

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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Manager

Policy and Governance

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Date: 11 September 2020

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

Cllr Peter Martin (Chairman)

Cllr Joan Heagin (Vice Chairman)

Cllr Roger Blishen

Cllr Jerome Davidson

Cllr Jerry Hyman

Cllr Peter Marriott

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, 14 September 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, 21 SEPTEMBER 2020

TIME: 7.00 PM

PLACE: COMMITTEE ROOM 1, COUNCIL OFFICES, THE BURYS,
GODALMING

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/webcast

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**

To confirm the Minutes of the Meeting held on 13th July 2020, published on the Council’s website.

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 14th September 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.

The deadline for receipt of written questions is 5pm on Monday 14th September 2020.

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 written questions is 5pm on Monday 14th September 2020.

6. MEDIUM TERM FINANCIAL PLAN

To receive a verbal update on progress with the Medium Term Financial Plan.

7. DRAFT CORPORATE STRATEGY (Pages 7 - 14)

To seek the views of the Committee on the draft revised Corporate Strategy and to forward any comments and recommendations they may wish to make to the Executive.

Recommendation

It is recommended that the Overview & Scrutiny Committee considers the revised draft Corporate Strategy set out at Annexe 1 to this report and makes any recommendations to the Executive as appropriate.

8. CORPORATE PERFORMANCE REPORT Q1 (Pages 15 - 54)

The Corporate Performance Report provides an analysis of the Council's performance for the first quarter of 2020-2021. 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.

9. RCT PROGRAMME UPDATE (Pages 55 - 78)

This report provides an update on the Recovery, Change and Transformation (RCT) projects that the Council has embarked on as a result of the Covid-19 pandemic. There are 10 projects in the overall programme, seven of which report to this O&S Committee. The Programme has been underway since April and there has been significant progress made towards fulfilling the objectives of the programme that were agreed at the Executive meeting in August.

Recommendation

It is recommended that the Committee note the progress of the RCT Projects discussed in this report and pass any comments and observations to the Executive.

10. PROPERTY INVESTMENT ADVISORY BOARD UPDATE (Pages 79 - 84)

The purpose of this report is to update the Value for Money and Customer Service O&S Committee (the Committee) on the progress and work of the Property Investment Advisory Board (PIAB), which advises the Executive on property investment matters.

Recommendation

It is recommended that the Committee notes the property investment activity and makes any observations or recommendations to the Portfolio Holder and/or Executive as appropriate.

11. COMMITTEE WORK PROGRAMME (Pages 85 - 90)

The Value for Money & Customer Service Overview & 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.

12. 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).

13. 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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