPERTY INVESTMENT STRATEGY ACQUISITIONS QUARTERLY UPDATE (Pages 97 - 98)

The (exempt) report, attached, details the performance of property acquired under the property Investment Strategy.

15. ANY OTHER 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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