

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: 8 November 2019

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

Cllr Peter Martin (Chairman)	Cllr Jerry Hyman
Cllr Joan Heagin (Vice Chairman)	Cllr Stephen Mulliner
Cllr Roger Blishen	Cllr Peter Nicholson
Cllr Jerome Davidson	Cllr Julia Potts
Cllr George Hesse	

Substitutes

Cllr Richard Cole	Cllr John Gray
Cllr Simon Dear	Cllr Kika Mirylees

Members who are unable to attend this meeting must submit apologies by the end of Monday, 11 November 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 NOVEMBER 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 2019 - 2023

Waverley Borough Council is an authority which promotes and sustains:

- open, democratic and participative governance
 - a financially sound Waverley, with infrastructure and services fit for the future
 - the value and worth of all residents, regardless of income, wealth, age, disability, race, religion, gender or sexual orientation
 - high quality public services accessible for all, including sports, leisure, arts, culture and open spaces
 - a thriving local economy, supporting local businesses and employment
 - housing to buy and to rent, for those at all income levels
 - responsible planning and development, supporting place-shaping and local engagement in planning policy
 - a sense of responsibility for our environment, promoting biodiversity and protecting our planet.
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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. MINUTES (Pages 7 - 12)

To confirm the Minutes of the Meeting held on 16 September 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 November 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 November 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 November 2019.

6. PRESENTATION FROM THE PORTFOLIO HOLDER FOR FINANCE, ASSETS AND COMMERCIAL SERVICES

At the request of the Chairman, to receive a verbal presentation from the Portfolio Holder for Finance, Assets and Commercial Services on Property Investment direction including Brightwells Yard.

7. BUDGET STRATEGY WORKING GROUP INTERIM REPORT

To receive the interim report and recommendations of the Budget Strategy Working Group (to follow).

8. SCOPING OF COST IMPLICATIONS OF PLANNING APPEALS (Pages 13 - 16)

The purpose of this report is to outline the scope for this item and to receive feedback from the Committee as to what information is to be included in the final report.

Recommendation

It is recommended that the Committee provide feedback to officers on the proposed structure and content of the report.

9. CORPORATE PERFORMANCE REPORT Q2 2019-20 (JULY - SEPTEMBER 2019) (Pages 17 - 64)

The Corporate Performance Report provides an analysis of the Council's performance for the second 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. STAFF SURVEY RESULTS

To receive a presentation from the Head of Policy and Governance on the results of the 2019 staff survey, with specific focus on staff morale and the link to staff sickness. This follows on from the red sickness indicator (HR2) highlighted in the Quarter 1 Performance Report.

11. REVIEW OF COMPLAINTS CLOSED IN 2018/19 (Pages 65 - 70)

This report provides a summary of the complaints received by Waverley in 2018/19, the Council's performance in responding to those complaints and, where applicable, the lessons learned. Complaints about Waverley's services received by the Local Government and Social Care Ombudsman and the Housing Ombudsman in 2018/19, are addressed in a separate report on this agenda.

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.

12. COMPLAINTS TO THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN AND HOUSING OMBUDSMAN ABOUT WAVERLEY'S SERVICES IN 2018/19 (Pages 71 - 80)

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 2018/19. 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 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.

13. COMMITTEE WORK PROGRAMME (Pages 81 - 94)

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.

14. 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).

15. PROPERTY INVESTMENT QUARTERLY PROGRESS REPORT (Pages 95 - 96)

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

16. 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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