

STERLING

Company Number 05564649, A Company Limited by Guarantee
Registered in England

Joint Area Board

Date: 10th September 2007

Item: 4

Subject: Service Level Agreements
between SLHD & DMBC –
Area Performance Monitoring
Report – April – August 2007

Prepared By: Jane Davies
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Presented By: Jane Davies

Purpose: To advise members of the Joint Area Board of the progress and results of area performance monitoring and quality checking of the Councils services delivered via Service Level Agreements.

Recommendation

It is recommended that the Joint Area Board note and discuss the contents of this report and supporting appendices.

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1. Report Title

- 1.1 Service Level Agreements between St Leger Homes of Doncaster and Doncaster M.B Council. Area Performance Monitoring Report.

2. Purpose

- 2.1 To advise members of the Joint Area Board of the progress and results along with actions in respect of performance monitoring and quality checking of the services provided by the Council via Service Level Agreements.

3. Recommendation

- 3.1 Members of the Board are asked to note and discuss the contents of this report and supporting appendices.

4. Background

- 4.1 In addition to this covering report, the following attachment also forms part of the performance monitoring information:

- 4.2 Results of quality checking on outcomes delivered via Service Level Agreements and actions agreed as a result – **APPENDIX A**

- 4.3 It was agreed at a previous meeting of the Joint Area Board that area based performance information would be provided for those services that are delivered directly to customers on our behalf, or where the services provided impact on those which we deliver to customers. Performance information has been collected using a quality and value for money led approach, to include customer involvement and reality checking where appropriate. **Appendix A** details those services where this monitoring has commenced along with the outcomes, scope of assessment, results and actions to be addressed.

- 4.4 Statistical monitoring against agreed performance indicators continues to be provided by the Council and this information is used by lead officers along with the findings of the reality checking in liaison meetings to challenge and review performance and service delivery arrangements.

4.5 Key findings and issues arising with agreed actions

- 4.5.1 Services provided by the Legal Department around enforcement and possession action is assessed as being very good, highly responsive

and value for money.

4.5.2 Reality inspections have been undertaken on sites in the Adwick area and Armthorpe areas of the borough to assess the work undertaken against set standards for open plan grounds maintenance. This monitoring work will be undertaken in all areas on a rolling programme and this is currently being developed by the Customer Services Directorate and will be reported to members of the Joint Area Board as part of the next monitoring report. Most of the areas have been found clean tidy and well kept during this first series of reality checks. Issues were apparent on some sites in respect of grass cutting not being undertaken and shrub bed maintenance not being adequate, the findings are being addressed with the Councils lead officer and a meeting is planned for early September. A staff focus group has also taken place as part of an ongoing review of this service, some issues have emerged from this consultation in respect of frequency of visits, tidiness and sweeping of OAP paths, these will be raised with the Council during a planned meeting in early September.

4.5.3 The Arboriculture service (tree work) is currently undertaken via a Service Level Agreement and services all tree work in tenants enclosed gardens and open plan HRA sites. Review work is currently ongoing with the Council to firm up the arrangements and costs for this service to ensure that customers are receiving a responsive service and value for money is demonstrated. Standards have been agreed with the Council to prioritise jobs as to their level of urgency and this is already in practice. The Council are currently going through an exercise to identify the volume and cost of work undertaken to Council properties and identify the extent of any backlog to agree on costs and monitoring arrangements. Members of the Area Board will be advised of the current position with this as part of the next monitoring report and provided with monitoring information.

4.5.4 A customer survey has been undertaken in respect of the Senior Citizens Garden Service. Overall findings show that 74% of service users are satisfied with the current service although 57% would like more cuts per year. It has been agreed with the Council for the number of annual cuts to be increased from 4 to 8 during 2007/08 for the same cost, achieving non-cashable efficiency gains. A schedule has been put together for the new frequency by the Council and SLHD will be undertaking reality check monitoring on a rolling programme, which is currently being developed and will be reported to members of the Joint Area Board as part of the next monitoring report. The volume of surveys received exceeded 80%, which tells us that service users are keen to share their views. It has therefore also been agreed with the Council that a survey card will be put through customer doors after each visit and results of survey cards received will feature in future monitoring reports. The results of reality inspections in the Wheatley area are shown in Appendix A which raises issues in terms of the standard of service around grass cutting. These issues are being raised with the Council during liaison meetings to ensure the services to customers are of a high

standard.

4.5.5 In respect of communal area cleaning, reality checks and performance monitoring have demonstrated that this service has dramatically improved following the review in 2005/06. All areas are quality checked by SLHD staff on a quarterly basis and customers have received cleaning standards through the post for monitoring and feedback purposes. Statistical performance shows that 100% of areas are cleaned to the correct cycle and no issues have been raised in respect of quality.

4.5.6 It has been recognised that in order to effectively monitor the outcomes of the out of hours service delivered by CAMC, the TASK system should be implemented and utilised. This is now completed and further monitoring information will be available in future monitoring reports.

5. Consultation

5.1 All progress and performance-monitoring information is reported through the agreed performance management-reporting regime.

6. Legal Implications

6.1 There are no legal implications arising from this report.

7. Financial Implications/Risk/Diversity

7.1 Financial implications in relation to the Service Level Agreements relate to the need to demonstrate value for money for the services purchased from the Council. St Leger Homes and the Council have made significant progress in reviewing the cost basis and specifications of services provided under Service Level Agreements and this process is continuing.

7.2 Any risks associated with the delivery of services via Service Level Agreements will be included in the Risk and Business Continuity Plan for SLHD.

7.3 There are no diversity implications arising from this report.

8. Report Author

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9. Background Papers

There are no additional background papers other than Appendix A, referred to earlier.