

# **APPENDIX D**

## **WAVERLEY BOROUGH COUNCIL**

**EXECUTIVE - 7 JULY 2009**

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### **Title:**

**PERFORMANCE MANAGEMENT REPORT, QUARTER 4 (JANUARY - MARCH)  
2008/09 & ANNUAL PERFORMANCE REPORT 2008/09**

**[Portfolio Holder: Cllr Mike Band]  
[Wards Affected: All]**

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### **Summary and purpose:**

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.

The indicators in Waverley's PMF are reviewed quarterly by the Executive. This report details performance, at Annexe 1, for the fourth three-month period of 2008/09 and the full year results for 2008/09.

Annexe 2 to this report contains a list of indicators where targets have not yet been set or need reviewing and either proposes a target in light of the 2008/09 result or gives a timescale for a target to be set.

The three Overview and Scrutiny Committees, and their Performance Sub-Committees have considered this report, and their recommendations are included for consideration in paragraph 4 and their full observations at Annexe 3.

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### **How this report relates to the Council's Corporate Priorities:**

Waverley's performance management framework, and the active management of performance information, help ensure that Waverley delivers against all its Corporate Priorities. This report is aligned to the Corporate Priorities that fall under the remit of this Committee.

### **Equality and Diversity Implications:**

The promotion of the IN2 leisure cards improves the access to services for potentially vulnerable and excluded groups.

### **Resource/Value for Money implications:**

There are no resource implications in this report. Active review of Waverley's performance information is an integral part of the corporate performance management process, enabling the Council to improve Value for Money across its services.

## **Legal Implications:**

Annual reporting of performance against the statutory National Indicators (NIs) is a legal requirement on the Council.

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## **Introduction**

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 four of 2008-09, the full year results for 2008/09 and the targets that have been agreed for 2009/10. The effects of the recession have started to have an impact on some indicators – for example those relating to benefits take-up, NNDR collection or the delivery of affordable housing.
3. Targets for the majority of indicators were agreed by the Executive on 31 March 2009. Annexe 2 to this report contains a list of indicators where targets have not yet been set as the first full year results for 2008/09 were not available, or where the target should be reviewed in light of the 2008/09 outturn. Targets are proposed for some indicators or a timescale is given for a target to be set.
4. The three Overview and Scrutiny Committees considered the indicators and targets that fell under each respective Committee's remit at their meetings in June 2009. The Community and Environment & Leisure Overview & Scrutiny Committees have appointed sub-committees to consider quarterly performance reports and submit proposed observations for the full Committee to submit to the Executive. The Corporate Overview & Scrutiny Committee considers the report entirely at the full Committee meeting. Their full set of comments and observations are attached at Annexe 3. They also made specific recommendations relating to future targets, which are set out below:

| <b>Ref &amp; Page</b>   | <b>Description</b>  | <b>O&amp;S Committee Recommendation</b>  |
|---|---|--|
| <b><i>Environment &amp; Leisure Overview &amp; Scrutiny Committee – 16 June 2009<br/>(ELOS Performance Sub-Committee – 8 June 2009)</i></b> |   |  |
| NI 191<br>Annexe 1, p 2   | Residual household waste per household.                                 | The target should be adjusted to 450kg per household in 2009/10.                         |
| NI192<br>Annexe 1, p 2  | Percentage of household waste sent for reuse, recycling and composting. | The target for NI192 should be maintained at 40% for 2009/10 (rising to 45% in 2010/11). |
| <b><i>Community Overview &amp; Scrutiny Committee 15 June 2009<br/>(Community Performance Sub-Committee – 1 June 2009)</i></b>              |   |  |
| LHO1a<br>Annexe 1, p 10   | Percentage of estimated annual rent debit collected                     | It was recommended to reduce this target for 2009/10 and subsequent years to 98.60%      |

| <b>Ref &amp; Page</b>  | <b>Description</b>   | <b>O&amp;S Committee Recommendation</b>  |
|--|--|--|
| LHM 1<br>Annexe<br>1, p 13   | Energy efficiency of housing stock   | Suggested raising the target to 73%.   |
| LHO 2b,<br>Annexe<br>2, p 3  | Percentage of tenants in arrears who have been served with a Notice Seeking Possession (NSP) | Members endorsed the proposal to increase the target to 10%.   |
| LI 1d,<br>Annexe<br>2,<br>p 3  | Complainant satisfaction with how their complaint has been handled.                          | Members noted that a more realistic target had been proposed which was still within the top quartile figure.   |
| <b><i>Corporate Overview &amp; Scrutiny Committee – 22 June 2009</i></b> |  |  |
| LI12 –<br>Annexe<br>1, p 5   | Housing Benefits Security – Number of prosecutions and sanctions                             | That from 2009/10 the performance indicator should measure the percentage of fraud cases detected that are successfully prosecuted.                                    |
| LI1d –<br>Annexe<br>2, p 3   | Complainant satisfaction with the way their complaint has been handled.                      | Support that the target for 2009/10 be 50% of responses recording some level of satisfaction with the way their complaint had been handled.                            |
| NI14 –<br>Annexe<br>2, p 1   | Reducing Avoidable Contact   | Support that the target for 2009/10 be 20%.  |
| LI12 –<br>Annexe<br>1, p 14  | Working days lost due to sickness.   | That long- and short-term sickness absence be reported separately in future.   |
| LI8 –<br>Annexe<br>1, p 15   | Return on investment.  | Notwithstanding the current market conditions, that the target for 2009/10 should be reviewed and set at a more challenging level than 0.25% above agreed target rate. |

### **Recommendation**

It is recommended that the Executive:

1. considers the performance figures for quarter 4 and the 2008/09 full year results as set out in Annexe 1;
  2. approves the proposed targets for 2009/10 onwards, as set out in Annexe 2 and accepts the recommendations of the Overview and Scrutiny Committees, as set out in the report; and
  3. notes that the targets were agreed prior to the outturn figures being calculated and asks officers to present updated targets in the Autumn following the review of the budget.
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Background Papers (CEX)

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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