

Part I
Item No: 0
Main author: Paul Underwood
Executive Member: Cllr Tony Kingsbury
All Wards

WELWYN HATFIELD BOROUGH COUNCIL
SOCIAL OVERVIEW & SCRUTINY COMMITTEE – 13 NOVEMBER 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 performance indicator data collected for those services that fall within its remit. It provides Quarter 2 along with comparative information where 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 Recommendations

- 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 on an exception basis.

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 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

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

8 Procurement Implication

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

9 Climate Change Implication

9.1 There are no direct climate change implications arising from the production of 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.

Name of Author: Paul Underwood - 01707 357220
Title: Head of Policy and Culture
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