

ST LEGER HOMES OF DONCASTER **LTD**

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

Joint Area Board

Report

Date: 12 May 2008

Item: 7

Subject: Service Level Agreements
between SLHD & DMBC –
Performance Monitoring Report –
Quarter 3 (Oct – Dec) 2007/08

Prepared By: Michael Butler
Performance &
Efficiency Monitoring Officer

Presented By: Jane Davies

Purpose: To advise members of the E&W Area Board of the results of performance monitoring and quality checking of the Councils services delivered via Service Level Agreements during quarter 3 of 2007/08.

Recommendation

It is recommended that members of the E&W Area Board note and discuss the contents of this report.

Report Title

1. Service Level Agreements between St Leger Homes of Doncaster and Doncaster M.B Council. Performance Monitoring Report for quarter 3, 2007/08.

Purpose

2. To advise members of the E&W Area Board of the results and actions in respect of performance monitoring and quality checking of the services provided by the Council via Service Level Agreements for the quarter 3 period – September to December 2007.

Recommendation

3. Members of the E&W Area Board are asked to note and discuss the contents of this report.

Background

4. Service Level Agreement monitoring is carried out using the following mechanisms: -
 - Performance information received from the Council against agreed indicators and standards for each service
 - Results of quality checking, customer satisfaction and reality checks undertaken by SLHD
 - Compliments and Complaints received and actioned
5. Performance information is then used as the basis for discussion and challenge in liaison meetings between lead officers. Outcomes and agreed actions from these liaison meetings are co-ordinated and included on an exception basis in this monitoring report.

Performance Exceptions for Quarter 3

6. Creditors

Performance against the percentage of invoices paid within the 30 day timescale has decreased from 50.49% for quarter 2 to 41.38% for quarter 3. This is due to a purge from SLHD to clear the backlog of invoices that are outside of the 30 day timescale.

Action – The services provided under this SLA by DMBC relate only to the end of the invoicing process, once SLHD have undertaken the necessary administration and batching work. Improvements are currently being implemented by SLHD to improve this performance and these

include; temporary staff, prioritising invoice payments and weekly performance monitoring reports to SLHD Executive Management Team. Weekly figures show that the number of invoices outstanding that are beyond the 30 day standard has reduced from 1549 to 807 and this backlog is continually reducing. The performance against the % of invoices paid within 30 days should therefore see a dramatic improvement from April onwards.

Since this report was produced the position with regards the number of invoices outstanding and over 30 days has improved and now stands at 354 as at the end of March 2008. The % of invoices paid within timescale has also improved to 50.54% overall. This will show dramatic improvement as the backlog of invoices over 30 days is cleared.

7. Insurance Services

- The percentage of claims assessed within 14 days, for the first three quarters in 2007/08, have all reported under the target of 100%; performing at 97%, 98% and 90% respectively.
- While performance in quarter 1 and quarter 2 was reported at 100% for appeals actioned within 10 working days, quarter 3 has reported at 40%.

Action - DMBC Insurance Section are encountering problems attaining responses back from SLHD Surveyors within the set timescale. This has been raised as an internal issue; it has been agreed that the DMBC Insurance Team will send a list of outstanding comments to the repairs manager at the end of each week to resolve this issue.

8. Housing Benefits

- The speed of processing Housing Benefits has improved from 23 days in quarter 2 to 20 days in quarter 3. The performance is constantly improving against the 29 day target.
- Although the speed of processing has increased; the accuracy has decreased to 97% in quarter 3 from 99% in quarter 2 and from 100% in quarter 1. This is now below the target of 98%.

Action - This SLA is regularly monitored via the Housing Benefit Liaison Group on a quarterly basis with the last meeting taking place on 22nd January 2008 and the next one on 18th March 2008. Performance and operational issues are discussed at this meeting. A further meeting between both lead officers is also scheduled for 12th March 2008 to specifically discuss the current SLA.

9. ICT - Applications Maintenance

The percentage of faults rectified within four hours has dramatically dropped from 96.80% for quarter 2 to 58.30% for quarter 3; falling short of the 100% target by a margin of 41.70%. The reason for this reduction in performance is due to calls not being closed immediately when they have been resolved.

Action – The DMBC ICT Applications Manager has informed staff that all calls are to be closed in a timely manner.

10. **Gas Injunctions**

For the first time during 2007/08, the percentage of applications for Injunctions made within 5 working days has dropped from 100%. The percentage reported in quarter 3 is 82%. Reason for this reduction is because 8 applications did not meet the usual 5 working day timescale to make the application to court for the injunction. This was because the officer responsible for making applications to court was on annual leave when the requests for injunctions were received. The officer was back in office to undertake the process for applying for injunction on the third day of receipt but did not manage to process into court until slightly out of the 5 day standard.

11. **Transport Services**

100% of services undertaken within timescale is consistently being achieved against an increase in the volume of services undertaken from 46 in quarter 2 to 68 in quarter 3.

12. **Building & Design Services – Structural Surveys**

The percentage of normal requests completed and reported back within timescale for quarter 3 is 90%. A continuous decline of 5% has been recorded for each quarter. Quarter 1 was on target at 100% and quarter 2 was under target at 95%. The reason detailed for the under performance in quarter 3 is due to problems encountered by the Council with the tenant when gaining access to two properties.

13. **Contact Centre & Customer Services Centres**

- The percentage of ombudsman enquires that have been dealt with in timescale has performed on target for the first time during 2007/08. Quarter 3 is reported at 100%, a significant improvement against the performance of quarter 2 which was reported at 33%. As with quarter 2, a total of 3 ombudsman enquiries were received during quarter 3.
- The percentage of calls answered within standard time for the DMBC Contact Centre has once again increased from 77% in quarter 2 to 87.04% in quarter 3; and is now above the target of 80%.
- The percentage of calls answered within standard time for the Corporate Switchboard has marginally increased from 89% in quarter 2 to 89.75% in quarter 3. However, this is slightly below the target of 90%.

14. **CAMC – Out of Hours & Social Alarm Monitoring**

The percentage of calls answered within the timescale of 15 seconds has dropped significantly from 75.54% in quarter 2 to 52.70% in quarter 3. The target of 100% has yet to have been reached during 2007-2008 with the highest percentage recorded at 75.54% during quarter 2.

Action – The standard of 15 seconds has been set in line with the DMBC corporate standard, this is shorter than the standard adopted and

measured by our own SLHD repairs contact centre of 25 seconds. We have therefore requested the performance from DMBC for this service on the % of calls answered within 25 seconds to ensure performance is at least in line with our own standards.

15. **Garden Services for Elderly & Disabled Tenants**

The number of complaints received regarding the garden service for elderly and disabled tenants has dropped significantly from the 32 complaints received in quarter 2 to 14 received in quarter 3. However, this is still underperforming against the target of 0 complaints. The nature of complaints are around properties being missed from the cycle, grass not cut to standard and hedges not being cut.

Action - A reality checking schedule and customer satisfaction monitoring will be implemented from March 2008 with a view to increasing satisfaction of the service. Furthermore, a leaflet has been created with the aim of advertising the service to our customers. All complaints received in respect of this service are raised with DMBC within SLHD timescales for dealing with complaints and rectified accordingly.

16. **Drainage Service**

- The percentage of urgent requests completed in timescale for the drainage service has performed under the target of 100% throughout 2007/08. Quarter 3 has however improved substantially with 92.61% of urgent requests completed in timescale compared against 88.59% recorded for quarter 1 and 85.18% for quarter 2.
- The number of urgent outstanding jobs that are out of time is significantly underperforming against the target of 0. Quarter 3 reports a total of 108 urgent outstanding jobs that are out of time; deteriorating drastically from the 22 reported in quarter 2.
- Performance with the percentage of non urgent requests completed in timescale has decreased from 94.12% in quarter 2 to 75% in quarter 3; under target by 25%.
- Throughout 2007/08, the performance against the number of non urgent outstanding jobs that are out of time has continuously improved. With a total of 12 jobs outstanding reported in quarter 1, this decreased to 5 in quarter 2 and 4 in quarter 3. However, this is still below the target of 0.

Actions – Efforts are continuing to improve performance in relation to this service, however, this service is becoming less significant to overall drainage performance as in house provision by SLHD is increased. The increase of in-house provision by SLHD has secured cost efficiencies projected at around £163,000 for 2007/08.

Consultation

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

Legal Implications

18. There are no legal implications arising from this report.

Financial Implications/Risk/Diversity

18.1 Financial Implications

SLHD 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 through the SLA Review Programme for 2007/08 and 2008/09.

18.2 Value for Money

SLHD needs to demonstrate VFM across the whole spectrum of services provided to our customers, including those services provided by the Council via Service Level Agreements. VFM encompasses not only the financial element of such agreements but also the performance in relation to the specific services provided. It is therefore crucial that SLHD continue with the performance monitoring regime in place and use this information to drive improvements in service delivery.

18.3. Risk

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

18.4. Diversity

There are no diversity implications arising from this report. The Translation and Interpretation service is provided to SLHD via a Service Level Agreement and no issues have been raised in respect of performance within this report.

Report Author

Michael Butler
Performance & Efficiency Monitoring Officer
01302 862863

Background Papers

There are no background papers associated with this report.