

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 2018-19

Subject	Purpose for Scrutiny	Lead Member/ officer	Date for O&S consideration	Date for Executive decision (if applicable)
Corporate Performance reports Q2	To consider the performance report and make any observations or recommendations as appropriate.	Nora Copping	Quarterly (November 2018, February 2019)	N/A
Budget shortfall commitments - progress	For the Committee to learn about the progress made by Heads of Service against the targets set to meet the budget shortfall set out in the in Budget papers of the January 2018 Committee.	Peter Vickers / Heads of Service	Quarterly	N/A
Budget Strategy Working Group update	For the Committee to receive an update on the progress of the working group (see section b).	Cllr Stephen Mulliner / Peter Vickers	Quarterly	N/A
Property Investment Strategy quarterly property acquisition report (exempt)	To receive a quarterly report on properties acquired under the Property Investment Strategy.	David Allum	Quarterly	N/A
Community Infrastructure Levy (CIL) governance arrangements and assessment criteria	Following the CIL Governance Arrangements item brought to this Committee in June 2018, this item is for the Committee to consider the more detailed CIL governance framework proposals and assessment criteria.	Graeme Clark	November 2018	December 2018
Customer Services review update and project initiation document	Having received an update on the progress of the customer services review in October 2017, for officers to update the Committee on the latest developments and for the Committee to review the project initiation document (PID).	David Allum / Louise Norie	November 2018	December 2018

Value for Money and Customer Service Overview and Scrutiny Committee

Subject	Purpose for Scrutiny	Lead Member/ officer	Date for O&S consideration	Date for Executive decision (if applicable)
Complaints handling – review of complaints received by Waverley	To review the summary of complaints received in 2017/18 and the lessons learnt as a result.	Sue Petzold / Louise Norie	November 2018	December 2018
Complaints to Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman	To receive reports concerning complaints to the LGSCO and Housing Ombudsman, consider any issues raised and agree any observations the Committee wishes to pass to the Executive.	Sue Petzold / Louise Norie	November 2018	December 2018
Property Investment Strategy 6 month review	To scrutinise any relevant issues arising out of the 6 month review of the strategy.	David Allum	November 2018	N/A
Progress of capital expenditure process and management review outcomes	To receive an update on the progress of the recommendations made in the report.	Graeme Clark	February 2019	N/A
Workforce Profile	For the Committee to receive the Workforce Profile and scrutinise any issues which arise.	Katy Meakin	Annually (June 2019)	N/A
Universal Credit	To continue to monitor the impact of Universal Credit and review mitigating actions the Council is taking.	Yasmine Makin / Wendy Cooper	February 2019	N/A

Section B

Scrutiny reviews 2018-19

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>Yasmine Makin</p>	<p>VFM CS OS Committee – March 2018 Executive – June 2018 An action plan will be produced and updates on progress of recommendations will be brought to this committee in February 2019.</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>VFM CS OS Committee – March 2018; Council – April 2018 Updates on properties acquired under this strategy will be brought to this committee and a document reviewing the Strategy will be come to the November meeting.</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>The working group has completed workstream 1 and has commissioned a company to carry out the participatory budgeting survey of workstream 2, which has been postponed until 2019. Workstream 3 commenced in October 2019.</p>
<p>4. Economic Strategy</p>	<p>To contribute to the finalisation of the Strategy.</p>	<ul style="list-style-type: none"> • Ensure the Strategy reflects both the urban and rural economies. • Finalise the executive summary. 	<p>Catherine Knight</p>	<p>A working group met on Thursday 13 September to address some of the concerns raised at the Committee. The Strategy was then approved at the October Executive.</p>

Section C

Scrutiny tracker 2018 - 19

Value for Money and Customer Service Scrutiny recommendations tracker				
Meeting date	Agenda item	Outcomes / Recommendations	Officer / Executive response	Timescale
26 June 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 of the customer service review will come to this committee in November 2018.
Meeting date	Agenda item	Outcome / Recommendations	Officer / Executive response	Timescale
22 January 2018	1. Medium term financial plan and budget 2018/19	RECOMMENDATION: for Executive to continue to make representations to the government regarding the negative grant.	Waverley will be taking part in the consultation which is taking place July – September 2018. Update: this government consultation has been postponed to 2019.	2019
26 March 2018	1. Property Investment Strategy	OUTCOME: strategy to be kept under review following implementation.	Executive resolved to review 6 months from implementation. This item has been added to the work programme.	6 months from implementation. This item is in the work programme.

Value for Money and Customer Service Overview and Scrutiny Committee

Value for Money and Customer Service Scrutiny recommendations tracker				
Meeting date	Agenda item	Outcomes / Recommendations	Officer / Executive response	Timescale
25 June 2018	1. Economic Strategy 2018 – 2023	OUTCOME: the Committee felt that the Strategy needed more work before final submission to Executive.	The Executive welcomed feedback from OS and withdrew the report from the 10 July Executive. The Portfolio Holder and officers engaged with Members who had comments on the Strategy and an update was taken to this Committee in September 2018.	The Strategy was endorsed at Executive in October and recommended to Council for adoption.
	2. Community Infrastructure Levy (CIL) governance arrangements	OUTCOME: the Committee suggested that the membership of the CIL Governance Board should be geographically representative of the borough and include one Member from each of the four planning areas.	Officers will be finalising the governance arrangements and developing the criteria. These will both come to this Committee in November before going to Executive in December.	November 2018 Committee meeting
		OUTCOME: the Committee recommended that a similar criteria system currently applied to Planning Infrastructure Contributions be used for CIL.		

Value for Money and Customer Service Overview and Scrutiny Committee

Value for Money and Customer Service Scrutiny recommendations tracker				
Meeting date	Agenda item	Outcomes / Recommendations	Officer / Executive response	Timescale
10 September 2018	1. Economic Strategy	OUTCOME: the Committee resolved to form a task and finish group to address some of the concerns raised.	See section B.	In time for October Executive.
	2. HR Strategy	OUTCOME: the Committee suggested that the policy should include reference to changes in technology and their implications on the Council.	Officers are confident that the strategy sufficiently addresses potential impacts of technological changes on the workforce.	December Executive 2018
		OUTCOME: the Committee suggested that officers should consider including a reference to equality and diversity and the Council's legal obligations.	Officers agreed to reference the work the Council already does, and initiatives it is already part of, in terms of equality and diversity, in the policy.	
		OUTCOME: the Committee suggested that the document should reflect the various career development needs of staff across the organisation.	Officers considered including this information but resolved to keep the document strategic in focus.	
	3. Corporate Performance Report Q1	OUTCOME: the Committee requested that the financial figures only relate to finances within the Council's control.	Officers agreed to address this in the next quarter's report.	Next quarter's report is due to come to this Committee in November 2018.
	4. Capital Strategy	OUTCOME: the Committee requested that the OS review of capital expenditure process and management is reference in the covering report.	Officers agreed to make these changes before the strategy goes to Executive and Council in October 2018.	Executive and Council - October 2018
OUTCOME: the Committee suggested that the Strategy be written in future tense to better reflect the purpose of a strategy and the outcomes of the capital expenditure process and management review.				