

WELWYN HATFIELD BOROUGH COUNCIL
SOCIAL OVERVIEW & SCRUTINY COMMITTEE – 6 APRIL 2016
REPORT OF THE DIRECTOR (FINANCE & OPERATIONS)

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 3 data for 2015/16, along with comparative information with earlier years, where it is available.
- 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 Recommendation(s)

- 2.1 It is recommended that this Committee:
- Note the performance indicator data which is collected and reported here.
 - 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.
- 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 legal implications directly arising from this report.

5 Financial Implication(s)

- 5.1 There are no direct financial implications arising from the production of this performance data. It is collected and reported by the Policy and Communications Service as part of our current performance management framework.

6 Risk Management Implications

- 6.1 Performance management is recognised as one of the Council's main strategic risks, and has been assessed on our risk register. It is currently recorded as a 'Medium Risk' due to the relative robustness of our current performance management framework.

7 Security & Terrorism Implication(s)

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

8 Procurement Implication(s)

- 8.1 There are no procurement implications directly arising from this report.

9 Climate Change Implication(s)

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

10 Link to Corporate Priorities

- 10.1 This report links to performance under the Council's corporate priorities: 'Maintain a safe and healthy community', 'Meet the borough's housing needs', 'Help build a strong local economy' and 'Engage with our communities and provide value for money'.

11 Equality and Diversity

- 11.1 There has been no equalities impact assessment completed on the collection and reporting of these performance indicators, as the report is for information only.

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Date: March 2016

Background Paper:

SOSC Performance Indicator Presentation – Quarter 3 (2015-16)