

# Waverley Borough Council

**Report to:** Landlord Services Advisory Board

**Date:** 28 September 2023

**Ward(s) affected:** All

**Report of Director:** All Executive Head of Housing

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**Executive Portfolio Holder responsible:** Cllr Paul Rivers, Co Portfolio Holder for Housing

**Report Status:** Open

## Corporate Performance Report Q1 2023-24 (January – March 2023)

### 1. Executive Summary

The Corporate Performance Report, Annexe 1, provides an analysis of the Council's performance for the first quarter of 2023/24.

The Housing Service performance information has been extracted for the Landlord Services Advisory Board. The full performance report can be found on the [council website](#).

The report is being presented to each of the Overview and Scrutiny Committees and Landlord Services Advisory Board for comment and any

recommendations the Committee may wish to make to the Joint Management Team or the Executive.

## **2. Recommendation to Overview & Scrutiny Committee:**

It is recommended that the Board:

- considers the performance as set out in Annexe 1 to this report,
- identifies any areas for comment or further exploration, and
- makes any recommendations to the Joint Management Team or the Executive, as appropriate.

## **3. Reason(s) for Recommendation:**

The quarterly review of the Council's performance is subject to internal as well as external scrutiny. This approach allows for a transparent assessment of how each service performs against its set goals and targets. It also allows the Board members to raise any areas of concern to the Joint Management Team or the Executive, which in turn drives service improvement.

## **4. Purpose of Report**

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

- Key performance indicators
- Progress of Internal Audit recommendations
- Complaints monitoring
- Workforce data
- Financial forecasting
- Housing Delivery monitoring

## **5. Strategic Priorities**

Review of the Council's performance in all service areas is central to delivering all of the strategic priorities.

## **6. Background**

- 6.1 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.
  
- 6.2 The report is comprised of the corporate overview section with the Chief Executive's and Section 151 Officer's (Executive Head of Finance) comments, followed by service specific sections with Executive Heads of Service feedback on the performance in their area. The report is used as a performance management tool by senior management.
  
- 6.3 Annexe One has been edited to provide performance related to the landlord service..

## **7. Consultations**

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 monthly Landlord Services Advisory Board. Any recommendations made travel to the Executive for consideration and response.

## **8. Key Risks**

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.

## **9. Financial Implications**

The report presents the performance status of a wide range of measures from across the Council, including the quarterly update on the budget position.

## **10. Legal Implications**

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.

## **11. Human Resource Implications**

The report presents the performance status of a wide range of measures from across the Council, including the quarterly update on the staffing situation.

## **12. Equality and Diversity Implications**

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.

## **13. Climate Change/Sustainability Implications**

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.

## 14. Suggested issues for overview and scrutiny

Feedback is sought on the performance of the service as set out in Annexe 1 to this report and any recommendations made to the Joint Management Team or the Executive, as appropriate.

## 15. Background Papers

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

## 16. Appendices

Annexe 1: Corporate Performance Report Q1 2023/24 - Landlord Services Extract

Please ensure the following service areas have signed off your report. Please complete this box, and do not delete.

<b>Service</b>	<b>Sign off date</b>
Finance / S.151 Officer	16/08/2023
Legal / Governance	16/08/2023
HR	16/08/2023
Equalities	16/08/2023
Lead Councillor	22/08/2023
CMB	16/08/2023
Executive Briefing/Liaison	22/08/2023
Committee Services	