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Tuesday, 12 March 2019

To: The Members of the **Performance and Finance Scrutiny Committee**  
(Councillors: Katia Malcaus Cooper (Chairman), Darryl Ratiram (Vice Chairman), David Allen, Bill Chapman, Edward Hawkins, Paul Innicki, David Lewis, Max Nelson, Robin Perry, Chris Pitt, Joanne Potter, Wynne Price, Ian Sams, Victoria Wheeler and Valerie White)

**In accordance with the Substitute Protocol at Part 4 of the Constitution, Members who are unable to attend this meeting should give their apologies and arrange for one of the appointed substitutes, as listed below, to attend. Members should also inform their group leader of the arrangements made.**

Substitutes: Councillors Rodney Bates, Surinder Gandhum, Ruth Hutchinson, Oliver Lewis and Conrad Sturt

Dear Councillor,

A meeting of the **Performance and Finance Scrutiny Committee** will be held at Council Chamber, Surrey Heath House, Knoll Road, Camberley, GU15 3HD on **Wednesday, 20 March 2019 at 7.00 pm**. The agenda will be set out as below.

Please note that this meeting will be recorded.

Yours sincerely

Karen Whelan

Chief Executive

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## AGENDA

	<b>Pages</b>
<b>1 Apologies for Absence</b>	
<b>2 Minutes of Previous Meeting</b>	<b>3 - 6</b>
To receive the minutes of the meeting of the Performance and Finance Scrutiny Committee held on 6 <sup>th</sup> February 2019.	
<b>3 Declarations of Interest</b>	
Members are invited to declare any interests they may have with respect to matters which are to be considered at the meeting. Members who	

consider that they may have an interest are invited to consult the Monitoring Officer or Democratic Services Officer prior to the meeting.

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|-----------|--|----------------|
| <b>4</b>  | <b>Portfolio Holder Update: Customer Experience and Digital Portfolio</b>  | <b>7 - 20</b>  |
|           | To receive an update from Councillor Paul Deach on his work during 2018/19 in his capacity as Portfolio Holder for Customer Experience and Digital Services. |                |
| <b>5</b>  | <b>Portfolio Holder Update: Support and Safeguarding</b>   | <b>21 - 26</b> |
|           | To receive an update from Councillor Josephine Hawkins on her work during 2018/19 in her capacity as Portfolio Holder for Support and Safeguarding.          |                |
| <b>6</b>  | <b>Surrey Heath Borough Council Annual Plan</b>  | <b>27 - 36</b> |
|           | To consider Surrey Heath Borough Council's Annual Plan for the 2019/20 municipal year.   |                |
| <b>7</b>  | <b>Finance Report Quarter 3</b>  | <b>37 - 42</b> |
|           | To consider a report setting out the Council's finances at the end of Quarter 3 (October – December 2018) of the 2018/19 financial year.                     |                |
| <b>8</b>  | <b>Corporate Risk</b>  | <b>43 - 48</b> |
|           | To receive and comment on a report setting out the Council's Corporate Risk Register.  |                |
| <b>9</b>  | <b>Work Programme</b>  | <b>49 - 52</b> |
|           | To consider the Performance and Finance Scrutiny Committee's proposed work programme for the 2019/20 municipal year.   |                |
| <b>10</b> | <b>Date of Next Meeting</b>  |                |
|           | The next scheduled meeting of the Performance and Finance Scrutiny Committee will take place on Wednesday 3 <sup>rd</sup> July 2019 at 7pm.                  |                |