

## WAVERLEY BOROUGH COUNCIL

### HOUSING OVERVIEW AND SCRUTINY COMMITTEE – 08 JUNE 2021

Title:

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

Portfolio Holder: Cllr Anne-Marie Rosoman, Portfolio Holder for Housing and Community Safety

Head of Service: Hugh Wagstaff, Head of Housing Operations  
Andrew Smith, Head of Housing Delivery and Communities

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 Housing 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.

<b>Housing Delivery &amp; Communities (Housing Delivery only)</b>				
<b>PI</b>	<b>Description</b>		<b>Target</b>	<b>Comments</b>
<b>HD1 (NI)</b>	Number of homeless households in temporary accommodation at the end of the quarter ( <b>lower outturn is better</b> )	<b>No.</b>	<b>5.0</b>	Unchanged

<b>HD2</b>	Number of Affordable homes - Granted planning permission ( <b>Data only - higher outturn is better</b> )	<b>No.</b>	<b>Data only</b>	Unchanged
<b>HD3</b>	Number of Affordable homes - Started on site within a quarter ( <b>Data only - higher outturn is better</b> )	<b>No.</b>	<b>Data only</b>	Unchanged
<b>HD4</b>	Number of affordable homes delivered by the Council and other providers (gross) ( <b>Data only - higher outturn is better</b> )	<b>No.</b>	<b>Data only</b>	Unchanged
<b>Housing Operations</b>				
<b>PI</b>	<b>Description</b>		<b>Target</b>	<b>Comments</b>
<b>HO1</b>	Total current tenants rent arrears as a percentage of the total estimated gross debit ( <b>lower outturn is better</b> )	<b>%</b>	<del>0.7%</del> <b>1%</b>	New target proposed
<b>HO2</b>	Average number of working days taken to re-let 'normal void' property ( <b>lower outturn is better</b> )	<b>Days</b>	<b>20</b>	Unchanged
<b>HO3</b>	Percentage of annual boiler services and gas safety checks undertaken on time ( <b>higher outturn is better</b> )	<b>%</b>	<b>100%</b>	Unchanged
<b>HO4*</b>	Responsive Repairs: How would you rate the overall service you have received? (Tenants' view of the service) ( <b>higher outturn is better</b> )	<b>%</b>	<b>93%</b>	Existing PI
	Responsive Repairs: Average number of days to complete a repair ( <b>lower outturn is better</b> )	<b>Days</b>	<b>7</b>	Proposed change to PI HO4
<b>HO5*</b>	Responsive Repairs: Was repair completed right first time? (Tenants' view of the service) ( <b>higher outturn is better</b> )	<b>%</b>	<b>78%</b>	Unchanged
	Responsive Repairs: Percentage of jobs not completed within 28 days ( <b>lower outturn is better</b> )	<b>%</b>	<b>10%</b>	Proposed change to PI HO5
<b>HO6</b>	% of tenancy audits completed against scheduled appointments in a quarter.	<b>%</b>	<b>90%</b>	Unchanged

\*Interim PI proposed. To return to tenants' satisfaction PI when new contract is live in 2022 for 2022/23 reporting.

### **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

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## **Background Papers**

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

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Agreed and signed off by:  
Legal Services: N/A  
Head of Finance: N/A  
Strategic Director: May 2021  
Portfolio Holder: May 2021