

St. Leger Homes of Doncaster
Exception Report for Number of Applications
Awaiting Registration
(January 2007 Reporting Period)

Description of Indicators

This report covers the following indicators:

- No. of applications awaiting registration out of timescale (10 working days).

Introduction

Applications for rehousing are checked and registered by the Housing Registration Team. The service standard is 10 working days. The performance information from April 2006 to December 2006 inclusive recorded (correctly) that no applications were outstanding out of the timescale – that is performance was at the maximum possible level.

Current Position

The January 2007 figure was 95 applications outstanding outside the timescale.

There are 3 full time equivalent registration officer posts who deal with checking and registering amendments and deal with telephone/face to face enquiries. One post is occupied on a job share basis, therefore there are 4 employees occupying the 3 posts.

During January, due to secondments and staff sickness, the admin team was reduced from 3 full time employees equivalent to 1.5, and for one week was reduced to 0.5 full time employees equivalent.

Corrective Action Taken to Date

With regard to the backlog, a limited amount of overtime is being undertaken (funded from savings due to the present vacancy) to address the backlog. The overtime is being undertaken by existing and former Registration officers.

With regard to the underlying causes:

- Interviews have been undertaken to replace, on a temporary basis, the seconded employee, the successful candidate is due to commence work on the 1 March 2007.
- Staff sickness absences will be dealt with in accordance with the managing attendance procedure.

- The managing attendance procedure has been implemented in respect of the third employee.

Further Corrective Action

Further overtime, whilst ever there is a vacancy will, whilst required, be undertaken to maintain the service standards. This will be funded from the salary underpaid created as a result of the vacant post.

The managing attendance policy will continue to be applied.

The new temporary member of the team will be trained.

Report Author

Janet Clarke
Assistant Director of Customer Services
01302 862960