

Corporate
Performance Report
Q1 2020/21
(April – June 2020)



Report Publication Date: 4 September 2020

Report Content Page

Item	Report Section	Responsible Service	Head of Service	Page
1	Corporate Dashboard	Management Board	Management Board	3
Scrutinised by Environment Overview & Scrutiny Committee on 22 September 2020				
2	Service Dashboard	Planning and Economic Development	Zac Ellwood	10
3	Service Dashboard	All Environment Services teams except for Licensing which is under remit of the Community Wellbeing O&S committee	Richard Homewood	14
Scrutinised by Community Wellbeing Overview & Scrutiny Committee on 16 September 2020				
3	Service Dashboard	Licensing Team aspect from Environment Services section (when required)	Richard Homewood	14
4	Service Dashboard	Commercial Services	Kelvin Mills	19
5	Service Dashboard	Communities aspect from Housing Delivery and Communities section	Andrew Smith	23
Scrutinised by Housing Overview & Scrutiny Committee on 28 September 2020				
5	Service Dashboard	Housing Delivery and Communities	Andrew Smith	23
6	Service Dashboard	Housing Operations	Hugh Wagstaff	28
Scrutinised by Value for Money & Customer Service O&S Committee on 21 September 2020				
7	Service Dashboard	Business Transformation	David Allum	32
8	Service Dashboard	Finance and Property	Peter Vickers	35
9	Service Dashboard	Policy & Governance	Robin Taylor	37

RAG Rating Legend

Performance Indicators RAG Legend (RAG = Red, Amber, Green)

Data only	Data only KPI, no target
Green	On target
Amber	Up to 5% off target
Red	More than 5% off target

Service Plans, Internal Audit, Project Management RAG

Completed	Off track - action taken / in hand
On track	Off track - requires escalation
	Cancelled / Deferred / Transferred

1. Corporate Dashboard – All Services

Performance Summary from the Management Board on Key Successes, Lessons Learnt, Areas of Concern – Q1 2020/21

Q1 Chief Executive's summary:

This Quarter 1 report provides a performance overview for the period April to June 2020. The service chapters provide commentary and detail, focusing on those area of the Council's business that have required intervention to keep them on track.

The international coronavirus pandemic impacted the borough and the council throughout this quarter. Detail on the Council's initial response was provided to the Executive meeting on 12 May 2020 (<https://modgov.waverley.gov.uk/documents/s35777/200512%20WBC%20response%20to%20Covid-19%20v2.pdf>). The virus necessitated radical changes to how the council works, in order to help the vulnerable directly and to support health and social care services. This work continues. That report also indicated that the council faces substantial service and financial challenges as a result of the virus and of the economic and social disruption that are its consequences. While the government has provided some welcome funding, the net financial impact on the council within the year 2020/21 and beyond will be far greater than what has been provided to date, and represents a substantial corporate risk to the council. A contingency revised budget was approved by the Council on 11 August; the financial sections of this Q1 report compare the projected outturn for the year to the revised budget.

As a result of the pandemic and the necessary diversion of resources, there are many aspects of this report that have been adversely affected. This is picked up in each service's chapter. Despite the negative impact on many metrics, the whole Council team of officers and councillors can be proud of how we have responded to this health crisis so far, while maintaining critical service delivery. In addition, support to local businesses via the Government grants and rate relief schemes provided over £40 million of vital support to the local economy.

At the same time as its massive coronavirus response, the Council:

- Commenced socially distanced meetings with Zoom video-conferencing, once the law was changed to allow this.
- Continued to work remotely and put in place supportive arrangements and technology to enable staff members and councillors to do this.
- Issued a call for sites for Haslemere, Milford and Witley as part of the Local Plan Part 2.
- Supported Farnham's successful bid to be designated a World Craft City.
- Worked with the emergency services, other councils and the local community to tackle a fire on Thursley Common, and initiated a lesson-learning exercise with those agencies to pick up on aspects of the initial response and communication that did not work well, with a view to making changes to all the agencies' emergency plans as necessary.
- With specialist contractors continued plans to replace pipework to tackle the incidence of non-pneumophila legionella in a property, as reported previously.
- Opposed the application to Surrey County Council for drilling for oil and gas at Loxley Well.

Looking ahead, areas of particular attention for the next quarter are:

- The continuing impact of coronavirus on our communities and on our workforce, and the potential of a local lockdown.

- Fundamental issues of financial sustainability in the context of an already-challenging medium term financial plan plus coronavirus impacts, and implementing our recovery and transformation plans.
- Accelerating our climate change actions and the need for government support to achieve the 2030 target.
- Planning for the impacts of Brexit, depending on UK-EU negotiations.
- The debate on local government reorganisation prompted by Surrey County Council’s request to bid for a single county unitary and the forthcoming Recovery and Devolution White Paper.
- Reviewing the corporate strategy in the light of changed circumstances.
- With Farnham Town Council, supporting Surrey County Council’s project board for the future transport infrastructure of Farnham, to secure improvements in air quality, retail attractiveness and traffic flow.
- Delivering part 2 of the Local Plan and addressing challenging government targets for housing delivery.
- Planning for the potential of adverse winter weather in the context of coronavirus.

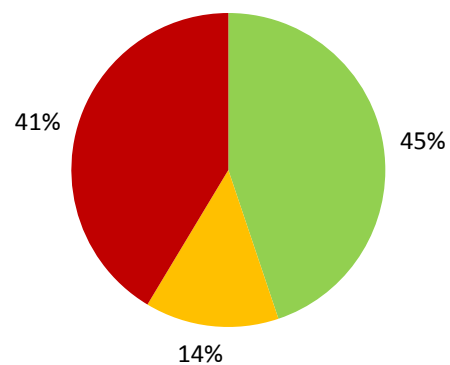
Tom Horwood, Chief Executive

Performance Indicators Status

Q1 All Corporate KPIs

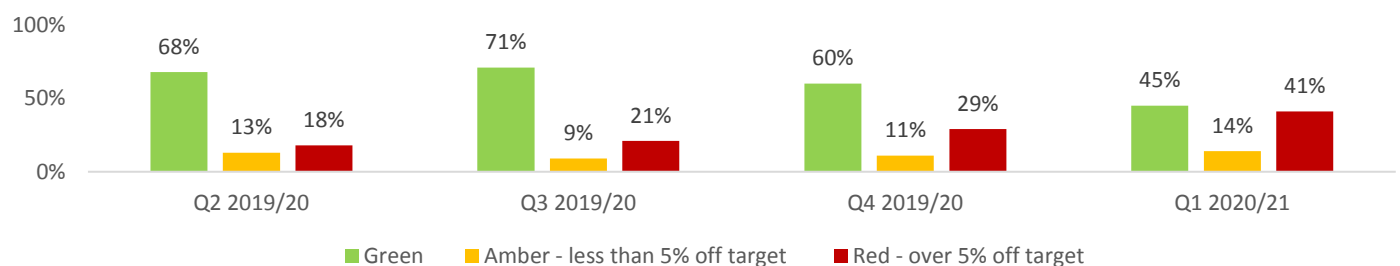
Total	100%	29
Green	45%	13
Amber - less than 5% off target	14%	4
Red - over 5% off target	41%	12

Data only / Not available	N/A	28
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Comment: Performance was impacted by the pandemic. Commentary on specific PIs can be found in the individual service areas.

Performance Indicators - % per status Q2 2019/20 - Q1 2020/21



Service Plans - Actions Status

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit – Overdue Actions Status

The Internal Audit section is included for information only as the scrutiny function for this service falls under the remit of the Audit Committee, which monitors the delivery of Internal Audit recommendations at their quarterly meetings. For further details, please refer to the most recent "[Progress on the Implementation of Internal Audit Recommendations](#)" report from the Audit Committee meeting 20 July 2020.

Comment: Further details of service specific performance can be found under individual dashboards.

Complaints Q1 2020/21

Service Area	Level 1 (10 working days)			Level 2 (15 working days)			Ombudsman	
	Total Number of Complaints	Dealt with on time	Response Rate	Total Number of Complaints	Dealt with on time	Response Rate	Number of Complaints Concluded in the quarter	Status
Business Transformation	0		N/A	0	N/A	N/A		
Commercial	2	2	100%	1	1	100%		
Environment	14	14	100%	3	3	100%		
Finance & Property	2	1	50%	5	4	80%		
Housing Operations	8	7	88%	1	0	0%	1	Upheld
Housing Delivery and Communities	2	1	50%	1	1	100%		
Planning & Economic Dev	7	4	57%	5	4	80%		
Policy & Governance	0	N/A	N/A	0	N/A	N/A		
Total	35	29	83%	16	13	81%	1	

Total Complaints 51

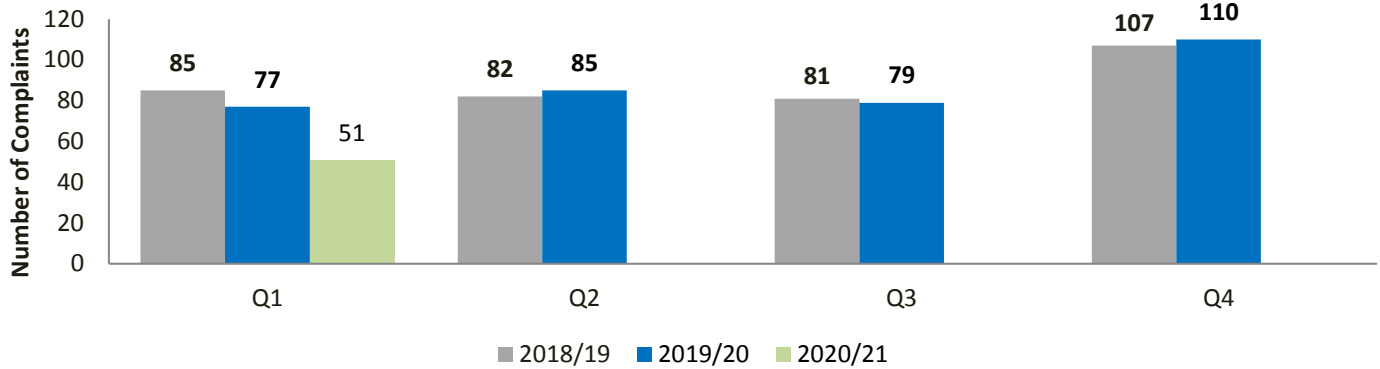
	Response Rate	Target	Status
Level 1	83%	95%	over 5% off target
Level 2	81%	95%	over 5% off target
Total	82%	95%	over 5% off target

*Details of Local Government & Social Care Ombudsman Decisions can be found on: <https://www.lgo.org.uk/decisions>. Housing Ombudsman doesn't currently publish their decisions.

Comment: Further details of service specific performance can be found under individual dashboards, with the corporate performance indicators information in the [Policy and Governance Dashboard](#). The chart below illustrates the three yearly complaints trends analysis, with a similar number of complaints received this quarter compared to previous years.

Total Number of Complaints

1 April 2018 - 30 June 2020

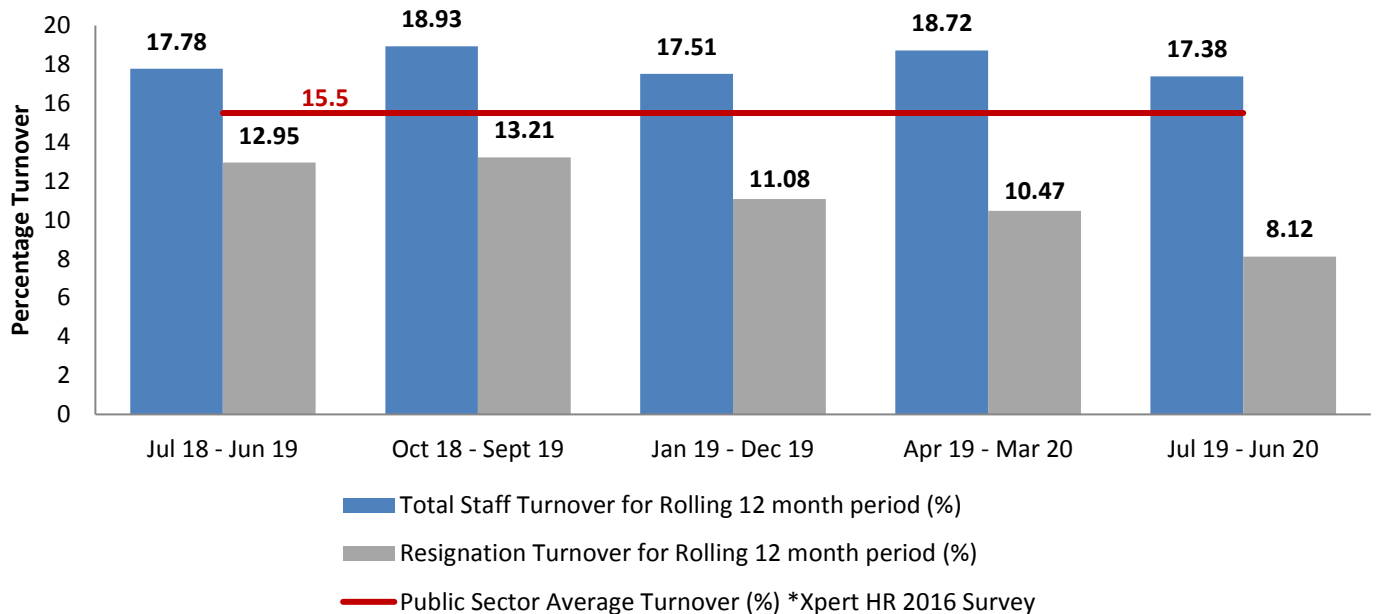


Workforce data – Corporate Level Q1

Waverley’s staff are critical to delivering the Council’s immediate priorities and for ensuring that the organisation is able to respond to the opportunities and challenges ahead. The following KPIs demonstrate our staff turnover and employee sickness absence levels over a 12 month rolling period.

Staff Turnover %

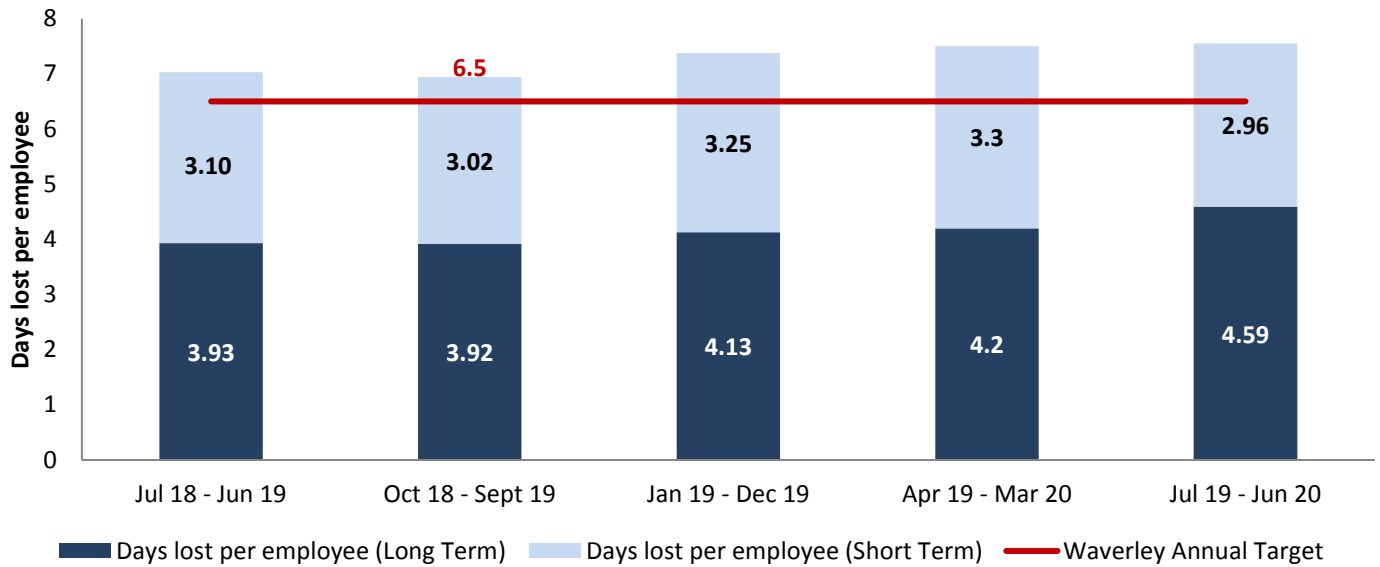
Rolling 12 months - Q1 2018/19- Q1 2020/21



Comment: Resignation turnover continues on the downward trend and is well below the public sector average. We would expect that to continue given the anticipated downturn in the economy. Non resignation turnover has been impacted by a number of retirements. Overall, total staff turnover is within the expected range.

Absence Data

Rolling 12 months - Q1 2018-19 to Q1 2020-21



Comment: Comment: Absence shows a slight fall in short term sickness and a corresponding increase in long term sickness. This data reflects some of the Covid-19 increase in sickness reported in February/March 2020. The long term trend particularly picks up on a few individual long term absences specifically related to mental health and anxiety which we have seen increase over the last 12 months and particularly as a result of Covid-specific anxiety. Our expectation is that short term sickness rates will fall with the increase in home working, however long term sickness will remain stable or slightly increase as a result of covid-related illness including mental health.

Finance update on budget position and progress against the delivery of General Fund Medium Term Financial Plan (MTFP) – Q1 2020/21

Section 151 Officer summary Q3 2019/20:

Budget Position

The direct and indirect impact of Covid19 on Waverley’s finances has dominated financial monitoring in Q1. The Council set its 20/21 budget in February which included a range of already challenging, but achievable, savings and income targets. In March, the Government commenced a legal lockdown which restricted the movement and activity of most people, it also introduced emergency laws that affected some of the council’s functions, including the immediate closure of our five leisure centres and various other venues. Like most other councils, Waverley suspended the enforcement of car park charges from April to June and was required to suspend recovery action on most of its core debts. At the same time, Waverley responded to the emergency by processing the payment of nearly 2000 grants to businesses totalling £24m and applied a further £16m of business rate relief whilst also processing a 50% increase in council tax support claims compared to normal for the period.

The total projected impact on Waverley’s 20/21 budget is £6.6m. At its meeting on 11 August, the Council approved a range of mitigation measures to re-balance the budget. These included cost savings, further efficiency measures and a range of unplanned drawing down from earmarked reserves. The full report is available at <https://modgov.waverley.gov.uk/documents/s37102/General%20Fund%20Budget%2020%2021%209-6-20.pdf> link. There is still significant uncertainty in the financial projections as it is impossible to predict how quickly car park income and leisure centre trading will return to normal, if at all, plus the potential for a second wave of the virus and resultant government imposed lock down measures

presents further risk. The council has significantly increased the frequency of monitoring and reporting against the revised targets so that early warning of further material variations is in place. The government has agreed grant of £1.4m to Waverley and indicated that further support towards income loss will be made available later in the summer. Whilst welcome, this support is not expected to be anywhere near sufficient to meet the full loss so the council will still bear a huge budget deficit in the year.

The latest projections for the year are set out in the table below which compare estimated outturn for the year against the revised budget. Overall an adverse variation of £95k is projected against a £12m net budget. Under the circumstances, I consider that this is an acceptable tolerance at this stage of the year but it will be monitored closely and action taken if necessary throughout the remaining 7 months of the financial year.

Progress of the Medium Term Financial Plan (MTFP) delivery

A balanced budget for the current year 2020/2021 was approved by the Council in February 2020, however, in order to address the projected budget shortfall between 2021 and 2024, the Council has developed a MTFP 2020-24 Budget Strategy for this period. Preparatory work for its execution is underway under the main themes of

- cost review in q1
- property investment
- income generation through our commercial review
- Business Transformation Programme of council services.

The Covid19 impact will be significant beyond the revised budget recently agreed for the current financial year. Some of the income streams from car parks, leisure centres and community facilities may not recover for many years. This coupled with continued pressure on council tax and business rate collection and increased council tax support, will place further pressure on the council’s budget in future years. The emergency budget agreed for 20/21 agreed to draw unplanned reserves totalling £3.3m which has forced a review of certain capital projects and financial risk mitigation. The council has agreed a new Recovery, Change and Transformation programme to bolster the existing work in place to address the financial challenges. A specific project under this programme is the review of the MTFP and this will be undertaken in the summer/autumn 2020 with a revised plan being reported to council no later than December.

On the Housing Revenue Account, the table below shows some impact on income, mainly from additional voids during lockdown, but this is more than offset by projected savings in costs partly arising from reduced availability of contractors during the 3 month lockdown period.

Graeme Clark, Strategic Director and S151 Officer

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Business Transformation				
Expenditure	4,938	- 241	-5%	Favourable
Income	- 4,867	19	0%	Adverse
Business Transformation Total	71	- 221	-310%	Favourable
Commercial				
Expenditure	10,858	- 691	- 6%	Favourable
Income	- 5,778	591	- 10%	Adverse
Commercial Total	5,079	-100	- 2%	Favourable
Environment				

Expenditure	11,497	- 53	0%	Favourable
Income	- 7,422	168	- 2%	Adverse
Environment Total	4,074	115	3%	Adverse
Finance & Property				
Expenditure	32,032	26	0%	Adverse
Income	- 30,899	81	0%	Adverse
Finance & Property Total	1,133	107	9%	Adverse
Housing Operations				
Expenditure	40	-	0%	-
Housing Operations Total	40	0	0%	-
Housing Delivery & Communities				
Expenditure	4,271	84	2%	Adverse
Income	- 1,909	- 123	6%	Favourable
Housing Delivery & Communities Total	2,362	- 40	- 2%	Favourable
Planning & Economic Development				
Expenditure	7,547	- 212	- 3%	Favourable
Income	- 4,805	7	0%	Adverse
Planning & Economic Development Total	2,742	- 204	- 7%	Favourable
Policy & Governance				
Expenditure	6,638	- 230	- 3%	Favourable
Income	- 3,697	- 1	0%	Favourable
Policy & Governance Total	2,942	- 231	4%	Favourable
General Fund Sub-Total	18,444	- 575	- 3%	Favourable
Covid-19 Local Authority Grant	-1,427	-	0%	-
Corporate Staff recruitment freeze target	- 600	670	-112%	Adverse
General Fund Total	16,417	95	1%	Adverse

Housing Revenue Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Housing Operations				
Expenditure	25,991	- 1,280	- 5%	Favourable
Income	- 34,061	390	1%	Adverse
Housing Operations Total	- 8,070	- 890	11%	Favourable
Housing Delivery & Communities				
Expenditure	1,287	- 37	- 3%	Favourable
Income	- 696	-	0%	Adverse
Housing Delivery & Communities Total	591	- 37	- 6%	Favourable
Housing Revenue Account Total	- 7,479	- 1,265	17%	Favourable
Grand total	8,938	- 1,170	- 13%	Favourable

2. Service Dashboard – Planning and Economic Development

This Service includes the following Sections: Development Management, Planning Policy and Economic Development.

Key Successes & Lessons Learnt, Areas of Concern – Q1 2020/21

Q1 summary from Head of Service:

It's been a challenging quarter for the various teams within the Planning and Economic Development Service. The Covid-19 emergency inevitably had some impact on our ability to deliver the full range of services to our customers but it was still around 80% business as usual in response to the call from central government to keep the planning system going during these unprecedented times, so as to support the UK's economic recovery.

Some areas of performance have, understandably, been detrimentally impacted, but overall it has been relatively steady given the unprecedented circumstances, and officers within the Planning and Economic Development Service have risen to the challenge. Staff have worked extremely hard to keep services going and to engage with customers and other stakeholders whilst working remotely. In addition to business as usual, notable efforts have been made in the following areas:

- Supporting the local business community during and following lockdown with advice, information and liaison with the business grants team.
- Developing an Economic Development Covid Recovery Action Plan for the borough.
- Major progress with implementing new planning IT systems which will drive more efficiency and new customer facing functionality into the service.
- Supporting the corporate business transformation projects of customer service and planning review with new service designs and customer journey mapping. These projects will save money for the council and improve the offer to customers.
- Significant evidence gathering (including a targeted call for sites) and working with councillors in the final stages of the development of Local Plan Part 2 for councillor scrutiny ahead of submission for examination. This work will continue over the coming months
- Leading the implementation of the government's 'opening high streets safely' scheme following lockdown initiative, liaising with business community and town and parish councils.
- Supporting the changes to the Planning Committee system, moving to remote meetings and reduced number of committees, and servicing weekly meetings since June to keep applications moving through the system.
- Implementing and reacting quickly to emergency changes to permitted development rights made by central government in response to the Coronavirus emergency.
- Digesting and advising on a raft of new government initiatives about the future of planning, including most recently a new White Paper setting out very major changes to the way Planning will be delivered in the UK, together with a further consultation setting out short-term changes to the system that will have significant impacts themselves.
- Positively progressing enforcement investigations, where the ability to visit sites allowed, including seeking an Injunction in respect of a particularly challenging site which has, so far, had its desired effect of limiting any further breaches.

Zac Ellwood, Head of Planning & Economic Development

Performance Indicators Status Q1

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Q1 Target
P1	Percentage of all planning applications determined within 26 weeks (higher outturn is better)	%	99.5%	98.9%	98.8%	98.8%	98.1%	100.0%
P151 (NI)	Processing of planning applications: Major applications - % determined within 13 weeks (NI157a) (higher outturn is better)	%	85.7%	81.8%	86.7%	100.0%	100.0%	80.0%
P153 (NI)	Processing of planning applications: Non-major applications - % determined within 8 weeks (higher outturn is better)	%	94.4%	92.8%	92.2%	92.7%	94.9%	80.0%
P123 (NI)	Processing of planning applications: Other applications (higher outturn is better)	%	97.1%	94.7%	91.2%	90.0%	92.3%	90.0%
P2	Processing of all other residual applications - % determined within its target (Internal) (higher outturn is better)	%	79.4%	86.2%	94.1%	87.6%	86.8%	80.0%
P3	All planning appeals allowed out of all planning appeals determined (cumulative year to date) (lower outturn is better)	%	46.7%	41.3%	40.7%	45.2%	23.1%	30.0%
LP152	Major planning appeals allowed as a % of Major Application decisions made (cumulative) (P3) (lower outturn is better)	%	7.1%	8.0%	12.5%	16.7%	16.7%	10.0%
LP154	Non-Major planning appeals allowed as a % of Non-Major Application decisions made (cumulative) (lower outturn is better)	%	3.5%	3.1%	2.4%	2.5%	0.8%	10.0%
P4	Percentage of enforcement cases actioned within 12 weeks of receipt (higher outturn is better)	%	93.2%	86.4%	97.6%	89.0%	89.7%	75.0%
P5	Percentage of tree applications determined within 8 weeks (higher outturn is better)	%	98.1%	100.0%	100.0%	100.0%	91.7%	95.0%
P6	Percentage of pre-application advice provided within 28 days target (higher outturn is better)	%	33.93%	35.71%	31.75%	46.99%	4.55%	Data only

P7	Actual number of dwellings commenced (all housing providers) (higher outturn is better)	No	14.0	20.0	11.0	12.0	4.0	147
Cumulative target projection for quarterly backlog calculation Q1=147, Q2=2x147, Q3=3x147, Q4=4x147		No	-133	-260	-396	-531	-143	147
P8	Actual number of dwellings completed (all housing providers) (higher outturn is better)	No	80.0	108.0	184.0	240.0	90.0	147
Cumulative target projection for quarterly backlog calculation Q1=147, Q2=2x147, Q3=3x147, Q4=4x147		No	-67	-106	-69	24	-57	147

* refers to KPIs P7 and P8, representing quarter on quarter cumulative backlog figure calculated as: (Target – Q1 figure) = Q1 Backlog, then Q1 Backlog + ((Target - Q2 figure) = Q2 Backlog) = Q1 and Q2 cumulative backlog, and so forth.

Q1 Comment: Performance in processing and determining planning applications remained relatively steady, despite the challenges of lockdown and the fact officers were not able to undertake site visits for a month or two. Overall appeals performance [P3] was very encouraging with only 23.1% of all appeals (3 out of 13) being allowed against a target of 30%. This is the first time in over a year that we have managed to meet/exceed the target and deserves recognition.

Performance in terms of Major planning appeals allowed as a % of Major Application decisions made (cumulative) [LP152] fell short for the third quarter in a row, which could be a concern. However, the statistic of 16.7% relates to just one Major planning appeal being allowed out of total of 6 Major decisions during the quarter. The low number of Major decisions made overall during this period partly reflects the fact that we did not recommence holding Planning Committees until late in the quarter (June). We will continue to monitor this KPI closely as it is linked to government targets.

Our pre-application advice service performance took a big hit during the quarter, mainly down to officers' inability to undertake site visits, but measures are already being put in place to overhaul the pre-app process to make it fit for purpose and more customer-focused.

The number of dwellings commenced and completed has been significantly impacted by the lockdown and the impact on contractors with most construction sites being closed for a substantial part of the first quarter period. This is consistent with the picture at the national level but it will be monitored closely in the coming months to seek to ensure targets are met. However, it should be recognised that ongoing restrictions and the overall economic climate may continue to have an impact on Q2's figures.

Service Plans - Actions Status

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status Q1

Comment:

There were three outstanding internal audit actions for this service area at the end of Q1. These will be actioned as soon as possible.

IA20/08.001	Target Response Times	<input type="checkbox"/>	0% Overdue	IA20/08 Planning Enforcement	30 Jun 2021
IA20/14	Community Infrastructure Levy	<input type="checkbox"/>	0% Overdue	IA20 Internal Audit 2019/20	01 Jun 2021
IA20/14.001	CIL Guide	<input type="checkbox"/>	0% Overdue	IA20/14 Community Infrastructure Levy	01 Jun 2021

Complaints Q1 update

Q1 20-21 Planning and Economic Development - Level 1 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	18	10	13	15	7	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	15	7	13	13	4	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	83%	70%	100%	87%	57%	95%

Q1 20-21 Planning and Economic Development - Level 2 escalations

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	10	11	1	10	5	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	9	10	1	10	4	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	90%	91%	100%	100%	80%	95%

Comment: Whilst the service was operating remotely, with reduced staff numbers and continued high numbers of activity, the Level 1 response performance was still disappointing. I recognise the need to review our process for responding to complaints to ensure that we make every effort to meet agreed response times. The service will be participating in a corporate review in September.

Finance – Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/Favourable
Planning & Economic Development				
Expenditure	7,547	- 212	- 3%	Favourable
Income	- 4,805	7	0%	Adverse
Planning & Economic Development Total	2,742	- 204	- 7%	Favourable

Comment: The income budget was significantly reduced in the revised contingency budget due to the Covid19 impact on planning applications and the table above shows that this is on target overall now. The cost saving is mainly due to the recruitment freeze and a number of posts in planning are currently vacant to contribute to the overall corporate target agreed, as set out at the foot of the summary table on page 9. I will continue to monitor the impact of these vacant posts on the service throughout the year.

3. Service Dashboard – Environment

This service area includes the following teams: Car Parks, Environmental Health, Environmental Services, Emergency Planning, Licensing and Sustainability

Key Successes & Lessons Learnt, Areas of Concern – Q1 2020/2021

Q1 Head of Service Summary:

Quarter 1 began with the Covid-19 lockdown which saw sweeping changes in how the council was to operate and plans were quickly put in place to try to ensure essential environmental services were maintained.

- A key priority for Environmental Services was to maintain refuse and recycling collections and the team worked closely with our contractor Biffa. Thanks to the cooperation of the contractor and the crews services were maintained. Sickness levels due to Covid-19 in the contractor's workforce were thankfully low, in spite of their exposure to potential infection, visiting every property in the borough and handling over 100,000 bins each week. Whilst at one point it looked as though we would have to suspend the garden waste service due to staff absence, the contractor was able to bring in additional staff and we did not have to suspend any services.
- Some resources were diverted from street cleaning to maintain collection service levels. The streets were not so littered with people staying at home. A salutary lesson on who causes the problem.
- The closure of the Surrey County Council Community Recycling Centres resulted in significantly increased fly tipping at Waverley's Household Recycling Centres which are only meant for recyclable items. The volumes of waste being dumped at these sites and a general increase in recycling required an additional vehicle and crew to clear them and increased costs for the council. Some offenders were however identified and a number of warnings and fixed penalty notices were issued.
- With most people staying at home our car parks remained virtually empty and income fell dramatically. The council listened to Government recommendations and recognised the work of key workers and volunteers by initially agreeing to recognise the permit scheme set up by the Government and Surrey County Council. It was subsequently decided however that in view of the very limited use of the car parks and the vast number of local volunteers some of whom might not have permits, that enforcement would be suspended. Enforcement resources were then redeployed to support the response to Covid-19, assisting with food deliveries, fly tipping enforcement etc. Work to prepare for the re-introduction of enforcement and charging from 1 July was underway as this quarter closed, including Covid-19 signage and markings and encouraging people to pay by phone rather than touch pay and display machines and handle cash.
- Work on the Parking Strategy has been delayed during lockdown whilst energies have been focussed on the Covid response. Work has however started on the South Street car park refurbishment project as the construction industry returned to work and is progressing well. The Weyhill Fairground car park refurbishment has not progressed.
- Whilst routine inspections were suspended the Environmental Health Team were extremely busy during lockdown supporting businesses with advice and guidance on the restrictions imposed. Many businesses seeking to diversify into food deliveries and take away services were given advice on food safety, health and safety and infection control measures necessary.

- The team were also in close contact with Public Health colleagues at Surrey County Council and Public Health England preparing for assistance with Track and Trace and outbreak management.
- Licensing Team colleagues were also kept busy offering advice and guidance to licensees of the Covid-19 restrictions on licensed premises and what was and what was not permitted.
- Both the Environmental Health and Licensing Teams were also kept busy investigating reports of businesses trading contrary to the restrictions.
- The Licensing Team also worked very closely with the taxi and private hire trades seeking to help minimise the risk to the drivers whilst enabling them to continue to work and provide a service. Approval was given for screens to be installed in cars and advice provided on wearing masks, signage to encourage passengers to wear masks etc.
- The Environmental Protection Team experienced an increase in smoke nuisance complaints as more residents lit bonfires to dispose of garden and other waste and worked closely with the Communications to raise awareness of the nuisance and annoyance caused by bonfires as well as the adverse environmental and health impacts. There was also a slight increase in noise complaints as more people were staying or working at home.
- With roads almost devoid of traffic there was a significant reduction in levels of NO_x in the area but surprisingly levels of PM₁₀ did not follow a similar pattern indicating that PM₁₀ levels are influenced by many other factors, such as wind-blown dust, as well as vehicle emissions.
- The Annual Air Quality Status Report for 2020, reviewing pollution levels during 2019 has now been submitted to DEFRA and is published on our website along with the results of an air quality modelling study carried out for Surrey local authorities by Cambridge Environmental Research. These reports will assist in further developing the Air Quality Action Plan and work with colleagues through the Air Quality Steering Group and Farnham Air Quality Working Group.
- Work on the Climate Emergency Action Plan has continued in the background although some resources were diverted to support the Shielding programme. The draft Action Plan is now published on the website and the consultation process has begun. It is anticipated that a report on the draft Action Plan and the feedback from the consultation will be presented in December.
- The Covid response obviously kept the Emergency Planning Service busy supporting the corporate Covid Response Group established by the Chief Executive and maintaining close liaison with the Surrey Local Resilience Forum and county wide support groups.
- The Emergency Planning Officer also had to maintain the core service and keep a watchful eye on non-Covid emergencies, looking ahead at flood risk and severe weather events as well as responding to heathland fires and water supply problems whilst keeping the focus on Covid-19.
- All in all an extremely challenging time for the service and I must thank all of the staff and our contractors for the extreme effort and commitment they have shown during this very difficult and challenging period.

Richard Homewood, Head of Environmental and Regulatory Services

Performance Indicators Status

Q1 Comment:

Abuse of the Household Recycling Centres had continued to be a significant factor but the reduced rejection rates in Qtr 1 are a direct result of HRC materials being collected separately and being diverted to waste streams rather than recycling streams because of the level of contamination. A separate report on "Household Recycling Centre issues and proposals" was presented to this committee and to the Executive. As a result the dry mixed recycling facilities at the HRCs will be phased out during July whilst the bins for textiles and small electrical appliances will remain until kerbside collection services for these materials are introduced in the Autumn.

Missed bin rates were affected during this quarter by the use of agency staff and other crew members unfamiliar with the rounds to cover sickness absence and self-isolation. Phase two of route optimisation began in July and this could impact on missed bin rates in the next quarter until the new round structures settle down and crews become familiar with the new routes.

Fly tipping numbers were high during quarter 1 but as the County Council CRCs re-opened levels of fly tipping were beginning to reduce toward the end of the quarter. This will be carefully monitored as the Waverley HRCs are phased out as people's habits will take time to change. As noted above some resources were diverted from street cleaning during the lockdown to maintain collection services and whilst there was less litter with people staying at home, weeds continued to grow. Monitoring of street cleaning was suspended during lockdown as staff focussed on fly tipping and other priorities to maintain refuse and recycling collection services. We are working closely with the contractor to ensure street cleaning is brought back up to standard during quarter 2.

Volumes of domestic waste have increased during lockdown as more food and other goods have been consumed at home rather than at workplaces. County wide there are reports of significant increase in both residual waste and recycling as more residents have also been buying more goods on line with a significant increase in cardboard collected.

As per Food Standards Agency advice the routine inspection programme has been suspended due to COVID 19. Remote assessments have been carried out and physical inspections will be recommenced when permitted. The monthly survey of business customers of Environmental Health has therefore been paused due to Covid 19.

Recycling performance dipped slightly due to issues with Textiles collections from bring sites as contractors furloughed staff and ceased operations for a period.

New KPIs for 2020/2021. Three new indicators have been introduced from 1 April 2020.

- 1) Number of refuse and recycling missed bins out of 100,000 collections per week (**lower outturn is better**) – **proposed target 40**
- 2) Number of food waste missed bins out of 100,000 collections per week (**lower outturn is better**) – **proposed target 40**
- 3) Number of fly tipping incidents in a quarter - **Data only** – (data already collected for LG Inform)

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Q1 Target
E1	Materials recovery facilities (MRF) Reject Rate (lower outturn is better)	%	7.4%	7.8%	5.3%	3.9%	Awaiting Data	5.0%
E2a	Average number of days to remove fly-tips (lower outturn is better)	Days	2.0	2.0	1.3	2.0	2.0	2.0
E2b	Number of fly tipping incidents in a quarter (Data only)		New PI for 2020-21				225	Data only
E3	(NI 195) Improved street and environmental cleanliness - levels of litter, detritus, graffiti and fly posting (higher outturn is better)	%	93.0%	89.0%	90.0%	81.3%	Data Paused	90.0%
E4a	Number of refuse and recycling missed bins out of 100,000 collections per week (lower outturn is better) - New from Q1 2020/21		New KPI from Q1				108	40
E4b	Number of food waste missed bins out of 100,000 collections per week (lower outturn is better) - New from Q1 2020/21		New KPI from Q1				94	40
E5	Percentage of higher risk food premises inspections (category A&B) carried out within 28 days of being due (higher outturn is better)	%	100%	100%	100%	100%	Data paused	100%
E NI182	Satisfaction of business with local authority regulation services (higher outturn is better)	%	84.0%	82.0%	93%	97%	Data paused	85.0%
E NI191	Residual household waste per household (lower outturn is better)	Kg	86.5	87.5	94.9	105.3	Awaiting Data	90.0
E NI192	Percentage of household waste sent for reuse, recycling and composting (higher outturn is better)	%	60.4%	57.8%	57.4%	54.8%	Awaiting Data	54.0%

Air Quality

All of our [Diffusion Tube monitoring data](#) is published on our website and [Waverley's automatic analyser data](#) is available on the Air Quality England website. The Annual Air Quality Status Report 2019 will also be published on our website in the near future.

Service Plans - Actions Status

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status – Q1 update

Comment: There were no outstanding internal audit actions for this service area at the end of Q1.

Complaints – Q1 update

Q1 20-21 Environmental Services - Level 1 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	7	7	18	25	14	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	7	6	16	23	14	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	86%	89%	92%	100%	95%

Comment: It has been possible to maintain levels of response during lockdown.

Q1 20-21 Environmental Services - Level 2 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	2	3	6	3	3	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	2	3	5	3	3	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	100%	83%	100%	100%	95%

Comment: It has been possible to maintain levels of response during lockdown.

Finance – Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Environment				
Expenditure	11,497	- 53	0%	Favourable
Income	- 7,422	168	- 2%	Adverse
Environment Total	4,074	115	3%	Adverse

Comment: The most significant impact on the budget has been the loss of parking income during this quarter due to the suspension of enforcement. There have also been reductions in income from licensing as licence renewals have been deferred under the Government's Covid guidance. The re-introduction of parking charges from 1 July will, it is anticipated, see a gradual recovery of parking income but it is uncertain that it will recover to previous levels given the changes in work patterns and shopping habits resulting from the Covid-19 lockdown. These impacts have been reflected in the revised budget showing in the table above but will require weekly monitoring.

4. Service Dashboard – Commercial

This service area includes the teams of Building Control, Careline, Leisure, Parks & Countryside, Waverley Training Services and Arts.

Key Successes & Lessons Learnt, Areas of Concern – Q1 2020/21

Q1 summary from Head of Service:

This quarter has been extremely challenging for a multitude of teams in my service. It can be split into two distinct sections the Covid Emergency response and the recovery phase to the 'new normal.'

Covid Emergency Response

As commercial services oversees many of the income generating functions of the Council offering services to residents and customers, many of the areas ceased operating during lockdown following governmental direction. Therefore, throughout this emergency period many of the commercial services team were redeployed within the Council to focus on key corporate objectives. The team were refocused on assisting with the distribution of business grants, welfare calls to our most vulnerable residents, the coordination and setting up of testing centres at leisure centre sites and visitor management of our key 'tourism site' Frensham Ponds.

In addition to focusing on the above corporate priorities the service was also designated as the recovery lead for the Council. Throughout the lockdown period the team has made considerable progress in preparing the Council for the next stage of recovery. We oversaw and set up the Recovery, Change and Transformation (RCT) programme a set of ten key projects designed to lead the Council and help the community through recovery and refocus the Council's corporate priorities post Covid. Members of the commercial services team are fulfilling the Project Manager role of the RCT Projects supporting the Project Sponsors and focusing the teams on the agreed objectives and timescales. Of the ten identified projects eight are organisationally focused:

Service Plan Review – revision of the adopted service plans culminating in a refreshed Corporate Strategy.

People & Staff – looking at the 'new normal' working environment; overseeing the introduction of the new Return to Office Working and Working from Home policies designed to embrace new ways of working. Also focusing on generating an expanding well-being strategy for our staff and councillors.

Agile Working (Business Transformation Project) – new IT Strategy to reflect Covid impact to support working from home.

Future Office Requirements (Business Transformation Project) – reflect new protocols and define what services and facilities are needed in The Burys longer term – learning and capitalising from the ways of working imposed on us due to lockdown.

Finance – develop an emergency budget and revise the Medium Term Financial Plan assumptions.

Corporate Projects – review service plan projects and re-prioritise post Covid reflecting the financial challenges and revised corporate priorities of the Council.

Housing (HRA) – focused on reinstatement of deferred repairs and maintenance and maintain development.

The remaining two projects are externally focused:

Community Resilience – evaluation of the community involvement in the Covid response and update corporate priorities to support our communities to recover.

Economic Recovery – review Economic Strategy and refocus the action plan to support economic recovery.

This element of work has been challenging and time consuming working closely with the relevant Portfolio Holders and Councillors and I would like to thank the team for all their efforts during this challenging period. The Programme will play a key role in reshaping the Council over the coming months as it starts to return to business as usual.

Recovery Phase

The decision to allow leisure centres to open has now been made by the Government. This quarter has been a testing time trying to alleviate the financial impact of the closure to the Council and re-open the leisure centres as quickly and as safely as possible. By working in partnership with Places Leisure, subject to Council approval, we will be opening the all the leisure centres on 17 August 2020. The leisure team are continuing to explore ways to get our residents active and will be looking to launch services in the coming months such as Xplorer (family orienteering) and skate park workshops.

Covid-19 has fundamentally impacted our approach to health & wellbeing and to that end we have delayed the review of our current Strategy to allow us to fully comprehend how the pandemic has impacted our services. We will now look to review the Health & Wellbeing Strategy in 2021 (its final year).

Our greenspaces have been used extensively by residents and visitors throughout this quarter, with all areas seeing a substantial increase in visitor numbers. Continental Landscapes have needed to increase litter picking to levels unheard of in previous years to try and keep our sites clean. There has been extremely high visitor numbers at Frensham Ponds in particular which has impacted the residents of the area. We have worked tirelessly with the key statutory authorities, including the police, SCC Highways, the National Trust and the Parish Council, to minimise this impact wherever possible. This has been extremely difficult but we would like to thank everyone for their efforts to reduce the problems, although they still exist the actions of the group have improved the safety of the site for visitors and residents. Work will continue to take place over the coming months to introduce further measures for subsequent years.

The Memorial Hall has remained operational to allow community meals to be delivered in Farnham and is now assisting the Royal Surrey Hospital maternity services, with pre & post-natal services being offered throughout the week. As with the Borough Hall, we are now exploring ways to welcome back regular hirers and attract new users to the centre in a safe and hygienic way. The financial impact for both of these facilities has also been understood and mitigated for within the emergency budget.

We are yet to understand the full impact on the delivery Brightwells Yard and are awaiting updated project plans showing the impact of Covid-19, this information is expected within quarter 2.

It is pleasing to report the successes of Building Control, Waverley Training Services and Careline throughout this period. Their performance throughout this quarter has been strong maintaining the much needed services to support our clients.

Kelvin Mills, Head of Commercial Services

Performance Indicators Status Q1

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Q1 Target
C1	Total number of visits to Waverley leisure centres (higher outturn is better)	Visits	506,862	459,216	464,452	No data	No data	448,000
C2	Total number of attendees of the health and wellbeing activities throughout the borough in a quarter (higher outturn is better)	No.	5,886	5,570	6,070	No data	No data	Data only
C4	Percentage of complete building control applications checked within 10 days (higher outturn is better) (P8)	%	Data not available	Data not available	Data not available	83.89%	87.9%	80.0%
C5	Total number of Careline clients (data only, no target set - higher outturn is better)	Clients	1,925	1,928	1,905	1,759	1,742	Data only
C6	Total number of Careline calls per quarter (data only, no target set)	Calls	5,041	4,953	6,397	5,966	5,379	Data only
C7	Critical faults dealt with within 48 hours per quarter (higher outturn is better)	Faults %	100.0%	100.0%	100.0%	100.0%	100%	90.0
C8	Apprentice overall success rate per quarter (higher outturn is better)	%	78.6%	78.4%	77.3%	77.4%	77.9%	75.0%
C9	Apprentice timely success rate in gaining qualification in the time expected (higher outturn is better)	%	70.7%	75.7%	71.7%	74.2%	70.3%	70.0%
C10	Number of apprentices on study programmes (cumulative year to date with the annual target of 30) (higher outturn is better)	No.	29	24	21	30	35	Data only

Comment: The leisure centres have been closed throughout this period so there are no figures for C1 & C2.

Building control (C4) has performed well during this period as have Waverley Training Services (C8, 9 & 10).

Careline numbers look lower but are somewhat a result of cleaning up the database as well as not accepting new clients throughout this first quarter. We continue to monitor this performance closely we are predicting an impact upon performance as a result of Covid-19.

Service Plans - Actions Status Q1

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status Q1

Comment: There were no outstanding internal audit actions for this service area at the end of Q1.

Complaints Q1

Q1 2020-21 Commercial Services - Level 1 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	4	7	5	7	2	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	3	5	5	7	2	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	75%	71%	100%	100%	100%	95%

Comment: All complaints were dealt with in the correct timescales during this quarter.

Q1 2020-21 Commercial Services - Level 2 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	0	0	0	1	1	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	0	0	0	1	1	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	100%	100%	95%

Comment: All complaints were dealt with in the correct timescales during this quarter.

Finance – Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Commercial				
Expenditure	10,858	- 691	- 6%	Favourable
Income	- 5,778	591	- 10%	Adverse
Commercial Total	5,079	- 100	- 2%	Favourable

Comment: The adverse financial position is a result of Covid-19 and has been reported as part of the Emergency Budget. All income generating areas have been severely impacted and the leisure centre closure by the government has had a significant financial impact on the service. Overall my service is projecting a net underspend compared to the revised budget.

5. Service Dashboard – Housing Delivery & Communities

This service area includes the following teams: Housing Development, Housing Options, Private Sector Housing, Service Improvement and Communities.

Key Successes & Lessons Learnt, Areas of Concern – Q1

Q1 summary from Head of Service:

Communities

The priority for the Communities Team was to deliver targeted support to all residents in need following the announcement of the lockdown on 23 March. Four officers were linked to local hubs in Godalming, Farnham, Cranleigh and Haslemere, with responsibility for ensuring communication at all times and provide support where necessary.

In addition, a first point of contact for Waverley residents needing help was established, with a dedicated Waverley helpline managed through the Housing Customer Service Team. This was a remarkable example of officers and teams stepping up and responding immediately to new and unpredicted challenges. Members of the Communities Team also joined a cross-service team to phone shielded residents.

At the beginning of lockdown four out of five funded day centres, having had to close their doors to general activities and services, expanded and extended their community meals service, delivering on average 1000 meals during the height of the pandemic.

The team also worked with Citizens Advice Waverley to promote Waverley Covid-19 Support Fund, which is due to be launched shortly.

As part of the Recovery, Change and Transformation Programme initiated as a response to the COVID-19 pandemic, the Community Resilience Project has been implemented to understand the impact on the local community, the Council's ability to support the organisations that meet the needs of local people and to establish any future actions required.

The Project will ultimately recommend the future partnering arrangements with the voluntary sector and whether and how the Council provides funding for the sector.

The Project requires close involvement of other key stakeholders and a number of meetings have been held with full engagement from Surrey Heartlands Integrated Care Partnership (ICP), Guildford and Waverley CCG, Voluntary Action South West Surrey (VASWS), Surrey County Council – Partnerships, Policy & Commissioning, Farnham and North East Hants CCG and Surrey Community Action (SCA).

The Safer Waverley Partnership (SWP) continued to work on Waverley's sixth Domestic Homicide Review (DHR) and the first three panel meetings have taken place. A draft report is due shortly. The SWP Joint Action Group commissioned a Youth ASB Task and Finish Group to address the issues facing a particular area in order to alleviate serious ASB. Although incidents have tailed off in the last three months, a level of recurrence has been noted and CCTV has now been installed.

The Safeguarding Policy for Children and Adults at Risk was approved by full Council on 9 June 2020.

Housing Delivery

The Housing Delivery Team has not slowed up during the pandemic. Work has continued at pace.

The major regeneration project at Ockford Ridge continues to make excellent progress. The first 15 of the 37 homes on Site A were handed over in May, only a month later than planned, despite the Covid-19 emergency. The contractor has managed to pull back time lost due to impact of Covid-19, with final handover dates received from the contractor for the end of September 2020.

A successful tendering process was carried out for Site B (17 homes). The contractor will commence work in early 2021.

Site C at Ockford Ridge is being actively considered for the introduction of fabric first and energy reduction measures, including options on electric boilers, ground and air source heat pumps and use of solar panels, as we look to respond to the Climate Change Emergency declared by the Council.

Following the successful acquisition of new homes on the Cala Homes development at Amlets Lane in Cranleigh, work is ongoing for Section 106 homes in Witley and Ewhurst, with more opportunities in the pipeline.

Having been granted planning permission, tenders are now out for three sites in Chiddingfold, with applications for two further schemes to be submitted shortly (total 25 homes). Applications for two schemes in Churt (total 16 homes) are about to be submitted.

The Housing Strategy Annual Progress Review was drafted and is currently being finalised before presentation to Executive Briefing and the Housing Overview and Scrutiny Committee in September.

The draft Affordable Housing Supplementary Planning Document was finalised post consultation. The adopted document will give clear and detailed guidance to planning officers, developers and affordable housing delivery partners on the delivery of affordable housing in the Borough. Work has been undertaken on affordability of rents across the Borough, and sets out how the Council and its partners can provide homes at rent levels affordable to all who are in need. This will assume increasing importance as housing need in the Borough will rise post Covid-19.

The Document will be presented to Executive Briefing and the Housing Overview and Scrutiny Committee in September.

Although landlord inspections and other housing regulatory work carried out by the Private Sector Housing Team has fallen off to a certain extent, the team has seen an increase in requests for public health funerals during the pandemic, which was to be expected.

During the quarter and due to lockdown there was an initial requirement to house rough sleepers and those threatened with rough sleeping, into emergency accommodation. The Housing Options Team placed over 30 households and this has been far from straightforward, particularly helping people claim benefits/universal credit and liaising with charities in regard to accessing food supplies. This was made even more difficult due to the fact that the Council's usual hostel accommodation had closed to new referrals and very few hotels were open at the start of the pandemic. It meant for the first few weeks Waverley's COVID 19 emergency placements were in Southampton, London, Woking and Farnborough.

At the end of the quarter there were four single households in B&B/hotels and one couple in Council owned temporary accommodation.

In addition to their usual homeless prevention and housing register work, the Housing Options and Homechoice teams also successfully arranged move-on accommodation for at least 20 households who were previously placed in emergency COVID 19 accommodation. The accommodation used for move-on has included refuges, supported housing, private rented accommodation, housing association properties and guardianship Council properties - properties due for future re-development that have been re-purposed for temporary emergency use.

The move-on work has also included securing charitable funding to purchase and deliver essential items such as kettles, toasters, camp beds, crockery, cutlery etc. to help households settle into their new accommodation.

Given the impact of the COVID 19 crisis on employment, it is very likely that Waverley and other Councils will face a second wave of homeless applications due to private rented tenancies ending and this in turn will mean there is a strong likelihood that emergency temporary accommodation costs will reach much higher levels in the short to medium term future. The costs will also be greater than at present given these homeless households are much more likely to include families with children whereas those having to be housed currently have been single person households or couples.

To keep such emergency accommodation costs to a minimum the Housing Options Team will continue to try to prevent homelessness wherever possible. However, this work also entails financial outlay on the General Fund to fund rent deposits and rent in advance payments and purchasing supported housing bed-spaces.

Andrew Smith, Head of Housing Delivery and Communities

Performance Indicators Status Q1

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Q1 Target
HD1 (NI)	Number of homeless households in temporary accommodation at the end of the quarter (lower outturn is better)	No.	0	0	0	5	5	5.0
HD2	Number of Affordable homes - Granted planning permission (Data only - higher outturn is better)	No.	62	0	14	63	0	Data only
HD3	Number of Affordable homes - Started on site within a quarter (Data only - higher outturn is better)	No.	0	13	19	83	0	Data only
HD4	Number of affordable homes delivered by the Council and other providers (gross) (Data only - higher outturn is better)	No.	11	31	46	65	20	Data only

Comment: Due to the pandemic, the Council had to accommodate all homeless households and rough sleepers. Having had to place thirty households towards the beginning of lockdown, and then end quarter 1 with only four households remaining in temporary accommodation is a remarkable achievement by the Housing Options and HomeChoice Teams.

HD4 Number of affordable homes delivered (gross) during Q1 (20):

UNITS	TENURE	SCHEME	PROVIDER	COMPLETED
15	Social rents	Ockford Ridge	WBC	June 2020
5	5 x shared ownership	Hewitts, Cranleigh	Clarion	June 2020

Service Plans - Actions Status Q1

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status Q1

Comment: There were no outstanding internal audit actions for this service area at the end of Q1.

Complaints – Q1 update

Q1 20-21 Housing Delivery and Communities - Level 1 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	1	3	3	2	2	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	1	3	2	2	2	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	100%	67%	100%	100%	95%

Q1 20-21 Housing Delivery and Communities – Level 2 escalations

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	5	2	0	3	1	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	4	2	0	2	1	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	80%	100%	N/A	67%	100%	95%

Comment: All complaints were addressed and completed well within the target times.

Finance – Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Housing Delivery & Communities				
Expenditure	4,271	84	2%	Adverse
Income	-1,909	-123	6%	Favourable
Housing Delivery & Communities Total	2,362	- 40	-2%	Favourable

Comment: The adverse variance is mainly due to an expected overspend in bed and breakfast and homelessness costs (rent in advance, deposit, etc.). The pandemic has significantly affected homelessness. Since the lockdown started, more households have been placed in temporary accommodation. This costly spend is forecast to continue into the future. Furthermore, if there is no change in policy regarding when private landlords can evict tenants from properties, it is estimated homelessness costs will rise from the end of Quarter 2.

The adverse variance is netted off against the favourable variance on income which relates to additional income on the homelessness Rent in Advance and deposits as well as Government grant which offsets a significant proportion of the B&B overspend.

Housing Revenue Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Housing Delivery & Communities				
Expenditure	1,287	- 37	-3%	Favourable
Income	-696	-	0%	Adverse
Housing Delivery & Communities Total	591	- 37	-6%	Favourable

Comment: Spend is lower by 37K in the Service Improvement Team and 29K in Housing Development due to vacancies not filled.

Service Dashboard – Housing Operations

This service area includes the following teams: Property Services, Tenancy and Estates, Rent Account and Senior Living.

Key Successes & Lessons Learnt, Areas of Concern – Q1 2020/2021

Q1 summary from Head of Service:

The first quarter of 2020/2021 has been unprecedented with the majority of the team working from home and managing the prioritisation, withdrawal and recovery of services during the coronavirus crisis.

Housing in Lockdown

Our key priorities are to make sure that tenants, homes and our employees are safe. From 23 March 2020 we followed government guidance and stopped all but emergency, health and safety and/or safeguarding visits to homes but continued to contact tenants by phone or email as necessary. As elements of usual work were suspended essential support projects were implemented.

The Housing Customer Service Team were transformed into the Waverley Community Support Helpline responding to over 1,000 calls per month. Connecting residents to volunteer groups to provide shopping, prescriptions, befriending and foodbank services. The team were shortlisted for the [Housing Quality Network Frontline Stars Awards](#) in June.

Members of the housing team have been making proactive welfare calls to our most vulnerable residents. The Senior Living team have been contacting all their 200 tenants daily with weekly visits to schemes during lockdown. A cross team group was set up to contact all council tenants over the age of 60 in general needs homes (over 2,000 people) checking in with tenants providing a friendly chat, advice and support. The Rents team are providing a bespoke financial advice to maintain rent payments and give assurances about security of home. In addition members of the housing team were redeployed to assist with processing business grants providing essential advice and funds to businesses in the borough.

I am proud of all the teams' adaptability and genuine desire to ensure the welfare of residents at this challenging time. However my **Quarter One Star team** is the 13 officers from a range of housing teams who made calls to the most vulnerable residents identified by SCC as shielding. Armed with just a name and number they cold called residents to offer support and ensure their needs were being met. They spoke to extremely vulnerable people and were able to make an immediate difference to protect the health, wellbeing and safety of these residents. The team made 60% of the 9,000 calls made by Waverley, with special thanks to Hilary Leigh and Darren Speed who made c1,000 calls each.

Recovery

As lockdown restrictions were eased the team started to plan how to restore services and respond to the backlog of requests. A phased approach, fundamentally putting the health and safety of tenants, visiting operatives and officers first, based on agreed priorities and team capacity, was developed.

The HRA Recovery, Change and Transformation Project identified five key objectives; maximise rental income, let homes, reinstate responsive repairs and H&S works, re/commence capital works

programme and maintain the development programme. A [progress report](#) was reported to Housing Overview and Scrutiny Committee 6 July 2020.

Communications

It has been important to keep tenants updated with changes to the housing service and provide advice and support. A letter was sent to all tenants in May advising of the phased introduction of services as lockdown restrictions lift and a further letter advising of the resumption of the repairs service in June.

The team and contractors have also been contacting individual tenants to arrange appointments and explain how works and/or visits will be completed whilst maintaining social distancing and preventing the spread of the virus. We've also worked with the communications team to ensure the website and social media posts were kept up to date.

The team worked with Councillor Rosoman to agree the recovery project objectives and completed a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis for the service.

I have been impressed with how we have been able to continue to work with the Tenants Panel due to their enthusiasm and commitment to make Zoom work for everyone. We have shared monthly updates and project objectives with them. They also successfully met with the Rent Accounts Team to review and improve the rent collection process by putting tenants at the heart of the process.

In conclusion the team have used and adapted their skills to provide alternative and ongoing services to residents in a professional, personal and compassionate manner in a time of extreme uncertainty.

Hugh Wagstaff, Head of Housing Operations

Performance Indicators Status

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-12	Q1 Target
HO1	Total current tenants rent arrears as a percentage of the total estimated gross debit (lower outturn is better)	%	0.68%	0.66%	0.65%	0.64%	0.86%	0.7%
HO2	Average number of working days taken to re-let 'normal void' property (lower outturn is better)	Days	27	22	26	28	70	20
HO3	Percentage of annual boiler services and gas safety checks undertaken on time (higher outturn is better)	%	100.0 %	100.0 %	100.0 %	100.0 %	98.3%	100.0%
HO4	Responsive Repairs: How would you rate the overall service you have received? (Tenants' view of the service) (higher outturn is better)	%	90.6%	92.0%	90.0%	87.0%	N/A	93.0%
HO5	Responsive Repairs: Was repair completed right first time? (Tenants' view of the service) (higher outturn is better)	%	84.6%	80.0%	80.0%	69.0%	N/A	78.0%
HO6	% of tenancy audits completed against scheduled appointments in a quarter.	%	New indicator for 2020/21				N/A	90%

Q1 Comment:

The performance indicators reflect the change in circumstances during the coronavirus crisis.

The rent arrears have increased with over 300 tenants making Universal Credit claims as their financial circumstances changed. There is a five week wait between application and the first payment which causes budgeting issues reflected in the rent arrears. The collection rate is improving from 0.92% at the end of May. The performance still exceeds peer organisations with HouseMark Covid 19 impact monitoring stating that average rent arrears at 3.27%.

The relet performance is at an all time low as all empty homes were held during lockdown. There were no relets in April. Restarted service late May to clear backlog of c70 homes. There were three lettings in May and 10 in June. Current void loss at £130k, £56K above projected figure. The team are working closely with contractor to clear the backlog - two additional sub contractors have been recruited to assist.

The gas safety check performance has fallen, there are 74 homes without CP12. This is unusually high due to COVID-19 pandemic and residents denying access due to self isolation or shielding. We are working with residents to ensure safe access, appointments have been made with the majority and escalation steps to be taken as appropriate.

The responsive repairs and tenancy audit figures are not available this quarter due to change in contract, halt to visits and redeployment of resources.

Service Plan - Actions Status Q1

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status Q

Comment:

There were no internal audit housing reports completed within Q1.

Complaints Q4

Q4 19-20			Housing Operations - Level 1 Complaints					
KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	21	25	18	20	8	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	11	15	12	16	7	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	52%	60%	67%	80%	88%	95%

Q4 19-20 Housing Operations - Level 2 escalations			Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
KPI	Description		5	6	7	8	1	Data only
Level 2	Total number of Level 2 complaints received in a quarter	Number	5	6	7	8	1	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	4	6	6	7	0	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	80%	100%	86%	88%	0%	95%

Comment:

There was a reduction in complaints during the lockdown period. Only two complaint responses were out of time but due to the small number of complaints they had an adverse impact on the PI. The level one complaint was four days overdue and the level two only one day over. Given the challenging circumstances with officers working from home on limited IT equipment the team have worked well to respond to complaints effectively.

The team also received positive feedback during lockdown on the service provided by the Community helpline and the contact made during welfare calls to tenants. Residents greatly appreciated the thought, support and information.

Finance – Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/Favourable
Housing Operations				
Expenditure	40	-	0%	-
Housing Operations Total	40	0	0%	-

Comment:

The approved budget is for the Syrian vulnerable person resettlement programme which is fund by fully central government grants. There are no variances to note.

Housing Revenue Account (HRA)				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/Favourable
Housing Operations				
Expenditure	25,991	- 1,280	- 5%	Favourable
Income	- 34,061	390	1%	Adverse
Housing Operations Total	- 8,070	- 890	11%	Favourable

Comment:

The coronavirus crisis has resulted in a forecast underspend for maintenance works (c£1m) and salaries (c£200k) with reduced income from rent (£390k). The HRA Business Plan remains healthy with an overall favourable outcome.

7. Service Dashboard – Business Transformation & Corporate

This service area covers teams of Facilities, IT, Office Support, Property/Engineering and Business Transformation

Key Successes & Lessons Learnt, Areas of Concern – Q1 2020/2021

Q1 summary from the Head of Service:

Looking at each of the Business Transformation Service Teams individually:

IT:

During this quarter the impacts of Covid lockdown became very quickly apparent and the demands on the IT Service were unprecedented and immense.

Overnight we saw the numbers of people working from home rise from about 10% of the work-force to 90% and this has not changed appreciably since with around 85% of the work-force working from home on any given day by the end of the quarter. Providing equipment and connectivity to the many staff working at home for prolonged periods for the first time was extremely challenging. Initially we had an issue with our internet capacity which was affecting system speed which we resolved in April. Since then we have been responding to requests to equip or facilitate people to work from home more effectively, this an ongoing and continuing stream of work.

The demand for video conferencing was another service where we had to accelerate our plans. We were already researching the market but to improve our existing teleconferencing skype service and to respond the requirement to create a remote democratic governance function meant a much more rapid procurement process. During this quarter we acquired a fixed facility in Committee Room 1 and also a mobile facility.

Also in Q1 we have seen ongoing migration to Office 365 including Sharepoint which is a major operation in itself, intensive training on the Netcall low code solution to support the Customer Services Project and also the repeated breakdown of the air conditioning units which has required an emergency procurement exercise to replace them.

Business Transformation:

During Q1 we saw three of the four members of the Team diverted onto Covid specific tasks although all three returned to the Team by the end of the quarter.

Despite this interruption we have still seen significant progress on the Customer Services Project and towards the end of the quarter formal consultation began as regards the creation of the Customer Services Centre. The IT infrastructure preparation work has continued and we have signed the contract with the supplier of our new web site.

We have also made progress in the Planning Service preparing for the vital testing process for the new line of business Horizon system. We are also working with the service in terms of the design of their future delivery model.

Q1 also saw the Staff Travel Project Group finalise its recommendations for consideration by the Programme Board. There are potentially almost £200k of savings deliverable here so it is an important work-stream.

Support Services:

The Support Services Team are very much affected by the Customer Services Project, the entire team will be impacted by the proposals in one way or another and so the effect on them is material.

In Q1 we have seen the continued roll-out of the hybrid mail facility with 75% of the organisation now using the tool by the end of the quarter. Covid has had a very significant impact on paper usage which we are now investigating as we are using 300 fewer reams of paper per month (or 150,000 sheets of paper).

Property and Engineering

The Team are assisting in a re-design of the building layout to accommodate the new Customer Services Team; this will also see changes to the Reception Area.

We are still following up on carrying out maintenance work revealed as necessary by the very wet winter.

Facilities

The Team have been very much impacted by the Covid situation not least because a number of the Team have had to shield for prolonged periods. The importance of cleaning has been emphasised because of the risks of infection spread and we have had to introduce a number of new practices as well as taking the opportunity to carry out some deep cleans with relatively few staff in the building.

At the very end of the quarter we saw the transfer of the community meals service to Farncombe Day Centre which has an impact on the future viability of the Staff Restaurant.

David Allum

Head of Business Transformation

Performance Indicators Status Q1

Comment: This service area does not have any established KPIs. The current customer service review will be exploring what measures could be used for performance monitoring in the future. This service consists of the following teams: Facilities, IT, Support Services, Property and Engineering, Business Transformation.

Service Plan - Actions Status Q1

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status at Q1

Comment: There were no outstanding internal audit actions for this service area at the end of Q1.

Complaints – Q1 update

Q1 20-21 Business Transformation - Level 1 escalations

KPI	Description		Q1 19- 20	Q2 19- 20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95.00%

Q1 20-21 Business Transformation - Level 2 escalations

KPI	Description		Q1 19- 20	Q2 19-20	Q3 19- 20	Q4 19-20	Q1 20-21	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	0	0	0	0	0	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	0	0	0	0	0	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	N/A	N/A	N/A	N/A	95.0%

Finance – Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Business Transformation				
Expenditure	4,938	- 241	- 5%	Favourable
Income	-4,867	19	0%	Adverse
Business Transformation Total	71	- 221	-310%	Favourable

Comment:

Much of the variances are explained by counter-balanced changes in income and expenditure generated by the shift in provider of community meals. The largest of the favourable cost saving is due to posts being held vacant to meet the corporate target agreed in the revised budget and pending the various business transformation projects.

8. Service Dashboard – Finance and Property Investment

This service includes the following teams: Accountancy, Benefits and Revenues, Exchequer Services, Insurance, Procurement and Property Investment.

Key Successes & Lessons Learnt, Areas of Concern – Q1 2020-21

Q1 summary from the Head of Service:

Accountancy / Financial management: The Statement of accounts and financial year end has been completed to plan despite the challenges the team faced by covid to review the budgets so early on in the year.

Benefits and Revenues service: This team is performing well and have responded and flexed to the impact of increased demand and new government welfare related covid initiatives.

Asset management team: Letting of Wey Court has been challenging and work is still underway to sign up prospective tenants. This is impacting upon budget performance and can be seen in the financial section. Sourcing new investments has also been challenging, there are some investment opportunities now coming through to be considered by the recently re-constituted Investment Advisory Board.

Peter Vickers, Head of Finance and Property

Performance Indicators Status Q1

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Q1 Target
F1	Percentage of Council Tax collected (cumulative target Q1-Q4, 24.8%,49.5%, 74.3%, 99.0%) (higher outturn is better)	%	29.7	57.7	85.6	98	29.6	24.8
F2	Percentage of Non-domestic Rates Collected (cumulative target Q1-Q4, 24.8%,49.5%, 74.3%, 99.0%) (higher outturn is better)	%	27.6	51.7	74.8	97.2	19.7	24.8
F3	Percentage of invoices paid within 30 days or within supplier payment terms (higher outturn is better)	%	98.4	77.0	97.8	98	98.3	99.0
F4	Time taken to process Housing Benefit new claims (lower outturn is better)	Days	8	11	12	11	15	Data only
F5	Time taken to process Housing Benefit change events (lower outturn is better)	Days	3	5	5	3	5	Data only

Q1 Comment: The focus on debt recovery is as prior. Additional capacity and service resilience has been secured from a joint working agreement with Reigate and Banstead Council debt recovery team to target Business Rates and Council tax from 1st September.

Service Plans - Actions Status Q1

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status Q1

Comment: There were no outstanding internal audit actions for this service area at the end of Q1.

Complaints Q1

Q1 20-21 Finance - Level 1 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	3	7	7	11	2	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	3	6	5	8	1	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	86%	71%	73%	50%	95%

Comment: Some complaints are particularly complex when dealing with individuals circumstances and perceptions of entitlement, this takes time to resolve. Whilst a complaint was not closed within the time scale, a dialogue is maintained with the complainant.

Q1 -20-21 Finance - Level 2 escalations

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q4 19-20	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	2	2	1	2	5	Data only
Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	2	2	1	2	4	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	100%	100%	100%	80%	95%

Comment: Some complaints are particularly complex when dealing with individuals circumstances and perceptions of entitlement, this takes time to resolve. Whilst a complaint was not closed within the time scale, a dialogue is maintained with the complainant.

Finance– Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Finance & Property				
Expenditure	32,032	26	0%	Adverse
Income	- 30,899	81	0%	Adverse
Finance & Property Total	1,133	107	9%	Adverse

Comment: Services are being delivered within budget except for the commercial income due to the long term void on Wey Court East. Negotiations are still ongoing to resolve this challenging issue. The deficit will be covered this year by the void provision. These variations have been reflected in the revised budget included in the table above.

9. Service Dashboard – Policy & Governance

This service includes the following teams: Legal Services; Democratic Services; Elections; Corporate Policy (including customer complaints); Communications and Engagement; and Human Resources.

Key Successes & Lessons Learnt, Areas of Concern – Q1 2020/21

Q1 summary from the Head of Service:

In Quarter 1, the service initially focused its efforts entirely on supporting the Council's emergency response to the Coronavirus pandemic, including:

1. Providing vital HR advice, support and guidance to managers and staff on a range of employment topics associated with the emergency situation, for example remote working, safety of front line workers, sick leave, self-isolation, caring for dependents, bereavement, and wellbeing.
2. Coordinating internal and external communications and engagement activity, both at the Waverley level but also as part of the coordinated efforts across Surrey. The remit of this communications activity extended far beyond the usual reach and scope of the team's work as activity was focused wherever it was needed as part of the broader public service response to the pandemic.
3. Supporting the Council to deal effectively with a range of legal and contractual challenges arising as a direct result of the national lockdown.
4. Working alongside IT colleagues to support the transition, on a temporary basis, to remote committee meetings by Zoom.
5. Providing additional senior management resource on managing non-covid emergency situations during the pandemic. This capacity was utilised in the Council's response to the Netley Mill Water Incident.

Later in the quarter, the Council's focus began to shift towards recovery, change and transformation and the Policy and Governance service focused significantly on supporting this programme. In particular, the service has:

1. Led the 'people and staff' recovery, change and transformation workstream, with a particular focus in Quarter 1 on developing a plan for managing a gradual, controlled, safe and positive return to some degree of office working by Council staff.
2. Led the 'governance and decision-making' recovery, change and transformation workstream, with a particular focus in Quarter 1 on managing the governance arrangements around remote working, including temporary arrangements to enable planning decisions to continue and the implementation of virtual meeting procedure rules.

3. Led the ‘service plans’ recovery, change and transformation workstream, supporting the Executive and Senior Management team to develop a plan for reviewing and revising the Council’s Corporate Strategy and Service Plans, including plans for input from scrutiny committees before new plans are agreed by the end of the calendar year.
4. Ensured all workstreams within the recovery, change and transformation programme are fully supported with legal advice and communications and engagement planning.

Some of the usual Policy and Governance services were necessarily delayed whilst the service focused squarely on supporting efforts in respect of Covid. In particular, the delivery of the Land Charges service and the timeliness of the handling of complaints made to me as Monitoring Officer relating to the councillor code of conduct were affected.

I would like to take this opportunity to say a huge thank you to all the staff within Policy and Governance who responded so excellently and diligently with hard work, tenacity, patience and adaptability in order to support the Council’s efforts in the light of the coronavirus pandemic.

Robin Taylor, Head of Policy & Governance

Performance Indicators Status Q1

Comment:

HR2. Absence shows a slight fall in short term sickness and a corresponding increase in long term sickness. This data reflects some of the Covid-19 increase in sickness reported in February/March 2020. The long term trend particularly picks up on a few individual long term absences specifically related to mental health and anxiety which we have seen increase over the last 12 months and particularly as a result of Covid-specific anxiety. Our expectation is that short term sickness rates will fall with the increase in home working, however long term sickness will remain stable or slightly increase as a result of covid-related illness including mental health.

PG2. The timeliness of response to complaints deteriorated within in the quarter. The percentage of level 2 complaints responded to on time moved back into ‘red’ from amber. The table on page 5 of this report sets out the timeliness of complaints responses across each of the Council’s services. Individual commentary on complaints may be found in each of the service dashboards.

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Q4 Target
HR1a	Total Staff Turnover for Rolling 12 month period (%) (data only)	%	17.8	18.9	17.5	22.1	17.38	Data only
HR2	Total Staff Short & Long term Sickness Absence - Working Days Lost per Employee - Rolling 12 months (lower outturn is better)	Days	7.0	6.8	7.38	7.50	7.56	6.52
	ref. HR2a - Short term Sickness Absence	Days	3.1	3.0	3.3	3.3	2.96	6.52
	ref. HR2b - Long term Sickness Absence		3.9	3.8	4.1	4.2	4.59	
PG1a	The number of complaints received - Level 1 (data only)	No.	57	68	64	82	35	Data only
PG1b	The number of complaints received - Level 2 (data only)	No.	20	25	16	27	16	Data only

PG2a	The % of complaints responded to on time - Level 1 (higher outturn is better)	%	87.2%	81.8%	82.8%	87.0%	83%	95.0%
PG2b	The % of complaints responded to on time - Level 2 (higher outturn is better)	%	94.0%	98.2%	87.5%	93.0%	81%	95.0%

Waverley's complaints escalation process:

- Level 1 – investigated by the appropriate manager or team leader, with a detailed response within 10 working days.
- Level 2 – if the response received to Level 1 isn't satisfactory, a complaint can be escalated to Level 2 where it will be reviewed by a Head of Service and the Corporate Complaints Officer (independent from services).
- Ombudsman – if Level 2 response still isn't satisfactory, the matter can be escalated to an external independent review body (Ombudsman).

Service Plans - Actions Status Q1

Outstanding actions from 2020-21 Service Plan

During the first quarter a number of Service Plan actions have had to be suspended to ensure we focused all our resources on supporting our communities during the Covid pandemic, in particular the vulnerable and the elderly. Service Plans are currently being reviewed to consider the impact of Covid and this review is part of the Recovery Change and Transformation Programme. For this reason there is no report on Service Plan progress in this Performance Report; it will be resumed in the second quarter.

Internal Audit - Actions Status Q1

Comment: There were no outstanding internal audit actions for this service area at the end of Q1.

Complaints Q1

Q1 20-21 Policy and Governance - Level 1 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 1	Total number of Level 1 complaints received in a quarter	Number	3	1	0	2	0	Data only
Level 1	Number of Level 1 complaints dealt with on time in a quarter	Number	3	1	0	2	0	Data only
Level 1	Level 1 Response rate (the percentage of complaints responded to against the 10 working days target)	%	100%	100%	N/A	100%	N/A	95%

Comment: No level 1 complaints were received in this quarter.

Q1 20-21 Policy and Governance – Level 2 Complaints

KPI	Description		Q1 19-20	Q2 19-20	Q3 19-20	Q4 19-20	Q1 20-21	Target
Level 2	Total number of Level 2 complaints received in a quarter	Number	0	1	1	0	0	Data only

Level 2	Number of Level 2 complaints dealt with on time in a quarter	Number	0	0	1	0	0	Data only
Level 2	Level 2 Response rate (the percentage of complaints responded to against the 10 working days target)	%	N/A	0%	100%	N/A	N/A	95%

Comment: No complaints were escalated to level 2 in this quarter.

Finance – Q1 update

General Fund Account				
Services	Approved Budget £'000	Variance £'000	% Variance	Adverse/ Favourable
Policy & Governance				
Expenditure	6,638	- 230	- 3%	Favourable
Income	- 3,697	- 1	0%	Favourable
Policy & Governance Total	2,942	- 231	- 8%	Favourable

Comment: The significant favourable variance in expenditure arises mainly from posts being held vacant to meet the corporate target set in the revised budget and in preparation for the various business transformation projects. The loss of income within the quarter relating principally to the Land Charges function which was suspended as a result of Covid-19, has now been included in the revised budget.