

WELWYN HATFIELD BOROUGH COUNCIL
REOURCES OVERVIEW & SCRUTINY COMMITTEE – 13 SEPTEMBER 2017
REPORT OF THE EXECUTIVE DIRECTOR (RESOURCES, ENVIRONMENT AND
CULTURAL SERVICES)

PERFORMANCE INDICATOR REPORT

1 Executive Summary

- 1.1 This report and accompanying presentation provides this Committee with the performance indicator data collected for those services that fall within its remit. It provides Quarter 1 data for 2017-18, along with comparative information.
- 1.2 Taken together, this report and presentation enables this Committee to identify which of our services are improving, not improving or remaining the same in their key performance areas. Service comments are also included to explain the performance shown, along with any further action needed.

2 Recommendations

- 2.1 It is recommended that this Committee:
 - Note the performance indicator data collected and reported.
 - Discuss and agree any feedback to be provided to our service teams on the trends shown in these performance indicators.

3 Explanation

- 3.1 We use performance indicators to measure how well we are performing and improving our services over time. We can use them to help plan for future service improvements where the service is consistent with our published corporate priorities set out in the council's Business Plan 2015-18.
- 3.2 Targets are developed by Heads of Service in liaison with their Executive Director. They are performance managed both through our Committees and through our internal performance clinics. The latter are held quarterly and are chaired by the Leader of the Council, with all Executive Members attending in turn to discuss their respective service performance.

Implications

4 Legal Implication(s)

4.1 There are no direct legal implications arising from this report.

5 Financial Implication(s)

5.1 There are no direct financial implications arising from the production of this report.

6 Risk Management Implications

6.1 There are no direct risk management implications arising from the production of this report.

7 Security & Terrorism Implication(s)

7.1 There are no direct security and terrorism implications arising from this report.

8 Procurement Implication(s)

8.1 There are no direct procurement implications arising from this report.

9 Climate Change Implication(s)

9.1 There are no direct climate change implications arising from this report.

10 Link to Corporate Priorities

10.1 The subject of this report is linked to the Council's Corporate Priority 'Engage with our communities and provide value for money', and specifically to the achievement of 'Effectively communicate what we do'.

11 Equality and Diversity

11.1 There has been no equalities impact assessment completed on the collection and reporting of performance indicators.

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Background Paper:

ROSC Performance Indicator Presentation – Quarter 1 (2017-18)