

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:  
Kimberly Soane, Democratic Services Officer

**Policy and Governance**

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Calls may be recorded for training or monitoring

Date: 3 July 2020

**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, 6 July 2020 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, 13 JULY 2020  
TIME: 6.00 PM  
PLACE: ZOOM VIDEO CONFERENCE

The Agenda for the Meeting is set out below.

The meeting can be viewed remotely in accordance with the provisions of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, via the Council's YouTube page.

Yours sincerely

ROBIN TAYLOR  
Head of Policy and Governance

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This meeting will be webcast and can be viewed by visiting [www.waverley.gov.uk](http://www.waverley.gov.uk)

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## **Waverley Corporate Plan 2016-2019**

### **Priority 1: Customer Service**

*We will strive to deliver excellent , accessible services which meet the needs of our residents.*

### **Priority 2: Community Wellbeing**

*We will support the wellbeing and vitality of our communities.*

### **Priority 3: Environment**

*We will strive to protect and enhance the environment of Waverley.*

### **Priority 4: Value for Money**

*We will continue to provide excellent value for money that reflects the needs of our residents.*

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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 approve the Minutes of the Meeting held on 20 January 2020.

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 6<sup>th</sup> July 2020 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.

Questions should be sent to [committees@waverley.gov.uk](mailto:committees@waverley.gov.uk) by 5pm Monday 6<sup>th</sup> July 2020.

5. **QUESTIONS FROM MEMBERS**

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

Questions should be sent to [committees@waverley.gov.uk](mailto:committees@waverley.gov.uk) by 5pm Monday 6<sup>th</sup> July 2020.

6. **CONTINGENCY REVISED BUDGET 2020/21** (Pages 13 - 28)

The COVID-19 emergency continues. This report outlines the latest projections of income and expenditure against budget in 2020/21 and

highlights the significant projected net adverse variances from budget which arise as a result of the known impacts of the COVID-19 pandemic on the Council's services and finances. The extent of any further funding from government is currently unknown and therefore this report presents contingency proposals to address the latest projected budget shortfall on an emergency basis. These proposals have been prepared jointly by officers and the Executive and are presented to the Value For Money Overview and Scrutiny Committee for pre-decision scrutiny ahead of the Executive meeting in July and the special Council meeting in early August.

This report contains the following Annexes:

Annexe 1 – Schedule of projected variations from general fund budget in 2020/21

Annexe 2 - Budget summary and proposed mitigation measures to address budget shortfall

Annexe 3 – Options and alternative mitigation

Annexe 4 – Schedule of projected reserves and balances

Annexe 5 (Exempt) – Leisure Centre operator impact and proposal

## **Recommendation**

It is recommended that the Value for Money Overview & Scrutiny Committee considers the financial position presented in this report, scrutinises the mitigation proposals set out, and passes comments and observations to the Executive to consider prior to seeking Council approval to the revised budget for 2020/21.

### **7. RECOVERY, CHANGE AND TRANSFORMATION PROGRAMME (Pages 29 - 68)**

This Programme seeks to understand the impact of the COVID-19 pandemic on Waverley Borough Council, to acknowledge the change that has been required to respond and to identify the immediate needs of the organisation and community as they move from emergency operations to recovery and planning for the future. The recovery programme involves two main strands of activity, the organisation's recovery and the community and economic recovery of the Waverley area.

The Emergency Budget deals with the immediate impact upon the organisation from Covid-19 and the subsequent 2020/21 budget impact from dealing with the emergency and the consequences of government legislation upon the Council's services; and Phase 2 the RCT Programme, the medium to longer term impacts upon the organisation from Covid-19 some of which will define new working practices going forward to solidify the organisations role within its community.

### **Recommendation**

It is recommended that the Executive approves the Recovery, Change and Transformation Programme and the medium and longer term Project Objectives of the 10 projects that form the RCT Programme.

8. CORPORATE PERFORMANCE REPORT Q4 (2019-20) (Pages 69 - 126)

The Corporate Performance Report provides an analysis of the Council's performance for the fourth quarter of 2019-20 and reflection of the Council's performance throughout the year. 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.

9. EXCLUSION OF PRESS AND PUBLIC

To consider the following recommendation on the motion of the Chairman, if necessary:

### **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).

10. 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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