

WAVERLEY BOROUGH COUNCIL

SERVICES O&S COMMITTEE – 22 NOVEMBER 2022

Title:

CORPORATE PERFORMANCE REPORT
Q2 2022-2023
(July 2022 – September 2022)

Portfolio Holder: All Portfolio Holders
Head of Service: All Heads of Service
Key decision: No
Access: Public

1. Purpose and summary

The Corporate Performance Report, set out at Annexe 1, provides an analysis of the Council's performance for the second quarter of 2022-23. The report is being presented to each of the Overview and Scrutiny Committees for comment and any recommendations they may wish to make to the Joint Management Team or the Executive.

The report also includes a proposal to amend the Development Management performance indicators as set out in section 5 below.

2. Recommendation

It is recommended that the Overview & Scrutiny Committee:

- considers the performance of the service areas under its remit as set out in Annexe 1 to this report and makes any recommendations to the Joint Management Team or the Executive, as appropriate.
- Endorses the proposals put forward by officers with regards changes to the corporate performance indicators for Development Management; the deletion of P123(a), P153(a) and P151(a) and the inclusion of P6 and P6a.

3. Reason for the recommendation

O&S committees play a crucial role in the scrutiny of the Council's performance. It provides a transparent assessment on how each service performs against its set goals and targets. It also allows the O&S Committees to raise any areas of concern to senior management and the Executive, which in turn drives service improvement.

During the service improvement processes undertaken in the Development Management area in the Planning Service, a review of performance indicators was carried out which resulted in the second recommendation above.

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 focus of this comprehensive report is the corporate level performance analysis.

- 4.2 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, and this has been clearly outlined in section 2 'Report Sections Summary with Scrutiny Remits of O&S Committees' of Annexe 1.

5 Proposed Changes to the Planning Service Performance Indicators

- 5.1 The Business Manager in the Planning Service has been conducting a review of the Development Management process and as part of this review has looked at the various performance measures to improve accountability and accuracy.
- 5.2 The Committee may recall that during the pandemic, concern was raised about the time being taken to issue planning decisions which had been caused by a number of factors. The committee requested that three new indicators be included in the performance report to monitor how many applications were meeting the statutory target times that had not been the subject of an extension of time agreement. (The local planning authority and an applicant can agree to an extension of time to deal with issues and obstacles that emerge while the planning application is being considered.) The indicators were included in the subsequent performance reports. However, given the conditions that continued to prevail and the imperative to focus officer time on dealing with planning applications expeditiously, it was decided that extensions of time would no longer be requested. As time went on, the number of applications subject to an extension of time agreement have diminished and therefore the indicators P123(a), P151(a) and P153(a) have become irrelevant. It is therefore proposed that these indicators are deleted from the corporate performance report.
- 5.3 The redesigned pre-application service was launched in August 2022 and has been well received to date. It introduced four service levels; bronze, silver, gold and platinum which offer different delivery dates ranging from 21 to 42 days. As a result, the indicator P6 'Percentage of pre-application advice provided within 28 days target' is no longer appropriate and as the data is no longer being collected it is proposed that this indicator be deleted and replaced by the following:
- P6 – percentage of "Bronze Service Level" pre-application advice provided within 21 days (3 wks) target.
 - P6a- percentage of "Silver Service Level" pre-application advice provided within 42 (6 wks) days target.

These target dates are being measured and will be fully detailed in the Q3 performance report.

6. Relationship to the Corporate Strategy and Service Plans

Waverley's Performance Management Framework and the active management of performance information helps to ensure that the Council's Corporate Priorities are delivered.

7. Implications of decision

7.1 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.

7.2 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.

7.3 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.

7.4 Equality, diversity and inclusion

There are no direct equality, diversity or inclusion implications resulting from 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.

7.5 Climate emergency declaration

The report does not have direct climate change implications. Service Plans, which are monitored in this report, take into consideration new environmental and sustainability objectives arising from the [Corporate Strategy 2020-2025](#) in light of the [Climate Emergency](#) introduced by the Council in September 2019.

8. Consultation and engagement

The report goes through an internal sign off process by the Joint Management Team. The external scrutiny stage starts with the Overview and Scrutiny Committees at the quarterly committee cycle and any recommendations made travel to the Executive for consideration and response..

9. Other options considered

Standing report on the O&S Committees Agenda, no further considerations required.

9. Governance journey

The Overview and Scrutiny Committees will pass on their comments and recommendations to senior management or the Executive, who will initiate any improvement actions where required.

Annexes:

Annexe 1 Q2 2022-23 Corporate Performance Report July - September 2022

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 – standing report

Head of Finance: 27 October 2022

Strategic Director: 27 October 2022

Portfolio Holders: Internal Executive Briefing meeting on 1 November 2022