

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 – Lists items for Overview and Scrutiny consideration. It is not expected that the committee cover all items listed on the work programme and some items will be carried over into the following municipal year. In-depth scrutiny review topics for consideration by the respective Committee will also be listed in this section.
- Section B – Lists live in-depth scrutiny task and finish groups, including objectives, key issues and progress.
- Section C – Lists the Scrutiny tracker of recommendations for the municipal year.

Section A

Work programme 2017-18

Subject	Purpose for Scrutiny	Executive member lead and Head of Service	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
Economic development strategy	<p>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</p> <p>To consider future investment proposals and the specific plans for each of the main settlements in the Borough.</p>		January 2018	February 2018	High
Asset Management Strategy	To consider the strategy and make observations and recommendations to the Executive.		January 2018	February 2018	
Benefit service business improvement project	To consider the outcome of the 'systems thinking' review carried out in the benefits area and implications for potential cost savings and customer service for other areas of the council.		January 2018		
Capital Expenditure Process &	Update: to identify and review the reasons for the extent of slippage		January 2018		

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Management scrutiny review	in the capital programme and where applicable to identify and recommend replacement capital expenditure items to give better value for money and customer service.				
Performance reports	Consider the revised performance management report and revised performance figures for Q2 and make any observations or recommendations as appropriate.		January 2018		High
Service plans	Service plans mid year progress report (November 2017) – circulated to members offline New Service plans for 2018-19 (January 2018) Annual outturn report (June 2018)		January 2018		
Changes to services provided by Surrey County Council	Implications for future service delivery		TBC		
Local authority trading company	Checks and balances to cover details of delegations to the Investment Advisory Board such as company structure and governance arrangements. Went to O&S in June 2017 and September 2017. Taken offline in the form of a informal working group.		TBC		High
Business rates Retention	Proposed pilot by Surrey Council.		TBC		High

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<p>Changes to housing benefit</p>	<p>Situation report to be issued to members for review when available.</p> <p>Consider the impact of changes to housing benefit entitlement introduced in April 2017 on tenants with two or more children.</p>		<p>TBC</p>		
<p>Communication channels</p>	<p>To explore developing a proactive communications channel to inform 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</p>		<p>ASAP</p>		<p>High</p>
<p>Commercial review</p>	<p>In the context of the strategic review to consider a commercial review as part of a continued proactive and commercial approach to income generation; and within this consider which services which could be sold.</p>		<p>TBC</p>		<p>High</p>
<p>Welfare reform</p>	<p>Examine the implications of Welfare reform on the Council's finances.</p>		<p>TBC</p>		<p>High</p>
<p>Medium Term Financial Strategy</p>	<p>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>TBC</p>		<p>High</p>

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	<p>The implications of business rate retention on the economic prospects for the borough.</p> <p>Last went to O&S on 26th June 2017 (draft strategy)</p>				
Budget Delivery	<p>To receive a report highlighting high spend areas within the remit of the committee and to arrange a budgeting workshop with I.T as a possible area for further investigation.</p> <p>Taken to scrutiny in October 2017.</p>		TBC		High
Customer Services review	<p>Update on Customer Services review including the channel shift work stream.</p> <p>I.T procurement review / channel shift link.</p> <p>Taken to scrutiny in October 2017.</p>		TBC	November 2017	High
Strategic review	<p>To review the observations made by Cratus in the Strategic review report and to identify areas for an in-depth review (Autumn 2017)</p> <p>(New strategic vision and modernisation of service delivery)</p> <ul style="list-style-type: none"> - New Corporate strategy – link to wider strategic ambitions for 		TBC		High

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	<p>the Borough</p> <ul style="list-style-type: none"> - Visitor economy strategy - Local self sustainability - Expansive efficiency programme - Income generation – commercialisation - Inward investment strategy - Modernisation Council business processes: customer service, I.T (channel shift) - Commercial review <p>Taken to scrutiny in October 2017</p>				
<p>Universal Credit</p>	<p>To receive information on Universal Credit and to learn about the lessons learnt and issues with the benefit system since its roll-out in other parts of the Country. E.g.</p> <ul style="list-style-type: none"> DWP – claimant link: removing local authorities Rent arrears The initial 6 week wait for first payment Budgeting support Advance payments UC causing or exacerbating debt problems Debt advice Impact on use of advice services for budgetary help (CAB)? <p>Taken to scrutiny in October 2017</p>		<p>TBC</p>		

Section B

In-depth scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
<p>1. Capital Expenditure Process & Management review</p>	<p>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.</p>	<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 	<p>Graeme Clark and Peter Vickers.</p>	<p>Scope drafted and approved by committee (11th Sept 2017).</p>
<p>2. Strategic review action plan?</p>				

Section C

Scrutiny tracker 2017-18

Value for Money and Customer Service Scrutiny recommendations tracker				
Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
26th June 2017	1. Medium Term Financial Plan	That a further investigation is carried out to identify the root causes for slippages within the capital programme; and for Cllrs to contact local MP's to lobby the shortfall of £800k.	The terms of reference / scope for the scrutiny review 'Capital expenditure process and management' is currently being prepared by the Scrutiny Policy Officer and will go to the CS & VFM committee in due course for endorsement - Alex Sargeson, Scrutiny Policy Officer.	Scope due to come to the September 2017 O&S
	2. Creation of a Property Company	The committee requested to have sight of the precise details of the delegation regarding company structure and governance as well as periodic monitoring reports	Item regarding company structure and governance is scheduled to the CS & VFM committee in September.	Item to go back to the committee in September 2017
	3. Performance Management Report	To receive indicators on an exception basis and to receive suggestions from	Members will receive an update on the research by the Performance Policy Officer on	//

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		officers for establishing customer satisfaction baseline data.	establishing a baseline figure for customer satisfaction data.	
	4. Workforce Profile Update	None bar to receive the Workforce Profile report on an annual basis	N/A	
	5. Building Control Business Plan	For further options for delivery of the service be explored and for a review of the Business Plan to be brought back to the committee in the future (6 months?)		
Meeting date	Agenda item	Recommendations	Officer / Executive response	Timescale
11 th September 2017	1. Creation of a Property Company	To appoint a working group to work with officers to assess the risks and to ensure checks and balances are in place.	Members and Officers met in September 2017.	September 2017 - ?
	2. Performance Management Report Q1 2017/18	For more explanatory commentary to be provided to give the Committee more detail about the reasons for the changes in		

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		<p>performance, and if necessary suggest corrective action.</p> <p>Work on establishing a customer satisfaction baseline be postponed until the council's ongoing review of customer service had been completed.</p>		
	3. In-depth Review – Capital Expenditure	Review scope agreed and the committee appointed a task group to facilitate the review.	Scrutiny Policy Officer will support this review.	September 2017 - ? 2 task group meetings are required to support this work.
	4. General Fund Budget 2017/18 Overview	For officers to undertake business-planning for discretionary services in order to maximise income – generation opportunities.	In the October meeting members will receive an item on Budget Delivery highlighting high spend areas within the remit of the Committee with the intention of using this as a pre-cursor for a budget setting workshop with members.	