

Waverley Borough Council

Report to: Landlord Services Advisory Board

Date: 28 March 2023

Ward(s) affected: All

Report of Director: Julian Higson, Interim Strategic Director of Housing and Environment

Author: Jenny Sturgess, Policy and Performance Officer and Amy Walton, Service Improvement Officer

Tel: 01483 523 465, 01483 527 126

Email: jenny.sturgess@waverley.gov.uk,
amy.walton@waverley.gov.uk

Executive Portfolio Holder responsible: Cllr Paul Rivers

Tel: 01483 420 747

Email: paul.rivers@waverley.gov.uk

Report Status: Open

Q3 Corporate Performance Report (October to December 2024).

1. Executive Summary

The edited Corporate Performance Report, set out in Annexe 1, provides an analysis of the Council's performance for the third 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 the Landlord Services Advisory Board for comment and any recommendations they may wish to make to senior management or the Executive.

2. Recommendation to LSAB:

It is recommended that the Board considers the performance of the housing service areas, and

1. identifies any areas for comment or further exploration, and
2. makes any recommendations to senior management or the Portfolio Holders for Housing 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 to raise any areas of concern to the Joint Management Team or the Executive, which in turn drives service improvement.

4. Exemption from publication

No

5. 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

6. Strategic Priorities

The report supports the Council's Corporate commitment to promote *"Good quality housing for all income levels and age groups"* and aim to *"be the best council landlord in the South East and to be acknowledged so by our tenants."*

7. Background

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 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.

Annexe One has been edited to provide performance related to the landlord service.

8. Consultations

The report goes through an internal sign off process by the Joint Management Team. The report is a standing item on the Landlord Services Advisory Board and the Overview and Scrutiny Committees and any recommendations made are considered and responded to by the Executive.

9. 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.

10. 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.

11. 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.

12. Human Resource Implications

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

13. 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.

14. 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.

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 Q2 2023/24 – Landlord Services Advisory Board Extract

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

Service	Sign off date
Finance / S.151 Officer	
Legal / Governance	
HR	
Equalities	
Lead Councillor	
CMB	
Executive Briefing/Liaison	
Committee Services	