

St. Leger Homes of Doncaster

Summary of Customer
Satisfaction Information

Area Boards
November 2008



St. Leger Homes
OF DONCASTER

Published September 2008



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Introduction

This booklet contains a summary of customer feedback information, which is drawn from a variety of sources.

These include:-

- premature and investigative ombudsman enquiries
- customer complaints and compliments
- satisfaction surveys
- reality checking of office reception areas, empty properties and decency improvements

The results from the surveys detailed in this booklet are routinely conducted and covers a 12 month rolling period. Periodically, additional surveys will be carried out on an ad-hoc basis. The results from these will be reported where appropriate in this document.

Customer satisfaction levels and complaints were previously scrutinised by the Executive Management Team and the Customer Relations Development Group (officer and tenant group looking at operational issues), where remedial actions were agreed with service area managers. Following a review of the governance of St. Leger Homes, it was agreed that customer feedback would be presented to the Area Boards for discussion on a bi-monthly basis.

Customer feedback is reported into the business through Directorate Management Team meetings and is disseminated to individual staff teams.



Mini STATUS Survey Headline Findings

St. Leger Homes are required to carry out a standard tenant satisfaction survey, known as STATUS, every two years. Previously the mandatory requirement had been every three years and the last STATUS survey was carried out by BMG Research in 2006. In order to track changes over time, a mini STATUS survey was carried out in-house during 2007. The results from these two surveys are compared in the tables below. Customer satisfaction has improved significantly since the creation of St. Leger Homes and is now in the top quartile. The next mandatory STATUS survey will be undertaken during the Autumn of this year, and the results will be available early in the New Year.

Table 1 - Headline Findings

	Percentage		Change
	2007	2006	+ / -
Overall satisfied with landlord	78	73	+ 5
Rent offers good value for money	77	71	+ 6
Satisfied with accommodation	81	76	+ 5
Satisfied with neighbourhood	82	74	+ 8
Satisfied with repairs and maintenance	77	71	+ 6
Good at keeping tenants informed	82	76	+ 6
Satisfied with opportunities to participate	68	61	+ 7

Table 2 - Overall Satisfaction

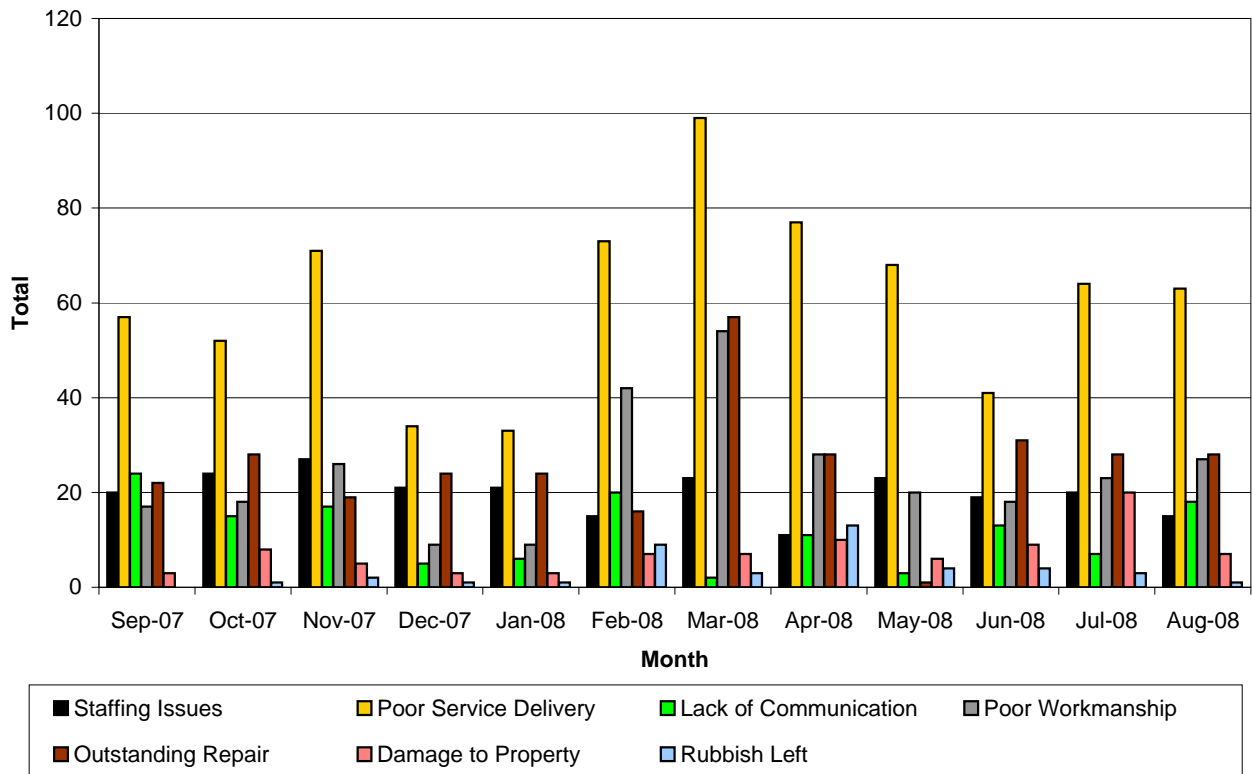
	Percentage		Change
	2007	2006	+ / -
Age:			
16 - 39	55	55	0
35 - 59	72	63	+ 9
60+	85	81	+ 4
Ethnicity:			
White	78	73	+ 5
BME *	72	62	+ 10
Gender:			
Female	78	70	+ 8
Male	77	74	+ 3
Quadrant:			
North West	79	79	0
North East	77	73	+ 4
South West	79	70	+ 9
South East	77	70	+ 7
Contact with SLHD in last year			
Yes	75	68	+ 7
No	85	80	+ 5

For all figures quoted in Table 1 and 2 above, only valid responses are included i.e. those who did not answer the question and those who responded "don't know" or "no opinion" are excluded from the calculation.

Created by: Performance Team
Created on: 10/04/08

Complaints Themes 2008 - 2009 (Monthly)

Borough



Commentary

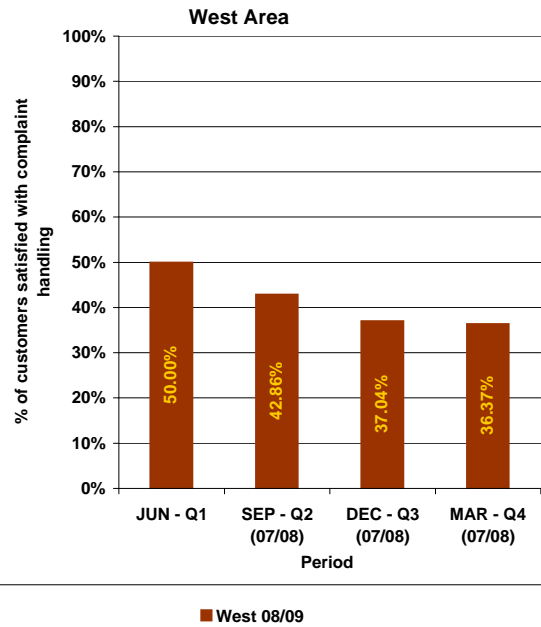
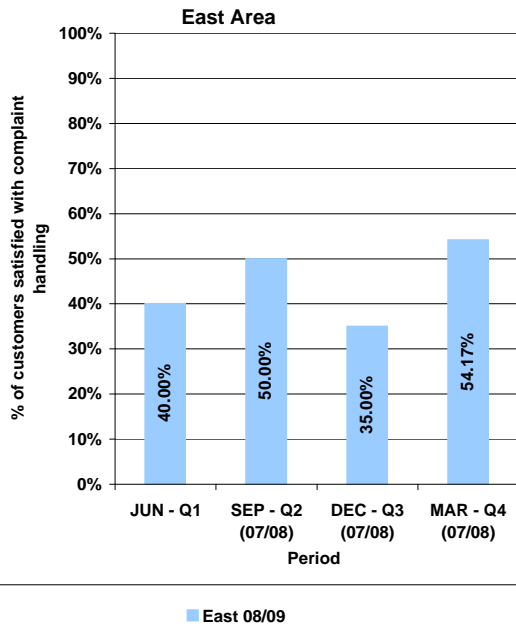
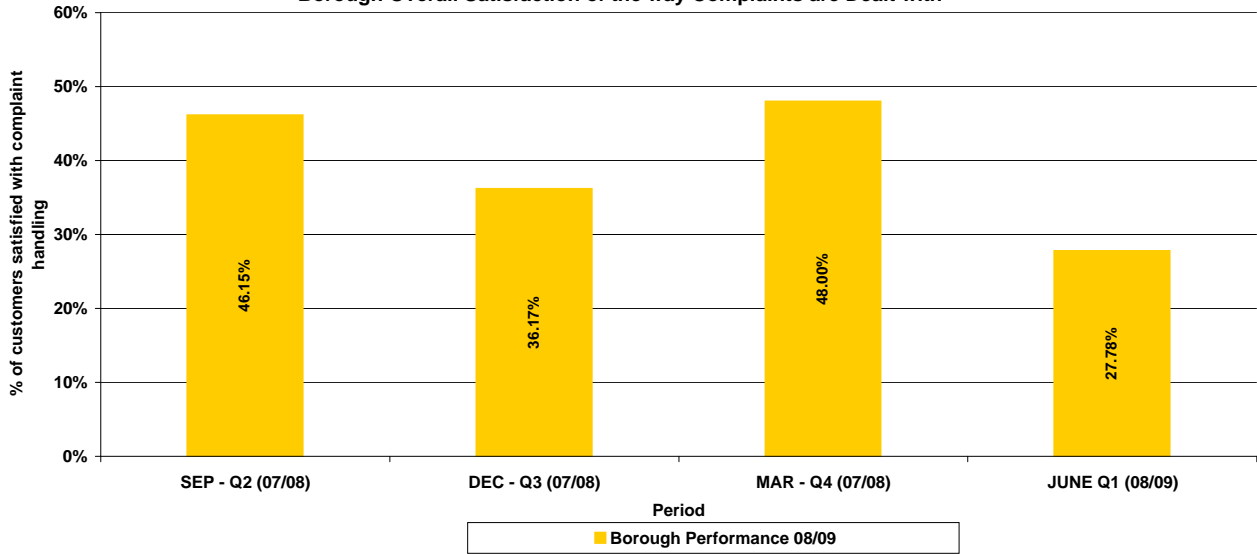
The above chart shows complaints received during the last 12 months broken down into themes. Sometimes individual complaints may be about more than one issue. On these occasions the complaint is included in more than one theme. Each theme contains within it, a number of sub themes. The number of complaints received during July and August was 164 and 152 respectively. Complaints about poor service delivery remain the highest in number. When July and August's complaints in this category are investigated further, the majority of complaints were about the garden service (24 out of 64 in July and 24 out of 63 in August). The second highest number of complaints in this theme was about the timescale for a repair to be completed (9 in July and 12 in August). Notably across the theme of poor workmanship there were 19 complaints in July and 18 in August relating to work not being up to standard and 24 complaints in July and 18 in August about repairs being incomplete and still awaiting parts. The totals include work carried out by Decency, Planned Maintenance and the Responsive Repair teams. However, when we compare the number of complaints received about the repair service against the number of repairs completed during July and August, this equates to 1.07% and 1.38% respectively.

Service areas are required to complete monthly complaints summary sheets indicating how they have dealt with complaints and identify where processes are in need of improvement, training requirements or policy changes. In August, following damage to a customers carpet during decency work, the type of protection provided for carpets is a plastic sheeting also a covering is in use for protecting tenants white goods from accidental damage.

Work is on-going to review how customer feedback relating to decency are captured.

Higher is better

Borough Overall Satisfaction of the way Complaints are Dealt with



Commentary

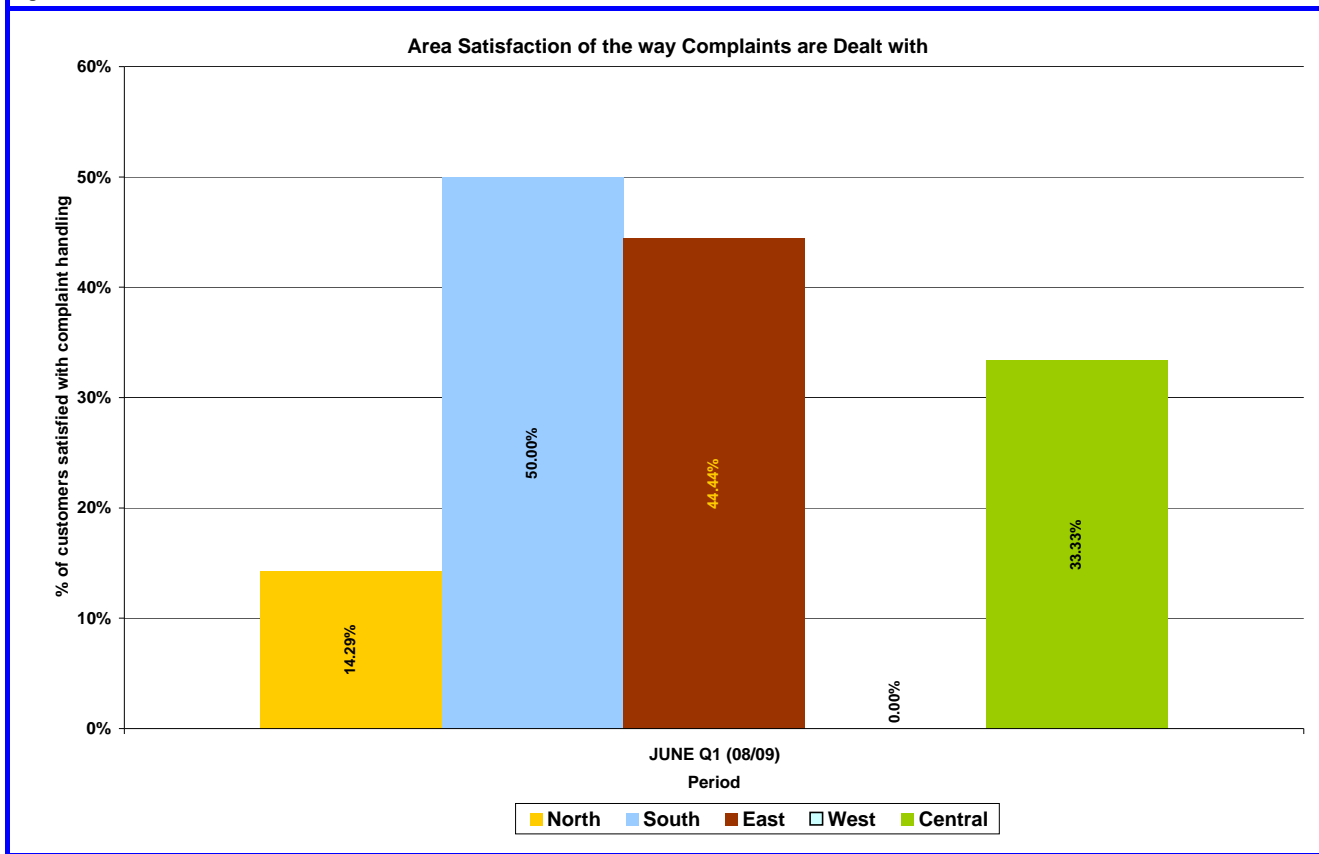
Sample Size:

Quarter 2 (07/08) respondents is 32 - sample size of 125 (26%)
 Quarter 3 (07/08) respondents is 52 - sample size of 145 (36%)
 Quarter 4 (07/08) respondents is 54 - sample size of 186 (29%)
 Quarter 1 (08/09) respondents is 35 - sample size of 152 (23%)

Complaints handling satisfaction is measured through a quarterly postal survey sent to a random selection of complainants. Quarter 1, 2008/9 satisfaction with the way complaints have been dealt with has reduced to 27.78% from 48% for the final quarter of 2007/2008. Monitoring by management area commenced at the start of this financial year and is shown on page 5. Customer satisfaction is traditionally low as complaint handling is often linked to whether the customer was satisfied with the outcome of the complaint. Response rates to this survey are generally low and other methods of collecting data such as telephone and online surveys are being investigated.

During quarter one 2008/9, 44% of complainants were happy with how they were kept informed of the progress of their complaint but just 10% of complainants stated they were informed of the appeals process and 4% said they were told how to appeal to the Local Government Ombudsman. The complaints process is due to be centralised within the Business Improvement and Performance section during the Winter of 2008. This will ensure complaints are dealt in a consistent and transparent way and customers are informed who is dealing with their complaint and what to do if they are not happy with the outcome. Customer satisfaction and performance against complaint handling targets should see an improvement.

Higher is better



Commentary

The chart above shows satisfaction of the complaints handling process for the first quarter of 2008/9 by housing management area. Highest satisfaction levels are in the South (based on eight responses). Proportionally more complainants said that their complaints were acknowledged within five days in the South than responses received from the other management areas. Higher satisfaction levels appears to directly correlate to whether the customers were kept informed with the progress of their complaint and knew who was dealing with their complaint. Lessons, for the poorer performing management areas, in complaint handling can be learnt from the areas achieving higher satisfaction rates. No one was satisfied in the West (based on three responses). In the West all three respondents rated the way they were kept informed of the progress of their complaint as poor and only one person stated they were given the name of the person dealing with their complaint.

The number of returned surveys for quarter one, by management area is as follows:

- North - 8
- South - 10
- East - 9
- West - 3
- Central - 5

Total sample size - 36.89% (152 out of 412) complaints received in quarter. The return rate equates to 23.02% (35 out of 152) of questionnaires posted out.

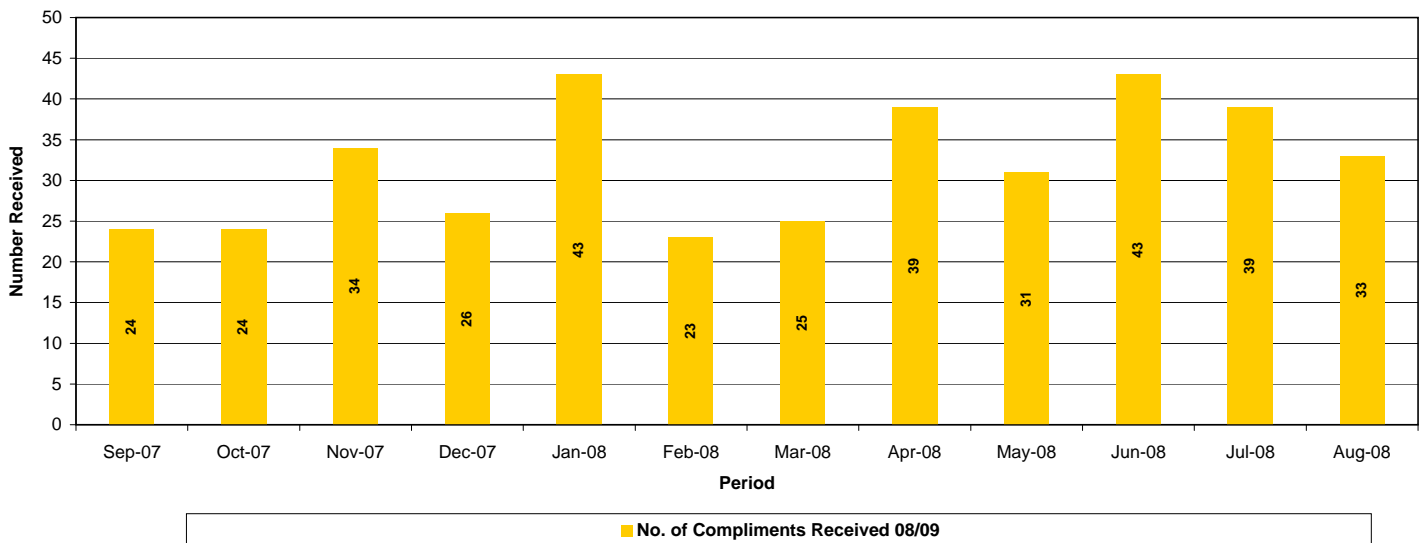
There is no incentive to customers to return these questionnaires, therefore further research is being carried out on what other ALMO's are doing to encourage customers to respond thus providing a larger quantity of robust data. The results from this research will be available in the next report.



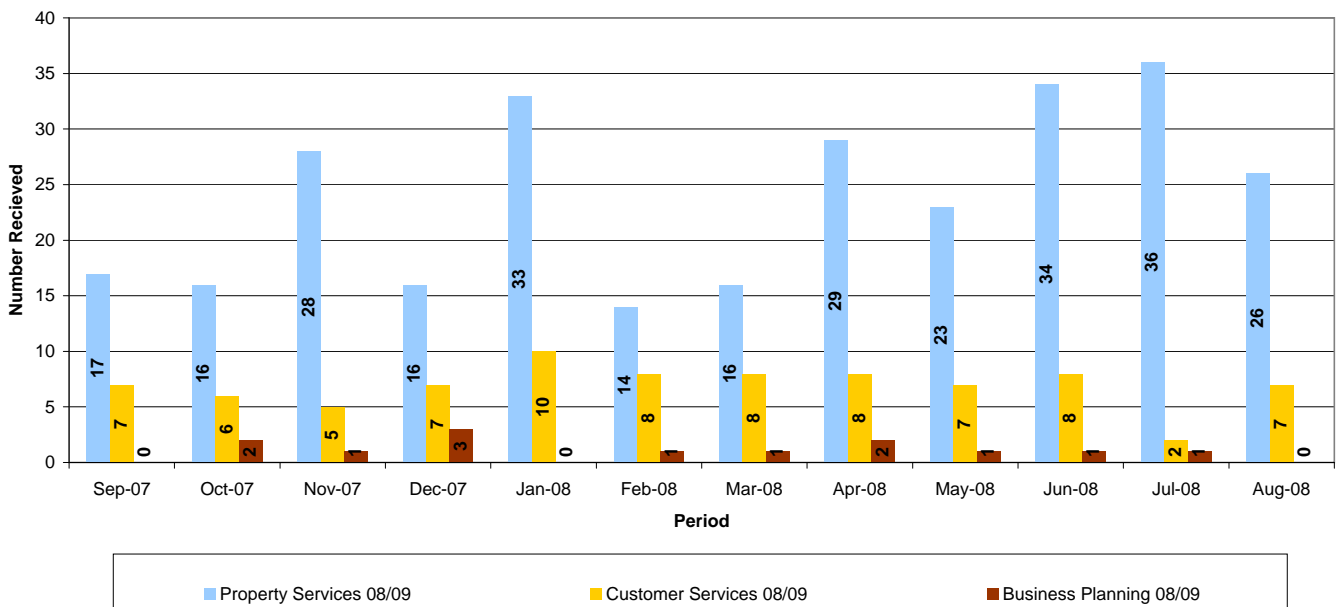
Number of Compliments Received 2008 - 2009 (Monthly)

Borough

Overall Number of Compliments Received 08/09



Compliments by Directorate



Commentary

For the financial year 2007/8 a total of 319 compliments were received, the majority of which were for the Property Services Directorate. To date, for this financial year, there have been 185 compliments received. In July and August we received 38 and 33 compliments respectively for things like "improvements to properties", "excellent job", "prompt and excellent service" and, "helpfulness, care and politeness of staff". From April to August the number of compliments and complaints have been received in a ratio of approximately 1:5.

All compliments received are recorded and where the compliment concerns the actions of a member of staff, the customer making the compliment is written to and thanked along with the employee. Business Planning are expected to score lower than Customer Services and Property Services due to a low proportion of staff being customer facing.





Premature Ombudsman Complaints

Premature complaints refer to complaints the Ombudsman has received that have not previously been dealt with through SLHD's complaints procedure. In such instances the Ombudsman does not investigate the matter and SLHD are given the opportunity to address the issues raised. Following the response and the investigation of a premature complaint, the investigator for the Ombudsman's office will write to the complainant after 12 weeks to see if they are satisfied with the outcome. If they are not then the complainant has a right to complain to the Ombudsman again. For the previous 12 months, 8 premature complaints were received. The table below shows the date the complaint was received, the area it was concerning, a brief description of the nature of the complaint, whether it was upheld, not upheld or partially upheld and changes made to the services or policy as a result. Partially upheld is used when SLHD and the customer are both at fault or if there are two elements to the complaint and only one is upheld.

Date Received	Area	Nature of Complaint	Upheld	Changes made to Service Provision/Policy
16.1.08	Woodlands	Complaint about Choice Based Lettings bidding system.	Not Upheld	No changes were made to the process as they were followed correctly, the customer was confused over the bidding cycle and what they could bid on.
21.2.08	Dunscroft	Complaint about the condition of the kitchen and the base units are beyond repair. Decency is not due to be carried out in the near future.	Not Upheld	No changes have been made to the service provision or policy as the kitchen was renewed due to the condition by the Planned Maintenance team.
17.3.08	Rossington	Concerns over the way Bramalls were carrying out the renovations in the property, the conditions tenants were living in and the quality of the work. Also the contractor had not closed the gate correctly and the pet dog escaped, which incurred kennel costs.	Not Upheld	No changes have been made as literature is sent to all tenants outlining tenants responsibility for pets during decency works.
20.3.08	Armthorpe	Issues with Council instruction to have dropped kerb.	Not Upheld	There are no changes to be made to the normal working procedures as installation and costs of dropped kerbs are requested through DMBC.
04.04.08	Carcroft	Condition of flat and outstanding repairs.	Not Upheld	Although there are no specific lessons to be learnt about the Property Standard for void properties. This complaint was made to various departments as well as the ombudsman. Lessons can be learnt that keeping accurate records by all departments will assist in resolving complaints.
04.06.08	Conisbrough	CBL bidding process and discrimination against age.	Partially Upheld	The property was initially incorrectly advertised. A process has been put in place where the details are thoroughly checked prior to advert being activated.
04.08.09	Balby Bridge Estate	The handling of stripping asbestos during refurbishment of facias causing ill health.	Not Upheld	Changes to the handling and working with asbestos has already been revised. Health & Safety protocols have been implemented and training has been delivered to operatives.
07.08.09	Rossington	Lack of electrical sockets in kitchen following decent homes work and one of the double sockets is damaged.	Upheld	The procedures and specification to be reviewed to meet the electrical requirements as specified under the Doncaster decent homes standard, where kitchens do not allow for the required number of sockets for accessories.

Investigative Ombudsman Complaints

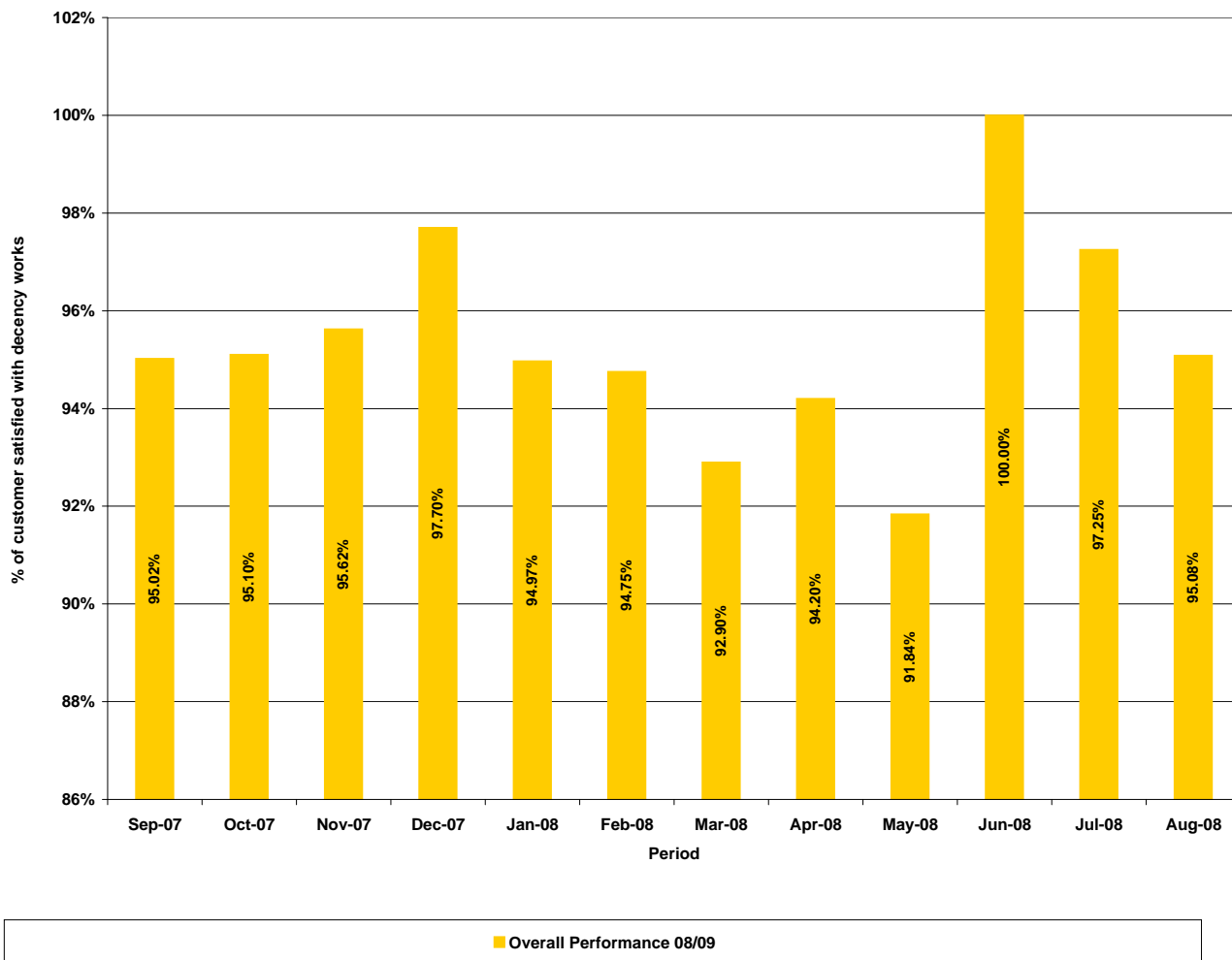
Investigative complaints refer to complaints the Ombudsman has received, where SLHD has already had the opportunity to resolve, but where the customer is not happy with the outcome. For the previous 12 month period, 12 Ombudsman complaints were received.

Date Received	Area	Nature of Complaint	Determination	Lessons Learned
15.08.07	Woodlands	Failed to carry out work to draught proof the windows.	No or insufficient evidence of maladministration	There are no lessons to be learned as all repair requests were carried out within timescales and the windows were on the list to be replaced in the Doncaster Decent Homes Programme.
29.11.07	Armthorpe	Failure to tarmac car park at back of Hatfield Lane and Laburnum Drive.	Local settlement between DMBC and SLHD	Complaint directed to DMBC.
13.12.07	Thorne	Failed to deal with claim for compensation following damage in property.	No or insufficient evidence of maladministration	There are no lessons to be learned. The repairs were carried out according to policy. Any damage to personal belongings should have been claimed through household insurance.
1.2.08	Bentley	Failed to remedy dampness in home.	No or insufficient evidence of maladministration	There are no lessons to be learned as the problem was investigated fully, the cause was discovered and a solution provided within a reasonable timescale.
1.2.08	Denaby	Failed to respond satisfactorily about a poor fitting back door.	Local settlement	This has raised the issue of following up on complaints once it has been closed down to ensure the problem has been fully resolved. Therefore, a post inspection is raised for a Quality Control Surveyor to visit the property following the completion date of the repair.
5.2.08	Rossington	Various complaints regarding flat and maintenance of garden.	Local settlement	Officers must research a situation efficiently to be clear about the circumstances of individual tenancies, before corresponding with or instigating action against a tenant.
12.2.08	Stainforth	That the Council failed to notify complainant that the estate where she owned a property was due to be demolished.	Determination has been reached against DMBC and not SLHD.	This was investigated against DMBC and we were asked to produce information in relation to SLHD's involvement.
15.2.08	Barnburgh	That the Council failed to keep the property to a proper standard of repair.	Outside jurisdiction and no or insufficient evidence of maladministration	This was never investigated as part of the complaint was outside their jurisdiction and the Ombudsman determined that the repairs were dealt with in a reasonable and timely manner.
21.04.08	Rossington	Left the family without central heating and poor facilities for water heating from August to December 2007.	Local settlement by the Decency team. Agreed compensation of £400 paid.	Continue to build on the relationships with the utility companies so SLHD receive the correct information, to ensure that the tenants are not without central heating and poor water heating facilities and to ensure that contact with the tenants is maintained on a regular basis.
23.04.08	Scawthorpe	Electricity meter and fuse box installed in a difficult to reach and potentially dangerous place.	Local settlement by the Decency team, relocation of the electricity meter and fuse box was carried out.	Held a specification meeting with all SLHD's Decent Homes Project Managers to discuss issues regarding location of consumer units. This will now form part of their role when signing off the property to ensure that it is installed in an accessible place.
04.06.08	Armthorpe	Let the property without first resolving the issue of access to the drive and hardstanding, subsequently being subjected to years of anti social behaviour.	Local Settlement - compensation of £500. Installation of dropped kerb, fencing and gates	Officers must be absolutely clear on boundary positions following investigations. Case files must be fully up to date, and include all communications including verbal ones. Managers need to be made aware of any cases which are not reaching any kind of conclusion.
04.08.08	Hexthorpe	The Council treated the complainant unfairly when investigating his dispute with a former neighbour. Also says that the Council failed to take action against the neighbour for engaging in antisocial behaviour against the complainant and as a result had to leave his home.	No or insufficient evidence of maladministration	There were a few gaps in the recording of some information, which has highlighted the need for a more concise and chronological way of recording information. Also to acquire the signature of the interviewee on the interview sheet as a true record of their statement.

Of the 12 complaints received, five were closed following a settlement being made by SLHD, one was closed following a settlement being jointly made by SLHD and DMBC, one was judged to be outside the Ombudsman's jurisdiction, four were closed due to lack of evidence of maladministration on the part of SLHD, one has been determined against DMBC and not SLHD.

Note - A local settlement is where the organisation settles the complaint through negotiation with the ombudsman. In such cases the ombudsman will discontinue the investigation because action has been agreed by the organisation and accepted by the ombudsman as a satisfactory outcome for the complainant. This could be in the form of a remedy, compensation or apology.

Overall Decency Satisfaction



Commentary

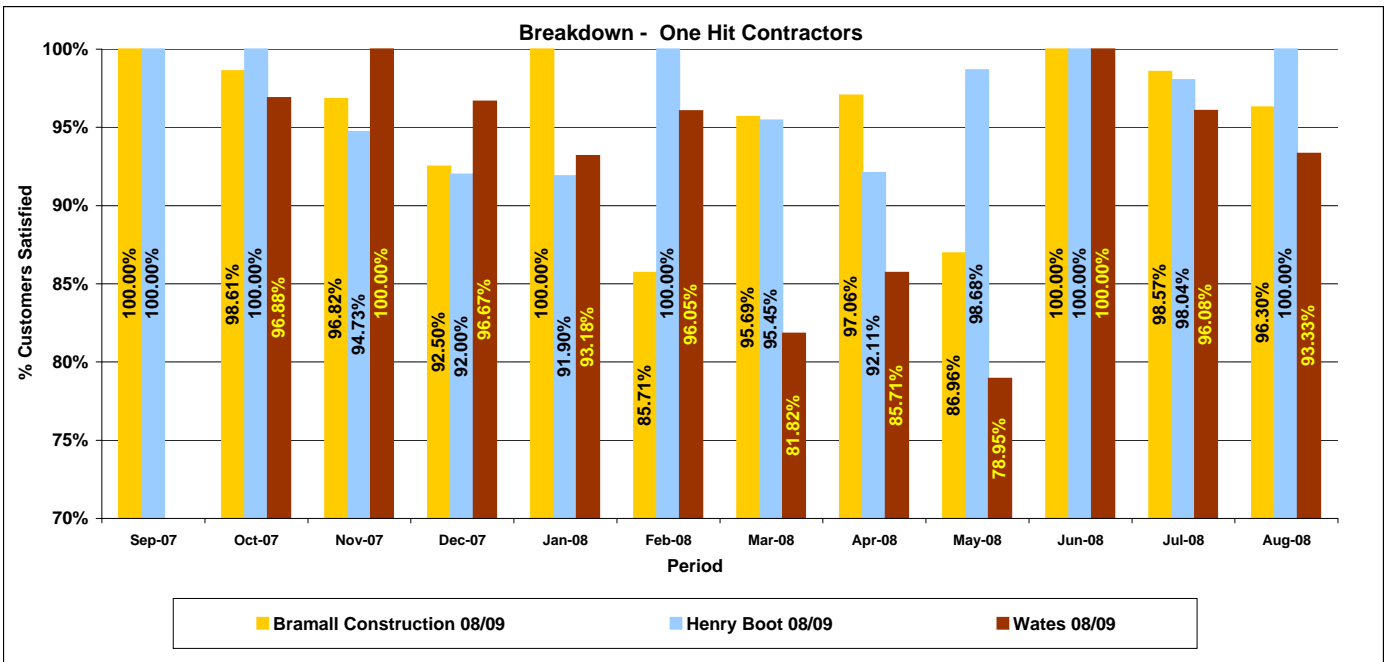
The target for satisfaction levels of decent homes for 2008/9 is 95%. The number of returned surveys and the number of completed properties for the period April to August 2008 are shown below. Satisfaction rates have been declining since June 2008 but still is, however, above target. A further breakdown by contractor and potential issues affecting satisfaction levels is shown on the next page.

One Hit Contractors		
	Returned surveys	Completed Properties
Bramall Construction	255	292
Boots	264	514
Wates	135	133

The number of returned surveys do not always correspond with the number of completed properties (as with Wates) because some of the returned surveys could have been for properties completed prior to April 2008.

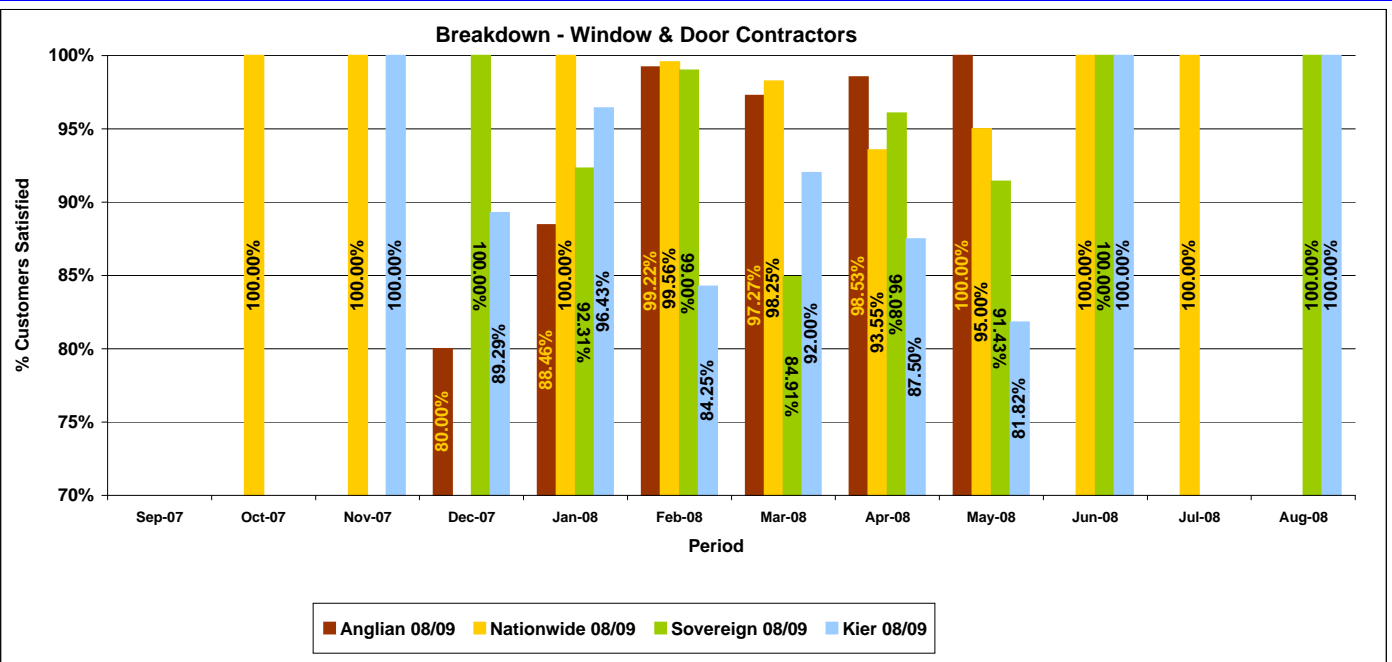
Windows and Door Contractor		
	Returned surveys	Completed Properties
Anglian	69	161
Kier	84	532
Nationwide	106	485
Soverign	60	544

The way in which decent homes satisfaction surveys are conducted is currently under review. This has been initiated by the comparison of results from complaints, customer surveys and reality checking in respect of decency works.



Commentary

The chart above depicts individual, "one hit" contractor performance. During August satisfaction for Boots increased, whilst there was a reduction for Bramall and Wates. Bramall still have achieved a higher than target rate but within this outturn there are seven customers that expressed dissatisfaction with specific elements of the improvement works. The majority (57%) were about electrical work. The Customer Care Group is working with contractors to identify ways of complaints about electrical work can be reduced, this may include tool box talks to staff regarding protection to property during invasive works. There were 13 returned surveys for Wates during August. Customers stated that the contractor always turned up when they said they would 38% of the time, and the two tenants who were not satisfied cited central heating and bathroom work as being the reasons. A full review of how customers are informed of works and delays is being undertaken by Customer Care Group. The partnership held a review event on 20th October 2008 to identify ways we can improve the customer experience and a report has been submitted to highlight these improvements.

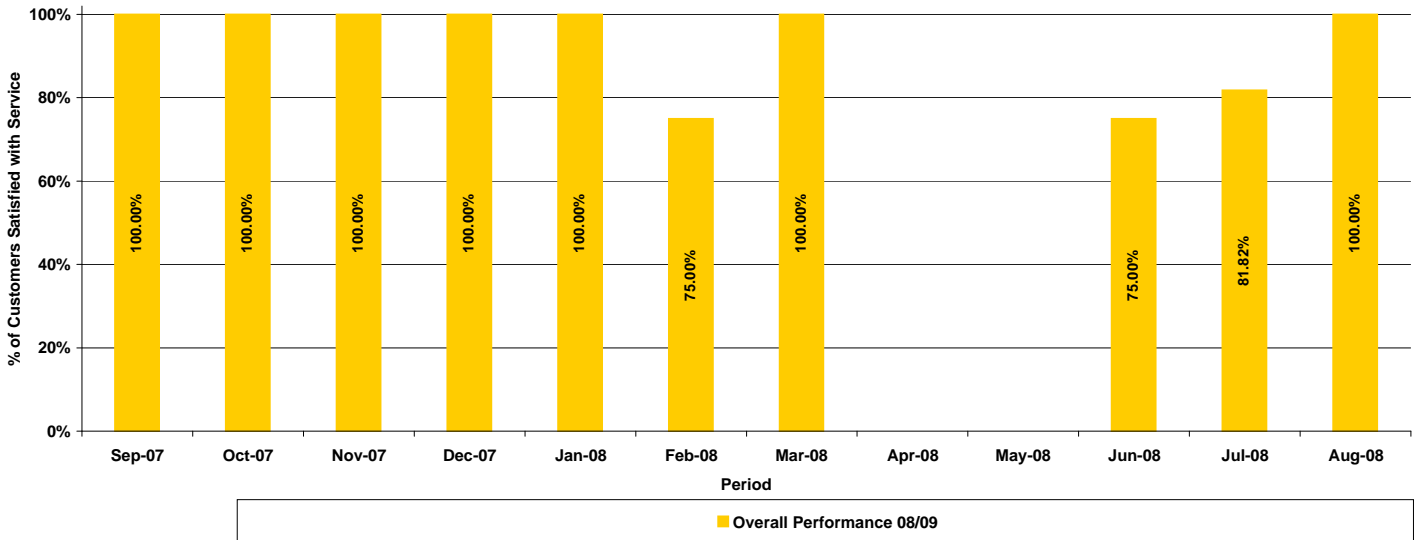


Commentary

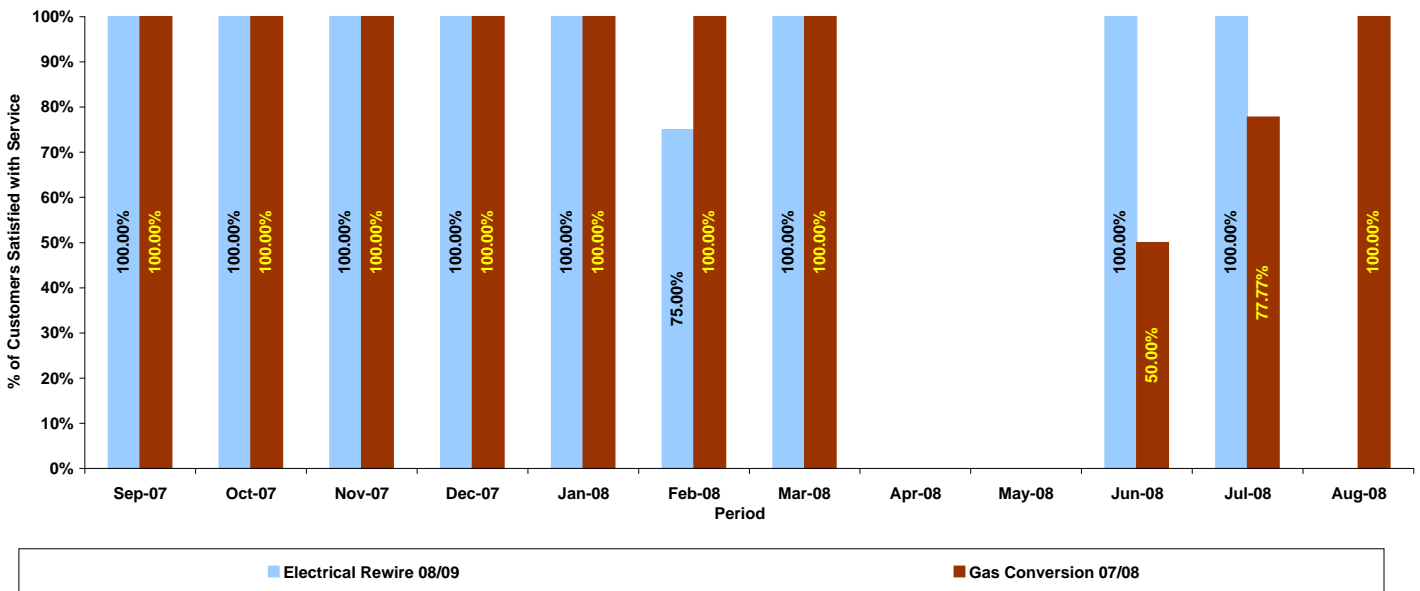
The chart above shows satisfaction levels with contractors appointed to undertake the windows and doors programme for decent homes. July and August satisfaction levels are based on a total of 12 returned surveys. The reduction in number of returns is a direct result of the windows and doors programme currently being suspended. Now works have re-commenced it is anticipated that customer satisfaction may drop as a result of delays in the programme.



Overall Satisfaction Levels



Breakdown - Satisfaction of Gas Conversions and Electrical Rewires



Commentary

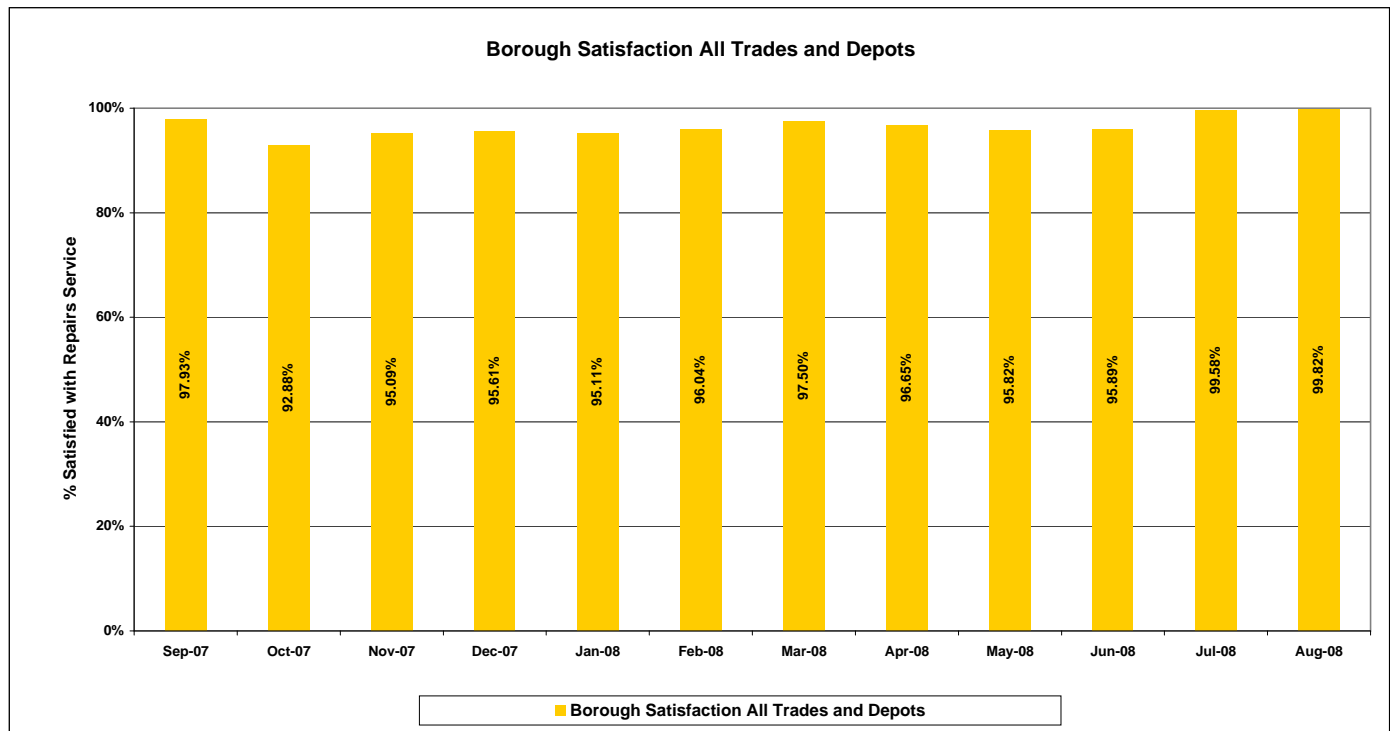
Sample Size

	Gas conversion	Rewire
August-07	9	6
September-07	3	2
October-07	12	12
November-07	1	3
December-07	2	1
January-08	2	3
February-08	1	4
March-08	1	5
April-08	0	0
May-08	0	0
June-08	2	4
July-08	9	2
August-08	1	0

As demonstrated in the accompanying table, the sample sizes for this indicator are low due to the small numbers of gas and electrical rewires carried out. During August 2008, only one satisfaction survey was returned following a gas central heating conversion. The customer indicated that they were satisfied with the service provided.

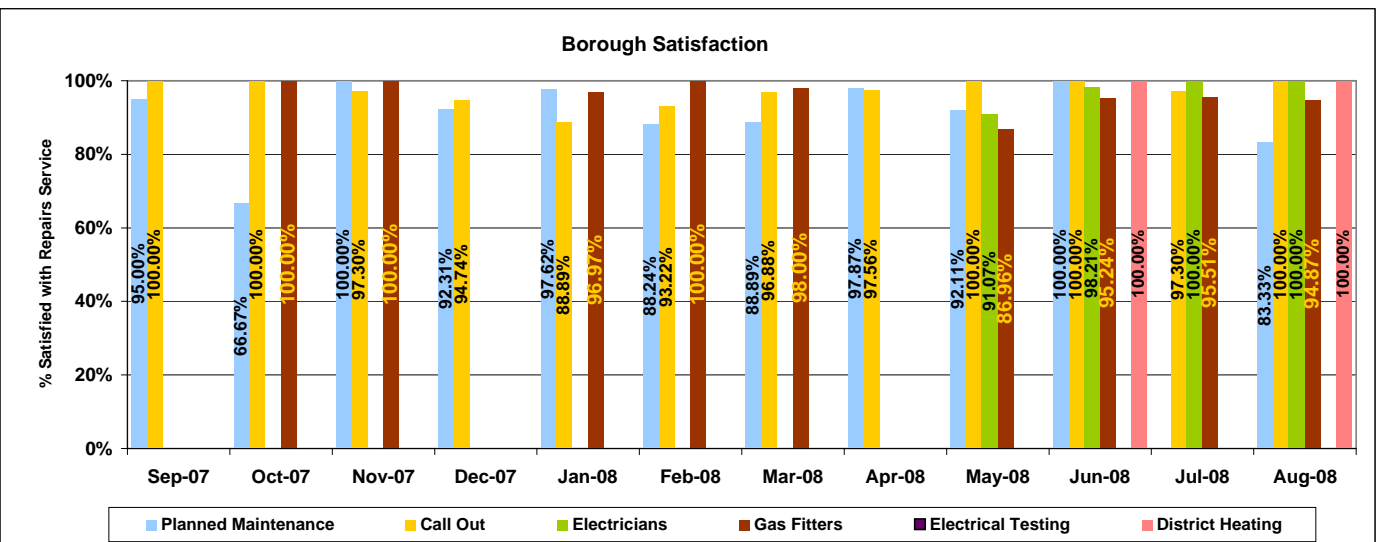
Repair Satisfaction 2008 - 2009 (Monthly)

Borough



Commentary

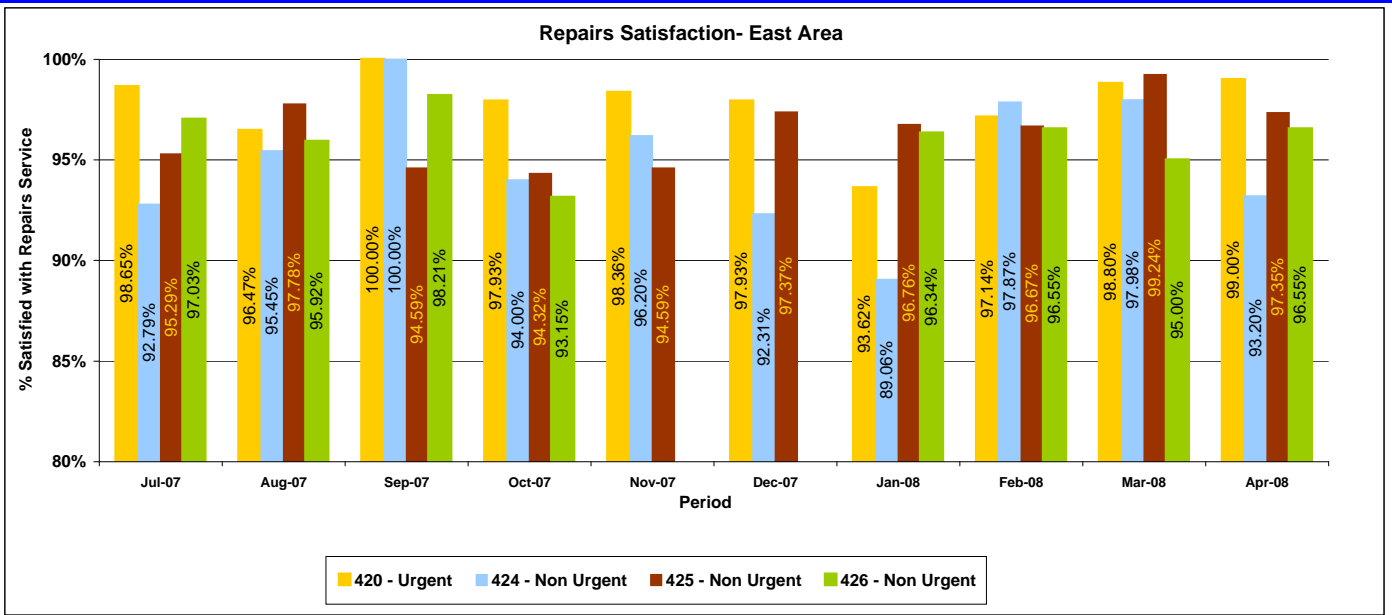
Repairs satisfaction surveys are carried out on a sample of completed repairs. 10% are completed during post inspection of completed repairs and 10% are undertaken by repairs contact staff over the telephone. Surveys are carried out on repair jobs one month in retrospect. Therefore, satisfaction rates for August will be available during October 2008. In July, 995 surveys were completed which equates to a sample size of 21% of completed repairs. The above chart shows overall satisfaction of the repairs service for the previous 12 months. The target of 96% satisfaction levels for 2008/9 has been exceeded in April but dipped slightly in May and June 2008. For July, satisfaction levels reached 99.58%.



Commentary

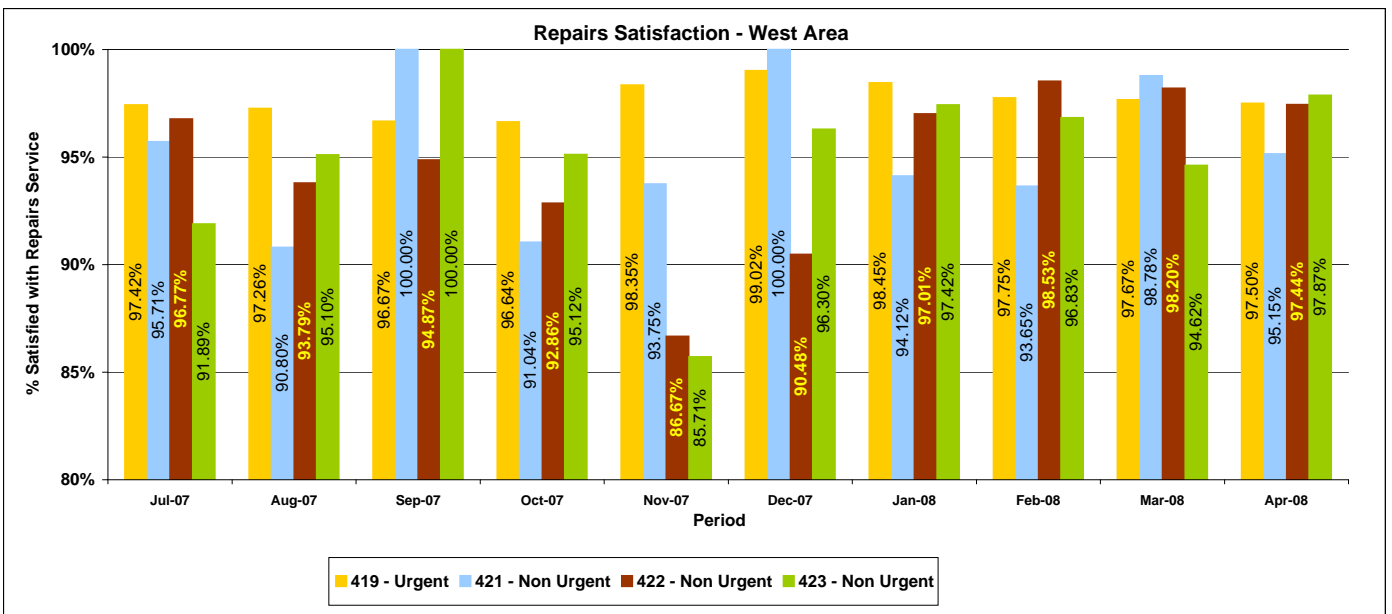
The above chart show satisfaction levels for work completed by trade based teams that are not area based. Where there is no data for a particular team no surveys have been completed for that team. For repairs carried out in the month of July all teams shown in the chart above exceeded the 96% target with the exception of the gas fitters who were slightly below target with satisfaction rates at 95.51%. This is a slight improvement from the previous month. Fewer customers indicated that they were told that the operative was on their way than the other trades shown. This could have an influence in their overall satisfaction levels.

Repair Satisfaction 2008 - 2009 (Monthly)



Commentary

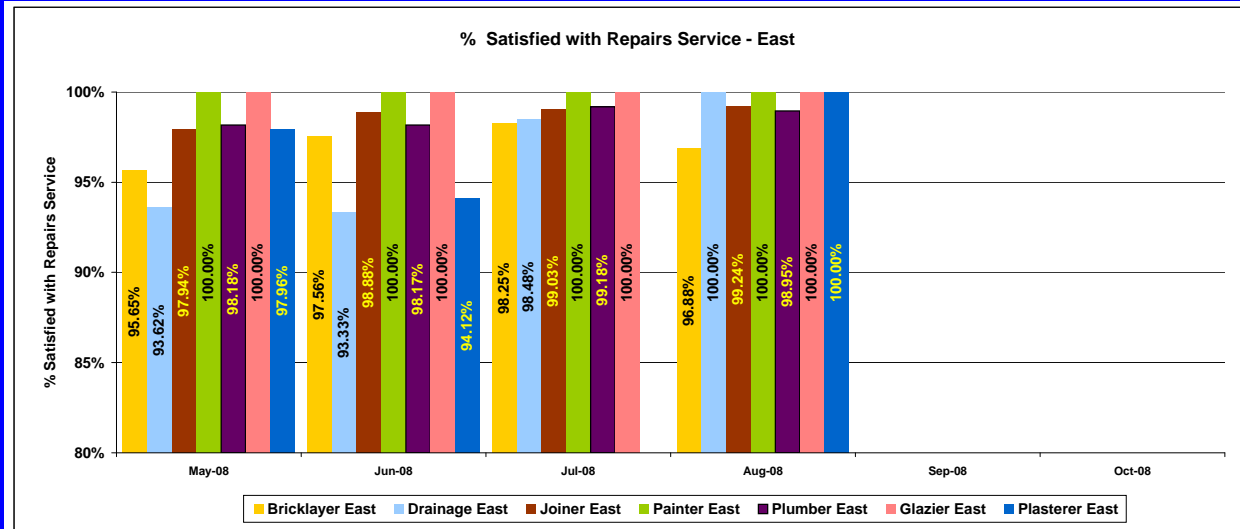
Customer satisfaction monitoring by area team commenced in July 2007 and changed from May 2008, with the introduction of optitime, to trade based teams. Satisfaction levels for trade based repair teams are shown on page 14 of this booklet. Prior to this each repair team covered a geographical part of the borough and was either dedicated to urgent or non-urgent repairs. Customer satisfaction of the four repairs teams that covered the East area are shown in the chart above. Details of which geographical areas are covered by which depot is shown at appendix A.



Commentary

Customer satisfaction monitoring by area team commenced in July 2007 and changed from May 2008, with the introduction of optitime, to trade based teams. Satisfaction levels for trade based repair teams are shown on page 14 of this booklet. Prior to this each repair team covered a geographical part of the borough and was either dedicated to urgent or non-urgent repairs. Customer satisfaction of the four repairs teams that covered the West area are shown in the chart above. Details of which geographical areas are covered by which depot is shown at appendix A.

Repair Satisfaction 2008 - 2009 (Monthly)



Commentary

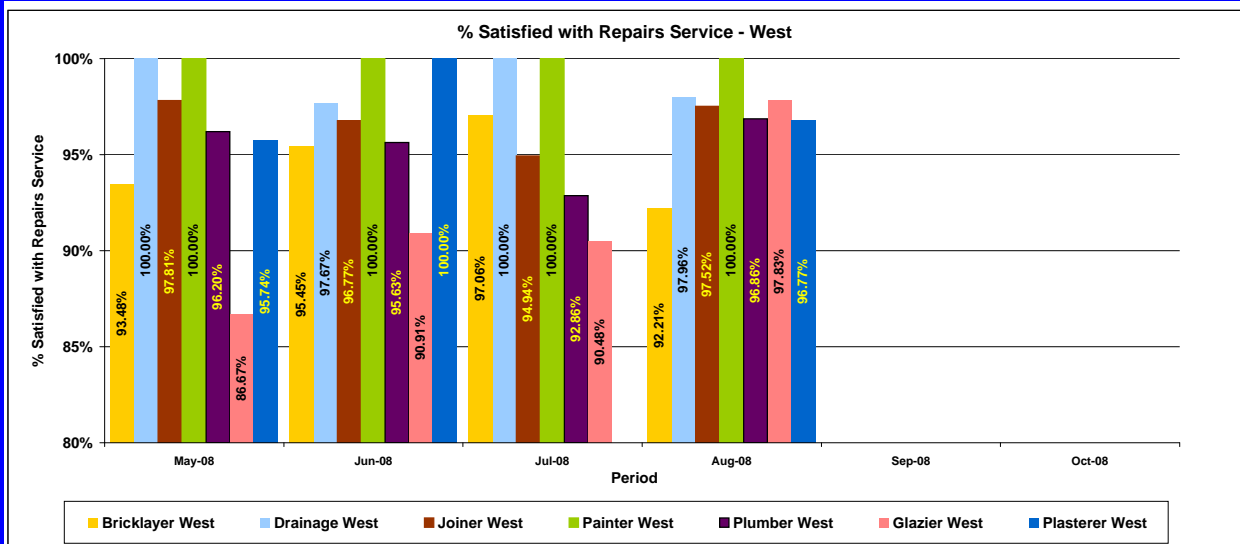
Satisfaction by trade teams covering the East of the borough is shown in the chart above. The target for overall satisfaction is 96% and the average monthly satisfaction is shown below:

May - 94.64%

June - 95.83%

July - 98.22%

August - 96.13%



Commentary

Satisfaction by trade teams covering the West of the borough is shown in the chart above. The target for overall satisfaction is 96% and the average monthly satisfaction is shown below:

May - 94.59%

June - 93.62%

July - 92.75%

August - 94.88%

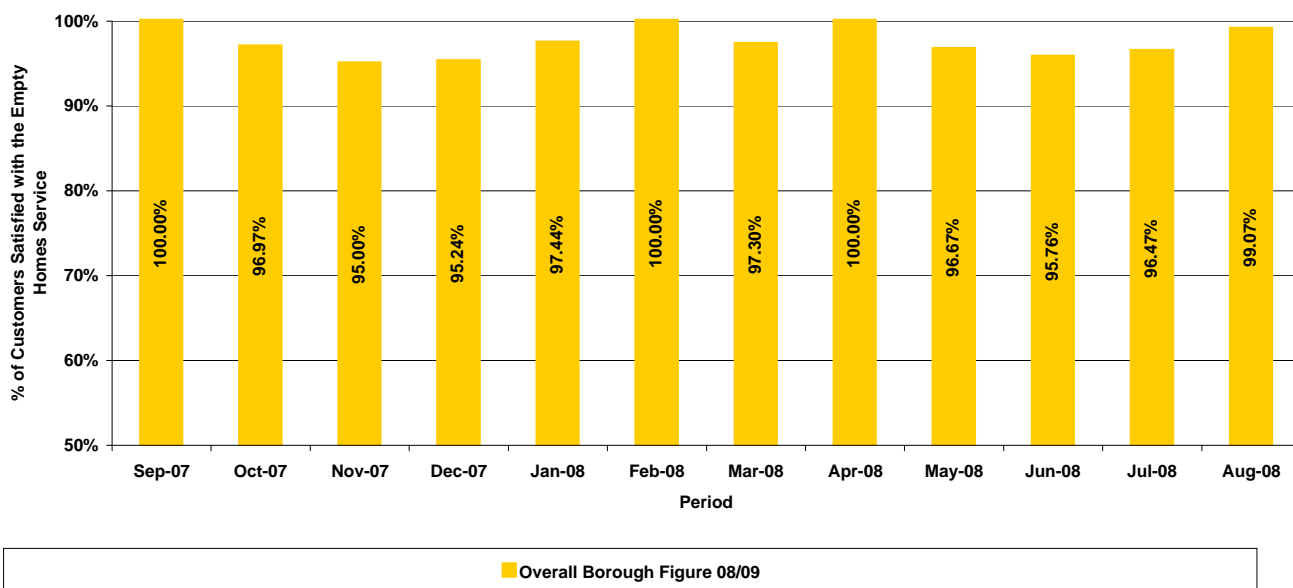
In May, June and July glaziers have consistently scored below target. Additionally satisfaction for joiners and plumbers reduced from the previous month and is below target.

For glaziers, customers indicated that 76% of the time, the operative checked that the tenant was happy with the work once completed and 84% of tenants stated that the operative showed their identity badge. There were lower levels of tenants stating that joinery work was completed at the first visit (91%), however all follow up work was completed by appointment. For plumbers, 80% of tenants stated that they were informed that the operative was on their way. The three teams that are below target of 96% for July, (Glazing, Plumbing and Joinery) equates to 8 number dissatisfied customers (Glazing 2, Plumbing 2 and Joinery 4).

Of the 8 there are:-

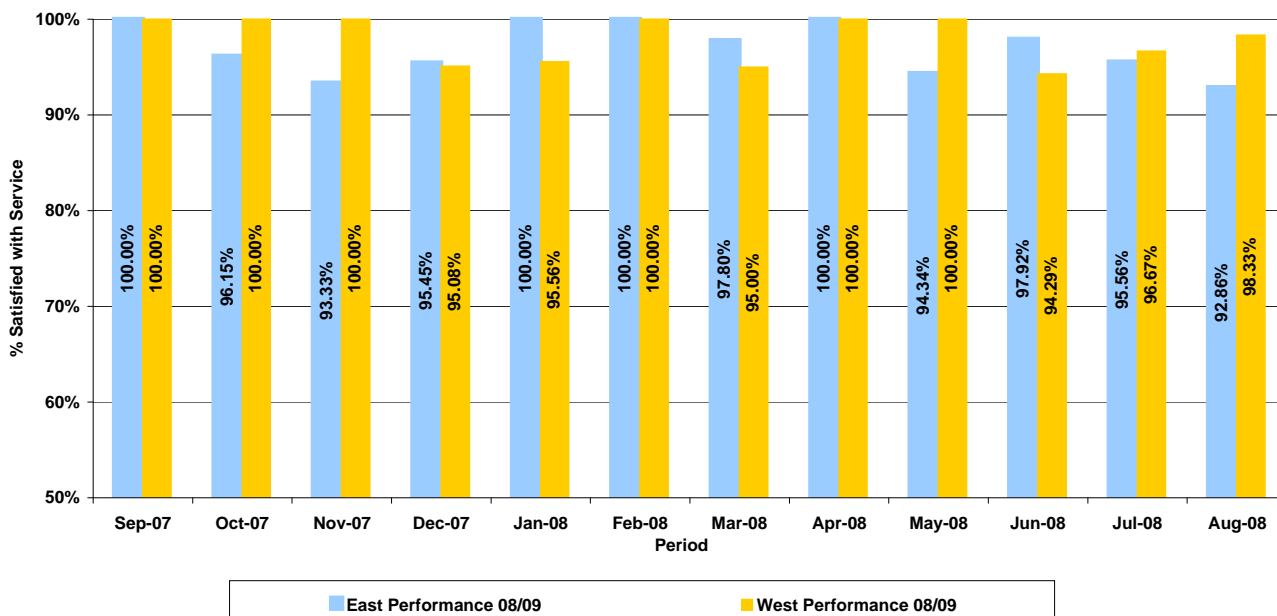
- 3 that relate to defective workmanship.
- 1 recall to defective workmanship.
- 1 completed by contractor - defective door.
- 1 operative not communicating with tenant.
- 1 complaint about watermark left on ceiling after leak.
- 1 job completed satisfactorily, tenant reporting other work.

Overall Borough Satisfaction Levels



Overall Borough Figure 08/09

East & West Area - Satisfaction Levels



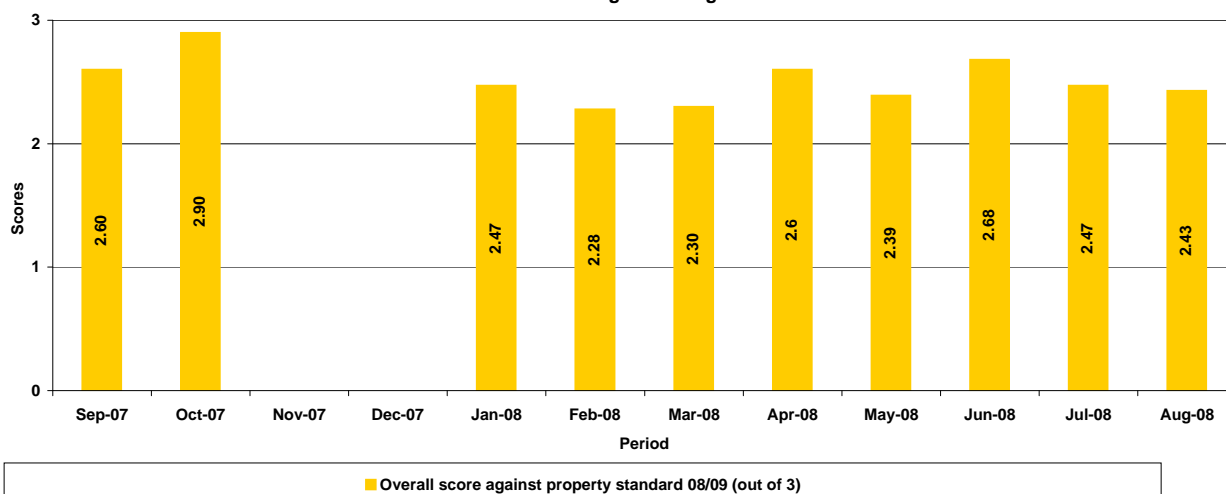
Commentary

This survey is completed following allocation of a property. It measures satisfaction of the whole empty homes and allocations process. The survey covers a number of subjects including the allocations process, the sign up process and the completion of any outstanding repairs. For tenancies that commenced in August satisfaction levels were 99.07% which is an increase since the previous month. Satisfaction reduced in the East but increased in the West in August. 85.71% of new tenants in the East stated that they were happy with the general condition of the property and 9.52% said there were outstanding repairs when they moved in. 28.57% had to report further repairs to the property. Sample size for August is 84.62% of relets carried out during this period. Customer satisfaction surveys for tenancies that commenced in September 2008 was undertaken during October 2008 and performance will be available during November 2008.

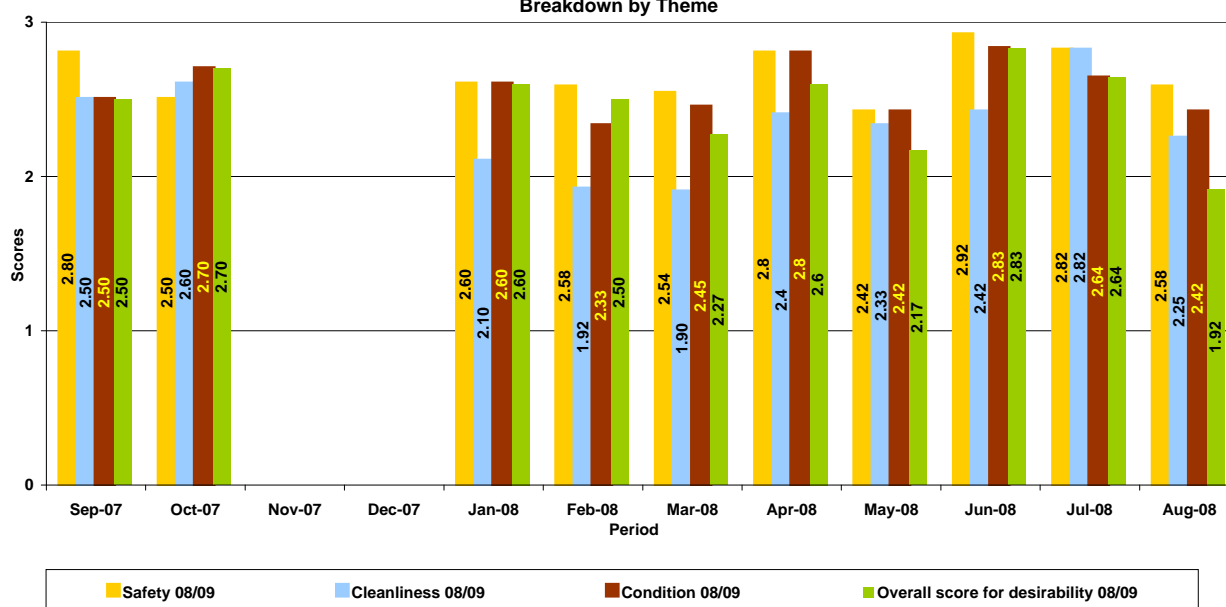
Reality Checking - Void Properties 2008 - 2009 (Monthly)

Borough

Overall Borough Wide Figures



Breakdown by Theme



Commentary

The reality checking scheme was developed in 2006 as a method for critically appraising services and identifying areas for improvement. The programme covers reception areas, empty homes and visits to customers who have received either decent homes or other capital improvement works. During the decent homes/capital improvements visits a customer satisfaction survey is completed which is reported in with the decency satisfaction levels.

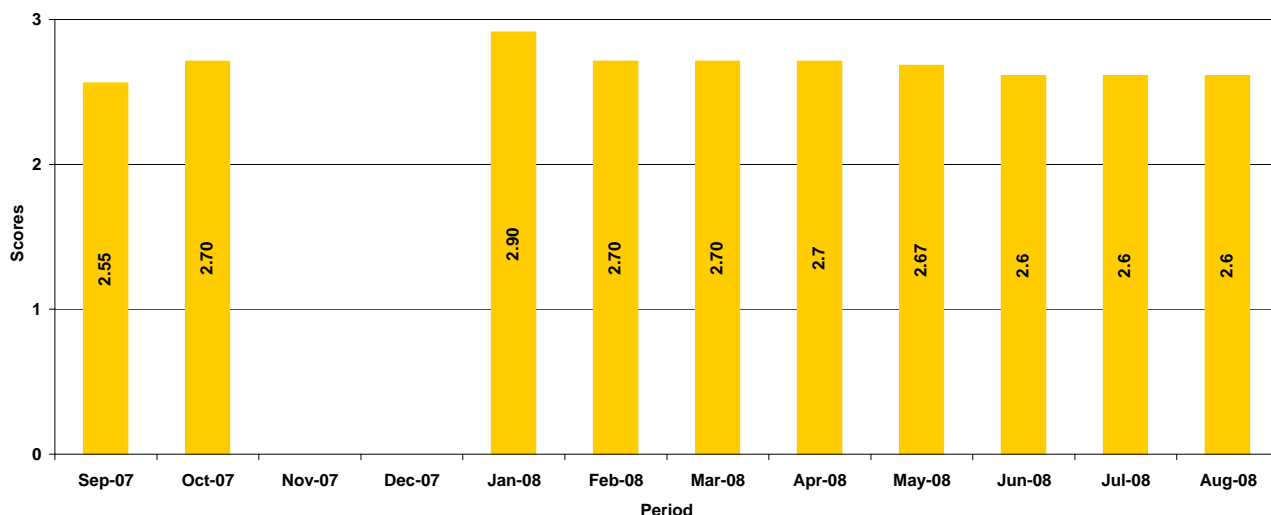
Each round of reality checking is undertaken jointly with a tenant volunteer, taken from the menu of involvement, and a member of the Business Improvement and Performance team over one day per quadrant per month.

For empty homes, the properties are evaluated against the void property standard for cleanliness, safety and condition. A fourth category "desirability" was added during a review of the scoring system during November and December 2007, which is used to cover a more subjective aspect not covered by the property standard. This allows the tenant volunteer to assess the property from their first impressions. No reality checks were carried out in this period.

All categories are assessed on a three point scale of poor (1), satisfactory (2) and good (3). A report, including photographic evidence, is produced and distributed to the Assistant Director for Empty Homes and Services and Empty Homes Manager.

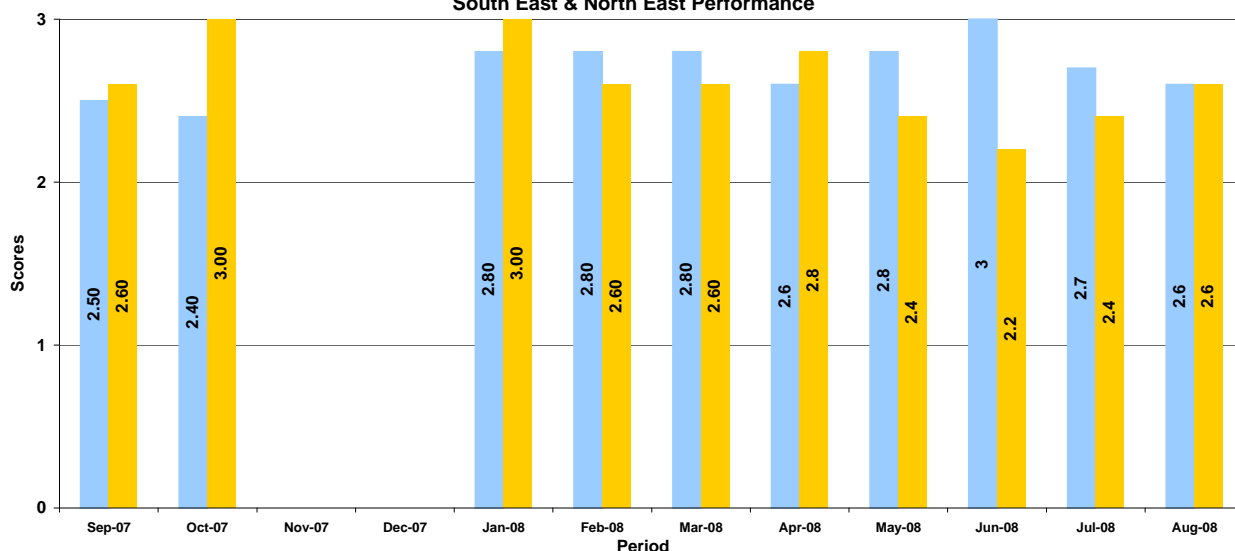
Overall scores have been fluctuating for the previous 12 months with issues of poor cleanliness apparent from January to June 2008. To address this issue, the Empty Homes Team have procured a new cleaning contractor and introduced further training for team leaders on the standard of cleanliness required in void properties. Scores in this area for June and July improved but fell again in August. Although scores for desirability do not feed into the overall property standard score, there were some issues around the desirability of properties, as perceived by the tenant volunteers, during August. Two properties on the Willow Estate at Thorne scored poor in the North East area. One property in each of the other three areas also scored poor.

East Overall Figures



East Overall Performance 08/09

South East & North East Performance



South East - overall score 08/09

North East - overall score 08/09

Commentary

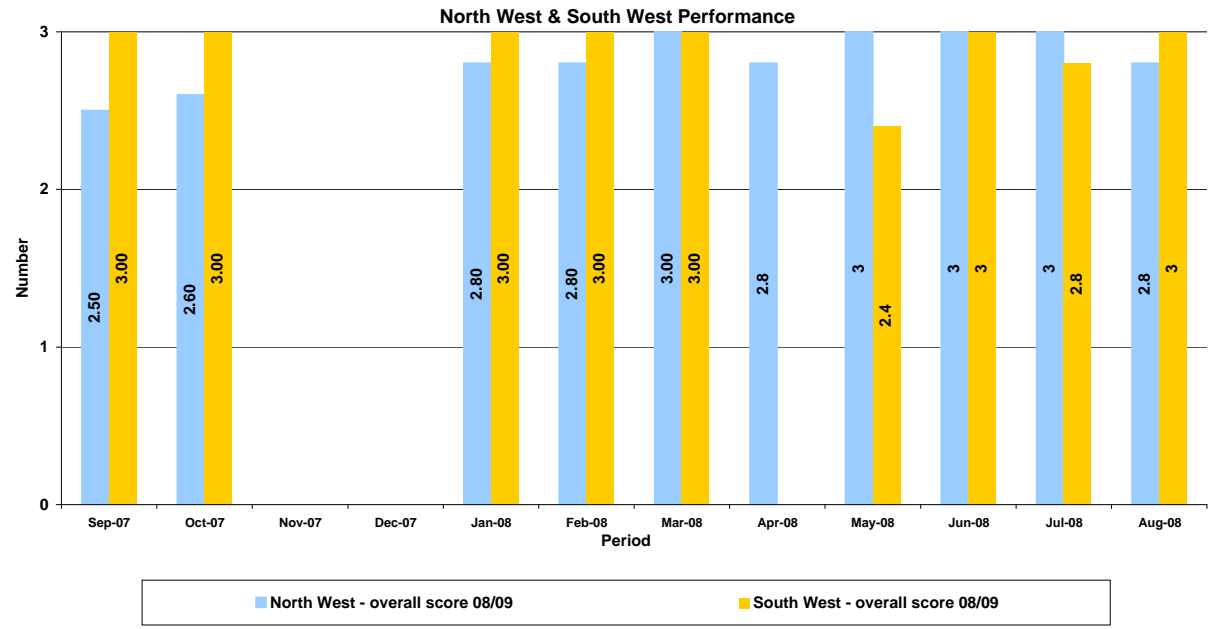
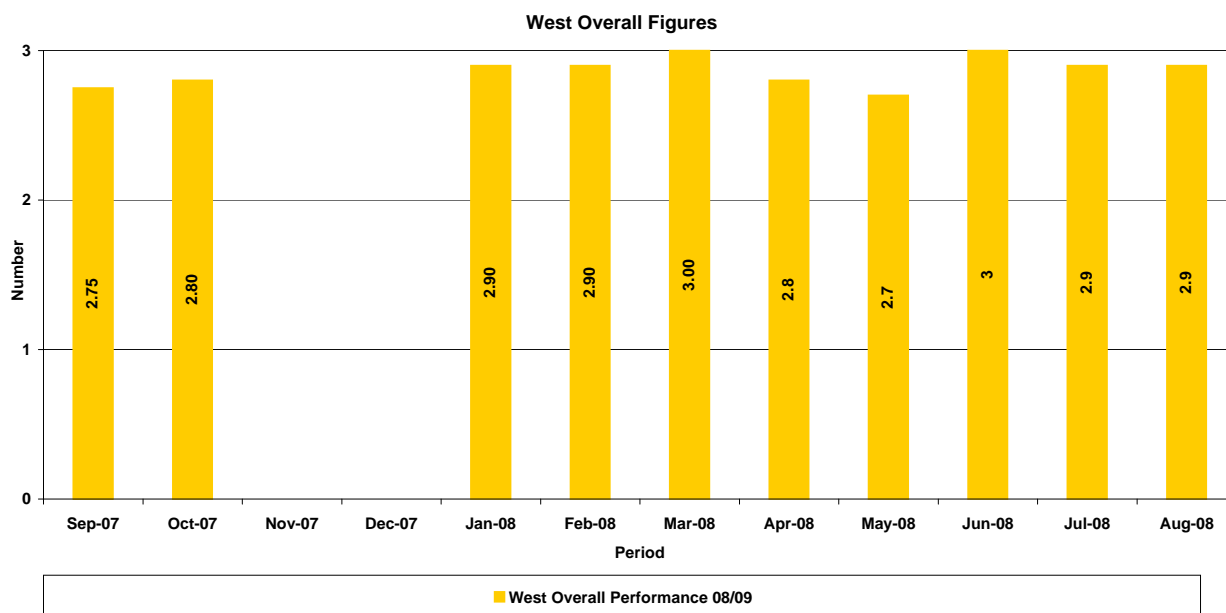
The reality checking scheme was developed in 2006 as a method for critically appraising services and identifying areas for improvement. The programme covers reception areas, empty homes and visits to customers who have received either decent homes or capital improvement works. During the decent homes/capital improvements visit, a customer satisfaction survey is completed which is reported in with the decency satisfaction levels.

Each round of reality checking is undertaken jointly with a tenant volunteer and a member of the Business Improvement and Performance team over one day per quadrant per month. Office receptions are assessed against five themes; reception areas, accessibility, reception counters, interview rooms and information available.

All categories are assessed on a three point scale of poor (1), satisfactory (2) and good (3). Performance in the East, for the last three months has remained consistent. However, when broken down into South East and North East it can be seen that scores for the South East is deteriorating and North East is improving. The main issues appear to be around not all leaflets being available, which is being addressed by the ITSG with the possibility of introducing kiosks where tenants will be able to search for a leaflet and print it off.

There is an intensive refurbishment programme and relocation of offices underway, for example Thorne Hall is not DDA compliant and is to be relocation is imminent.





Commentary

The reality checking scheme was developed in 2006 as a method for critically appraising services and identifying areas for improvement. The programme covers reception areas, empty homes and visits to customers who have received either decent homes or capital improvement works. During the decent homes/capital improvements visit, a customer satisfaction survey is completed which is reported in with the decency satisfaction levels.

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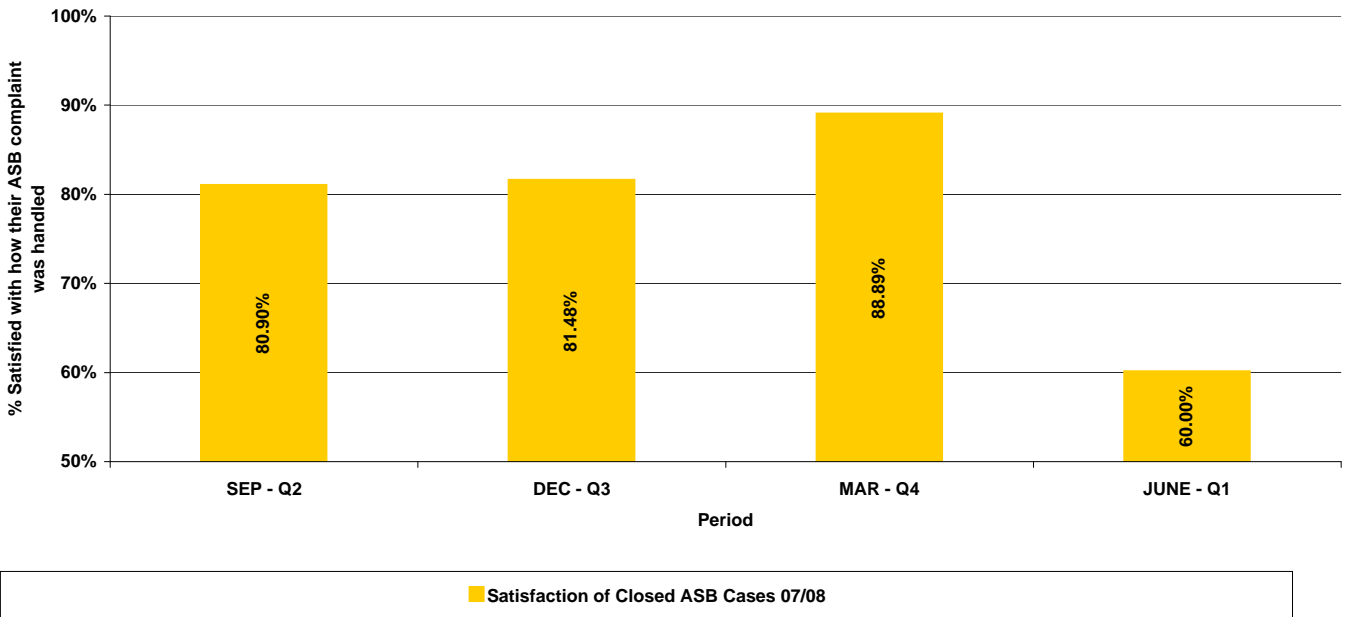
All categories are assessed on a three point scale of poor (1), satisfactory (2) and good (3). No reality checks to receptions were carried out in the South West during April 2008 because the tenant volunteer cancelled due to sickness on two occasions. Performance in the West area remains high with Mexborough office scoring full marks across all themes in August, whilst Adwick office dropped one mark because not all leaflets were available. This occurred due to popularity of the leaflet and delays in delivering replacements. In future popular leaflets will be ordered well in advance of them running out. The main issues appear to be around not all leaflets being available, which is being addressed by the ITSG with the possibility of introducing kiosks where tenants will be able to search for a leaflet and print it off.

There is an intensive refurbishment programme and relocation of offices underway, for example Conisbrough Priory is not DDA compliant and is to be relocated into a property in the main shopping area in Conisbrough and in the Mexborough Business

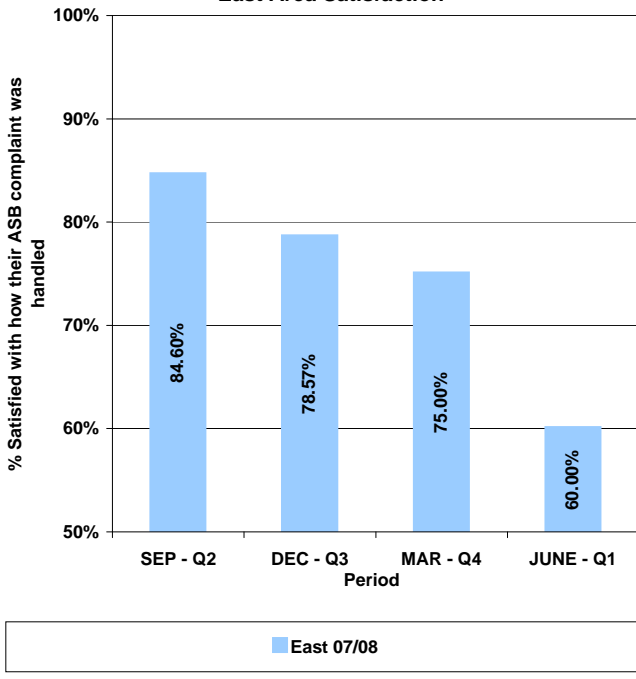
Centre.

Anti-Social Behaviour Handling 2008 - 2009 (Quarterly)

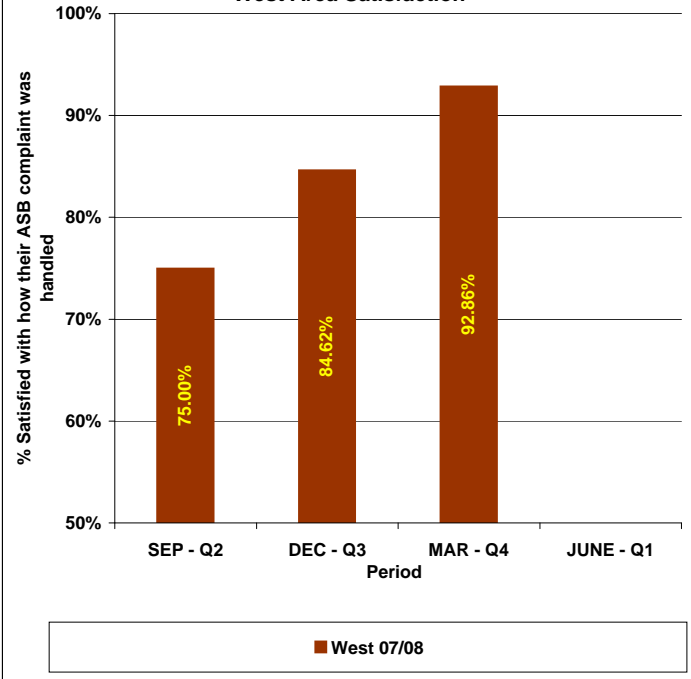
Overall Borough Satisfaction Levels



East Area Satisfaction



West Area Satisfaction



Commentary

Quarter 2 (07/08) respondents is 21

Quarter 3 (07/08) respondents is 27

Quarter 4 (07/08) respondents is 18

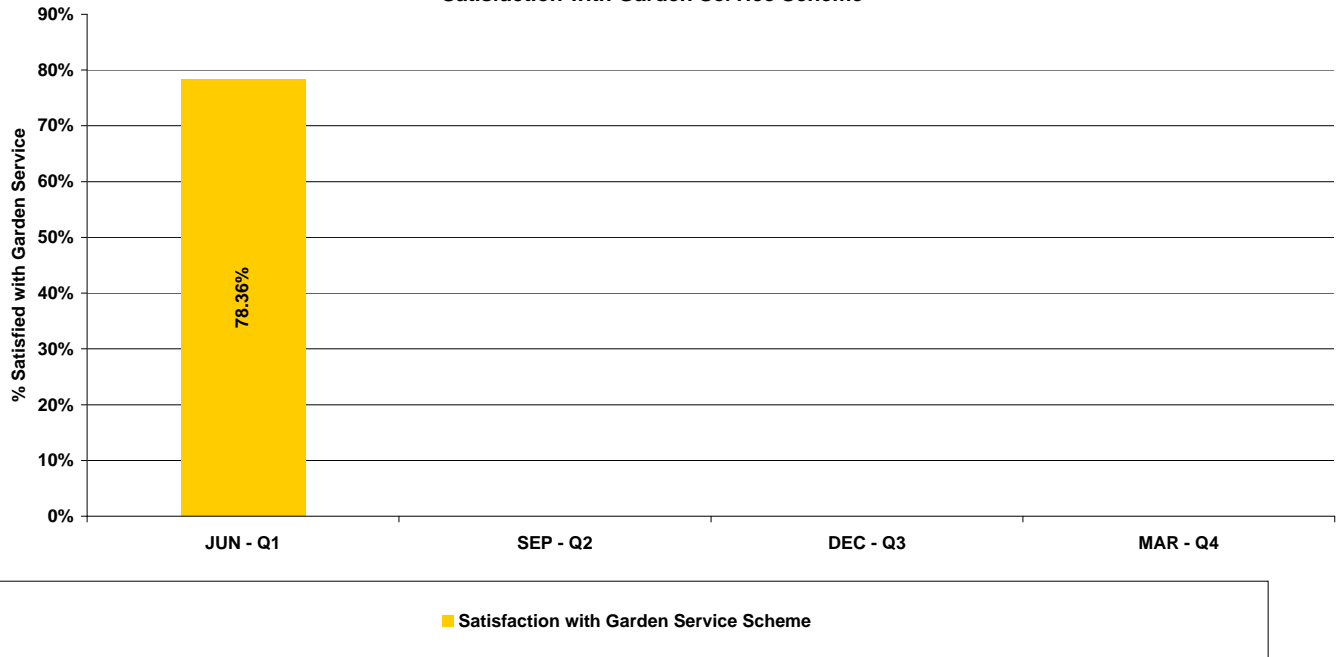
Quarter 1 (08/09) respondents is 5

This survey gives tenants who have complained about ASB an opportunity to tell SLHD how they feel their case was handled by the relevant officer. Surveys are posted out to all complainants upon closure of anti social behaviour or estate management complaints. In the first quarter of 2008/9 there was only 5 satisfaction surveys returned all being from the West area. Two customers were not happy about the way that the case was handled or the outcome of the case. Contact is made with any tenant expressing dissatisfaction with the way their case was handled to see if there is a need to take further action (e.g re-open the case). Telephone surveys are now being conducted to improve the overall response rate and ensure that we get a representative sample across all management areas. Satisfaction in the East area has deteriorated on a quarterly basis, whereas satisfaction in the West area has gradually increased on a quarterly basis. Overall satisfaction in quarter 1 has deteriorated from quarter 4. Quarter 1 information will be available in the next report which may show a marked improvement in satisfaction and number of surveys carried out which will give more robust data.

in satisfaction and number of surveys carried out which will give more robust data.

Gardening Service 2008/9 (Quarterly)

Satisfaction with Garden Service Scheme



Commentary

The garden scheme is a service provided free to St. Leger Homes tenants who are either of pensionable age or registered disabled and do not have an able bodied person, aged 16 to 60, living with them. The service is provided under a service level agreement by DMBC and customers receiving the service are visited eight times per year for grass cutting and twice per year for hedge trimming. There are currently approximately 3,000 tenants receiving this service. At every other visit a satisfaction survey is posted through the customers door which is free post return.

During quarter 1, 137 satisfaction surveys were returned and 78% of customers indicated they were either very satisfied or satisfied with the garden service. 76% of people stated the area was left clean and tidy with all related rubbish removed. The majority of comments made by customers on the survey forms were about the grass cuttings not being raked up and removed. This is not covered under the service level agreement, however grass clippings should be blown back from paths and pathways swept. Removal of grass clippings is too costly and it is better for the environment to allow them to rot back into the ground.

The results from quarter 2, 2008/9 will be available this autumn. The way in which garden service satisfaction surveys are conducted is currently under review. This has been initiated by the comparison of results from complaints and customer surveys.

Customer Services in conjunction with the Customer Relations team are collating complaints information to be addressed through SLA meetings.

Tenant reality checking for the garden service will commence in 09/10, and the information will be passed to the monitoring officer for the SLA concerning the garden service.

Appendix A

East		West	
Repair Team 424	Clay Lane Hyde Park Intake Town Centre Wheatley	Repair Team 421	Adwick le Street Arksey Askern Bentley Burghwallis Campsall Carcroft Clayton with Frickley
Repair Team 425	Armthorpe Auckley Austerfield Bawtry Bessacar Blaxton Branton Cantley Cantley 6 Finningley Rossington		Cusworth Highfields Marr Norton Scawsby Scawthorpe Skelbrooke Skellow Sprotborough Toll Bar Woodlands
Repair Team 426	Barnby Dun Braithwaite Dunscroft Edenthorpe Fishlake Hatfield Kirk Sandall Moorends Moss Stainforth Sykehouse Thorne	Repair Team 422	Adwick upon Dearne Barnburgh Cadeby Conisbrough Denaby Mexborough Old Denaby
		Repair Team 423	Balby Braithwell Clifton Edlington Hexthorpe Loversall Micklebring Stainton Tickhill Wadworth

GRAPH NUMBER

DON'T FORGET TO CHANGE FOOTERS ON EACH SPREADSHEET

PERCENTAGE OF COMPLAINTS ACKNOWLEDGED IN 5 DAYS

Monthly

%

Period	BOROUGH	BY DIRECTORATE					
	Performance 07/08	Property Services 07/08	Customer Services 07/08	Business Planning 07/08			
APR	85.92%	84.00%	94.59%	67.00%			
MAY	97.50%	100.00%	91.66%	100.00%			
JUN	96.88%	97.89%	95.23%	100.00%			
JUL	94.12%	100.00%	85.71%	100.00%			
AUG	92.70%	98.94%	70.97%	100.00%			
SEP	96.15%	98.00%	95.00%	100.00%			
OCT	98.49%	100.00%	100.00%	100.00%			
NOV	95.94%	94.69%	100.00%	100.00%			
DEC	98.91%	98.41%	100.00%	100.00%			
JAN	98.66%	98.11%	100.00%	100.00%			
FEB	95.86%	98.42%	88.88%	100.00%			
MAR	98.37%	99.27%	97.29%	87.50%			

PERCENTAGE OF COMPLAINTS RESPONDED TO IN 20 DAYS

Monthly

%

Period	BOROUGH	BY DIRECTORATE					
	Performance 07/08	Property Services 07/08	Customer Services 07/08	Business Planning 07/08			
APR	99.30%	99.00%	100.00%	100.00%			
MAY	100.00%	100.00%	100.00%	100.00%			
JUN	100.00%	100.00%	100.00%	100.00%			
JUL	100.00%	100.00%	100.00%	100.00%			
AUG	98.54%	98.89%	100.00%	100.00%			
SEP	99.23%	99.00%	100.00%	100.00%			
OCT	100.00%	100.00%	100.00%	100.00%			
NOV	97.30%	97.35%	100.00%	100.00%			
DEC	98.91%	100.00%	95.83%	100.00%			
JAN	99.33%	99.06%	100.00%	100.00%			
FEB	95.26%	99.22%	83.33%	100.00%			
MAR	97.28%	100.00%	89.74%	87.50%			

COMPLAINTS THEMES

3

Period	Staffing Issues	Poor Service Delivery	Lack of Communication	Poor Workmanship	Outstanding Repair	Damage to Property	Rubbish Left	
Jul-07	12	53	13	15	38	6	7	144
Aug-07	17	56	12	21	24	3	3	136
Sep-07	20	57	24	17	22	3	0	143
Oct-07	24	52	15	18	28	8	1	146
Nov-07	27	71	17	26	19	5	2	167
Dec-07	21	34	5	9	24	3	1	97
Jan-08	21	33	6	9	24	3	1	97
Feb-08	15	73	20	42	16	7	9	182
Mar-08	23	99	2	54	57	7	3	245
Apr-08	11	77	11	28	28	10	13	178
May-08	23	68	3	20	1	6	4	125
Jun-08	19	41	13	18	31	9	4	135
Jul-08	20	64	7	23	28	20	3	165
Aug-08	15	63	18	27	28	7	1	159

COMPLAINTS HANDLING

Quarterly

%

4

Period	Borough Performance 08/09	East 08/09	West 08/09	North	South	East	West	Central
JUN - Q1	45.45%	40.00%	50.00%					
SEP - Q2 (07/08)	46.15%	50.00%	42.86%					
DEC - Q3 (07/08)	36.17%	35.00%	37.04%					
MAR - Q4 (07/08)	48.00%	54.17%	36.37%					
JUNE Q1 (08/09)	27.78%			14.29%	50.00%	44.44%	0.00%	33.33%

NUMBER OF COMPLIMENTS RECEIVED

Monthly

NO.

5

Period	No. of Compliments Received 08/09	Property Services 08/09	Customer Services 08/09	Business Planning 08/09
Jul-07	19	12	5	2
Aug-07	27	18	5	2
Sep-07	24	17	7	0
Oct-07	24	16	6	2
Nov-07	34	28	5	1
Dec-07	26	16	7	3
Jan-08	43	33	10	0
Feb-08	23	14	8	1
Mar-08	25	16	8	1
Apr-08	39	29	8	2
May-08	31	23	7	1
Jun-08	43	34	8	1
Jul-08	39	36	2	1
Aug-08	33	26	7	0

DECENCY SATISFACTION

Monthly

%

Period	Overall Performance 08/09	Bramall Construction 08/09	Henry Boot 08/09	Wates 08/09	Anglian 08/09	Nationwide 08/09	Kier 08/09	Sovereign 08/09
Jun-07	94.81%	95.24%						
Jul-07	94.93%	96.97%						
Aug-07	95.22%	94.83%						
Sep-07	95.02%	100.00%	100.00%					
Oct-07	95.10%	98.61%	100.00%	96.88%		100.00%		
Nov-07	95.62%	96.82%	94.73%	100.00%		100.00%	100.00%	
Dec-07	97.70%	92.50%	92.00%	96.67%	80.00%		89.29%	100.00%
Jan-08	94.97%	100.00%	91.90%	93.18%	88.46%	100.00%	96.43%	92.31%
Feb-08	94.75%	85.71%	100.00%	96.05%	99.22%	99.56%	84.25%	99.00%
Mar-08	92.90%	95.69%	95.45%	81.82%	97.27%	98.25%	92.00%	84.91%
Apr-08	94.20%	97.06%	92.11%	85.71%	98.53%	93.55%	87.50%	96.08%
May-08	91.84%	86.96%	98.68%	78.95%	100.00%	95.00%	81.82%	91.43%
Jun-08	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%
Jul-08	97.25%	98.57%	98.04%	96.08%		100.00%		
Aug-08	95.08%	96.30%	100.00%	93.33%			100.00%	100.00%

CAPITAL PROGRAMME SATISFACTION

Monthly

%

10

Period	Overall Performance 08/09	Gas Conversion 08/09	Electrical Rewire 08/09
Jun-07	100.00%	100.00%	100.00%
Jul-07	100.00%	100.00%	
Aug-07	87.50%	75.00%	100.00%

Sep-07	100.00%	100.00%		100.00%
Oct-07	100.00%	100.00%		100.00%
Nov-07	100.00%	100.00%		100.00%
Dec-07	100.00%	100.00%		100.00%
Jan-08	100.00%	100.00%		100.00%
Feb-08	75.00%	100.00%		75.00%
Mar-08	100.00%	100.00%		100.00%
Apr-08				
May-08				
Jun-08	75.00%	50.00%		100.00%
Jul-08	81.82%	77.77%		100.00%
Aug-08	100.00%	100.00%		

REPAIRS FIGURES

Monthly

%

11

Period	Borough Satisfaction All Trades and Depots	Gas Fitters	Call Out	Planned Maintenance	Electricians	District Heating	Electrical Testing
Jun-07	91.21%						
Jul-07	96.46%			100.00%			
Aug-07	95.54%		100.00%	92.86%			
Sep-07	97.93%		100.00%	95.00%			
Oct-07	92.88%	100.00%	100.00%	66.67%			
Nov-07	95.09%	100.00%	97.30%	100.00%			
Dec-07	95.61%		94.74%	92.31%			
Jan-08	95.11%	96.97%	88.89%	97.62%			
Feb-08	96.04%	100.00%	93.22%	88.24%			
Mar-08	97.50%	98.00%	96.88%	88.89%			
Apr-08	96.65%		97.56%	97.87%			
May-08	95.82%	86.96%	100.00%	92.11%	91.07%		
Jun-08	95.89%	95.24%	100.00%	100.00%	98.21%	100.00%	
Jul-08	99.58%	95.51%	97.30%		100.00%		
Aug-08	99.82%	94.87%	100.00%	83.33%	100.00%	100.00%	

REPAIRS FIGURES - EAST AREA - 2008 - 2009

Monthly

%

12

Period	420 - Urgent	424 - Non Urgent	425 - Non Urgent	426 - Non Urgent
Jun-07				
Jul-07	98.65%	92.79%	95.29%	97.03%
Aug-07	96.47%	95.45%	97.78%	95.92%
Sep-07	100.00%	100.00%	94.59%	98.21%
Oct-07	97.93%	94.00%	94.32%	93.15%
Nov-07	98.36%	96.20%	94.59%	
Dec-07	97.93%	92.31%	97.37%	
Jan-08	93.62%	89.06%	96.76%	96.34%
Feb-08	97.14%	97.87%	96.67%	96.55%
Mar-08	98.80%	97.98%	99.24%	95.00%
Apr-08	99.00%	93.20%	97.35%	96.55%
May-08				
Jun-08				
Jul-08				
Aug-08				

REPAIRS FIGURES - WEST AREA - 2008 - 2009

Monthly

%

12

Period	419 - Urgent	421 - Non Urgent	422 - Non Urgent	423 - Non Urgent
Jun-07				
Jul-07	97.42%	95.71%	96.77%	91.89%

Aug-07		97.26%	90.80%	93.79%	95.10%
Sep-07		96.67%	100.00%	94.87%	100.00%
Oct-07		96.64%	91.04%	92.86%	95.12%
Nov-07		98.35%	93.75%	86.67%	85.71%
Dec-07		99.02%	100.00%	90.48%	96.30%
Jan-08		98.45%	94.12%	97.01%	97.42%
Feb-08		97.75%	93.65%	98.53%	96.83%
Mar-08		97.67%	98.78%	98.20%	94.62%
Apr-08		97.50%	95.15%	97.44%	97.87%
May-08					

REPAIRS FIGURES - TRADES - 2008 - 2009

Monthly

13	Period	Bricklayer East	Bricklayer West	Drainage East	Drainage West	Joiner East	Joiner West	Painter East	Painter West
	May-08	95.65%	93.48%	93.62%	100.00%	97.94%	97.81%	100.00%	100.00%
	Jun-08	97.56%	95.45%	93.33%	97.67%	98.88%	96.77%	100.00%	100.00%
	Jul-08	98.25%	97.06%	98.48%	100.00%	99.03%	94.94%	100.00%	100.00%
	Aug-08	96.88%	92.21%	100.00%	97.96%	99.24%	97.52%	100.00%	100.00%
	Sep-08								
	Oct-08								
	Nov-08								
	Dec-08								
	Jan-09								
	Feb-09								
	Mar-09								

REPAIRS FIGURES - TRADES - 2008 - 2009

Monthly

13	Period	Glazier East	Glazier West	Electricians	Plasterer East	Plasterer West	Gas Fitters	Planned Maintenance	Call Out
	May-08	100.00%	86.67%	91.07%	97.96%	95.74%	86.96%	92.11%	100.00%
	Jun-08	100.00%	90.91%	98.21%	94.12%	100.00%	95.24%	100.00%	100.00%
	Jul-08	100.00%	90.48%						
	Aug-08	100.00%	97.83%	100.00%	100.00%	96.77%	94.87	83.33	100
	Sep-08								
	Oct-08								
	Nov-08								
	Dec-08								
	Jan-09								
	Feb-09								
	Mar-09								

EMPTY HOMES SATISFACTION

Monthly

14	Period	BOROUGH		EAST			WEST		
		Overall Borough Figure 08/09	East Performance 08/09				West Performance 08/09		
	Jun-07	98.18%	97.37%				100.00%		
	Jul-07	97.50%	100.00%				90.91%		
	Aug-07	96.67%	95.00%				100.00%		
	Sep-07	100.00%	100.00%				100.00%		
	Oct-07	96.97%	96.15%				100.00%		
	Nov-07	95.00%	93.33%				100.00%		
	Dec-07	95.24%	95.45%				95.08%		
	Jan-08	97.44%	100.00%				95.56%		
	Feb-08	100.00%	100.00%				100.00%		
	Mar-08	97.30%	97.80%				95.00%		
	Apr-08	100.00%	100.00%				100.00%		
	May-08	96.67%	94.34%				100.00%		
Jun-08	95.76%	97.92%				94.29%			
Jul-08	96.47%	95.56%				96.67%			

Aug-08	99.07%	92.86%				98.33%		

REALITY CHECKING - VOID PROPERTIES

Monthly

NO.

15

Period	Overall score against property standard 08/09 (out of 3)	Safety 08/09	Cleanliness 08/09	Condition 08/09	Overall score for desirability 08/09
Jun-07					
Jul-07	2.70	3.00	3.00	2.00	3.00
Aug-07	2.80	2.90	2.70	2.70	2.50
Sep-07	2.60	2.80	2.50	2.50	2.50
Oct-07	2.90	2.50	2.60	2.70	2.70
Nov-07					
Dec-07					
Jan-08	2.47	2.60	2.10	2.60	2.60
Feb-08	2.28	2.58	1.92	2.33	2.50
Mar-08	2.30	2.54	1.90	2.45	2.27
Apr-08	2.6	2.8	2.4	2.8	2.6
May-08	2.39	2.42	2.33	2.42	2.17
Jun-08	2.68	2.92	2.42	2.83	2.83
Jul-08	2.47	2.82	2.82	2.64	2.64
Aug-08	2.43	2.58	2.25	2.42	1.92

REALITY CHECKING - OFFICE RECEPTIONS

EAST

Monthly

NO.

16

Period	East Overall Performance 08/09	South East - overall score 08/09	North East - overall score 08/09				
Jun-07							
Jul-07	2.55	2.70	2.40				
Aug-07	2.50	2.60	2.40				
Sep-07	2.55	2.50	2.60				
Oct-07	2.70	2.40	3.00				
Nov-07							
Dec-07							
Jan-08	2.90	2.80	3.00				
Feb-08	2.70	2.80	2.60				
Mar-08	2.70	2.80	2.60				
Apr-08	2.7	2.6	2.8				
May-08	2.67	2.8	2.4				
Jun-08	2.6	3	2.2				
Jul-08	2.6	2.7	2.4				
Aug-08	2.6	2.6	2.6				

REALITY CHECKING - OFFICE RECEPTIONS

WEST

Monthly

NO.

17

Period	West Overall Performance 08/09	North West - overall score 08/09	South West - overall score 08/09				
Jun-07							
Jul-07	2.65	2.30	3.00				
Aug-07	2.90	2.80	3.00				
Sep-07	2.75	2.50	3.00				
Oct-07	2.80	2.60	3.00				
Nov-07							
Dec-07							
Jan-08	2.90	2.80	3.00				
Feb-08	2.90	2.80	3.00				
Mar-08	3.00	3.00	3.00				
Apr-08	2.8	2.8					

May-08	2.7	3	2.4			
Jun-08	3	3	3			
Jul-08	2.9	3	2.8			
Aug-08	2.9	2.8	3			

ANTI-SOCIAL BEHAVIOUR HANDLING

Quarterly

%

18

Period	Satisfaction of Closed ASB Cases 07/08	East 07/08	West 07/08		
JUN - Q1	92.00%	88.89%	100.00%		
SEP - Q2	80.90%	84.60%	75.00%		
DEC - Q3	81.48%	78.57%	84.62%		
MAR - Q4	88.89%	75.00%	92.86%		
JUNE - Q1	60.00%	60.00%			

GARDENING SERVICE

Quarterly

19

Period	Satisfaction with Garden Service
JUN - Q1	78.36%
SEP - Q2	
DEC - Q3	
MAR - Q4	

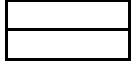
NUMBER OF INSURANCE CLAIMS RECEIVED

Monthly

NO.

N/A

Period	Overall	Third Party	Personal Injury	All Risk	Property	Motor Vehicle	Employee
APR	39	24	3	0	0	12	0
MAY	46	33	4	0	0	9	0
JUN	72	58	1	1	1	10	1
JUL	46	28	4	0	1	12	1
AUG	46	32	3	0	1	9	1
SEP	34	21	0	1	0	11	1
OCT	42	27	2	4	1	9	1
NOV	39	23	3	0	0	13	0
DEC	28	18	1	1	0	7	1
JAN	60	41	1	2	0	14	2
FEB	43	23	1	3	1	15	0
MAR	35						



39
46
72
46
46

44
39
28
60
43
0