

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	Lead Member/ officer	Date for O&S consideration	Date for Executive decision (if applicable)	Priority
Budget 2018/19 and Medium Term Financial Plan	To receive and consider proposals on the 2018/19 budget and the medium financial plan.	Graeme Clark/ Peter Vickers	January 2018	February 2018	
Budget Strategy working group	To confirm arrangements for working group with regards to members of the group and work-streams for OS committees. (With the purpose of the working group to consider income generation and savings possibilities, bearing in mind changes to new homes bonus and business rates retention.)	Peter Vickers	January 2018		
Universal Credit implications report	To receive an update on mitigations the Council is making to the previously highlighted risks of Universal Credit.	Peter Vickers	January 2018		
Benefit service business improvement project	To receive update on the outcome of the 'systems thinking' review carried out in the benefits area and implications for potential cost savings and customer	Peter Vickers	January 2018		

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	service for other areas of the council. Presentation from officers.				
Complaints handling policy change	To consider the revised complaints handling policy.	Sue Petzold	January 2018	February 2018	
Capital Expenditure Process & Management scrutiny review	Verbal update on working group progress.	Mike Band/ Yasmine Makin	January 2018		
Service plans	Consider the new service plans for 2018-19 (January 2018). Annual outturn report (June 2018).	Louise Norie	January 2018		
Performance reports	Consider the revised performance management report and revised performance figures for Q2 and make any observations or recommendations as appropriate.	Nora Copping	January 2018		
Property Investment Strategy	To consider the strategy and make observations and recommendations to the Executive.	Graeme Clark/ David Allum	March 2018	April 2018	
Economic Development Strategy	To 1) 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 2) consider future investment proposals and the specific plans	Kelvin Mills	March 2018	March/April 2018	

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	for each of the main settlements in the borough.				
Customer Services review	Having received an update on the progress of the customer services review in October, for officers to update the committee on the latest developments.	David Allum	March 2018		
Business rates Retention	Proposed pilot by Surrey Council.		TBC		High
Changes to housing benefit	Situation report to be issued to members for review when available. Consider the impact of changes to housing benefit entitlement introduced in April 2017 on tenants with two or more children.		TBC		
Welfare reform	Examine the implications of Welfare reform on the Council's finances.		TBC		High
Strategic review	To continue to monitor progress made against strategic review action plan (new strategic vision and modernisation of service delivery).		TBC		High
Universal Credit	To continue to monitor the impact of Universal Credit and review mitigating actions the Council is taking with reference to the below considerations.		March 2018		
Workforce Profile Update	To receive the annual workforce profile report.	Wendy Gane	June 2018		

Section B

Scrutiny reviews 2017-18

Subject	Objective	Key issues	Lead officer	Progress
<p>1. Capital Expenditure Process & Management review task and finish group</p>	<p>To identify and review the reasons for the extent of slippage in the capital programme and make recommendations to ensure the process provides value for money and excellent customer service.</p>	<ul style="list-style-type: none"> • Slippage of items in the capital programme (General Fund & HRA). • Value for money • Budget delivery and project management. • Bidding process and justification 	<p>Graeme Clark and Peter Vickers.</p>	<p>The group has met three times as of 21 December 2017 with two more sessions expected.</p>
<p>2. Property Investment Strategy working group</p>	<p>To contribute to the formulation of a Property Investment Strategy.</p>	<ul style="list-style-type: none"> • In order to scrutinise the development of the property company, firstly contributing to the formulation of the strategy. 	<p>Graeme Clark</p>	<p>A final meeting has been scheduled. Due to some to committee March 2018.</p>
<p>3. Budget Strategy working group</p>	<p>Exercising joint working with fellow O&S committees to consider income generation and savings possibilities, bearing in mind changes to new homes bonus and business rates retention.</p>	<ul style="list-style-type: none"> • Income generation and opportunities for savings. 	<p>Peter Vickers</p>	<p>Appointments will be made at January 2018 committee meeting.</p>

Section C

Scrutiny tracker 2017-18

Value for Money and Customer Service Scrutiny recommendations tracker				
Meeting date	Agenda item	Outcomes / Recommendations	Officer / Executive response	Timescale
26 June 2017	1. Medium Term Financial Plan	OUTCOME: a further investigation is carried out to identify the root causes of slippages within the capital programme.	The Capital Expenditure Review task and finish group has been set up, see section B for details.	See section B.
		RECOMMENDATION: for Executive members to contact local MPs to lobby the negative grant of £800k.		
	2. Creation of a Property Company	OUTCOME: The committee requested to have sight of the precise details of the delegation regarding company structure and governance as well as periodic monitoring reports.	This report came to September committee and resulted in the property investment strategy working group.	Item came to the committee in September 2017.
	3. Performance Management Report	OUTCOME: To receive suggestions from officers for establishing customer satisfaction baseline data.	Update from September committee: work on establishing a customer satisfaction baseline to be postponed until the Council's ongoing review of customer service has been completed.	An update on customer services review is due to come to committee in March 2018.
	5. Building Control Business Plan	OUTCOME: For further options of service delivery to be explored and for a review of the Business Plan to be brought back to the committee in the future.	Added to work programme for March 2018.	

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Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
11 September 2017	1. Creation of a Property Company	OUTCOME: To appoint a working group to work with officers to assess the risks and to ensure checks and balances are in place.	A property working group has been appointed. See section B.	See section B.
	2. In-depth Review – Capital Expenditure	OUTCOME: Review scope agreed and the committee appointed a task group to facilitate the review.	A capital expenditure review task and finish group has been appointed. See section B.	See section B.
	3. General Fund Budget 2017/18 Overview	OUTCOME: For officers to undertake business-planning for discretionary services in order to maximise income generation opportunities.	This work-stream is being incorporated into the budget strategy working group. See section B.	See section B.

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Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
30 October 2017	1. Strategic review update	RECOMMENDATION: Executive be asked to clearly develop and publicise the strategic direction of the Council and include clear timeframes for when the strategic vision will be in place.	Workshops were held in November with the aim of gaining member input on the new corporate strategy. The Corporate Strategy is going to Executive in February 2018.	February 2018 Executive.
	2. Universal Credit update	OUTCOME: for officers to monitor the roll out of Universal Credit across all services for adverse implications on residents of the borough and Council resources.	An update on actions set out in the October report to be brought to the next committee meeting. Monitoring of impact of Universal Credit will be added to work programme.	Next committee meeting in January 2018.
	3. Budget Strategy working group	OUTCOME: the committee agreed to form the working group in principal, informed by the corporate strategy once published.	Appointment to the group is due to come to January 2018 meeting. See section B.	See section B.