

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: 15 January 2021

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, 18 January 2021 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, 25 JANUARY 2021
TIME: 7.00 PM
PLACE: ZOOM MEETING – VIRTUAL MEETING

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 2020 - 2025

Vision

Our vision is that Waverley will be environmentally, economically and financially sustainable with healthy, inclusive communities and housing available for all who need it.

Our strategic priorities:

- ✓ Local, open, participative government
- ✓ Supporting a strong, resilient local economy
- ✓ Taking action on Climate Emergency and protecting the environment
- ✓ Good quality housing for all income levels and age groups
- ✓ Effective strategic planning and development management to meet the needs of our communities
- ✓ Improving the health and wellbeing of our residents and communities
- ✓ Financial sustainability

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 Meeting held on 16th November 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 18th January 2021 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 received by 5pm on 18th January 2021.

5. **QUESTIONS FROM MEMBERS**

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

Questions should be received by 5pm on Monday 18th January 2021.

6. **GENERAL FUND BUDGET 2021/22 MEDIUM TERM FINANCIAL PLAN 2021/22 - 2024/25 (Pages 7 - 72)**

To receive the draft budget for 2021/22. This item will be presented by The Head of Finance and Property.

Recommendation

That the Committee consider the draft budget, fees and charges and capital programme and review the revised Medium Term Financial Plan projections and pass comments and observations to the Executive.

7. ICT STRATEGY (Pages 73 - 94)

The Head of Business Transformation will present the ICT Strategy to the Committee.

Recommendation

That the Committee consider and comment on the draft strategy.

8. CORPORATE PERFORMANCE REPORT (Pages 95 - 140)

The Committee will scrutinise the performance of the areas within the Committee's remit. This agenda item will be led by the Corporate Policy Manager.

Recommendation

That the Committee consider and comment on the Report.

9. REVIEW OF COMPLAINTS CLOSED IN 2019/20 (Pages 141 - 168)

The Committee will hear about complaints closed in 2019/20.

Recommendation

That the Committee consider the information in the report and pass any comments to the Executive.

10. COMPLAINTS TO LOCAL GOVERNMENT OMBUDSMAN (Pages 169 - 174)

The Committee will hear about complaints to the Local Government ombudsman in 2019/20.

Recommendation

That the Committee consider the information in the report and pass any comments to the Executive.

11. COMMITTEE WORK PROGRAMME (Pages 175 - 180)

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.

Recommendation

That the Committee note the work programme and make suggestions.

12. PROPERTY INVESTMENT ADVISORY BOARD ACTIVITY UPDATE (Pages 181 - 188)

The Committee will receive a report updating the Committee on the progress and activity of the Property Investment Advisory Board. This agenda item will be led by the Head of Finance and Property.

Recommendation

That the Committee note the property investment activity and make any observations or recommendations to the Portfolio Holder and / or the Executive.

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. 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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