

## **Customer Service & Value for Money Overview and Scrutiny Committee**

### **INTRODUCTION TO WAVERLEY BOROUGH COUNCIL**

#### **OVERVIEW AND SCRUTINY WORK PROGRAMME**

The programme is designed to assist the Council in achieving its corporate priorities by ensuring topics add value to the Council's objectives, are strategic in outlook, are timed to optimise scrutiny input and reflect the concerns of Waverley residents and council members. The programme is indicative and is open to being amended with the agreement of the Chair with whom the item is concerned. The work programme consists of three sections:-

- Section A – Items tabled for the forthcoming relevant Overview and Scrutiny Committee.
- Section B – Items for consideration at future meetings of the relevant Overview and Scrutiny committee. In-depth scrutiny review topics for consideration by the respective Committee will also be listed in this section. It is expected some items will be carried over to the following municipal year.
- Section C – Lists live in-depth scrutiny task and finish groups, including objectives, key issues and progress.

## Customer Service & Value for Money Overview and Scrutiny Committee

### Section A

#### Forthcoming agenda items

26<sup>th</sup> June 2017

Agenda item	Objectives for Scrutiny	Link to Corporate Plan	Executive Member lead	Director lead
<b>1. Building control options / business plan</b>	To consider and scrutinise the building control business plan and options including the financial robustness of the service and identify options for sustainable service delivery.	Customer Service & Value for Money	Cllr Brian Adams	Paul Wenham
<b>2. Medium term financial strategy</b>	To consider the revised MTFs and provide comments on budget priorities and policy, including but not limited to taxation and fees & charges.	Value for Money	Cllr Ged Hall	Graeme Clark
<b>3. Local authority trading company</b>	For members to contemplate the idea of setting up a local authority property trading company for the purpose of generating additional income.	Value for Money	Cllr Ged Hall	Graeme Clark
<b>4. Performance management report</b>	Consider the performance figures for Q4 and make any observations or recommendations as appropriate;  And for members to debate which performance	Customer Service & Value for Money	Cllr Julia Potts	Paul Wenham

## Customer Service & Value for Money Overview and Scrutiny Committee

	information would be useful for scrutiny and how future performance reports should be presented.			
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## Customer Service & Value for Money Overview and Scrutiny Committee

### Section B

### Forward Programme 2017-18

<b>Subject (alphabetical order)</b>	<b>Purpose for Scrutiny</b>	<b>Date for O&amp;S consideration</b>	<b>Date of Executive decision (if applicable)</b>	<b>Priority (high / low)</b>
<b>Building control</b>	To consider and scrutinise the building control business plan and options including the financial robustness of the service and identify options for sustainable service delivery.	26 <sup>th</sup> June 2017	June 2017	High
<b>Changes to housing benefit</b>	a) To understand the changes to welfare reform in the context of Waverley; particularly the reduction in the benefit income cap threshold on Waverley's caseload and the provision and advice available.  b) Consider the impact of changes to housing			

## Customer Service & Value for Money Overview and Scrutiny Committee

	benefit entitlement introduced in April 2017 on tenants with two or more children.			
<b>Changes to services provided by Surrey County Council</b>	To assess the likely impact of the reduction in funding for services delivered on behalf of Waverley Borough Council by the County.			High
<b>Customer services review</b>	Update on Customer Services review.			High
<b>Economic development strategy</b>	Consider the revision of the economic strategy in terms of how the Council will support existing businesses and future economic activity in the Borough; and  To consider future investment proposals and the specific plans for each of the main settlements in the Borough.			High
<b>Financial performance</b>	In-depth review			
<b>Local authority trading company</b>	To explore property investment opportunities for income generation.  Link to Investment Advisory Board.	26 <sup>th</sup> June 2017		High
<b>Medium Term Financial Strategy</b>	To consider the principles of the June budget / new		July 2017	High

## Customer Service & Value for Money Overview and Scrutiny Committee

	<p>MTFS and scrutinise and develop plans for income regeneration and targeted investment proposals; and</p> <p>To take into consideration the reduction in new homes bonus on the general fund; and</p> <p>The implications of business rate retention on the economic prospects for the borough.</p>	26 <sup>th</sup> June 2017		
<b>Overpayment of housing benefit</b>	Understand the cause of overpayment and consider the methods of repayment			Low
<b>Performance reports</b>	<p>Consider the performance figures for Q4 and make any observations or recommendations as appropriate;</p> <p>And for members to debate which performance information would be useful for scrutiny and how future performance reports should be presented.</p>	26 <sup>th</sup> June 2017		
<b>Procurement review</b>	In the context of the strategic review to consider a procurement review as part of a continued pro-			

## Customer Service & Value for Money Overview and Scrutiny Committee

	active and commercial approach to income generation; and within this consider which services which could be sold.			High
<b>Recruitment gap</b>	To scrutinise reasons for recruitment difficulties and the implications and impact this has on sustainable service delivery.			High
<b>Universal Credit</b>	Examine the implications of Universal Credit on the Council's finances and on tenants; how and when to collect rent and the level of support some tenants will need to make the transition to a single, direct monthly payment.			Low

## Customer Service & Value for Money Overview and Scrutiny Committee

### Section C

#### Proposed in-depth scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
1. Financial performance				
2.				