

## APPENDIX N

### WAVERLEY BOROUGH COUNCIL

### EXECUTIVE 29 SEPTEMBER 2009

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**Title:**

**PERFORMANCE MANAGEMENT REPORT, QUARTER 1 (APRIL - JUNE) 2009/10**

[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 first three-month period of 2009/10.

The three Overview and Scrutiny Committees, and their respective Performance Sub-Committees, have considered the Quarter 1 performance report and their comments and observations are attached at Annexe 3 for consideration.

As requested by the Executive at its meeting in July, Officers have reviewed certain targets for 2009/10 onwards in light of the 2008/09 outturn figures, and the results of this review are attached at Annexe 4, together with recommendations for amendments to some targets.

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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 one of 2009/10. The outturns for 2008/09 for some National Indicators are also included where these results were not available in July when the Executive considered the majority of the full year figures for 2008/09.
3. New indicators relating to aids and adaptations have been adopted for 2009/10. The aids and adaptations policy and procedure were reviewed in May/June 2009 to ensure that critical cases were given priority. This has resulted in five new categories of aids and adaptations work. Annexe 2 sets out these changes. The recommendation of the Community Overview and Scrutiny Committee is that indicators relating to all five new categories be adopted and monitored. Officers have also been asked by the Committee to include in the report the performance of Waverley in completing adaptations following the Surrey County Council Occupational Therapy assessment, so that this can be considered separately.
4. The three Overview and Scrutiny Committees, and their respective Performance Sub-Committees, have considered the Quarter 1 performance report and their comments and observations are attached at Annexe 3 for consideration.
5. At its meeting in July the Executive noted that the 2009/10 targets were initially agreed prior to the outturn figures being calculated and asked officers to present updated targets in the Autumn. The Corporate Performance Officer identified targets for 2009/10 where performance had already exceeded target or further information had emerged which had a bearing on the target. Discussions have taken place with the relevant Heads of Service and the results of this review are attached at Annexe 4, together with proposals for amendments to some targets.
6. A full review of targets for 2010/11 onwards will be reported to the Executive, via the Overview and Scrutiny Committees, when the Quarter 3 90/10 performance is reported in early 2010.

### **Recommendation**

It is recommended that the Executive:

- i) considers the performance figures for quarter 1 as set out in Annexe 1, and the comments of the Overview & Scrutiny Committees at Annexe 3;
  - ii) approves the recommendation of the Community Overview and Scrutiny Committee recommending that the five new indicators aids and adaptations performance indicators set out at Annexe 2 should be included in future performance reports; and
  - iii) notes the outcome of the review of targets by Officers at Annexe 4, and approves the amended targets proposed for 2009/10 onwards.
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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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