

## **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/<br>officer           | Date for O&S<br>consideration | Date for<br>Executive<br>decision (if<br>applicable) | Priority |
|--|---|-----------------------------------|-------------------------------|--|----------|
| <b>Performance reports</b>                               | To receive and scrutinise the Q3 performance indicators.  | Nora Copping                      | March 2018                    | April 2018   |          |
| <b>Property Investment Strategy</b>                      | To consider the strategy and make observations and recommendations to the Executive.  | David Allum                       | March 2018                    | April 2018   | High     |
| <b>Treasury Strategy</b>                                 | To scrutinise and review the strategy in light of government changes and make any recommendations or comments to Executive. | Peter Vickers                     | March 2018                    |  | High     |
| <b>Capital Expenditure Process and Management Review</b> | To consider and endorse the recommendations to Executive made by the working group.   | Cllr Mike Band                    | March 2018                    | April 2018   | High     |
| <b>Budget Strategy working group update</b>              | To update the Committee on the progress made so far regarding arrangements for the working group.                           | Peter Vickers /<br>Yasmine Makin  | March 2018                    | N/A  |          |
| <b>CIL governance arrangements – background</b>          | To understand the background to the item by receiving a verbal contribution from officers.                                  | Peter Vickers /<br>Emma McQuillan | March 2018                    |  |          |

Value for Money and Customer Service Overview and Scrutiny Committee

| Subject                              | Purpose for Scrutiny   | Lead Member/<br>officer | Date for O&S<br>consideration | Date for<br>Executive<br>decision (if<br>applicable) | Priority |
|--------------------------------------|--|-------------------------|-------------------------------|--|----------|
| <b>Economic Development Strategy</b> | 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 for each of the main settlements in the borough. | Kelvin Mills            | June 2018                     | July 2018  | High     |
| <b>CIL governance arrangements</b>   | To consider the CIL governance arrangements in full.   | Graham Parrott          | June 2018                     |  | High     |
| <b>Workforce Profile Update</b>      | To receive the annual workforce profile report.  | Wendy Gane              | June 2018                     |  |          |
| <b>Customer Services review</b>      | 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             | TBC                           |  | Low      |
| <b>Business rates Retention</b>      | Proposed pilot by Surrey Council.  |                         | TBC                           |  | High     |
| <b>Changes to housing benefit</b>    | Situation report to be issued to members for review when available.<br>Consider the impact of changes to housing benefit entitlement introduced in April 2017 on tenants with two or more children.  |                         | TBC                           |  |          |
| <b>Welfare reform</b>                | Examine the implications of Welfare reform on the Council's finances.  |                         | TBC                           |  | High     |
| <b>Universal Credit</b>              | To continue to monitor the impact of Universal Credit and review mitigating  |                         | TBC                           |  |          |

Value for Money and Customer Service Overview and Scrutiny Committee

| Subject                 | Purpose for Scrutiny   | Lead Member/<br>officer | Date for O&S<br>consideration | Date for<br>Executive<br>decision (if<br>applicable) | Priority |
|-------------------------|--|-------------------------|-------------------------------|--|----------|
|                         | actions the Council is taking with reference to the below considerations.                              |                         |                               |  |          |
| <b>Building Control</b> | To receive an update on the progress of the Business Plan, last seen by VFM CS OS Committee June 2017. | Jane Clement            | June 2018                     |  |          |

**Section B**

**Scrutiny reviews 2017-18**

| Subject   | Objective  | Key issues  | Lead officer  | Progress  |
|---|--|---|---------------|---|
| <b>1. Capital Expenditure Process &amp; Management review task and finish group</b> | 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. | <ul style="list-style-type: none"> <li>Slippage of items in the capital programme (General Fund &amp; HRA).</li> <li>Value for money</li> <li>Budget delivery and project management.</li> <li>Bidding process and justification</li> </ul> | Yasmine Makin | The group has met a total of five times and the report is due to come Committee March 2018.                                 |
| <b>2. Property Investment Strategy working group</b>                                | To contribute to the formulation of a Property Investment Strategy.  | <ul style="list-style-type: none"> <li>In order to scrutinise the development of the property company, firstly contributing to the formulation of the strategy.</li> </ul>  | Graeme Clark  | A final meeting has been scheduled. Due to come to Committee March 2018.  |
| <b>3. Budget Strategy working group</b>   | 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.          | <ul style="list-style-type: none"> <li>Income generation and opportunities for savings.</li> </ul>  | Peter Vickers | VFM CS OS Committee to be the coordinating committee for the working group. Membership to be confirmed at March committees. |

**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     | <b>OUTCOME:</b> 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.   |
|   |                                   | <b>RECOMMENDATION:</b> for Executive members to contact local MPs to lobby the negative grant of £800k.   | The Leader of the Council has made representations to the government regarding the negative grant and Waverley will be taking part in the spring consultation.                    | Spring 2018  |
|   | 2. Creation of a Property Company | <b>OUTCOME:</b> 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  | <b>OUTCOME:</b> 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 | <b>OUTCOME:</b> 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.   |  |

Value for Money and Customer Service Overview and Scrutiny Committee

| Meeting date      | Agenda item                              | Outcome / Recommendations  | Officer / Executive response  | Timescale      |
|-------------------|--|--|---|----------------|
| 11 September 2017 | 1. Creation of a Property Company        | <b>OUTCOME:</b> 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 | <b>OUTCOME:</b> 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                   | <b>OUTCOME:</b> 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. |
|                   | 2017/18 Overview                         |  |   |                |

Value for Money and Customer Service Overview and Scrutiny Committee

| Meeting date    | Agenda item                      | Outcome / Recommendations  | Officer / Executive response   | Timescale                               |
|-----------------|----------------------------------|--|--|---|
| 30 October 2017 | 1. Strategic review update       | <b>RECOMMENDATION:</b> 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 post April 2018.          | Post April 2018 Executive.              |
|                 | 2. Universal Credit update       | <b>OUTCOME:</b> 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 was brought to the January Committee meeting. Monitoring of impact of Universal Credit will be added to work programme. | Update went to January 2018. Committee. |
|                 | 3. Budget Strategy working group | <b>OUTCOME:</b> 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.                          |

Value for Money and Customer Service Overview and Scrutiny Committee

| Meeting date           | Agenda item                                      | Outcome / Recommendations  | Officer / Executive response   | Timescale            |
|------------------------|--|--|--|----------------------|
| <b>22 January 2018</b> | 1. Medium term financial plan and budget 2018/19 | <b>RECOMMENDATION:</b> for Executive to continue to make representations to the government regarding the negative grant.   | Waverley will be taking part in the consultation opening in spring 2018.   | Spring 2018          |
|                        |  | <b>RECOMMENDATION:</b> for Executive to be aware of the Committee's concern regarding the Homelessness Act 2017 and to be aware of the potential need to make provision. | An observation to this effect went to Executive Tuesday 6 February.  | 6 February Executive |
|                        |  | <b>RECOMMENDATION:</b> for a reporting mechanism to be used when Building Control fees are changed, so members of the Committee are aware.                               | An observation to this effect went to Executive Tuesday 6 February. Officers will ensure members of the Committee are notified when a decision has been made to change the fees. | 6 February Executive |
|                        | 2. Budget Strategy working group                 | <b>OUTCOME:</b> for the membership and priorities of the working group to be agreed at February coordinating board.  | Coordinating board met on February 8, membership to be confirmed at individual March OS Committees.  | March 2018           |
|                        | 3. Complaints handling policy                    | <b>OUTCOME:</b> for the policy to be amended to better reflect the role of the Directors in the complaints process.  | The document has been amended and will go to Executive Tuesday 6 February 2018.  | 6 February Executive |