

## **WAVERLEY BOROUGH COUNCIL**

### **VALUE FOR MONEY AND CUSTOMER SERVICE**

#### **OVERVIEW AND SCRUTINY COMMITTEE**

**18 FEBRUARY 2019**

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#### **Title:**

#### **SERVICE PLANS 2019-2022**

**[Portfolio Holder: Cllr Julia Potts, Cllr Ged Hall, Cllr Chris Storey, Cllr Jim Edwards]  
[Wards Affected: All]**

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#### **Summary and purpose:**

This report presents the three-year Service Plans for April 2019 to March 2022 for the service areas under the remit of this Committee, which are:

- Customer and Corporate Services
  - Economic Development
  - Finance Services
  - Policy and Governance
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#### **How this report relates to the Council's Corporate Priorities:**

Waverley's performance management framework helps ensure that Waverley delivers against all of its Corporate Priorities. Service Plans form an important part of this, setting out the business priorities for each service for the coming three years, and how they help to deliver the Council's priorities.

#### **Financial Implications:**

Draft Service Plans were prepared as part of the budget process and any financial implications are included in the draft budget.

#### **Legal Implications:**

There are no specific legal implications arising from this report.

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#### **Background**

1. The Service Plans have been prepared by Heads of Services in cooperation with their teams and Portfolio Holders to set out the service objectives for the coming three years in line with the Corporate Strategy 2018-2023 and the Medium Term Financial Plan 2019-2022.
2. In the past, Service Plans have focused on the current financial year only. In order to more closely align them with the Council's Medium Term Financial Plan (MTFP), each Service Plan now covers the period up to 2022. As an important management tool they include business as usual outcomes and actions as well as service-wide projects and cross cutting projects. The Plans are 'living' documents and will be subject to

continuous improvement to reflect the needs of the organisation. Progress on Service Plans will be monitored on a quarterly basis through the Corporate Performance Report.

3. Set out at Annexe 1 are the Service Plans for Customer Services, Finance, Policy and Governance and the Economic Development Section from the Communities Plan.

### **Recommendation**

It is recommended that the Value for Money and Customer Service Overview & Scrutiny Committee considers the Service Plans for 2019-2022 as set out at Annexe 1 and makes any observations to the Management Team and any policy recommendations to the Executive.

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### **Background Papers**

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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