

SLA MONITORING – AREA BASED ANALYSIS

Service	Outcomes to monitor	Mechanism	Scope of exercise	Results	Actions
Legal Services	<ul style="list-style-type: none"> • Delivery of effective training • Effective and timely advice and assistance across all areas of legal service • Effective litigation & enforcement service • Effective Contracts & Commercial service 	<p>Evaluation of training events delivered</p> <p>Statistical monitoring and reality checking with officers on services provided via focus group</p>	<p>Feedback assessments on training events</p> <p>Analysis of performance information</p> <p>Satisfaction monitoring with SLHD staff</p>	<p>All training seen as excellent and beneficial by trainees</p> <p>85% of enquiries have been responded to within 2 working days</p> <p>Feedback from SLHD staff is that Litigation and enforcement service is timely and effective</p>	
Interpretation & Translation	Satisfied customers in being able to converse with SLHD staff via telephone and face to face			<i>Awaiting some results of customer satisfaction testing from Diversity Team</i>	
Grounds Maintenance	<ul style="list-style-type: none"> • Open plan HRA land cut and maintained to a high standard and in line with the agreed specification of works • Play Areas painted, swept, cleansed and maintained to a good quality and safe standard • Estate furniture kept clean 	<p>Performance information received from DMBC in respect of schedule of work and work outstanding</p> <p>Reality checks and estate inspections undertaken by SLHD Estate</p>	<p>23 sites in the Adwick area inspected</p> <p>1 play area inspected</p>	<p>Grass Cutting 4 of 23 sites not cut to standard Play Area not cut to standard</p> <p>Weed Spraying 15 of 23 sites not sprayed Play Area not sprayed</p> <p>Hedges Only 3 sites applicable – hedges cut satisfactorily</p> <p>Cleanliness/tidiness All sites free from litter and debris with the exception of the play area, which</p>	<p>Updated schedule received from DMBC and liaison meeting arranged to talk through issues in early September 07.</p> <p>Reality Checks to continue on a rolling programme</p>

Appendix A

				<p>73% satisfied with service 18% dissatisfied</p> <hr/> <p>58% want more cuts</p> <hr/> <p>45% want more tidying</p> <hr/> <p>62% not prepared to pay a contribution to improving the service.</p> <p>West Area 71% satisfied with service 19% dissatisfied</p> <hr/> <p>46% want more cuts</p> <hr/> <p>50% want more tidying</p> <hr/> <p>60% not prepared to pay a contribution to improving the service.</p> <p>Urban Centre 90% satisfied with service 6% dissatisfied</p> <hr/> <p>54% want more cuts</p> <hr/> <p>30% want more tidying</p> <hr/> <p>56% not prepared to pay a contribution to improving the service.</p>	<p>undertaken by gardeners putting survey card through customers door after each visit and more efforts to tidy after each visit.</p>
		Reality Checks undertaken by SLHD Estate Caretakers	18 addresses in Wheatley area	<p>11 of the 18 addresses inspected were not cut satisfactorily. No issues detected in relation to hedge cutting, weeds or path sweeping</p>	
Arboriculture	Tree work undertaken to a high standard and within timescale for reasonable cost	Report from DMBC on completed jobs within period and number of outstanding jobs. Sample reality and satisfaction	10% sample of all completed jobs on a monthly basis	No results as yet – full list of completed jobs not yet received from the Council	

Appendix A

		checking to completed jobs.			
Communal area cleaning	<ul style="list-style-type: none"> All communal areas and communal halls cleaned to the agreed frequency and schedule and to a high standard. Customers satisfied with the standard of work delivered. 	<p>Performance statistics on % of sites cleaned to correct frequency provided by DMBC</p> <p>Quality Inspections undertaken by SLHD Estates Officers</p>	All sites inspected on a quarterly basis	<p>Performance increased from 98% to 100% of areas completed within 15-day cycle.</p> <p>All communal areas quality checked by SLHD staff during quarter 4 and no issues have arisen in respect of quality of cleaning – staff felt cleaning was of a good standard</p> <p>All relevant customers received letter and cleaning standards through post with invitation to comment on delivery of service – no comments or complaints have been received</p>	<p>Service being delivered perceived as being good and improving.</p> <p>Quarterly SLHD monitoring checks to continue on a rolling programme.</p>
Drainage Services	All jobs undertaken within specified timescale and undertaken to satisfactory standard at first visit	Statistical monitoring of jobs completed in time and number outstanding along with post inspections against completed jobs	All orders by priority – Borough Wide	<p>Priority A – 98.28%</p> <p>Priority B – 88.13%</p> <p>Priority C – 66.67%</p> <p>Priority D – 37.04%</p>	
CAMC – Out of Hours Service	<ul style="list-style-type: none"> All emergency repairs completed within time limits All non emergency repairs raised with SLHD in accordance with procedures Customers are satisfied 	<p>Statistical monitoring through number of orders raised and number completed.</p> <p>Reality checking by</p>	<p>All repairs received in CAMC monitored over period</p> <p>Monthly visits</p>	<p>All emergency orders raised and passed to tradesmen within time, however, unable to monitor whether repairs completed in time or satisfactorily due to TASK not currently being used within this service.</p> <p>No customer monitoring taken place this period</p>	<p>TASK to be implemented into CAMC from 1 August 2007 to increase efficiency and monitoring.</p> <p>SLHD to include</p>

Appendix A

	with the out of hours service received	customer representatives on call handling	by Customer representative to CAMC to monitor calls		CAMC in repairs satisfaction survey from August onwards.
Balby Bridge Concierge Service	Reduction in anti social behaviour and fear of crime on the Balby Bridge Estate.	ASB/crime reduction achievements	Reports of all achievements in period	67 Sandbeck Crack House Closure Potential Jumper Methley House 3 Malicious Fire Alarm Activations 2 Residents found collapsed on the floor and ambulance and police alerted 2 Youths arrested trying to steal a car 2 Youth pursued by Police fleeing stolen car 4 Wanted people arrested on the estate 2 Residents reported chest and stomach pains, ambulance and police alerted 3 Days footage supplied to Police in relation to murder enquiry 1 Missing young girl found Knife attack in Sandbeck – Police alerted 3 Assaults in Cusworth – Police and ambulance in attendance	