

**WAVERLEY BOROUGH COUNCIL**

**EXECUTIVE – 3 MARCH 2015**

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**Title:**

**SERVICE PLAN ACTION PLANS 2015/16**

**[Portfolio Holder: Cllr Julia Potts]**

**[Wards Affected: All]**

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**Summary and purpose:**

This report presents the draft Service Plans for all of the Council's services for 2015/16. The Plans set out strategic actions for each service, delivering the Council's corporate priorities for 2015/16. A special joint meeting of the Overview and Scrutiny Committees took place on 19 January 2015 to allow Members to receive short presentations from each Head of Service regarding the main elements of their plan and to make any observations on the plans to the Executive. The observations are set out at the end of this report.

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

Waverley's performance management framework helps ensure that Waverley delivers against all of its Corporate Priorities. Service Plans form an important part of this, setting out the strategic tasks for each service for the coming year, and how they help to deliver the Council's priorities.

**Financial Implications:**

Draft Service Plans were prepared as part of the budget process and include a section identifying resources against each action.

**Legal Implications:**

There are no specific legal implications arising from this report.

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**Introduction**

1. Each year Service Plans are prepared which contain the service objectives for the coming year. The Plans form an important part of Waverley's Performance Management Framework – forming the link between the Council's Corporate Priorities (VALUE) and appraisal goals for individual members of staff. The Service Plans are prepared in line with the budget setting process as the two are so closely connected and progress against these plans will be monitored throughout 2015/16. The plans are attached at Annexe 1.
2. Taking into account the observations made at the Joint Overview and Scrutiny Committee, the Executive is asked to consider the plans and endorse the actions and targets within them.

3. The actions in the Service Plan will be monitored throughout the year using 'Covalent' – the Council's performance management software.

### **Observations from the Joint Overview and Scrutiny Committee**

4. A joint meeting of the Corporate and Community Overview and Scrutiny Committees took place on 19 January 2015. Councillors asked a number of questions of clarification about proposed actions contained in the Service Plans and made some suggestions for improved terminology to be used. A general concern was expressed that the success criteria/measures were ongoing actions and not clear indicators of whether the objectives had been achieved. Heads of Service have now reviewed these. It was also requested that a mid-year report would be useful to inform councillors of progress against each objective.
5. Specific observations relating to each Service Plan are set out below:-

#### **COMMUNITY SERVICES**

- It was suggested that consideration be given to whether Careline could be outsourced or the service delivered in a different way.
- Concern was expressed that the most vulnerable users of Careline would be disadvantaged because of changes to the enhanced service and possible reductions in monthly visits.

#### **CUSTOMER, IT AND OFFICE SERVICES**

- It was proposed that an action be included about improving land drainage in the Borough.
- Officers confirmed that the Service offers support to Housing with regard to PV Panel provision for the future.

#### **ENVIRONMENTAL SERVICES**

- Councillors asked when Waverley would be in a position to move from monitoring to improving Air Quality in the Borough?
- It was requested that a trial of Pay-on-Exit should be carried out in one of the Waverley car parks.

#### **FINANCE**

- Members expressed concern about using an electronic appraisal system for managing staff performance and it was clarified that the intention was to improve the paperwork exercise associated with appraisals, and capture useful data.
- A request was made for a co-ordinated approach to maintain or maximise income streams wherever possible.

#### **HOUSING**

- It was requested that installation of PV Panels be included as part of the stock improvement programme and integrated Panels on new-builds, subject to a suitable business case which would be at no cost to Waverley.
- An action to ensure working with Mears to implement an efficient process for prompt invoice payments should be introduced.

## **MONITORING AND RETURNING OFFICER**

- A request was made for the Military Covenant to be included in the appropriate Service Plan.
- Councillors reinforced the importance of ongoing member training, and noted that this was captured within the Policy and Governance Service Plan.

## **PLANNING**

- Suggested additional actions to include
  - identifying what CIL and S106 monies are used for and to make the public aware
  - celebrating successful enforcement and making the process speedier where possible
- Councillors were keen to identify ways to address the critical SANG situation.
- It was suggested that feedback to applicants be improved to explain delays in the determination of planning applications and for the service to be able to respond when capacity issues arise.
- Discussions to take place between members and officers about lessons learned from appeal decisions
- Councillors asked for exception to policy sites outside settlement boundaries to be addressed

## **POLICY AND GOVERNANCE**

- It was suggested that the Mayoralty should be promoted as an objective for the Communications Team.
- It was proposed that a review of committee minutes and reports be carried out, to improve their format and the information provided.
- Officers were asked to consider coverage of signage across the Borough and add new signs if necessary, as well as improving the existing signage.
- Councillors asked to expand the website re-launch objective to include social media.

## **STRATEGIC HR**

- It was recommended that recruitment processes be reviewed to streamline the process between a member of staff leaving and new starters commencing work.

## **Recommendation**

It is recommended that

1. the Joint Overview and Scrutiny Committee be thanked for its observations; and
2. the Service Plan Action Plans for 2015-16 be endorsed.

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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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