

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.

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Section A

Forthcoming agenda items

11th September 2017

Agenda item	Objectives for Scrutiny	Link to Corporate Plan	Executive Member lead	Director lead
1. Property Company	Checks and balances to cover details of delegations to the Investment Advisory Board such as company structure and governance arrangements	Customer Service and Value for Money	Cllr Ged Hall	Graeme Clark
2. Performance Management Q1	To receive the revised performance management report and proposals for outcome indicators.	Customer Service and Value for Money	Cllr Julia Potts	Tom Horwood, Interim Managing Director
3. In-depth review discussion: Capital monitoring	Capital Monitoring: To identify and review the reasons for the extent of capital slippage in the capital programme and identify replacement capital expenditure items to give better value for money.	Customer Service and Value for Money	Cllr Ged Hall / Cllr Julia Potts	Graeme Clark / Tom Horwood, Interim Managing Director
4. Budget Delivery	To consider how to involve members in the budget preparation and process.	Value for Money	Cllr Ged Hall	Graeme Clark

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Section B

Forward Programme 2017-18

Subject (alphabetical order)	Purpose for Scrutiny	Date for O&S consideration	Date of Executive decision (if applicable)	Priority (high / low)
Building control	To consider and scrutinise the improved building control business plan and options including the financial robustness of the service and identify options for sustainable service delivery. First draft came to scrutiny on 26 th June 2017.		June 2017	High
Budget Delivery	To consider how to involve members in the budget preparation and process.	September 2017		High
Capital Expenditure Process & Management Review	<i>Subject of proposed in-depth review:</i> To identify and review the reasons for the extent of capital slippage in the capital programme and identify replacement capital expenditure items to	September 2017		

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	<p>give better value for money and customer service.</p> <p>Scope to follow to the September meeting.</p>			
Changes to housing benefit	<p>Situation report to be issued to members for review when available.</p> <p>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.</p> <p>b) Consider the impact of changes to housing benefit entitlement introduced in April 2017 on tenants with two or more children.</p>			
Changes to services provided by Surrey County Council	<p>To assess the likely impact of the reduction in funding for services delivered on behalf of Waverley Borough Council by the County.</p>	ASAP		High
Communication channels	<p>To explore developing a proactive communications channel to inform</p>	ASAP		High

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	residents of news from the Council that relates or may effect their welfare and wellbeing, e.g. key events such as the fire safety of buildings in light of the Grenfell fire disaster			
Customer services review	Update on Customer Services review including the channel shift work stream. I.T procurement review / channel shift link.			High
Economic development strategy	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
Local authority trading company	Checks and balances to cover details of delegations to the Investment Advisory Board such as company structure and governance arrangements.	September 2017		High

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<p>Medium Term Financial Strategy</p>	<p>To consider the principles of the June budget / new 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> <p>Possible in-depth review on the management and monitoring of capital projects.</p>	<p>26th June 2017</p>	<p>July 2017</p>	<p>High</p>
<p>Overpayment of housing benefit</p>	<p>Understand the cause of overpayment and consider the methods of repayment</p>			<p>Low</p>
<p>Performance reports</p>	<p>Consider the revised performance management report and revised performance figures for Q1 and make any observations or recommendations as appropriate.</p>	<p>September 2017</p>		<p>High</p>
<p>Procurement review</p>	<p>In the context of the strategic review to consider</p>			

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	a procurement review as part of a continued proactive and commercial approach to income generation; and within this consider which services which could be sold.			High
Staffing resilience	In the context of the strategic review to scrutinise reasons for recruitment difficulties and the implications and impact this has on sustainable service delivery. Possible in-depth review.			High
Strategic review	To review the observations made by Cratus in the Strategic review report and to identify areas for an in-depth review (Autumn 2017).	Autumn 2017		High
Welfare reform	Examine the implications of Universal Credit on the Council's finances (HRA) 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. Link to Systems thinking project (resource	Early 2018		Low

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	implications and as a possible model to role out to other services).			
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Section C

Proposed in-depth scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
1. Capital Expenditure Process & Management review	To identify and review the reasons for the extent of slippage in the capital programme and where applicable to identify and recommend replacement capital expenditure items to give better value for money and customer service.	<ul style="list-style-type: none"> • Slippage of items in the capital programme (General Fund & HRA). • Does the current capital expenditure programme give value for money? • Budget delivery and project management. • Bidding process and justification 	Graeme Clark and Peter Vickers.	Scope : TG1: TG2: TG3:
2. Strategic review action plan scrutiny				