

## WAVERLEY BOROUGH COUNCIL

VALUE FOR MONEY AND CUSTOMER SERVICE O&S – 10 SEPTEMBER 2018

COMMUNITY WELLBEING O&S – 11 SEPTEMBER 2018

ENVIRONMENT O&S – 17 SEPTEMBER 2018

HOUSING O&S – 18 SEPTEMBER 2018

---

**Title:**

**CORPORATE PERFORMANCE REPORT  
Q1 2018/2019  
(APRIL - JUNE 2018)**

**[Portfolio Holder: All]  
[Wards Affected: All]**

---

**Summary and purpose:**

The aim of the Corporate Performance Report is to report a quarterly analysis of the council's performance. The Performance Report, providing performance analysis for the first quarter of 2018-19, is set out at Annexe 1. The report is being presented to each of the Overview and Scrutiny Committees for comment and any recommendations they may wish to make to the Executive.

---

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

Waverley's Performance Management Framework and the active management of performance information helps to ensure that Waverley delivers its Corporate Strategy.

**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.

**Financial implications:**

There are no resource implications in this report. Active review of Waverley's performance information, including financial data, is an integral part of the corporate performance management process, enabling the council to maintain value for money across its services.

**Legal Implications:**

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

---

**Background**

In order to align the performance reporting with the new Corporate Strategy, and to provide a more complete picture of the council's performance, the new Chief Executive has initiated changes to the performance reporting format for 2018-19, following consultation with members of the Executive, the Chairs of the Audit and Overview and Scrutiny Committees and the senior management team. Previously, each of the four Overview and Scrutiny (O&S) Committees and the Executive received a quarterly report on key performance indicators and a biannual report on progress of service plans. The

new report includes a broader range of performance measures and provides a more comprehensive picture of the council's overall performance.

As this is the first report in the new format, it is likely that further amendments and improvements will be made before Q2 as a result of feedback from managers and councillors.

### **New Performance Report**

The new format presents quarterly performance updates for each service area on the following:

- Key performance indicators
- Progress of service plan actions
- Progress of Internal Audit recommendations
- Complaints
- Workforce data
- Finance

It is intended that future reports will also include the status of corporate projects. This will take account of the recent O&S recommendations on project management, which are being incorporated into a new suite of consistent project documentation.

The new layout gives an overall corporate summary of performance followed by an overview of each service area by the accountable Head of Service including key successes, lessons learnt and any issues needing to be brought to councillors' attention. The narrative sections of the report have been increased to improve the explanations and to include factors that might not be highlighted by the data, thereby presenting a more complete and rounded account of how the council is performing.

The Overview & Scrutiny Committees have the following service areas remits:

#### **Value for Money and Customer Service O&S Committee:**

- Customer and Corporate Services
- Finance
- Policy and Governance

#### **Community Wellbeing O&S Committee:**

- Communities Services
- Environmental Services – Licencing only

#### **Environment O&S Committee:**

- Environmental Services
- Planning

#### **Housing O&S Committee:**

- Housing Operations
- Housing Strategy and Delivery

As this is the first time that the new format is being presented, the committees' discussions will help to shape future format improvements.

## **Recommendation**

It is recommended that the Overview & Scrutiny Committee considers the performance of the service areas under the remit of the committee as set out in Annexe 1 to this report and makes any recommendations to senior management or the Executive as appropriate.

---

## **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:** Tom Horwood  
**Title:** Chief Executive  
**Telephone:** 01483 523238  
**E-mail:** tom.horwood@waverley.gov.uk

**Name:** Nora Copping  
**Title:** Policy & Performance Officer  
**Telephone:** 01483 523465  
**E-mail:** nora.copping@waverley.gov.uk