

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 2019-20

Subject	Purpose for Scrutiny	Lead Member / officer	Date for O&S consideration	Date for Executive decision (if applicable)
Corporate Performance Report	To scrutinise the performance of the areas within the Committee's remit.	Nora Copping	Quarterly	N/A
Income generation projects	To scrutinise the progress of specified income generation work-streams against the targets within the Medium Term Financial Plan.	Kelvin Mills	Standing item	N/A
Budget Strategy Working Group update	To receive an update on the progress of the working group.	Peter Vickers / Yasmine Makin	Standing item	N/A
Property Investment Strategy quarterly acquisition report (exempt)	To receive an item detailing the performance of property acquired under the Strategy.	Peter Vickers	Quarterly	N/A
Draft Commercial Strategy	To scrutinise and contribute to the Commercial Strategy.	Kelvin Mills	September 2019	TBC
Economic Development Strategy (EDS) action plan	To scrutinise performance against the EDS action plan.	Chris Berry / Catherine Knight	November 2019	N/A

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)
Cost implications of planning appeals	To receive the information requested at the June meeting on the cost implications of planning appeals.	Chris Berry	TBC / November(?)	N/A
Complaints handling policy and review of complaints received by Waverley in 2018/19	To understand the complaints received in 2018/19 and the Council's performance in responding to these. At the June 2019 meeting the Committee agreed to receive this report as scheduled and consider undertaking further policy development work depending on the outcome of the item.	Sue Petzold	November 2019	TBC
Review of Property Investment Strategy	To review the Property Investment Strategy.	Peter Vickers	November 2019	N/A
Workforce profile report	To understand the latest figures concerning the workforce (possibly including focus on turnover).	Katy Meakin / Robin Taylor	TBC / January 2020	N/A
Value for money of housing maintenance contracts	To receive an update from officers regarding the value for money of the contracts started in April 2019.	Hugh Wagstaff	March 2020	N/A

Section B

Scrutiny reviews 2018-19

Subject	Objective	Key issues	Lead officer	Progress
Budget Strategy Working Group	To strategically support the MTFP initiatives by implementing a support strategy that investigates the reduction of costs through efficiency measures and divesting services alongside a transformation programme.	<ul style="list-style-type: none"> • Medium term financial plan • Budget gap • Revenue support grant • Income generation • Participatory budgeting • Service delivery • Asset utilisation 	Peter Vickers	The Group has been reinstated after the 2019 elections. The Group has restarted work-stream 2 (WS2) and whilst WS1 was completed by the previous group it will be used to inform work-stream 3 which is expected to begin in September 2019.

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	ACTION: 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	Corporate Performance Report Q2	ACTION: the Committee requested that officers undertake further analysis on turnover and a report on the findings comes to this Committee.	The Committee has added this item to its work programme in the Workforce Profile.	TBC/ January 2020
	Property Investment Strategy Quarterly Property Acquisition Report	<p>ACTION: the Committee requested that more detail regarding rents be provided in future reports.</p> <p>ACTION: the Committee requested that a brief narrative explanation be included in the report to bring the headlines to the Committee's attention.</p>	Officers will include this in future reports.	September 2019
22 January 2019	Medium term financial plan 2019/20 – 2021/22 and general fund budget 2019/20	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
24 June 2019	Corporate Performance Reports Q4	ACTION: for officers to circulate a summary of all appeals over the past year broken down by planning committee/delegated authority with particular reference to the cost implications and value for money.	Officers will put together a report containing the requested information on cost implications of appeals over the past year. The report has been added to the work programme for November 2019.	TBC / November (?)
	Work programming	ACTION: for the Portfolio Holder to address the Committee regarding Executive plans for property investment arrangements and policy direction.	Officers will liaise with Executive members to achieve this.	TBC
		ACTION: for the Portfolio Holder to address the Committee regarding finalisation of Community Infrastructure Levy governance arrangements and any anticipated change of policy direction.		TBC