

WELWYN HATFIELD BOROUGH COUNCIL
SOCIAL OVERVIEW & SCRUTINY COMMITTEE – 11 APRIL 2018
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 3 data for 2017-18 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.
- 1.3 In view of the volume of performance indicators now 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 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 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.
- 3.3 Members will note in the presentation accompanying this report that there is an increase in the overall number of performance indicators. This is primarily because new indicators have been developed by CW Entertainment, and new indicators

have come forward from the Housing Service following its reintegration into the council for reporting at this committee.

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 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 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

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Date: March 2018

Background Paper:

SOSC Performance Indicator Presentation – Quarter 3 (2017-18)