

APPENDIX G

WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 13 APRIL 2010

Title:

**PERFORMANCE MANAGEMENT REPORT, QUARTER 3 (OCTOBER-
DECEMBER) 2009/10 & REVIEW OF PERFORMANCE INDICATORS AND
TARGETS**

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

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 third three-month period of 2009/10.

This report also contains targets for all indicators for the next three years.

The Overview and Scrutiny Committees, and their respective Sub-Committees, have all considered this report. Their observations and comments on the indicators and targets have been incorporated into Annexe 1. The specific recommendations of the Overview and Scrutiny Committees in relation to future targets are included at paragraph 5 of this report for the Executive to consider.

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.

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 three of 2009/10 against the indicators in the Waverley PMF that are reported on a quarterly basis.
3. The report also contains targets for 2010/11 onwards, together with any proposed amendments from Officers. Targets for indicators that are only reported on an annual basis are also included.

Overview and Scrutiny Recommendations and Observations

4. The Overview and Scrutiny Committees, and their respective Sub-Committees, have all considered this report. When the Quarter 2 2009/10 performance report was considered by the Executive, Members commented that it was challenging, due to the format of the report, to clearly cross-reference the comments of the Overview and Scrutiny Committees and the performance indicator results. To address this the report has been altered so the comments of all three Overview and Scrutiny Committees, and their respective Sub-Committees, are incorporated below the relevant performance indicators and targets in Annexe 1.
5. As part of their consideration of the report, the Overview and Scrutiny Committees made the following recommendations regarding future targets.

Ref	Description	O&S Committee Recommendation
<i>Community Overview & Scrutiny Committee – 8 March 2010</i>		
<i>Community O&S Performance Sub-Committee – 10 February 2010</i>		
LI2 (Annexe 1, p 15)	Working days lost due to sickness absence per FTE	Reduce targets from 6 to 5.5 days per annum from 2010 onwards.
<i>Environment & Leisure Overview & Scrutiny Committee – 15 March 2010</i>		
<i>ELOS Performance Sub-Committee – 12 February 2010</i>		
LI2 (Annexe 1, p15)	Working days lost due to sickness absence per FTE	Reduce targets from 6 to 5.5 days per annum from 2010 onwards.

Ref	Description	O&S Committee Recommendation
NI192 / NI191 (Annexe 1, p 2)	Percentage of household waste sent for reuse, recycling and composting / Residual household waste per household.	Do not support the Sub-Committee and officer recommendation that the 2010/11 target for NI192 be revised down to 40%, and that the target of 45% be deferred to align with the retender/renegotiation of the current Waste Management Contract in 2012. Recommend that the original targets for NI192 (45%) for 2010/11 and NI191 (430kg) be maintained.
LL3e (Annexe 1, p8)	Number of visits to Godalming Leisure Centre, per 1,000 population.	Increase the target for 2010/11 to 1,400 visits per 1,000 population.
Corporate Overview & Scrutiny Committee – 16 March 2010		
General	RESOLVED to seek the permission at the next meeting of the Executive to set up a sub-committee that would meet on one occasion only to examine the Quarter 3 performance indicators and targets in greater detail. The Vice-Chairman would Chair this meeting.	

Publication and Review of targets

6. Targets for all indicators, once agreed, will form part of the Council's Service Plans for 2010/11. The Executive agreed the Service Plan Action Plans at its meeting in March 2010. The Service Plans will be published on the Council's website once the performance targets have been approved, and monitored by Heads of Service and Corporate Management Team during the year.
7. The full year performance information for 2009/10 will be reported to the Executive at its meeting in July, following consideration by the Overview and Scrutiny Committees in June. There will also be an opportunity to review any future targets in light of the full year outturn figures and any National comparisons/benchmarking available.

Recommendation

It is recommended that the Executive:

1. notes the performance figures for quarter 3 as set out in Annexe 1;
2. thanks the Overview & Scrutiny Committees for their observations regarding the quarter 3 performance as set out in Annexe 1;
3. agrees that the Corporate Overview and Scrutiny Committee sets up a Sub-Committee to meet on one occasion only to consider the indicators and targets in greater detail; and

4. considers the recommendations of Overview and Scrutiny Committees at paragraph 5 of this report, and the proposed future targets set out in Annexe 1, and approves the future targets, subject to the recommendations in paragraph 5.

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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