

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: 3 September 2021

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

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

Substitutes

Cllr Simon Dear	Cllr John Gray
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Members who are unable to attend this meeting must submit apologies by the end of Monday, 6 September 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, 13 SEPTEMBER 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. **MINUTES**

To confirm the Minutes of the Meetings held on 29 June 2021 and 12 July 2021 (extraordinary meeting), (to be laid on the table 30 minutes before the meeting).

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 6th September 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.

The deadline for receipt of written questions is 5pm on Monday 6 September 2021.

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 6 September 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.

7. CORPORATE PERFORMANCE REPORT Q1 (Pages 17 - 70)

The Corporate Performance Report provides an analysis of the Council's performance for the first quarter of 2021-22.

This will be introduced by the Policy and Performance Officer and presented by the Heads of Service.

Recommendation

It is recommended that the Overview & Scrutiny Committee:

- 1) 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

The pages which the Committee needs to consider are pages 24 – 46 of the document pack

8. COMMUNITY INFRASTRUCTURE LEVY REPORT

There will be a discussion around what the Committee wishes to see in the report which will be brought to its November meeting.

9. VERBAL UPDATE ON DUNSFOLD PARK

The Head of Finance and Property will provide an update on the bidding process related to this site.

10. VERBAL UPDATE ON THE GUILDFORD COLLABORATION

The Leader of the Council will update the Committee.

11. BIENNIAL SCRUTINY REPORT (Pages 71 - 88)

The Policy Officer (Scrutiny) will present this report for comments from the Committee.

Recommendation

That the Committee endorse the report included as annexe 1 whilst making any suggestions for amendments.

12. CAR PARKING REVIEW REPORT (Pages 89 - 110)

This item has been put on the agenda for information. It will be considered at the Environment Overview and Scrutiny Committee on 20 September. Members of the Value for Money and Customer Service Overview and Scrutiny Committee who wish to comment on the report are invited to put their questions to that committee.

13. PROPERTY INVESTMENT ADVISORY BOARD ACTIVITY UPDATE REPORT
(Pages 111 - 114)

Recommendation

That the Committee note 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 115 - 120)

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