

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 2020/21

| Value for Money and Customer Service O&S Scrutiny Tracker | | | | |
|--|--|--|---|------------------|
| Meeting date | Agenda item | Outcomes / Recommendations | Officer / Executive response | Timescale |
| 12 th July 2021 | Property Matter | Regarding future strategic property matters, the Executive should ensure that: <ol style="list-style-type: none"> 1. Dialogue with the VfM O&S and Audit Committees should begin at an earlier stage. 2. All member briefings are arranged that provide an opportunity for interaction and follow-up between backbench councillors and senior officers and Executive members | | September 2021 |
| 29 th June 2021 | Options for Collaboration with Guildford Borough Council | In light of a request from Committee Members the Leader agreed that any information for Council on 6 July 2021 be sent to Councillors by email separately from Modern.Gov to ensure that all councillors could see it The Leader said he would request a paragraph in the information provided to Full Council on whether the position of joint chief executive had to be advertised externally | A package of information was emailed to all councillors on the 3 rd July | July 2021 |
| 24 th May 2021 | Corporate Performance Report Q.4 | The Committee requested that if the same document was sent out more than once that tracked changes were shown. | Democratic services agreed this will be done for future VfM agendas | Ongoing |
| | Key performance indicator review report | Implement the proposed new indicators | These will be included in future performance reviews | September 2021 |

Value for Money and Customer Service Overview and Scrutiny Committee

| | | | | |
|----------------------------|--|--|--|-----------|
| 9 th March 2021 | Service Plans | <p>Head of Planning and Economic Development requested to bring the detail of the Economic Development Strategy to the next Value for Money and Customer Service Overview and Scrutiny Committee.</p> <p>Legal services to add performance indicators in the Corporate Performance report where appropriate.</p> | PIs related to land charges and FOI are being developed and will be presented to the June committee. | June 2021 |
| | Recovery change and transformation project | The Head of Commercial Services requested to bring an end of programme report to the next meeting of the Value for Money and Customer Services Overview and Scrutiny Committee. | Report brought to committee meeting | June 2021 |
| | Business Transformation project | The Head of Business Transformation to provide cost savings for the current projects. | | June 2021 |
| | Committee Work Programme | A presentation for the next meeting on the Community Infrastructure Levy (CIL) process. | Being brought to September meeting | June 2021 |
| | Corporate Performance Report Q.4 | Head of Finance and Property was requested to introduce a new KPI on property investment. | Agreed by May meeting | June 2021 |
| | Property Investment | A timeline on the transformation of The Burys site to come to the next meeting of Value for Money Overview and Scrutiny. | | June 2021 |

Value for Money and Customer Service Overview and Scrutiny Committee

| | | | | |
|------------------------|--|---|--|------------|
| 25 January 2021 | General Fund Budget 2021/22 and Medium Term Financial Plan 2021/22 - 2024/25 | <p>The strategic director Graeme Clark agreed to circulate more information on inflation and contractual charges.</p> <p>The Chairman requested more comprehensive budget papers in future. It was also suggested that it would be helpful to see causal analysis showing the effect of Covid-19 on the budget. The Capital Projects Spending Review would look at whether the Council's spending priorities were still correct in the time of Covid-19.</p> <p>The committee requested separate pages of information about property.</p> | | 2021/22 |
| | Review of complaints closed in 2019/20 | <p>The Corporate Complaints Manager agreed to look into a complaint about postal voting following a comment from the Vice Chair. The lessons learnt from the housing complaints would be taken to the Housing O&S committee with a breakdown of what had actually been done about the complaints.</p> | <p>Email with details sent on 26/1/21.</p> <p>Lessons learnt report put on Housing O&S Forward Work programme.</p> | March 2021 |
| | Property Investment Advisory Board activity update | <p>The Committee heard that the Property Investment Strategy was being reviewed in light of changes of Government's rules. The Committee will review this at the next meeting.</p> | | March 2021 |
| | Committee Work Programme | <p>A request to see the Economic Development Strategy on the Overview and Scrutiny agenda and a review of whether the Community Infrastructure Levy process was working.</p> | <p>Added to Forward Work Programme</p> | 2021/22 |

Value for Money and Customer Service Overview and Scrutiny Committee

| | | | | |
|--------------------------|--|--|--|---------------|
| 16 November | Medium Term Financial Plan update | <p>The Committee noted the report and resolved: To look at the Council's reserves and provisions in another meeting in greater depth prior to the budget setting. The Committee would like financial data to be presented differently in future meetings so that when figures are presented, they know how much it is out of. The Committee wanted to see gross figures presented on the left hand side of any tables of figures. Reminded the Executive of the suggestions made in July in the context of the Contingency Revised General Fund Budget for 2020/21 relating to areas where further cost savings might be possible.</p> | An informal session on Council Reserves being arranged in early January 2021. | |
| | Recovery Change and Transformation Programme | <p>The Committee noted the progress which had been made and requested more commentary on the cost cutting nature of the financial information presented to be brought to the next committee meeting.</p> | | |
| | | | | |
| 21 September 2020 | Corporate Strategy | <p>The Committee considered the draft Strategy and made the following suggestions; point 23 needs to be more flexible as it is unlikely to be possible to have paperless agendas due to certain health and accessibility issues; the points should be grouped into portfolios; the objectives need to be 'smart' and point 11 needs targets.</p> | <p>The comments made will be considered for the final version of the Strategy which will come back to the Committee in November.</p> | November 2020 |
| | | | | |

Value for Money and Customer Service Overview and Scrutiny Committee

| | | | | |
|------------------|--|--|---|---------------|
| 13 July 2020 | Contingency Revised Budget 2020/21 | The Committee considered the proposed contingency budget produced in response to the immediate financial impacts of covid and made the following suggestions regarding the MTFP: wider use of the Better Care fund; an increase in the green waste subscription fee, and cutting grass verges to the standard allowed with funding from SCC. The Committee also suggested reconsideration of the SANG reserve to contribute to the short-term shortfall. | The contingency budget 2020/21 was passed at Council 11 August 2020. The suggestions for the MTFP were noted and the Committee will have a chance to consider these in more depth when it considers the revised MTFP November 2020. | August 2020 |
| | | | | |
| 20 January 2020 | Medium Term Financial Plan 2020/21 – 2023/24 and General Fund Budget 2020/21 | The Committee generally supported the five recommendations from Executive to Council. | The recommendations were agreed at full Council 18 February 2020. | February 2020 |
| | | | | |
| 18 November 2019 | Budget Strategy Working Group Interim Report | The Committee recommended that transformation costs should be carefully estimated with regard to both quantum and timing and included in the MTFP model. | The transformation costs will be included in the revised MTFP which is being worked on and will be reported in November 2020. | November 2020 |
| | Review of Complaints Closed in 2018/19 | 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. | Initial research has been carried out but it has been very difficult to find published data from similar organisations. The Housing O&S Committee are continuing to monitor the level of complaints. | June 2020 |
| | | | | |
| 24 June 2019 | Work programming | The Committee agreed to invite the Portfolio Holder to address the Committee regarding finalisation of Community Infrastructure Levy governance arrangements and any anticipated change of policy direction. | The Committee did have this item on the work programme for June 2020 but the disruption caused by covid means it remains on the work programme to be considered at a later date. | 2021 |
| | | | | |

Value for Money and Customer Service Overview and Scrutiny Committee

| | | | | |
|--------------------|----------------------------------|---|---|------------|
| 26 June 2017 | Performance Management Report | The Committee requested suggestions from officers for establishing customer satisfaction baseline data. | Key performance indicators and management information should be in place by the end of this financial year. | March 2021 |
|--------------------|----------------------------------|---|---|------------|

Section B

Work programme 2020/21

| Subject | Purpose for Scrutiny | Lead Member / Officer | Date for O&S consideration | Date for Executive decision (if applicable) |
|---|---|----------------------------------|----------------------------|---|
| Biennial Scrutiny report | To consider a report on Overview and Scrutiny's activities in the 2019/20 and 2020/21 | Mark Mills | September 2021 | October 2021 |
| Business Transformation Project | To receive an update on progress and savings realisation | David Allum | September 2021 | N/A |
| Car Parking Review Report (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 | Richard Homewood | September 2021 | September 2021 |
| Community Infrastructure Levy (CIL) | To receive and scrutinise the annual review of CIL governance arrangements after the first bidding round | Zac Elwood | September 2021 | N/A |
| Emergency Planning | To review the Council's new emergency plan | Richard Homewood / Tinaz Erenler | September 2021 | September 2021 |
| Property Investment Advisory Board Activity update report | To receive a report updating the Committee on the progress and activity of the Property Investment Advisory Board | Peter Vickers | September 2021 | N/A |
| Property Investment quarterly report (exempt) | To receive an item detailing the performance of property portfolio | Peter Vickers | September 2021 | N/A |
| Q.1 Corporate Performance Review | To receive a report on the performance indicators for the previous quarter | Nora Copping | September 2021 | N/A |
| Capital Strategy | To consider the Capital Strategy which incorporates the property and treasury strategies. | Peter Vickers | January 2022 | February 2022 |
| Economic Development Strategy | To receive an update on the delivery of the Strategy | Zac Elwood | Q4 2020/21 | N/A |

Section C

Scrutiny Reviews 2020/21

| 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 | Will likely be resumed when the preparation of the 2022/23 budget is sufficiently progressed |