

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:
Georgina Hall, Democratic Services Officer

Policy and Governance

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Calls may be recorded for training or monitoring

Date: 6 November 2020

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

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

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, 9 November 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, 16 NOVEMBER 2020

TIME: 7.00 PM

PLACE: ZOOM MEETING – VIRTUAL MEETING

The Agenda for the Meeting is set out below.

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

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.

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.

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 Meetings held on 9th September and 21st September 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 9th November 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 9th November 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 9th November 2020.

6. MEDIUM TERM FINANCIAL PLAN UPDATE (Pages 7 - 22)

To receive a report from the Head of Finance and Property on the revised Medium Term Financial Plan.

Following on from the Contingency Revised Budget agreed at Full Council in August, a commitment was made to undertake an update to the Medium Term Financial Plan (MTFP) including a review of the longer-term effect of the pandemic on the Council's future financial resilience, taking account of the wider economic conditions. It was agreed that this should be reported to

Council no later than its December meeting.

Recommendation

That the Value For Money Overview and Scrutiny Committee considers the updated Medium Term Financial Plan projections and makes comments and observations to the Executive ahead of consideration by Council in December

7. **BUSINESS TRANSFORMATION PROJECT** (Pages 23 - 28)

The Committee will receive a verbal update from the Head of Business Transformation regarding progress and savings realisation. This will include feedback about the new centralised Customer Services team.

8. **RECOVERY, CHANGE AND TRANSFORMATION PROGRAMME**

The committee will receive an update from the Head of Commercial Services on the progress of the RCT Project that falls under the remit of this Committee.

9. **CORPORATE STRATEGY** (Pages 29 - 40)

To receive and scrutinise the Corporate Strategy before it is proposed for agreement in December 2020.

Recommendation

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

10. **COMMITTEE WORK PROGRAMME** (Pages 41 - 46)

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.

11. **PROPERTY INVESTMENT ADVISORY BOARD UPDATE** (Pages 47 - 52)

To receive a report from the Head of Finance and Property updating the Committee on the progress and activity of the Property Investment Advisory Board 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.

12. 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).

12.a PROPERTY INVESTMENT QUARTERLY REPORT (*Pages 53 - 54*)

To receive an item from the Head of Finance and Property detailing the performance of the property portfolio.

Officer contacts:
Georgina Hall, Democratic Services Officer
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