Committee Report Checklist

Please submit the completed checklists with your report. If final draft report does not include all the information/sign offs required, your item will be delayed until the next meeting cycle.

Stage 1
Report checklist – responsibility of report owner

ITEM	Yes / No	Date
Councillor engagement / input from Chair prior to briefing		
Relevant Group Head review	**Yes**	**29/10/26**
MAT+ review (to have been circulated **at least 5 working days before Stage 2**)		
This item is on the Forward Plan for the relevant committee	**Yes**	**15/10/26**
	Reviewed by	
Finance comments (circulate to Finance)	**AB**	**02/11/26**
Risk comments (circulate to Lee O'Neil)	**LO**	**30/10/26**
Legal comments (circulate to legal@spelthorne.gov.uk)	**LH**	**04/11/26**
HR comments (if applicable)		

For reports with material financial or legal implications the author should engage with the respective teams at the outset and receive input to their reports prior to asking for MO or s151 comments.

Do not forward to stage 2 unless all the above have been completed.

Stage 2
Report checklist – responsibility of report owner

ITEM	Completed by	Date rec'd
Monitoring Officer commentary – at least **5 working days before MAT**	**L Heron**	**04//11/26**
S151 Officer commentary – at least **5 working days before MAT**	**T.Collier**	**02/11/2026**
Commissioner engagement	**J. Kingston**	**10/11/2026**
	Delete as applicable:	No issues
Relevant MAT member sign-off	**L. O'Neil**	**05/11/26**
Report reviewed by Management Team	**MAT**	**10/11/26**

Environment and Sustainability Committee

19 November 2026

Title	Environment and Sustainability Committee Q2 2026/27 Performance Report
Purpose of the report	To inform and assure
Report Author	Sandy Muirhead Group Head Commissioning and Transformation Lee O'Neil Deputy Chief Executive
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	
Corporate Priority	Community Resilience Environment
Recommendations	**The Committee is asked to:** To consider and acknowledge the Q2 2026/27 Key Performance Indicators for Environment and Sustainability Committee. (**Appendix A)** .
Reason for Recommendation	Environment and Sustainability has a suite of performance updates which enable services to monitor performance over a fiscal year and address any issues if performance is faltering.

1. Executive summary of the report *(expand detail in Key Issues section below)*

1.1 To report on the second quarter Key Performance Indicators within the remit of the Environment and Sustainability Committee. These cover Planning, Neighbourhood Services, Environmental Health and Climate Change. Overall performance is on target.

What is the situation	Why we want to do something
• Each service area has a number of Key Performance Indicators, which must be monitored and reported on a regular basis	• Regular reporting of progress against key plans and KPIs is essential for monitoring and managing performance and delivery

	and identifying improvements to the way the Council and individual services operate
This is what we want to do about it	These are the next steps
• Monitor and report on key performance indicators for Q2 of 2026/27 relating to the remit of the Environment and Sustainability Committee.	• The Committee is asked to review the performance in the services relating to the Environment and Sustainability Committee outlined in this report and provide feedback on any key areas where improvements are required.

2. Key issues

2.1 To ensure effective and joined up reporting of performance, there is a requirement to present performance against targets to Environment and Sustainability Committee (E&S) on a quarterly basis.

2.2 Key Performance Indicators (KPIs) across services are monitored monthly, quarterly, or annually, depending on the individual measure specified.

2.3 The Council has established a framework of Corporate KPIs for 2026/27, approved by CPRC in April 2026. These, along with service KPIs, are reported and reviewed by MAT+ on a monthly basis, with updates to CPRC and relevant Service Committees quarterly. This supports the governance and performance recommendations arising from the Best Value review.

2.4 Across Environment and Sustainability, we have 16 service KPIs. The breakdown by service area is:

- Planning Development Management/Strategic Planning
- Neighbourhood Services
- Climate Change
- Environmental Health

2.5 Some KPIs are shown as percentages and others as absolute numbers, reflecting the several types of performance being measured. Background information on selected KPIs also helps explain their relevance and contribution to service delivery.

2.6 Services are meeting performance targets in all areas (**Appendix A**), with continued improvement evidenced by Environmental Health now achieving its target.

2.7 Planning continues to perform strongly in all areas and achieves all its targets.

2.8 Environmental Health is now on target, and data will soon be available in relation to processing of licences. EH processed 15 HMO licences in July; 9 in August, a reduced number due to leave with staff; 21 licenses in September due to temporary increase in staffing; and 14 were issued in October. In April 2026, EH had a backlog of 144 HMO applications. Despite receiving more applications since April 2026, the service managed to reduce the backlog to

under 100 pending applications. This achievement was in additional to other duties placed on the service.

2.9 In Neighbourhood Services KPIs on fly tips exceed target; although it should be noted that 100% is unlikely as some fly tips cannot be cleared due to issues such as contamination with asbestos or a need to identify who may have left the waste.

3. Proposal

3.1 Environment and Sustainability Committee is asked to acknowledge the Q2 2026/27 performance updates relating to **Appendix A**.

4. Governance and Risk Considerations

4.1 Extenuating circumstances can mean key performance indicators are not achieved, and this will vary with the service concerned.

4.2 Any continuing delays in services providing data could mean that issues and concerns within service areas are not identified in a timely manner so that appropriate corrective action can be taken. Governance arrangements ensure that regular reminders are issued to relevant managers and that reporting issues are escalated to senior managers where appropriate to address any concerns. Automatic reminders from the KPI system will be sent one week after quarter end, followed by another reminder one week later. Failure to update this data after reminders is escalated to senior managers.

4.3 There is a potential risk to changes in legislation which could impact the accuracy or relevance of certain performance statistics. Where feasible, services will assess and adapt the affected KPIs to reflect any legislative changes, ensuring continued relevance and reliability in performance reporting.

4.4 If poor performance is identified through KPI monitoring, services will investigate the underlying causes and implement appropriate mitigation measures. This proactive approach ensures that issues are addressed promptly and that continuous improvement remains a core focus across the organisation.

4.5 The recommended approach is to continue monitoring and reporting against the key performance indicators.

5. Financial implications

5.1 There are no direct financial implications relating to this report.

6. Legal comments

6.1 There are no legal implications arising directly from the recommendations in this report.

Corporate implications

7. Commissioners' comments

7.1 There are no comments from Commissioners.

8. S151 Officer comments

8.1 There are no direct financial implications arising from the report. However, effective performance management helps identify emerging issues with potential financial implications and helps under pin value for money delivery of services.

9. Monitoring Officer comments

9.1 Monitoring and managing performance play a vital role in strengthening accountability, driving improvement and demonstrating transparency. Performance information provides elected members and public with assurance that resources are being used effectively and the Council's strategic objectives and priorities are being met.

10. Procurement comments

10.1 There are no procurement implications arising directly from the recommendations in this report.

11. Equality and Diversity

11.1 Services should take account of any equality and diversity issues that impact on delivery of services and therefore on corporate performance areas outlined in this report.

12. Sustainability/Climate Change Implications

12.1 The Council measures its emissions which have seen significant decrease over the last two years. (KPI CC1 Reduce emissions by at least 148.84 (TCO2e) each year).

13. Other considerations

13.1 There are none

14. Local Government Reorganisation Implications

14.1 Key Performance Indicators will continue to be monitored within West Surrey though many may become service or directorate KPIs rather than corporate KPIs.

15. Timetable for implementation

15.1 Quarterly reporting to Environment and Sustainability Committee, with Q2 reported to E&S November 2026 and Q3 in January 2027.

16. Contact

16.1 Sandy Muirhead Group Head Commissioning and Transformation

Please submit any material questions to the Committee Chair and Officer Contact by two days in advance of the meeting.

Background papers: There are none*.*

Appendices:
Appendix A, Q2 KPIs for E&S.