

**WAVERLEY BOROUGH COUNCIL**  
**VALUE FOR MONEY & CUSTOMER SERVICE**  
**OVERVIEW & SCRUTINY COMMITTEE**  
**22 JANUARY 2018**

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**Title:**

**PERFORMANCE MANAGEMENT REPORT**  
**QUARTER 2, 2017/18**  
**(JULY – SEPTEMBER 2017)**

**[Portfolio Holder: Cllr Tom Martin, Cllr Ged Hall]**  
**[Wards Affected: All]**

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**Summary and purpose:**

This report provides an analysis of the Council's performance in the second quarter of 2017/18 in the service areas of Finance, Strategic HR and Complaints. Annexe 1 to the report details performance against key indicators.

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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:**

There are no direct equality and diversity implications in this report. Equality impact assessments are carried out when necessary across the Council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.

**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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**Background**

1. At the previous meeting of this Committee on the 26 June 2017 it was agreed that, going forward, performance indicators would be reported on an exception basis only. Therefore this report will only focus on those PIs where performance is above or below target by more than 5% or where those PIs without a target are notable. The graphic trend analysis report is set out at Annexe 1.

## Performance in Quarter 2

- Out of the 8 performance indicators with associated targets, 6 are within target, 1 is outside by up to 5% and only 1 is off target by more than 5%.

### Complaints

- The *total number of complaints received* [M2] in the second quarter has decreased from 165 in Q1 to 111 Q2. The service areas with the largest number of complaints were Housing Operations (41), Environment (25) and Planning with 23 complaints.
- The second quarter has seen only 12 complaints being escalated to the *Level 3 (Executive Director and Ombudsman complaints)* [M1], compared to 21 in the preceding quarter.
- The quantity of complaints dealt with within the target timescale has dropped from 87% in Q1 to 81% in the second quarter, out of 111 complaints received 90 were responded to within the target timescale. From the 21 complaints which missed their target only 3 took longer than 3 weeks and these were more complex cases.

## Future Performance Management Reporting

### Complaints Handling Policy Changes

- The Corporate Complaints Officer will present a separate report as part of this agenda, which will propose a revised complaints handling policy to reduce the current 3 stage structure to 2 stages. If the changes are endorsed by the committee and approved by the Executive, amendments to the current indicators will be required. The table below presents the proposed changes to the complaints indicators which will be applied from the 1 April 2018, if the revised policy is approved.

Current PI ref.	New PI ref.	PI Description	Proposed Changes
M1	N/A	Number of Level 3 (CEX) and Ombudsman complaints received.	<b>Current</b> - To be discontinued and replaced by new an indicator on Ombudsman complaints received.
	CP2	Number of Ombudsman complaints received	<b>New</b> - This indicator will replace M1 and will show only the number of Ombudsman complaints received
M2	CP1	Total number of complaints received.	<b>Current</b> - No change.
M3	N/A	% of complaints responded to within WBC target times of Level 1 (10 days) and Level 2, 3 (15 days) (higher outturn is better).	<b>Current</b> - To be discontinued and replaced by 2 new indicators (CP3 & CP4) which will show separate response times for Level 1 and Level 2
	CP3	% of complaints responded to within WBC target times of Level 1 (10 days).	<b>New</b> - This indicator replaces M3 and will show % of complaints responded to within the target time for Level 1 complaints only.
	CP4	% of complaints responded to within WBC target times of Level 2 (15 days) (higher outturn is better).	<b>New</b> - This indicator replaces the M3 and will show % of complaints responded to within the target time for Level 2 complaints only.
No change	New		Discontinue

## **Customer Service Review Update**

7. The 'Customer Service Review' update report was presented to the Executive on the 28 November 2018. The first stage of the review is due to be completed in June 2018, and proposes a review of 'Service Standards', 'Performance Management Framework' and the 'Customer Service Strategy'.
8. The Customer Service Foresight Group is working on proposals to reliably and accurately measure customer satisfaction going forward. A list of all customer satisfaction surveys currently run in various areas throughout the Council is being reviewed to ensure consistency of approach and how they can be monitored as part of the council's Performance Management Framework.

## **Recommendation**

It is recommended that the Value for Money & Customer Service Overview and Scrutiny Committee:

1. Considers the performance figures for Quarter 2 and agrees any observations or recommendations about performance and progress towards targets it wishes to make to the Executive.
2. Recommends that the changes highlighted in this report to the complaints indicators are approved by the Executive on adopting the new Complaints Handling Policy.

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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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