

## **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.	Heads of Service / Nora Copping	Quarterly	N/A
Brightwells Yard	To monitor the income generation element of the Brightwells Yard development. (Superseded by presentation by Portfolio Holder November 2019).	Kelvin Mills	Standing item	N/A
Commercial Strategy – income generation projects	To scrutinise the progress of specified income generation work-streams with the Commercial Strategy against the targets within the Medium Term Financial Plan. (Not included in November agenda.)	Kelvin Mills	Standing item	N/A
Budget Strategy Working Group Update	To receive an update on the progress of the working group. (This item will be replaced with a written report for the November 2019 meeting).	Peter Vickers / Yasmine Makin	Standing item	N/A
Property Investment quarterly report (exempt)	To receive an item detailing the performance of property portfolio.	Peter Vickers	Quarterly	N/A
Verbal presentation from the Portfolio Holder	At the request of the Chair to receive a verbal presentation from the Portfolio Holder on property investment direction including Brightwells Yard.	Cllr Merryweather / Graeme Clark	November 2019	N/A
Budget Strategy Working Group	To receive a written report on the outcomes so far.	Yasmine Makin / Peter Vickers / Cllr Mulliner	November 2019	N/A
Scoping of cost implications section of planning appeals report	To inform the Committee of plans for report and receive feedback from members as to what information is included.	Beth Howland-Smith	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)
Staff survey results	To receive a presentation on the results of the 2019 staff survey with specific focus on staff morale (following the red sickness indicator in the performance report, HR2) and learnings.	Robin Taylor	November 2019	N/A
Annual review of complaints closed by Waverley in 2018/19	To receive a report on the annual review of complaints (2018/19) including the lessons learnt.	Sue Petzold	November 2019	TBC
Annual letter from the Local Government Ombudsman	To receive a report on the annual letter from the Government Ombudsman on Waverley's handling of 2018/19 complaints.	Sue Petzold	November 2019	TBC
General Fund (GF) Budget 2020/21 and Medium Term Financial Plan	Following detailed scrutiny from the Budget Strategy Working Group, to consider the GF Budget 2020/21 including GF capital programme and fees and charges and MTFP.	Graeme Clark / Cllr Mulliner	January 2020	February 2020
Property Investment Strategy	Following review of the Strategy by the Property Investment Board, to scrutinise the Strategy in light of its application and results over the past year.	Peter Vickers	TBC / January 2020	February 2020
Capital Strategy	To scrutinise the Strategy.	Peter Vickers	January 2020	February 2020
Service Plans	To scrutinise the 2020/21 – 2022/23 service plans for the relevant services.	Louise Norie	January 2020	February / 2020
Cost implications of planning appeals report	To receive the information requested at the June meeting on the cost implications of planning appeals (scoped at the November meeting).	Beth Howland-Smith	January 2020	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 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)
Commercial Strategy	To contribute to the development of the Commercial Strategy after receiving the outlines at the September meeting.	Kelvin Mills	TBC	TBC
Economic Development Strategy (EDS) action plan	To scrutinise performance against the EDS action plan.	Chris Berry / Catherine Knight	March 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
Community Infrastructure Levy (CIL)	To receive and scrutinise the annual review of CIL governance arrangements after the first bidding round.	Graeme Clark	June 2020	TBC
Car parking (in relation to the remit of the Committee)	To scrutinise the income element of car parking, with particular focus on its relevance to meeting the Medium Term Financial Plan.	Peter Vickers / Graeme Clark		

**Section B**

**Scrutiny Reviews 2019/20**

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"> <li>• Medium term financial plan</li> <li>• Budget gap</li> <li>• Revenue support grant</li> <li>• Income generation</li> <li>• Participatory budgeting</li> <li>• Service delivery</li> <li>• Asset utilisation</li> </ul>	Peter Vickers	The results of the public participatory budgeting exercise of work-stream 2 will inform further meetings of the BSWG. A written report on progress and outcomes so far (work-streams 1 and 3) is on the November 2019 agenda of this Committee, with the report containing the Group's final recommendations due on the January 2020 O&S VFM CS agenda.

Section C

Scrutiny Tracker 2019/20

Value for Money and Customer Service O&S Scrutiny Tracker				
Meeting date	Agenda item	Recommendation / action	Officer / Executive Response	Timescale
26 June 2017	Performance Management Report	<b>ACTION:</b> To receive suggestions from officers for establishing customer satisfaction baseline data.	Update from September 2018 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 September 2019.
19 November 2018	Corporate Performance Report Q2	<b>ACTION:</b> 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	<b>ACTION:</b> the Committee requested that more detail regarding rents be provided in future reports.	Officers will include this in future reports.	September 2019
		<b>ACTION:</b> 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.	January 2020
22 January 2019	Medium term financial plan 2019/20 – 2021/22 and general fund budget 2019/20	<b>RECOMMENDATION:</b> the Committee recommended that a schedule be added to the fees and charges document showing the volume of demand for each service.	A column showing income yield from each group of charges has been added to the published budget book.	January 2020

Value for Money and Customer Service Overview and Scrutiny Committee

Value for Money and Customer Service O&S Scrutiny Tracker				
Meeting date	Agenda item	Recommendation / action	Officer / Executive Response	Timescale
24 June 2019	Corporate Performance Reports Q4	<b>ACTION:</b> 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.	A report to inform the Committee of plans for report and receive feedback from members as to what information is included is on the agenda for the November 2019 meeting of this Committee.	January 2020
	Work programming	<b>ACTION:</b> for the Portfolio Holder to address the Committee regarding policy direction for property investment.	The Portfolio Holder has been invited to attend the November 2019 meeting of this Committee.	November 2019
		<b>ACTION:</b> for the Portfolio Holder to address the Committee regarding finalisation of Community Infrastructure Levy governance arrangements and any anticipated change of policy direction.	Officers will liaise with Executive members to achieve this.	TBC
16 September 2019	Draft Commercial Strategy	<b>ACTION:</b> the Committee made several suggestions: having milestones and timelines for the projects within the summary; separating projects to explicitly include Waverley Training Services, Careline and Building Control; making explicit mention that Waverley will be looking outside its current customer base in order to increase income; and for the Strategy to return to the Committee once it has been developed further.	Progress on the Strategy will be brought back to this Committee within the 'Commercial Strategy – income generation projects' recurring item. With no updates to report, this item is not on the November 2019 agenda.	November 2019

Value for Money and Customer Service Overview and Scrutiny Committee

Value for Money and Customer Service O&S Scrutiny Tracker				
Meeting date	Agenda item	Recommendation / action	Officer / Executive Response	Timescale
	Corporate Performance Report Q1 2019/20	<b>ACTION:</b> for the Head of Business Transformation to feed back to the Committee on the work being done to correct issues with the planning website.	The Head of Business Transformation will update the Committee at the November Committee meeting.	November 2019
		<b>ACTION:</b> for concerns of the Committee regarding the IT system of the Planning service to be shared with the Chair and Vice Chair of Environment and the issue to be raised at Coordinating Board with a view to add to appropriate work programme.	The concerns were raised at Coordinating Board and it was agreed that the Head of Business Transformation would update the VFM CS O&S Committee in November on the progress of the project to develop the IT system.	October 2019
		<b>ACTION:</b> for the Committee to note HR2 to the Executive given its red rating.	The performance on this indicator has been noted to the Executive. The Corporate Performance Reports for Q2 suggest an improvement.	October 2019
		<b>ACTION:</b> for the Head of Business Transformation to provide the Committee members with further detail on how the data gathered through the customer demand survey of staff were accompanied and supported by other sources of data.	This information was shared with Committee members via email 26/09/2019.	September 2019
	Property Investment Strategy quarterly report (exempt)	<b>ACTION:</b> for officers to include a column of when the next rent review is due for each property.	The column will be included in future reports.	November 2019