

ST LEGER HOMES OF DONCASTER LTD

Company limited by guarantee registered in England
Company Number 05564649

East Area Board

REPORT

- Date** : **8 September 2008**
- Item** : **7**
- Subject** : **Service Level Agreement (SLA)
Performance Monitoring Quarter 4
2007/08 and Quarter 1 2008/09**
- Presented by** : **Christine Tolson
Assistant Director Business
Performance and Improvement**
- Prepared by** : **Ellie Kershaw
SLA Monitoring and Efficiency Officer**
- Purpose** : To advise members of the East and West area boards of the results of performance monitoring and quality checking SLAs between DMBC and St. Leger Homes during Quarter 4 of 2007/08 and Quarter 1 of 2008/09
- Recommendation:** That the members of the East and West area boards note and discuss the contents of this report.

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**To the Chair and Members of
the East Area Board**

**Agenda Item No. 7
Date: 8 September 2008**

1. Report Title

- 1.1 Service Level Agreement Performance Monitoring Quarter 4 2007/08 and Quarter 1 2008/09

2. Purpose

- 2.1 To advise members of the East and West area boards of the results of performance monitoring and quality checking SLAs between DMBC and St. Leger Homes during Quarter 4 of 2007/08 and Quarter 1 of 2008/09

3. Recommendation

- 3.1 That the members of the East and West area boards note and discuss the contents of this report.

4. Background

- 4.1 Service Level Agreement monitoring is carried out using the following mechanisms: -
- a) Performance information received from the Council against agreed indicators and standards for each service
 - b) Results of quality checking, customer satisfaction and reality checks undertaken by SLHD
 - c) Compliments and complaints received
- 4.2 This information is used as the basis for discussion and challenge in liaison meetings between lead officers from DMBC and St. Leger Homes. Outcomes and agreed actions from these liaison meetings are co-ordinated and included on an exception basis in this monitoring report.

5. Performance Exceptions for Quarter 4 2007/08

5.1 Arboriculture

Four complaints were received against the service. Three concerned trees that needed to be cut, one concerned a hedge that had been cut too short at one side. All of these complaints have been resolved to the tenants' satisfaction.

5.2 Building Design Services

The number of surveys completed and reported back within the agreed

timescale rose from 90% to 95%. This is still below the 100% target but equates to just one out of 21 surveys. There were four urgent surveys, all of which were all carried out within the agreed timescale.

5.3 CAMC – Out of hours and social alarm monitoring

| Performance Indicator | Target | Q3 | Q4 |
|-----------------------------|--------|-------|-------|
| Repair calls received | N/A | 2679 | 3210 |
| Answered within 15 seconds | | 52.7% | 70.1% |
| Urgent repair calls | N/A | 1557 | 1794 |
| Passed to operative in time | | 92.8% | 96.9% |
| Calls to access buildings | N/A | 8 | 4 |
| Complaints | N/A | 3 | 0 |

This information shows that although the number of calls increased, performance was better in all areas than in Q3.

5.4 Contact Centre and Customer Service Centre

- a) The number of calls taken for St. Leger Homes rose from 11,507 to 12,501.
- b) Calls answered within 20 seconds rose from 87.04% to 90.72%.
- c) Calls answered by the switchboard within 35 seconds rose from 89.75% to 92%.

Action: Further investigation is required to see how these figures are being calculated as this equates to 961 calls from St. Leger Homes tenants every week.

5.5 Creditors

Performance against the percentage of invoices paid within 30 days has increased from 41.38% in quarter 3 to 50.54% in Q4. However, this is still well below the target of 100%.

Action: Temporary staff have been employed by St. Leger Homes to help clear the backlog of invoices. Performance is expected to improve in 2008/09.

5.6 Drainage services

- a) Urgent requests completed within timescale reduced slightly from 92.61% to 91.98%.
- b) The number of urgent outstanding jobs out of time has improved significantly from 108 to zero.
- c) However, the percentage of non-urgent requests completed in timescale has reduced significantly from 75% to 45.72%

Action: This SLA will be undergoing a full review in 2008/09 due to team realignments within St. Leger Homes leading to a substantial amount of this work being carried out in house.

5.7 Garden Service for elderly tenants

The number of complaints received about the service reduced from 14 to six. There was no trend to the issues raised but all have been settled.

5.8 **Housing Benefits**

The speed of processing has dropped slightly from 20 to 21 days. However, this is still well within the target of 29 days and, more importantly, the accuracy rate is 100%.

5.9 **Inpress Printing**

One job was rejected in Q4 due to poor quality. After discussions with Inpress the work was reprinted at no extra cost.

5.10 **Insurance Services**

- a) The percentage of claims assessed within 14 days, has deteriorated again, from 90% in Q3 to 85% in Q4.
- b) The number of personal injury claims acknowledged within 21 days has decreased dramatically from 100% in Q3 to 78% in Q4.
- c) The number of appeals actioned within 10 working days is back up to 100%.

Action: The lead officers were unable to meet due to other commitments. This will be addressed at a later meeting.

5.11 **IT - Applications Maintenance**

Faults rectified within four hours have increased from 58.3% to 79.4%.

5.12 **Legal Services**

- a) Rent Possessions. Claims filed with the court within five working days dropped from 90% to 85%. However, this is still within the target of 85%.
- b) Gas Injunctions. Injunctions applied for within five working days improved from 82% to 100%.

5.13 **Metroclean**

Two complaints were received in Q4 compared to none in Q3. One of these complaints was about communal areas in flats and one concerned a communal hall. Both of these problems have been resolved.

5.14 **Pay and Employment**

Pay and Employment accuracy dropped slightly from 99.03% in Q3 to 98.58% in Q4. This equated to 33 errors from 2316 payslips produced.

6. **Performance Exceptions for Quarter 1 2008/09**

6.1 **Arboriculture**

The number of complaints received about this service has risen from four in Q4 to seven. All of the complaints related to work that had not been carried out.

Action: At a recent meeting it was agreed that St. Leger Homes would pay an extra sum to cover the backlog as well as increasing the value of the SLA from 2008/09. As part of this agreement, DMBC will employ an extra member of staff, create a timetable to show when all outstanding work will

be completed, amend their procedures and train St. Leger Homes' staff on the new procedures.

St. Leger Homes' New Initiatives Team is investigating the possibility of training tenants to carry out reality checking on this type of work.

6.2 CAMC – Out of hours and social alarm monitoring

| Performance Indicator | Target | Q4 | Q1 |
|------------------------------|---------------|-----------|-----------|
| Repair calls received | N/A | 3210 | 3065 |
| Answered within 15 seconds | | 70.1% | 79.8% |
| Urgent repair calls | N/A | 1794 | 1398 |
| Passed to operative in time | | 96.9% | 96.9% |

Although the percentage of repair calls being answered within 15 seconds has improved, it still falls far short of the target of 100%.

Action: This SLA has recently been passed to a new lead officer within SLHD who will monitor results for the next quarter and raise any concerns at that time.

6.3 Creditors

The % invoices paid within 28 days rose from 50.54% in Q4 to 88.08% in Q1. Although this is below the 100% target it is a substantial improvement on previous performance.

6.4 Customer Services

DMBC is reporting 16,511 calls taken on behalf of St. Leger Homes in Q1, an increase of 4010 on Q4

Action: This number of calls seems high, equating to 1270 calls per week. Some investigation is therefore required. If the number of calls is agreed to be correct, St. Leger Homes needs to look at the nature of the calls to find out why our tenants are contacting DMBC rather than calling St Leger Homes direct.

6.5 Garden Service for elderly tenants

The number of complaints received about this service rose significantly from six to twenty six. However, further investigation has led us to believe that this number may be substantially higher, as DMBC' s call centre are entering complaints onto their own systems rather than SLHD's system. Work is being undertaken to prevent this from happening in future.

Most of the complaints relate to work not being carried out. All of this work has now been completed or programmed for completion. There were some complaints about grass cuttings not being removed, but this does not currently form part of the SLA service specification.

6.6 Grounds Maintenance

Four complaints were received about grounds maintenance compared to none in Q4. Three of these related to work that had not been completed correctly, all of which has now been finished.

6.7 Housing Benefits

The speed of processing has increased from 21 days to 19. However, the accuracy has dropped from 100% to 91.03%.

Action: The lead officers in DMBC and St. Leger Homes have discussed the drop in accuracy. Prior to April 2008 Housing Benefits had a Best Value Performance Indicator (BVPI) for calculating accuracy, which consisted of randomly checking 500 cases per year. As this BVPI no longer exists, Housing Benefits have introduced a new local indicator, which is a 4% weekly supervisor's check. DMBC has also introduced the practice of supervisors checking 100% of claims processed by new starters, gradually decreasing to the standard 4%. This means that substantially more work is being checked than in previous quarters. Future performance will be carefully monitored by both DMBC and SLHD as part of the overall SLA monitoring function.

6.8 Information Technology

- a) Applications Maintenance. 85% faults were rectified within four hours compared to 79.4% in Q4 2007/08. Although this represents an improvement, it is still below the target of 90%.
- b) Production Services. The % faults rectified within four hours dropped from 100% to 95%. However, this still exceeds the 90% target.

Action: Due to realignment within DMBC, many aspects of this SLA are now out of date. A full review will be taking place in 2008/09. At present there is no lead officer for this SLA within St. Leger Homes. Once this has been addressed, further work will be undertaken to ensure that targets are being met. Part of this review will look at revising targets to capture relevant performance information such as the number of hours that systems are unavailable.

6.9 Insurance Services

- a) Claims assessed within 14 days rose from 85% to 91%. This still falls short of the 100% target.
- b) Personal injury claims acknowledged within 21 days rose from 78% to 97% against a target of 100%.
- c) Appeals actioned within 10 working days dropped significantly from 100% to 64%.

Action: DMBC's Lead Officer has been unable to arrange a meeting to discuss SLA performance due to other work priorities. These issues will be discussed in the monitoring meeting for Q2.

7. Consultation

- 7.1 Consultation will be undertaken with the lead officers in DMBC to address any problems highlighted through the SLA monitoring.

7. Legal Implications

7.1 There are no specific legal implications relating to this report.

8. Financial Implications / Value For Money /Risk / Diversity

8.1 Financial Implications

St. Leger Homes spends in excess of £5 million per year on service level agreements.

8.2 Value for Money

Robust monitoring enables Lead Officers to take prompt action where poor performance may lead to SLAs becoming poor value for money.

8.3 Risk

Performance needs to be reviewed regularly to ensure that St. Leger Homes fulfils its statutory obligations whilst maintaining a high rate of customer satisfaction.

8.4 Diversity

There are no specific diversity implications to this report.

9. Report Author

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SLA Monitoring and Efficiency Officer