Dear Councillor,

7 July 2014

Your attendance is requested at a meeting of the CUSTOMER AND COMMUNITY SCRUTINY COMMITTEE to be held in the Council Chamber, Millmead House, Millmead, Guildford on TUESDAY 15 JULY 2014 at 7.00pm.

Yours faithfully

Satish Mistry
Executive Head of Governance

MEMBERS OF COMMITTEE:

Chairman: Councillor Terence Patrick
Vice-Chairman: Councillor Pauline Searle

Councillor Melanie Bright  Councillor Diana Lockyer-Nibbs
Councillor Adrian Chandler  Councillor Julia McShane
Councillor Lizzie Griffths  Councillor Tony Phillips
Councillor Angela Gunning  Councillor Mrs Jennifer Powell
Councillor Jayne Hewlett  Councillor Neil Ward
Councillor Philip Hooper  Councillor Jenny Wicks
Councillor Jennifer Jordan

Authorised Substitute Members:

Councillor Mark Chapman  Councillor Christian Holliday
Councillor Graham Ellwood  Councillor Bob McShee
Councillor Steve Freeman  Councillor Anne Meredith
Councillor Christian Gilliam  Councillor Marsha Moseley
Councillor David Goodwin  Councillor Nikki Nelson-Smith
Councillor Liz Hogger

Co-opted Members

Mr Mike Parsons – Tenants’ representative
Mrs Stella Howarth – Tenants’ representative

QUORUM 5
THE COUNCIL’S STRATEGIC FRAMEWORK

Vision – for the borough

For Guildford to be a town and borough:

- with strong infrastructure
- world-class businesses with capacity to expand and deliver growth
- an evolving and vibrant economy which creates a progressive and sustainable environment
- for people today and future generations living in an ever improving society.

Five fundamental themes that support the achievement of our vision

- **Infrastructure** – working effectively with partners to drive development and business growth that will expand our economy
- **Economy** – to grow a sustainable economy that will support all aspects of life in our borough.
- **Development** – to ensure that there is appropriate infrastructure, commercial space and a range of homes, built sensitively, without damaging our heritage or countryside.
- **Sustainability** – to ensure the services we provide and the borough develops and grows, in the most sustainable way.
- **Society** – to evolve a self-reliant and sustaining community, while supporting our most vulnerable residents.

Values for our residents

- We will strive to be the best Council.
- We will deliver quality and value for money services.
- We will help the vulnerable members of our community.
- We will be open and accountable.
- We will deliver improvements and enable change across the borough.

Mission – for the Council

A forward looking, efficiently run Council, working in partnership with others and providing first class services that give the community value for money, now and in the future.

Developing our Council

To be a well led, collaborative organisation that has customer care and top quality at its heart. To have highly trained and proficient staff and councillors who challenge and learn.
Terms of Reference of Guildford Borough Council’s Overview and Scrutiny Committees

8.1 Terms of Reference
The Council will appoint two scrutiny committees to discharge the functions conferred by Sections 21 and 21A of the Local Government Act 2000 or regulations made under Section 32 of the Local Government Act 2000, as follows:

Corporate Improvement Scrutiny Committee:

To lead on those functions which are concerned with the management of the Council’s resources, internal services and overall improvement programme.

Customer and Community Scrutiny Committee:

To lead on those functions of the Council which have a direct impact on the Council’s customers and local communities.

(The Customer and Community Scrutiny Committee is the Council’s designated crime and disorder committee under Section 19 of the Police and Justice Act 2006.)

The general terms of reference of the scrutiny committees are set out below:

(a) to perform all overview and scrutiny functions on behalf of the Council;

(b) to appoint such sub-committees as they consider appropriate to fulfil those overview and scrutiny functions;

(c) to receive reports from the Leader at their first normal meetings after each Annual Council meeting on ‘the state of the area’, the Leader’s/Executive’s priorities for the coming year and their performance in the previous year;

(d) to approve overview and scrutiny work programmes so as to ensure that the time of each committee is effectively and efficiently utilised;

(e) to undertake investigations into such matters relating to the Council’s functions and powers as:

(i) may be referred by the Leader/Executive; or

(ii) each committee may consider appropriate; or

(iii) have been referred to a committee pursuant to the “call-in” procedure set out in the Overview and Scrutiny Procedure Rules in Part 4 of this Constitution;

In respect of (iii) above, the relevant scrutiny committee may review the decision or, if it so wishes, refer the matter to the full Council for review.)

(f) to review and advise on all existing policies of the Council, including making recommendations for future options to the Leader/Executive;
(g) to review arrangements to secure continuous improvement in the way in which the Council’s functions are exercised, having regard to a combination of economy, efficiency and effectiveness;

(h) to monitor and review the Council’s performance against relevant national and local performance indicators and adopted plans and strategies;

(i) to consider any matter affecting the area or its inhabitants;

(j) to discuss initiatives put forward for consideration by individual members of each committee

(k) to deal with any relevant councillor call-for-action in accordance with the protocol attached as Appendix 1 to the Overview and Scrutiny Procedure Rules set out in Part 4 of this Constitution; and

(l) to consider petitions received under the adopted Petition Scheme that fall into the following categories:

- petitions requiring a senior officer to give evidence to a scrutiny committee; and

- a request from a petition organiser, who is not satisfied with the Council’s response to a petition, for a review of the adequacy of the steps taken or proposed to be taken in response to the petition.

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FUTURE COMMITTEE MEETING DATES

(Council Chamber, Millmead, beginning at 7pm):

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<thead>
<tr>
<th>Customer and Community Scrutiny Committee</th>
<th>Corporate Improvement Scrutiny Committee</th>
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<tr>
<td>9 September</td>
<td>31 July 2014</td>
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<td>21 October 2014</td>
<td>18 September 2014</td>
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<th>Joint Scrutiny Committee</th>
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<td>13 November 2014</td>
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| 2 December 2014                           | 8 January 2015                           |
| 13 January 2015                           | 5 March 2015                             |
| 10 March 2015                             | 23 April 2015                            |
AGENDA

ITEM

1. APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES

2. LOCAL CODE OF CONDUCT – DISCLOSURE OF INTERESTS
In accordance with the revised local Code of Conduct, a councillor is required to
disclose at the meeting any Disclosable Pecuniary Interest (DPI) that they may
have in respect of any matter for consideration on this agenda. Any councillor with
a DPI must not participate in any discussion or vote regarding that matter and they
must also withdraw from the meeting immediately before consideration of the
matter.

If that DPI has not been registered, you must notify the Monitoring Officer of the
details of the DPI within 28 days of the date of the meeting.

3. MINUTES (attached)
To confirm the minutes of the following meetings:
   a) Customer and Community Scrutiny Committee held on 13 May 2014;
   b) Joint Scrutiny Committee held on 13 May 2014;
   c) Joint Scrutiny Committee held on 15 May 2014;
   d) Customer and Community Scrutiny Committee held on 20 May 2014; and
   e) Joint Scrutiny Committee held on 17 June 2014.

4. WEY AHEAD NEWSLETTER ITEMS – COUNCILLOR QUESTIONS
Councillors may ask questions relating to items appearing in recent editions of the
Wey Ahead Newsletter (numbers 133-34). Unless the matter can be answered at
the meeting, the question(s) will be forwarded to the appropriate officer after the
meeting and a response provided directly to all members of the Committee.

5. RESPONSE TO FLOODING 2013/2014 – THE FINDINGS OF THE FLOOD
   REVIEW GROUP (attached)

6. FUNDAMENTAL SERVICE REVIEW OF THE PLANNING SERVICE (to follow)

7. WORK PROGRAMME (attached)
To consider approving the Committee’s work programme.

Please contact us to request this document in an alternative format