

WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 12 JULY 2016

Title:

SERVICE PLANS – YEAR END OUTTURN REPORT FOR 2015/16

[Portfolio Holder: All]

[Wards Affected: All]

Summary and purpose:

Service Plans are devised each year in order to deliver the Council's corporate priorities. This report gives the Executive the opportunity to consider the year end outturn of each Service Plan for 2015/16 having been scrutinised by the Community Overview and Scrutiny Committee which examined actions completed and if not, explored the reasoning.

How this report relates to the Council's Corporate Priorities:

Service Plans form an important part of Waverley's performance management framework and help to ensure that Waverley delivers against all of its Corporate Priorities.

Financial Implications:

Service Plans were prepared as part of the budget process.

Legal Implications:

There are no specific legal implications arising from this report.

Background

1. Each year Service Plans are prepared and presented to a joint meeting of the Overview & Scrutiny Committees in January. The Plans set out the service objectives for the coming year and the actions to achieve these objectives. To date, Service Plans have provided a series of actions that a Service aims to complete in a given financial year. These actions are often a mixture of business-as-usual activities and new initiatives.
2. Service Plans form an important part of Waverley's Performance Management Framework, forming the link between the Council's Corporate Priorities and appraisal goals for individual members of staff.
3. Set out at Annexe 1 is the outturn report showing completion status and/or progress on each Service's actions. The report has retained the format of the 2015/16 service plans for continuity reasons and provides a RAG rating (completed, in progress, not completed or deferred) and supporting comments against each action.

Summary of Services performance in 2015/16

4. The following table summaries the outturn, in terms of completion status, for each of the Services' actions for 2015/16.

Service	Objectives & Actions
Monitoring & Returning Officer	All actions completed
Customer & Corporate Services	<p>One action in progress.</p> <ol style="list-style-type: none"> 1. C&O/14 Compiling a drawing register of all of Waverley's engineering drawings and having them scanned is 80% complete.
Policy & Governance	<p>One action not completed and one action in progress. They are:</p> <ol style="list-style-type: none"> 1. PG13 National Graduate Development Programme – Waverley was unable to secure a graduate for the September 2015 intake. The Council is engaged in the 2016 NGDP process. 2. PG18 An Internal Communications Strategy is 70% complete and in progress.
Housing	<p>Two actions deferred until 2016/17 and one in progress. They are:</p> <ol style="list-style-type: none"> 1. H/1.5 Orchard self-service was deferred as resources and budget were prioritised and allocated to finishing the <i>Process Improvement Programme</i> and <i>Dashboard Project</i>. 2. H/3.2 Deliver Ockford Ridge regeneration project – progress planned for 2015/16 financial year completed however, it is an ongoing project spanning a number of years. 3. H/4.3 Publish planned maintenance programme was deferred until position re-assessed in light of Council's instruction on HRA Business Plan Review. However, the Council is continuing to keep tenants informed of planned works due on their homes.
Finance	<p>Four actions in progress, one redundant, one withdrawn. They are:</p> <ol style="list-style-type: none"> 1. F/08 In progress, began with budget monitoring process, then final accounts closedown planning, and onto the next budget round, this is ongoing each year. 2. F/18 Ensure a project plan in place for the transformation of Benefits to Universal Credit was redundant as Waverley is working with DWP on a transitional transformation of benefits to Universal Credit over a number of years. 3. F/19 Cost Benefit Analysis for the development of ITrent HR System is still in progress. 4. F/21 Establish a pool of staff who can help provide temporary cover was withdrawn due to an internal Employee & Business Services Review and new recommendations for Service resilience identified. 5. F/22 Develop the Learning & Development Strategy further is 80% complete and in progress. 6. F/23 Maintain payroll relationship within the SLA with Epsom and Ewell is ongoing however, the Council is

Service	Objectives & Actions
	<p>reviewing options to enable a better level of performance in respect of its payroll indicators.</p>
Strategic HR	<p>All actions completed including:</p> <ul style="list-style-type: none"> • the HR Strategy Action Plan for 2015 – 2018, • the Investors in People (IIP) Action Plan • Staff Engagement Strategy • Procurement of the next ILM has been successfully completed and commenced • Continued development of Waverley Managers Group • Developed Waverley’s Vision Statement & refreshed organisational values
Planning	<p>A number of the actions are on-going such as securing planning permissions for new housing including affordable housing. Three actions are still in progress. They are:</p> <ol style="list-style-type: none"> 1. PL/2 Update planning policy and adopting Local Plan. 2. PL/9 Preparation and agreement of Buildings of Local Merit are not completed but still in progress as it is dependent on local community groups. 3. PL/11 Community Infrastructure Levy (CIL) is still in progress.
Environmental Services	<p>Five actions still in progress and one not completed. They are:</p> <ol style="list-style-type: none"> 1. ES/2.1 Implement a Mobile Working Solution for Food inspections is 90% complete with tablets purchased and trialled. Software requires upgrading from the software provider. 2. ES/2.2 Introduce the use of the RH Environmental Noise App is 95% complete. 3. ES/3.2 Introduce mobile working solution for Contract Monitoring Officers (CMO) is 80% complete. There are problems with the software working on tablets and software solutions are under investigation. 4. ES/4.3 Secure the best available price for all recycling materials is 60% complete and in progress. Textile prices have fallen dramatically due to market forces. Recycling prices have generally fallen and there is now a cost for disposal. No income from contractor under profit sharing scheme. 5. ES/6.2 Implement an agreed Business Continuity Management System is 90% and in progress. 6. ES6.5 Involvement in projects to maximise opportunities to deliver affordable housing with high environmental performance and minimise fuel poverty was not completed due to a reduction in staff resources.
Community Services	<p>One action is still in progress and one action was not completed. They are:</p>

Service	Objectives & Actions
	<ul style="list-style-type: none">• CS/2 Improving the operational effectiveness of Memorial Hall in conjunction with the project plan to re-locate the Gostery Day Centre is in progress and a project spanning two years.• CS15/ Refurbishment of Pump House and surrounding land was not completed as new options are being considered.

Observations and Recommendations

5. There were no comments or observations from the Community Overview & Scrutiny Committee and there was no Corporate Overview & Scrutiny Committee meeting in this cycle to review the Service Plan outturn report.

Recommendation

It is recommended that the 2015/16 Outturn Service Plan report be considered and approved.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

CONTACT OFFICER:

Name: Lara McKenzie

Telephone: 01483 523465

E-mail: lara.mckenzie@waverley.gov.uk