

WAVERLEY BOROUGH COUNCIL

VALUE FOR MONEY AND CUSTOMER SERVICE OVERVIEW AND SCRUTINY COMMITTEE – 24 MAY 2021

Title:

**Q4 2020-21 Corporate Performance Report and
Annual review of Performance Indicators**

Portfolio Holder:

**Cllr Paul Follows, Leader – Corporate Strategy,
Communications and Engagement
Cllr Peter Clark, Deputy Leader – Portfolio Holder for
Business Transformation and IT
Cllr Mark Merryweather – Portfolio Holder for Finance, Assets
and Commercial Services
Cllr Liz Townsend – Portfolio Holder for Economic
Development, Leisure and Dunsfold Park**

Head of Service:

**Peter Vickers, Head of Finance & Property
Robin Taylor, Head of Policy & Governance
David Allum, Head of Business Transformation
Kelvin Mills, Head of Commercial Services
Zac Ellwood, Head of Planning and Economic Development**

Key decision:

No

Access:

Public

1. Purpose and summary

- 1.1. The purpose of this report is to present the Corporate Performance Report for the fourth quarter of 2020/2021 and the Annual Review of Performance Indicators.
- 1.2. The Corporate Performance Report provides analysis of the Council's performance for the fourth quarter of the 2020/2021 and reflection of the Council's performance throughout the year. The report, set out in Annexe 1, is being presented to each of the Overview and Scrutiny Committees for comment and any recommendations they may wish to make to senior management or the Executive.

2. Recommendation

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

- 1) Considers the performance of the service areas under its remit, as set out in Annexe 1 to this report, and makes any recommendations to senior management or the Executive as appropriate, and

- 2) considers the Annual Review of Performance Indicators, as set out in the table below, and makes any comments or recommendations to the Executive.

Business Transformation				
This service area does not currently have any established PIs. The Customer Service Review will be exploring what measures could be used for performance monitoring in the future. This review is scheduled to occur within Q1 and Q2 of 2021/2022, as detailed in the Business Transformation Service Plan 2021/2024 and the results will be brought back to this Committee.				
Finance and Property				
PI	Description		Target	Comments
F1	Percentage of Council Tax collected (cumulative target Q1-Q4, 24.8%, 49.5%, 74.3%, 99.0%) (higher outturn is better)	%	99%	Unchanged
F2	Percentage of Non-domestic Rates Collected (cumulative target Q1-Q4, 24.8%, 49.5%, 74.3%, 99.0%) (higher outturn is better)	%	99%	Unchanged
F3	Percentage of invoices paid within 30 days or within supplier payment terms (higher outturn is better)	%	99%	Unchanged
F4	Time taken to process Housing Benefit new claims (lower outturn is better)	Days	Data Only	Unchanged
F5	Time taken to process Housing Benefit change events (lower outturn is better)	Days	Data Only	Unchanged
F6	Net return on property	%	Data Only	New PI proposed
Policy and Governance				
PI	Description		Target	Comments
HR1a	Total Staff Turnover for Rolling 12-month period (%) (data only)	%	Data only	Unchanged
HR2	Total Staff Short- & Long-term Sickness Absence - Working Days Lost per Employee - Rolling 12 months (lower outturn is better)	Days	6.52	Unchanged
	ref. HR2a - Short term Sickness Absence	Days	6.52	Unchanged

	ref. HR2b - Long term Sickness Absence			Unchanged
PG1a	The number of complaints received - Level 1 (data only)	No.	Data only	Unchanged
PG1b	The number of complaints received - Level 2 (data only)	No.	Data only	Unchanged
PG2a	The % of complaints responded to on time - Level 1 (higher outturn is better)	%	95.0%	Unchanged
PG2b	The % of complaints responded to on time - Level 2 (higher outturn is better)	%	95.0%	Unchanged
PG3a	Number of Freedom of Information (FOI) and Environmental Information Regulations Requests (EIR) received.	No.	Data only	New PI proposed
PG3b	Percentage of FOI and EIR requests responded to within 'statutory timescale'.	%	100	New PI proposed
PG4a	Number of Subject Access Requests received.	No.	Data only	New PI proposed
PG4b	Percentage of Subject Access Requests responded to within one calendar month.	%	100	New PI proposed
PG5a	Number of Local Land Charge searches received.	No.	Data only	New PI proposed
PG5b	Percentage of Local Land Charge searches responded to within 10 working days.	%	100	New PI proposed
Commercial Services (Building Control only)				
PI	Description		Target	Comments
C4	Percentage of complete building control applications checked within 10 days (higher outturn is better) (P8)	%	80	Unchanged
Planning & Economic Development (Economic Development only)				
Economic Development does not currently have any established PIs. The team are currently exploring what measures could be used for performance monitoring in the future. The results of this review will be brought back to this Committee.				

3. Reason for the recommendation

The quarterly review of the Council's performance is subject to internal as well as external scrutiny in which the O&S committees play a crucial role. This approach allows for transparent assessment on how each service performs against its set goals and targets, and if those targets are still relevant. It also allows the O&S

Committees to raise any concerns to senior management and the Executive, which in turn can result in improvement actions where required.

4. Background

- 4.1 The Council's Performance Management Framework provides the governance structure to enable the delivery of the Council's objectives. Performance monitoring is conducted at all levels of the organisation, from the strategic corporate level, through the operational/team level, leading to individual staff performance targets. The data is collated at the end of each quarter and a broad range of measures have been included to provide a comprehensive picture of overall performance. The report is used as a performance management tool by senior management.
- 4.3 Although the report contains information about all services, each of the Overview & Scrutiny Committees is only required to consider those sections of the report specific to its service area remit.

5. Relationship to the Corporate Strategy and Service Plan

- 5.1 Waverley's performance management framework, and active management of performance information helps ensure that Waverley delivers against all its Corporate Priorities.

6. Implications of decision

- 6.1 **Resource (Finance, procurement, staffing, IT)**
The report presents the performance status of a wide range of measures from across the Council, including the quarterly update on the budget position and staffing situation.
- 6.2 **Risk management**
The scrutiny process of key performance indicators, goals, and targets, laid out in this report, allows for an ongoing assessment of potential risks arising from underperformance, and the monitoring of improvement or mitigation actions put in place to address potential issues.
- 6.3 **Legal**
There are no legal implications arising directly from this report, however some indicators are based on statutory returns, which the council must make to the Government.
- 6.4 **Equality, diversity, and inclusion**
There are no direct equality, diversity, or inclusion implications in this report. Equality impact assessments are carried out when necessary across the council to ensure service delivery meets the requirements of the Public Sector Equality Duty under the Equality Act 2010.
- 6.5 **Climate emergency declaration**
The report does not have direct climate change implications. The service plans, the delivery of which is monitored through this report, were revised in March 2021

which take into consideration objectives arising from the [Climate Change and Sustainability Strategy 2020-2030](#) and [Carbon Neutrality Action Plan 2020-2030](#).

7. Consultation and engagement

- 7.1 The report goes through an internal sign off process by the Senior Management Team. The external scrutiny stage starts with the review by the Overview and Scrutiny Committees at the quarterly cycle and, if required due to any substantial recommendations, travels to the Executive to seek its approval.

8. Other options considered

- 8.1 Standing report, no further considerations required.

9. Governance journey

- 9.1 The Overview and Scrutiny Committees will pass on their comments and recommendations to the Executive, who will take these into consideration when approving the proposals. Once approved the reviewed Performance Indicators will inform the Quarterly Corporate Performance Reports for 2021/2022, when the next annual review will be considered.

Annexes:

Annexe 1 Q4 2020-21 Corporate Performance Report – Annexe 1

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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Agreed and signed off by:

Legal Services: N/A

Head of Finance: N/A

Strategic Director: May 2021

Portfolio Holder: May 2021