

Quality Homes in Quality Neighbourhoods



St. Leger Homes

OF DONCASTER

Presentation to Area Board Meeting – 14th May 2007

Service Level Agreements Analysis

Grounds Maintenance, Transport, Corporate Financial Management

Purpose & Background

- **Provide members with detailed information on 3 SLAs providing the opportunity for feedback and comment**
- **Follows presentation to Area Board on 12th February 2007, which provided an overview of all SLAs and the process for monitoring and review**
- **Following this members requested more in depth analysis of 3 agreements, namely; Grounds Maintenance, Transport and Corporate Financial Management**



Grounds Maintenance – Cost - £490,968

- **Covers all horticultural maintenance of all land delegated to SLHD to manage (HRA land)**
- **Starting point – land records not available or used, no specification, no monitoring arrangements**
- **Considerable amount of work undertaken to resurrect land records, put together a specification for each site and cost the service**
- **Full specification now in place with full land schedule with size and location of each site – reality checks now commenced to monitor the work undertaken**



Transport – Cost - £1,500,000

- Covers provision and maintenance of vehicles for SLHD R&M service
- Includes acquisition and full fleet management and fuel provision via DMBC YPO contract
- Reviewed during 2006/7 – resulted in more efficient arrangements for servicing and lower fuel costs
- Fees are charged via a schedule of hire rates per type of vehicle per week along with the cost per litre of fuel usage
- Monitoring arrangements to measure volume of down time, staff satisfaction and other performance indicators covering cost and quality
- Agreement will be subject to review in 2007 using Best Value principles as part of R&M market testing exercise

Corporate Financial Management – Cost - £86,500

- **Covers provision of professional support and guidance in respect of financial management**
- **Reviewed during 2006/7 and fees reduced by 43,500 as a result**
- **Service will be monitored using performance indicators**
- **To be reviewed further in 2007/8 to allow further challenge on the tasks and fees allocated to each function**

Monitoring & Reporting of Service Level Agreements

- Overall monitoring and reporting framework reviewed to include reality checks, inspections, verification of information
- All monitoring information is reported to the Finance & Performance Committee and the Board on a quarterly basis
- All SLHD lead officers receive performance information and this is used in quarterly liaison meetings to discuss, challenge, use to inform any required changes or improvements to the service

Quality Homes in Quality Neighbourhoods



St. Leger Homes

OF DONCASTER

**Thank You for
listening!**

***Any Questions,
comments?***

Presentation to Area Board Meeting – 14th May 2007

Service Level Agreements Analysis

Grounds Maintenance, Transport, Corporate Financial Management