

**WAVERLEY BOROUGH COUNCIL**  
**EXECUTIVE**  
**4 DECEMBER 2012**

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**Title:**

**PERFORMANCE MANAGEMENT EXCEPTION REPORT  
QUARTER 2 (JULY-SEPTEMBER) 2012**

[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 three-month period July-September 2012. 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:**

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:**

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 the objectives.

2. Annexe 1 to this report details performance in Quarter Two for 2012/13 (July-September 2012). Previously, the Executive had asked that indicators are only reported to it by exception – where particularly good or poor performance is reported.
3. The Executive has requested that officers produce and report action plans for any indicators that are consistently failing to meet target. An Action Plan relating to Planning Enforcement was considered by the Community Overview and Scrutiny Committee and is attached at Annexe 2.
4. The Community Overview and Scrutiny Performance Sub-Committee and the Corporate Overview and Scrutiny Housing Improvement Sub-Committee have each considered the full Quarter Two Performance Reports for their areas of responsibility and their comments are reported to the main O&S Committee meetings. They are included where relevant in Annexe 1. Further comments from the Corporate Overview and Scrutiny Committee on 26 November 2012 will follow this report.

Recommendations from the Community Overview and Scrutiny Performance Sub-Committee (*approved by the Community O&S Committee on 19 November 2012*):

<b>Ref</b>	<b>Description</b>	<b>Recommendation</b>
NI 191 & NI 192	Residual household waste per household (kg) and  Percentage of household waste sent for re-use, recycling and composting.	<i>Members agreed that the service be monitored for a further Quarter before recommending new targets for these indicators. Officers to circulate the quantity of food waste collected in tonnes.</i>
LEnv5	Average number of days to remove fly-tips	<i>Members agreed to recommend that the target should be reduced from 1.5 days to 1 day.</i>
LEnv3	Abandoned vehicles (% removed within 24 hours).	<i>Members agreed that as there were so few abandoned cars each quarter due to high scrap metal values, to recommend that this performance indicator should no longer be included (but could be reinstated should the situation change in future).</i>

Recommendations from the Corporate Overview and Scrutiny Committee on 26 November 2012 will follow.

### **Recommendation**

It is recommended that the Executive:

- i) Notes the performance figures for Quarter 2 2012/13 (July-September 2012) and the Planning Enforcement Action Plan , as set out at Annexe 1 and Annexe 2;
  - ii) Thanks the Overview & Scrutiny Committees for their observations regarding the Quarter 2 performance as detailed above.
  - iii) 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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