

ITEM 17: APPENDIX L

WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 1 APRIL 2014

Title:

**PERFORMANCE MANAGEMENT EXCEPTION REPORT
QUARTER 3 2013/14 (OCTOBER-DECEMBER 2013)**

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

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 October - December 2013.

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.

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 Access to 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.

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 details performance in Quarter Three for 2013/14 (October – December 2013). Previously, the Executive had asked that indicators are only reported to it by exception – where particularly good or poor performance is reported.
3. The Community Overview and Scrutiny Performance Sub-Committee and the Corporate Overview and Scrutiny Housing Improvement Sub-Committee have considered the full Quarter Three Performance Reports for their areas of responsibility and their comments are included in Annexe 1.
4. Each Sub-Committee's comments are reported to the main O&S Committee meetings. The following recommendation from the Corporate O&S Committee meeting on 17 March was agreed to be submitted to the Executive for approval:

LH03a: Average number of calendar days taken to re-let local authority housing

This Performance Indicator (PI) has been superseded by a more robust PI which measures the average number of working days taken to re-let a 'normal void'. The Committee recommended that the PI (LH03a) be deleted and that a new suite of PIs be developed for the start of the new financial year to reflect voids performance under Project 20 and that these then be reported to future meetings.

5. A Performance Indicator Action Plan is included in Annexe 1 for LH01b – total current tenants rent arrears as a percentage of the total estimated gross debt, as this PI failed to meet the target. The Action Plan shows that the performance for the following Quarter (Q4 – January–March 2014) is currently on track to achieve the target value.

Recommendation

It is recommended that the Executive:

1. notes the performance figures for Quarter 3 2013/14 (October - December 2013) as set out at Annexe 1;
 2. thanks the Overview & Scrutiny Committees for their observations regarding the Quarter 3 performance; and
 3. considers the recommendations of the Overview and Scrutiny Committees as set out in Annexe 1.
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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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