

WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 7 DECEMBER 2010

Title:

**PERFORMANCE MANAGEMENT REPORT, QUARTER 2
(JULY - SEPTEMBER) 2010/11**

[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 second three-month period of 2010/11.

The three Overview and Scrutiny Committees, and their respective Sub-Committees, have already considered this report and their comments are included in Annexe 1. The Executive considered the Quarter 1 report at its meeting on 5 October 2010 and invited the Overview and Scrutiny Committees, in light of recent announcements on localism, to suggest any indicators that might be removed from future performance reports. These suggestions are set out at paragraph 4.

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 two of 2010/11 against those indicators which are reported on a quarterly basis. The Overview and Scrutiny Committees, and their respective Sub-Committees, have already considered this report and their comments and observations are included in the Annexe.
3. The Executive considered the quarter 1 2010/11 performance report at its meeting on 5 October 2010 and invited the Overview and Scrutiny Committees, in the light of Government announcements on localism, to review Performance Indicators to see which might be removed without reducing their effectiveness.
4. The table below sets out the indicators which the Overview and Scrutiny Committees have recommended should be deleted from future performance reports. The Executive is asked to agree with these recommendations.

Ref	Description	Comment
<i>Community Performance Sub-Committee – 25 October 2010</i> <i>Community O&S Committee – 8 November 2010</i>		
LHM4b	Overall tenant satisfaction with the repairs service received - urgent	The Sub-Committee discussed the indicators recording urgent and routine repairs – LHM4b and LHM4c – and were of the view that these indicators could be deleted as this data was contained in LHM4 (Overall tenant satisfaction with the repairs service received – all repairs)
LHM4c	Overall tenant satisfaction with the repairs service received - routine	
LHM7c	Percentage of prioritised major aids/adaptations completed within 5 months.	The Sub-Committee noted that indicators LHM7a, b, c, d and e had been introduced following the Audit Commissions inspection of the housing service. The Sub-Committee were now content to delete these indicators and merge the data with the first two indicators (LHM7a and LHM7b) due to the small number of cases they reported.
LHM7d	Percentage of non-prioritised major aids/adaptations completed within 8 months.	

Ref	Description	Comment
LHM7e	Percentage of extensions for aids/adaptations completed within 12-18 months.	
LHM8	Percentage of OT assessments for aids and adaptations completed by Surrey County Council within Service Level Agreement (SLA) timescales.	The Sub-Committee noted that this indicator was affected by the performance of Surrey County Council OTs and none had been received within the SLA timescale. Therefore it was not within the sub-committee's power to influence this target and it was agreed that it should be deleted.
LI 1a & 1b	Number of Level 3 and Ombudsman complaints received & Total number of complaints received:	The Sub-Committee agreed that the outcome of these indicators was beyond their control and agreed that they be deleted.
<i>ELOS Performance Sub-Committee – 27 October 2010</i>		
<i>Environment & Leisure Overview and Scrutiny Committee – 9 November 2010</i>		
NI 195 a-d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)	These indicators are no longer required by the government and cost the Council around £12,000 to obtain. The Sub-Committee agreed to recommend the deletion of these indicators but would like to see proposals for the collection of data for litter and detritus in-house.
<i>Corporate Overview and Scrutiny Committee – 15 November 2010</i>		
LI 1a & 1b	Number of Level 3 and Ombudsman complaints received & Total number of complaints received:	Members felt that there was little point in continuing to report these statistics in this way. They suggested that a less frequent, but slightly more detailed report on complaints handling, outcomes and lessons learned would be more helpful.

5. The Community Performance Sub-Committee also proposed the removal of the performance indicators relating to complaints responded to within target times and staff turnover. These are currently reported to all three Overview and Scrutiny Committees, but will be removed from the Community reports in future.

Recommendation

It is recommended that the Executive:

1. considers the performance figures for Quarter 2, as set out in Annexe 1, and notes the comments and observations of the Overview and Scrutiny Committees; and
2. approves that the indicators set out in paragraph 4 of the report be removed from future performance reports.

Background Papers

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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