

To: All Members and Substitute
Members of the Corporate
Overview and Scrutiny Committee
(Other Members for Information)

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Date: 10 September 2009

Membership of the Corporate Overview and Scrutiny Committee

Cllr Ken Reed (Chairman)

Cllr Bryn Morgan (Vice-Chairman)

Cllr Mrs Gillian Beel

Cllr Brian Ellis

Cllr Jim Edwards

Cllr Mrs Mary Forszewski

Cllr Bob Frost

Cllr Peter Isherwood

Cllr Alan Lovell

Cllr Peter Martin

Cllr Tom Martin

Cllr Stephen Mulliner

Cllr David Munro

Cllr Steven Renshaw

Cllr Ms Jane Thomson

Cllr John Ward

Cllr Mrs Liz Wheatley

Substitutes

Conservative

Cllr Ross Welland

Cllr Julian Hubble

Cllr Stuart Connolly

Cllr Mrs Patricia Ellis

Liberal Democrat

Cllr Mrs Celia Savage

Independent

Cllr Victor Duckett

**THIS IS AN AMENDED AGENDA. PLEASE SUBSTITUTE THIS AGENDA FOR
THE ONE DATED 4 SEPTEMBER 2009 (THE APPENDICES REMAIN THE SAME)**

Dear Councillor

A meeting of the CORPORATE OVERVIEW AND SCRUTINY COMMITTEE will be held as follows:-

DATE: TUESDAY 15 SEPTEMBER 2009

TIME: **7.00 PM

PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, THE BURYS,
GODALMING

The Agenda for the meeting is set out below.

Yours Sincerely

MARY ORTON
Chief Executive

This meeting will be webcast and can be viewed by visiting

<http://www.waverley.ukcouncil.net>

***This meeting will be preceded by an open public question time commencing at 6.45pm for a maximum of 15 minutes**

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NOTES FOR MEMBERS

Members are reminded that contact officers are shown at the end of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.

AGENDA

1. **MINUTES**

To confirm the Minutes of the Meeting held on 22 June 2009 (to be laid on the table half an hour before the meeting).

2. **APOLOGIES FOR ABSENCE AND SUBSTITUTES**

To receive apologies for absence and to report any substitutions.

3. **DISCLOSURE OF INTERESTS**

To receive from Members declarations of personal and prejudicial interests in relation to any items included on the agenda for this meeting, in accordance with the Waverley Code of Local Government Conduct.

4. **QUESTIONS BY MEMBERS OF THE PUBLIC**

The Chairman to respond to any questions received from members of the public of which notice has been duly given in accordance with Procedure Rule 10.

FORWARD WORK PROGRAMME

5. **EXECUTIVE FORWARD PROGRAMME**

[Wards Affected: N/A]

To receive, for information, the forward programme of key decisions considered by the Executive at its meeting on 1 September 2009, attached as APPENDIX A, and to identify any issues on which the Committee would wish to comment.

Recommendation

To note the Executive Forward Programme of key decisions, and make comments where relevant.

6. **OMBUDSMAN'S INVESTIGATION INTO COMPLAINTS MADE ABOUT WAVERLEY'S SERVICES IN 2008/09**

The report at APPENDIX B addresses the issues raised in the Ombudsman's annual letter to Waverley for the year 2008/09. It includes information about the types of complaint made to the Ombudsman about Waverley's services over the past year, Waverley's approach in responding to such complaints and the eventual outcomes. Waverley's performance with regard to its own complaints procedure is the subject of a separate report.

Recommendation

It is recommended that:

The Committee considers whether there are any comments it would wish to make to the Executive on the issues raised by the Ombudsman's annual letter for 2008/09;

The Committee welcomes the efforts made by officers to further improve the average time taken to respond to the Ombudsman's initial enquiries.

PERFORMANCE MANAGEMENT

7. **PERFORMANCE MANAGEMENT REPORT QUARTER 1 (May - Jul) 2009/10** [Executive Portfolio Holder for Performance Management: Cllr M H W Band] [Wards Affected: All].

1. Waverley's Performance Management Framework (PMF) contains a number of National Indicators (NI) and locally defined indicators that assist Members and officers in identifying current improvement priorities and progress against the objectives set out in the Council's Corporate Plan.
2. Annexe 1 to this report details performance in quarter one of 2009/10 against the indicators that fall within the remit of this Committee. The outturn for 2008/09 for National Indicators NI179 is also included. The result for this indicator was not available at the last meeting of the Committee in June which considered the majority of the full year figures for 2008/09.

3. The Committee is asked to submit comments and observations on the quarter one performance information to the Executive.

Recommendation

It is recommended that the Corporate Overview & Scrutiny Committee:

- i) **considers the performance figures for quarter 1 as set out in annexe 1, and submits its comments and observations to the Executive**

8. EXCLUSION OF PRESS AND PUBLIC

To consider the following recommendation on the motion of the Chairman:

Recommendation

That pursuant to Procedure Rule 20 and in accordance with Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following item(s) on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item(s), there would be disclosure to them of exempt information (as defined by Section 1001 of the Act) of the description specified in the appropriate paragraph(s) of the revised Part 1 of Schedule 12A to the Local Government Act 1972 (to be identified, as necessary, at the meeting).

9. ANY ISSUES TO BE CONSIDERED IN EXEMPT SESSION

To consider any matters (if any) relating to aspects of any reports on this agenda which, it is felt, may need to be considered in Exempt session.

**For further information or assistance, please telephone
Linda Redford, Democratic Services Officer, on extension 3351 or
01483 523351.**