

WELWYN HATFIELD BOROUGH COUNCIL  
REOURCES OVERVIEW & SCRUTINY COMMITTEE – 21 NOVEMBER 2018  
REPORT OF THE CORPORATE DIRECTOR (RESOURCES, ENVIRONMENT AND  
CULTURAL SERVICES)

**PERFORMANCE INDICATOR REPORT**

**1 Executive Summary**

- 1.1 This report and accompanying presentation provides the Committee with performance indicator data collected for those services that fall within its remit. It provides Quarter 2 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 2018-21.
- 3.2 Targets are developed by Heads of Service in liaison with their Corporate Director. They are performance managed both through Committees and through 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**

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

### **5 Financial Implication**

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

### **6 Risk Management Implication**

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

### **7 Security & Terrorism Implication**

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

### **8 Procurement Implication**

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

### **9 Climate Change Implication**

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

### **10 Health and Wellbeing Implication**

10.1 There are no health and wellbeing implications directly arising from the contents of this report.

### **11 Communication and Engagement Implication**

11.1 There are no communication and engagement implications directly arising from the contents of this report.

### **12 Link to Corporate Priorities**

12.1 This report is linked to the Council's Corporate Priority 'Our Council'.

### **13 Equality and Diversity**

13.1 An equalities impact assessment was not completed for the collection and reporting of performance indicators.

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### **Background Paper:**

ROSC Performance Indicator Presentation – Quarter 2 (2018-19)