

WELWYN HATFIELD BOROUGH COUNCIL
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE – 10 JUNE 2019
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 the performance indicator data collected for those services that fall within its remit. It provides Quarter 4 and Annual data for 2018-19, along with comparative information where possible.
- 1.2 The presentation also shows the performance indicators that Directors, Heads of Service and Portfolio Holders have agreed for collection and reporting for the new financial year.
- 1.3 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.
- 1.4 In view of the volume of performance indicators set out in this report, Committee members are encouraged to discuss those of interest on an exception basis only.

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 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 the Council's Corporate Priorities 'Protect and enhance the environment' and '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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Date: *May 2019*

Background Paper:

EOSC Performance Indicator Presentation – Quarter 4 and Annual (2018-19)