

## WAVERLEY BOROUGH COUNCIL

### EXECUTIVE – 1 DECEMBER 2015

#### OBSERVATIONS FROM CORPORATE OVERVIEW AND SCRUTINY COMMITTEE MEETING HELD ON 24 NOVEMBER 2015

---

##### Agenda Item 9: NNDR Discretionary Rate Relief Policy

Corporate Overview and Scrutiny Committee endorsed the recommendations for the continuation of the current policy and arrangements for granting discretionary rate relief for the period 2016/17 to 2019/20.

##### Agenda Item 15: Review of Housing-Related Support Services for Vulnerable Adults in the Borough

Corporate Overview and Scrutiny Committee considered the consultants' report and the recommended approach to organising the delivery of these support services. The Committee endorsed the recommendations and implementation plan, noting there were no changes to the staffing establishment proposed.

The Committee noted that Page 7 of the consultants' report had identified that there was scope to develop services that were paid for by the client, and encouraged officers to explore this potential.

##### Agenda Item 17: Performance Management Report: Quarter 2 (July – September 2015)

Corporate Overview and Scrutiny Committee considered the Q2 Performance Management report for services that fall within its remit:

The Committee was disappointed to see that indicator **H2 (Average no. of calendar days taken to re-let void properties)** continued to be significantly over-target. It was noted that the Housing Improvement Sub-Committee had received a detailed report on the voids performance and the actions being taken to improve performance. The Sub-Committee had asked for additional information about the modal distribution of void re-let times, and this had shown that while the turnaround time for most properties was still well over target, there were a small number of properties that had been empty for a long time, and which skewed the performance indicator. The Housing Improvement Sub-Committee would continue to monitor this work stream closely.

The Committee noted that indicators **NI 181a and NI 181b (Time taken to process Housing Benefit and Council Tax Support new claims and change events)** continued to be off-target, and was pleased to learn from the Head of Finance that there had been an improvement in performance in October, to 21 days for new claims (NI 181a) and 9 days for change events (NI 181b).

The Committee suggested that if the impact on workload of the data-matching exercise with HMRC and DWP meant that the current targets were unrealistic, then perhaps they should be revised for 2016/17, and was pleased to hear officers' commitment to the current target in order that customers were not disadvantaged.

### Agenda Item 18: Service Plans – Six Month Progress Report

Corporate Overview and Scrutiny Committee reviewed the 6-month progress report for Service Plans falling within its remit, and was pleased to see that overall good progress was being made.

The Committee was disappointed that Waverley had failed to recruit a graduate trainee through the National Graduate Development Programme, but was pleased that a local recruitment exercise was about to commence to fill this position.

However, the Committee felt that Plans were dominated by a detailed description of 'business as usual' where progress was described as 'ongoing'. Whilst it was important not to lose sight of core business, and the Committee acknowledged that inclusion of these in the service plans established an important link with staff appraisal targets, the Committee felt that the presentation of the service plans could be revised to give greater prominence to new projects or areas of higher risk, for which a RAG rating would be more relevant.

The Committee asked officers to review the format for the Service Plans for 2016/17, and also to consider the way in which they were presented at the Joint Overview & Scrutiny Meeting in January 2016, to ensure that there was time for the Committee to discuss the Plans and identify potential items for the Overview and Scrutiny work programmes for 2016/17.

### **OBSERVATIONS FROM THE LICENSING AND REGULATORY COMMITTEE HELD ON 26 NOVEMBER 2015**

#### Agenda Item 14: Gambling Act 2005 – Public Consultation on Review of the Council's Statement of Gambling Policy

The Committee was informed that only one representation was received during the consultation period which provided a correct email address for one of the statutory consultees.

The Committee agreed to recommend the Statement of Gambling Policy to the Executive for approval with no additional comments to make.