

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
E-mail: georgina.hall@waverley.gov.uk
Direct line: 01483 523224
Date: 14 May 2021

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

Cllr Peter Martin (Chairman)	Cllr Jerry Hyman
Cllr Joan Heagin (Vice Chairman)	Cllr Peter Marriott
Cllr Brian Adams	Cllr Stephen Mulliner
Cllr Roger Blishen	Cllr Peter Nicholson
Cllr Jerome Davidson	

Substitutes

Cllr Richard Cole	Cllr Kika Mirylees
Cllr Simon Dear	

Members who are unable to attend this meeting must submit apologies by the end of Monday, 17 May 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, 24 MAY 2021
TIME: 7.00 PM
PLACE: COUNCIL CHAMBER

The Agenda for the Meeting is set out below.

Please note that due to current Covid restrictions, seating in the public gallery is extremely limited. The meeting can be viewed remotely via [Waverley Borough Council's YouTube channel](#) or by visiting www.waverley.gov.uk/webcast.

Yours sincerely

ROBIN TAYLOR
Head of Policy and Governance

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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. **CONFIRMATION OF CHAIRMAN AND VICE CHAIRMAN**

To confirm the Chairman and Vice Chairman at the start of the new council year.

2. **MINUTES**

To confirm the Minutes of the Meeting held on 8th March 2021 (to be laid on the table 30 minutes before the meeting).

3. **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 17 May to enable a substitute to be arranged, if applicable.

4. **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.

5. **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 Monday 17 May 2021.

6. **COMMITTEE WORK PROGRAMME** (Pages 7 - 16)

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.

7. 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 17 May.

8. CORPORATE PERFORMANCE REPORT QUARTER 4

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

This will be presented by the Corporate Policy Manager.

Recommendation

That the Committee consider and comment on the report.

Report to be circulated as a supplementary document.

9. KEY PERFORMANCE INDICATOR REVIEW REPORT

To receive a report from the Policy and Performance Officer. This will be presented by the Corporate Policy Manager.

Recommendation

To consider the performance of the service areas under the committee's remit and make any recommendations to senior management or the Executive as appropriate, and consider the Annual Review of Performance Indicators and make any comments or recommendations to the Executive.

Report to be circulated as a supplementary document.

10. RECOVERY, CHANGE AND TRANSFORMATION PROJECT EVALUATIONS
(Pages 17 - 46)

To receive a report from the Head of Commercial Services. It will be presented by the Development Programme Manager.

Recommendation

That the Committee notes the closure of the RCT Projects, and therefore the

overall Programme, discussed in the report and passes any comments and observations to the Executive.

11. ECONOMIC DEVELOPMENT STRATEGY (Pages 47 - 144)

To be led by the Head of Planning and Economic Development

Recommendation

To consider the Economic Development Strategy, the Waverley Economic Development Strategy Action Plan and the Economic Development Covid 19 Action Plan and make any suggestions to the portfolio holder and / or the Executive.

12. WORKPLACE PROFILE UPDATE (Pages 145 - 164)

To receive a report from Sally Kipping, HR Manager

Recommendation

The Committee is asked to note this report and to make any comments or recommendations to the Executive based on its contents.

13. PROPERTY INVESTMENT UPDATE (Pages 165 - 172)

This will include an update on the transformation of The Burys site.

Recommendation

That the Committee notes the property investment activity and makes any observations or recommendations to the Portfolio Holder and/or Executive as appropriate

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).

14.a PROPERTY INVESTMENT QUARTERLY REPORT (Pages 173 - 174)

15. 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:

Mark Mills, Policy Officer - Scrutiny

Tel. 01483 523078 or email: mark.mills@waverley.gov.uk

Georgina Hall, Democratic Services Officer

Tel. 01483 523224 or email: georgina.hall@waverley.gov.uk