

APPENDIX B

WAVERLEY BOROUGH COUNCIL

CORPORATE OVERVIEW & SCRUTINY COMMITTEE

16 NOVEMBER 2009

Title:

**PERFORMANCE MANAGEMENT REPORT, QUARTER 2 (JULY - SEPTEMBER)
2009/10**

[Wards Affected: All]

Summary and purpose:

Waverley's Performance Management Framework (PMF) contains a number of National Indicators (NI) and locally defined indicators that assist Members and officers in identifying current improvement priorities, and progress against the objectives set out in the Council's Corporate Plan.

The indicators in Waverley's PMF are reviewed quarterly by the Executive. This report details performance, at Annexe 1, for the second three-month period of 2009/10 those indicators within the remit of the Corporate Overview & Scrutiny Committee.

How this report relates to the Council's Corporate Priorities:

Waverley's performance management framework, and the active management of performance information, help ensure that Waverley delivers against all its Corporate Priorities. This report is aligned to the Corporate Priorities that fall under the remit of this Committee.

Equality and Diversity Implications:

The promotion of the IN2 leisure cards improves the access to services for potentially vulnerable and excluded groups.

Resource/Value for Money implications:

There are no resource implications in this report. Active review of Waverley's performance information is an integral part of the corporate performance management process, enabling the Council to improve Value for Money across its services.

Legal Implications:

Annual reporting of performance against the statutory National Indicators (NIs) is a legal requirement on the Council.

Introduction

1. Waverley's Performance Management Framework (PMF) contains a number of National Indicators (NI) and locally defined indicators that assist Members and officers in identifying current improvement priorities and progress against the objectives set out in the Council's Corporate Plan.
2. Annexe 1 to this report details performance in quarter two of 2009/10 against the indicators that fall within the remit of this Committee.
3. To assist the Committee, further detailed analysis of recent performance in processing benefits claims, and information relating to increases in caseload is attached at Annexe 2.
4. The Committee is asked to submit comments and observations on the quarter two performance information to the Executive.

Recommendation

It is recommended that the Corporate Overview & Scrutiny Committee considers the performance figures for quarter 1 as set out in Annexe 1, and submits its comments and observations to the Executive.

Background Papers (CEX)

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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