

**WAVERLEY BOROUGH COUNCIL**  
**ENVIRONMENT O&S – 17 JUNE 2019**  
**COMMUNITY WELLBEING O&S – 18 JUNE 2019**  
**VALUE FOR MONEY AND CUSTOMER SERVICE O&S – 24 JUNE 2019**  
**HOUSING O&S – 25 JUNE 2019**

---

**Title:**

**CORPORATE PERFORMANCE REPORT  
Q4 2018/2019 AND ANNUAL OUTTURN  
(JANUARY – MARCH 2019)**

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

---

**Summary and purpose:**

The Corporate Performance Report provides an analysis of the Council's performance for the fourth quarter of 2018-19. The report, set out at Annexe 1, 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**

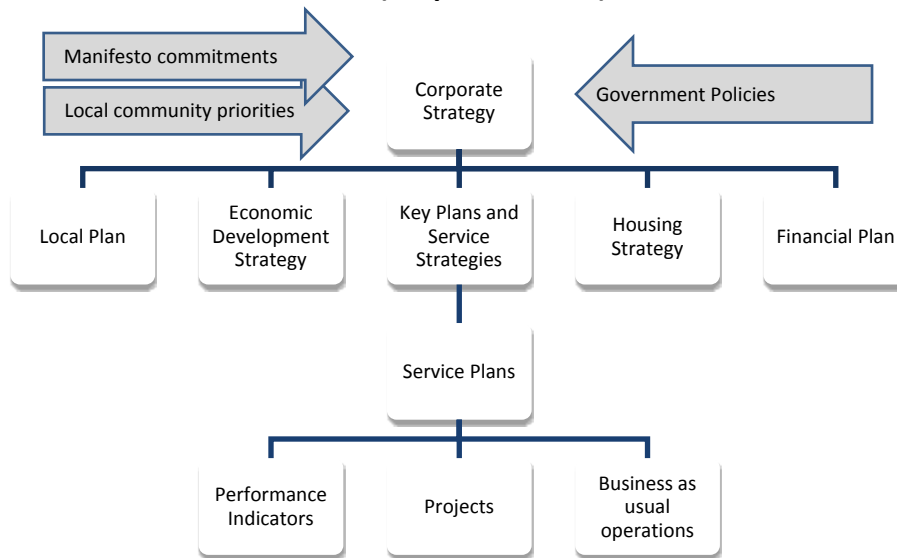
The Council's Performance Management Framework provides the governance structure to enable clear direction in goals and objectives delivery. Performance monitoring is conducted at all levels of the organisation, from the strategic corporate level, through the operational/team level, leading to individual staff performance targets.

The focus of this comprehensive report is the corporate level performance analysis. The data is collated at the end of each quarter and a broad range of measures have been included to provide a comprehensive picture, and these are:

- Key performance indicators

- Progress of service plan actions
- Progress of Internal Audit recommendations
- Complaints monitoring
- Workforce data
- Housing Delivery monitoring

### Performance Framework at Waverley Borough Council (Corporate Level)



The report comprises the corporate overview section with the Chief Executive's and Section 151 Officer's (Finance Director) comments, followed by service specific sections with Heads of Service feedback on the performance in their area. The report is used as a performance management tool by senior management and it is presented to the Overview and Scrutiny Committees to scrutinise the progress against the Council's goals and objectives.

Although the report contains information about all services, each of the Overview & Scrutiny Committees is only required to consider those sections of the report, specific to its service area remit.

The Overview and Scrutiny Committees remits are listed below:

**Environment O&S Committee:**

- Environmental Services
- Planning

**Community Wellbeing O&S Committee:**

- Communities Services
- Environmental Services – Licencing only

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

- Customer and Corporate Services
- Finance
- Policy and Governance

**Housing O&S Committee:**

- Housing Operations
- Housing Delivery

## **Recommendation**

It is recommended that the Overview & Scrutiny Committee considers the performance of the service areas under its remit 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:** Nora Copping  
**Title:** Policy & Performance Officer  
**Telephone:** 01483 523465  
**E-mail:** nora.copping@waverley.gov.uk