

## **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 the Scrutiny tracker of recommendations for the municipal year.
- Section B – 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 C – Lists live in-depth scrutiny task and finish groups, including objectives, key issues and progress.

**Section A**

**Scrutiny Tracker 2019/20**

Value for Money and Customer Service O&S Scrutiny Tracker				
Meeting date	Agenda item	Recommendation / action	Officer / Executive response	Timescale
18 November 2019	Budget Strategy Working Group Interim Report	<b>RECOMMENDATION:</b> the MTFP is modelled in at least the level of detail contained in the BSWG spreadsheet with updated estimates for new cost and income items accompanied by prudent timing estimates.	The spreadsheets will be maintained at the level of detail provided by the BSWG.	N/A
		<b>RECOMMENDATION:</b> transformation costs should be carefully estimated with regard to both quantum and timing and included in the MTFP model.	Once these have been estimated they will be included within the model.	
		<b>RECOMMENDATION:</b> the MTFP should be extended to 2023/24 to reflect the fact that it is the first year in which retained Business Rates are forecast to make no contribution.	The MTFP is extended to 2023/24.	N/A
		<b>RECOMMENDATION:</b> Providing the SCC application to the Secretary of State in relation to the expansion of Godalming Leisure Centre car park is not, on enquiry, expected to encounter difficulties in securing approval, that the design work preparatory to a planning application should be commissioned without delay, subject to Leisure Programme Board approval	Officers have been made aware of the possibility that the application could be subject to delay as a result of a challenge regarding the status of the land and so the design work preparatory to planning will be commissioned at a later stage.	

Value for Money and Customer Service Overview and Scrutiny Committee

	Review of Complaints Closed in 2018/19	<b>ACTION:</b> given the higher number of complaints for Housing Operations compared to other services, the Committee requested officers undertake some research into the number of complaints of other local authorities with a similar level of housing stock	Officers are undertaking this research and the results will be reported in due course (possibly under Corporate Performance Reports).	March 2020
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.	Ongoing
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.	The January agenda for this committee includes a report on cost implications of planning appeals.	January 2020
	Work programming	<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
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.	March 2020

Value for Money and Customer Service Overview and Scrutiny Committee

	Property Investment Strategy Quarterly Property Acquisition Report	<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.	March 2020
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.

## Section B

## 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
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 on the January 2020 agenda).	Kelvin Mills	Standing item	N/A
Brightwells Yard	To monitor the income generation element of the Brightwells Yard development (not on the January 2020 agenda).	Kelvin Mills	Standing item (when appropriate)	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 January 2020 meeting).	Peter Vickers / Yasmine Makin	Standing item	N/A
Property Investment quarterly report (exempt)	To receive an item detailing the performance of property portfolio (not on the January 2020 agenda).	Peter Vickers	Quarterly	N/A
Budget Strategy Working Group	To receive a written report on the outcomes so far.	Yasmine Makin / Peter Vickers / Cllr Mulliner	January 2019	February 2020
General Fund (GF) Budget 2020/21 and Medium Term Financial Plan	To consider the GF Budget 2020/21 including GF capital programme and fees and charges and MTFP.	Graeme Clark / Peter Vickers	January 2020	February 2020
Property Investment Strategy	Following review of the Strategy by the Property Investment Advisory Board, to scrutinise the Strategy in light of its application and results over the past year.	Peter Vickers	January 2020	February 2020

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)
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 report requested at the June meeting on the cost implications of planning appeals (scoped at the November 2019 meeting).	Beth Howland-Smith	January 2020	N/A
Workforce profile report	To understand the latest figures concerning the workforce (including focus on sickness).	Sally Kipping / Robin Taylor	March 2020	N/A
Budget Strategy Working Group report	To receive a report from the BSWG.	Yasmine Makin / Cllr Mulliner	March 2020	TBC
Economic Development Strategy (EDS) action plan	To scrutinise performance against the EDS action plan.	Chris Berry / Catherine Knight	March 2020	N/A
Community Infrastructure Levy (CIL)	Introduction and background to CIL in preparation for the June 2020 scrutiny item on this work programme.	Graeme Clark	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	N/A
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	TBC	TBC

**Section C**

**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	A written report on progress and outcomes so far was on the November 2019 agenda of this Committee, with further reports due on the January and possibly March 2020 O&S VFM CS agenda.