

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.

Value for Money and Customer Service Overview and Scrutiny Committee

Section A

Work programme 2018-19

Subject	Purpose for Scrutiny	Lead Member / officer	Date for O&S consideration	Date for Executive decision (if applicable)
Section A will list the items for future agendas once they have been agreed by the Committee.				

Section B

Scrutiny reviews 2018-19

Subject	Objective	Key issues	Lead officer	Progress
Section B will detail any in-depth scrutiny reviews of the Committee.				

Value for Money and Customer Service Overview and Scrutiny Committee

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	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 came to this committee in November 2018.
19 November 2018	Customers Services Review	OUTCOME: For the Committee to receive an item containing a document with an overall summary of the key aspects of the individual workstreams.	The Customer Services Programme has been added to the work programme for July 2019.	July 2019
	Community Infrastructure Levy (CIL) Governance Arrangements and Assessment Criteria	OUTCOME: the Committee suggested that the new CIL Advisory Board be asked to consider the pros and cons of a connection between the area development is taking place and where the money is spent when drafting the allocation criteria.	Proposals for a 'Communities CIL fund' amounting to 10% of the Strategic CIL Fund are contained within the report brought to this committee in February 2019.	Executive 4 December 2018 Council 11 December 2018

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
		OUTCOME: that the composition of the CIL Advisory Board be as geographically proportionate as possible, to ensure both rural and urban areas are represented.	The CIL Advisory Board terms of reference brought to this committee in February 2019 state that 'the CIL Advisory Board membership does not fall within the scope of the political proportionality requirements of the LG&HA1989, but will recognise as far as possible: a) the political make-up of the Council b) the geographical interests of the Council'	
	Corporate Performance Report Q2	OUTCOME: the Committee requested to have the revised due dates for the projects that missed their planned completion dates.	These will be included in the next report.	February 2019
		OUTCOME: the Committee requested that officers undertake further analysis on turnover and a report on the findings comes to this Committee.	Turnover levels are part of a wider ongoing review of staffing issues being undertaken and the HR team will have more meaningful results at the end of Q1 2019.	September 2019
	Property Investment Strategy Quarterly Property Acquisition Report	OUTCOME: the Committee requested that more detail regarding rents be provided in future reports. OUTCOME: the Committee requested that a brief narrative explanation be included in the report to bring the headlines to the Committee's attention.	Officers will include this in future reports.	February 2019

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
22 January 2018	Medium Term Financial Plan 2019/20 – 2021/22 and General Fund Budget 2019/20	RECOMMENDATION: the Committee recommended that a comprehensive review of fees and charges be undertaken over the coming year to ensure that these appropriately reflected the market.	To be included as a potential working group project.	2019/20
		RECOMMENDATION: the Committee endorsed the recommendation of the 2.99% increase in Waverley's element of Council Tax for 2019/20.	These recommendations were approved at Executive Council February 2019.	12 February 2019
		RECOMMENDATION: the Committee endorsed the recommendation to make no change to the Council's existing Council Tax Support scheme.		
		RECOMMENDATION: the Committee endorsed the recommendation to approve the General Fund Budget for 2019/20.		
		RECOMMENDATION: the Committee endorsed the recommendation to approve the 2019/20 General Fund Capital Programme as shown at Annexe 6.		
RECOMMENDATION: the Committee recommended that a schedule be added to the fees and charges document showing the volume of demand for each service.	This information will be included in next year's budget report.	January 2020		

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
	Council Tax Empty Homes Discount and Empty Homes Premium	RECOMMENDATION: the Committee recommended the following amendment to recommendation 1: that the discretionary discount for 'empty and substantially unfurnished properties' is reduced to 1 month from 1 April 2019.	This recommendation was approved at Executive and Council February 2019.	12 February 2019