

# APPENDIX O

## WAVERLEY BOROUGH COUNCIL

### EXECUTIVE - 29 NOVEMBER 2011

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**Title:**

**PERFORMANCE MANAGEMENT EXCEPTION REPORT, QUARTER 2 (JULY-  
SEPTEMBER) 2011/12**

[Portfolio Holders: All]  
[Wards Affected: All]

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**Summary and purpose:**

Waverley's Performance Management Framework (PMF) contains a number of indicators that assist Members and officers in identifying current improvement priorities and progress against targets.

The indicators in Waverley's PMF are reviewed quarterly by the Executive. This report details performance, at Annexe 1, for the second quarter of 2011/12. The Performance Indicators (PIs) are listed on an exceptions basis, where performance has been particularly good or where it has fallen significantly under target.

The Overview and Scrutiny Committees and their respective sub-committees have considered the full list of indicators. Their comments on the indicators in this report and their recommendations are included.

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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 to ensure that Waverley delivers its Corporate Priorities.

**Equality and Diversity Implications:**

Performance indicators are an indication of how well services are being delivered. Some indicators are specifically aimed at ensuring improved access to services for potentially vulnerable and protected 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:**

Some indicators are based on statutory returns which the council must make to Central Government.

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## **Introduction**

1. Waverley's Performance Management Framework (PMF) contains a number of indicators that assist Members and officers in identifying current improvement priorities and progress against objectives.
2. Annexe 1 to this report details performance in the second quarter of 2011/12 on an exceptions basis following a previous request by the Executive that indicators are only reported to them when performance falls significantly under target or significantly exceeds it.
3. The Corporate and Community Overview and Scrutiny Committees have considered the full Quarter Two Performance Report and the comments and recommendations of the Performance Sub-Committees. Recommendations from the Community O&S Committee meeting on 7<sup>th</sup> November and the Corporate O&S Committee meeting on 15<sup>th</sup> November are detailed below.

Recommendations from the Community Overview and Scrutiny Sub Committee:

<b>Ref</b>	<b>Description</b>	<b>Recommendation</b>
NI195	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting)	A new indicator be introduced to measure street cleanliness. It is recommended that the previous national indicator 195 be used.

Recommendations from the Corporate Overview and Scrutiny Sub Committee:

<b>Ref</b>	<b>Description</b>	<b>Recommendation</b>
TBA	Number of volunteering days taken through Employee Volunteering Scheme	A new indicator be introduced to measure the number of volunteering days contributed by Council staff to community volunteering projects.

## **Recommendation**

It is recommended that the Executive:

1. notes the performance figures for quarter 2 as set out in Annexe 1;
2. thanks the Overview & Scrutiny Committees for their observations regarding the quarter 2 performance as detailed above; and
3. considers the recommendations of the Overview and Scrutiny Committees as detailed above.

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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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