

ANNEXE 3

Annexe 3 – Observations from Overview and Scrutiny Committees on Quarter 1 2008/09 performance

Community Overview and Scrutiny Committee - 7 September 2009

The Committee endorsed the comments and recommendations of the sub-committee, set out below, and agreed that these should be forwarded to the Executive.

Community Performance Sub-Committee – 25 August 2009

Observations on Annexe 1

Following a query by the Sub-Committee, officers advised that the national indicator for tenant satisfaction with the landlord was only reported every two years and the information was collected through the STATUS Survey.

Members asked officers to look into the feasibility and cost of gathering the evidence of tenant satisfaction in the interim period.

NI 155 – Number of affordable homes delivered (gross - cumulative)

No change.

NI 156 – Number of households living in temporary accommodation

No change.

LHM4 – Overall tenants satisfaction with the repairs service they received

LHM4a – Overall tenant satisfaction with the repairs service they received – emergency

LHM4b – Overall tenant satisfaction with the repairs service received – urgent

LHM4c – Overall tenant satisfaction with the repairs service received – routine

The Sub-Committee noted that in general dissatisfaction with the service was small, but requested that officers identify the results as numbers as well as percentages as they felt it would be more meaningful. Officers would be analysing responses to identify the main issues and bring the results back to the Sub-Committee.

LHM5b – Proportion of expenditure on repairs and maintenance to HRA dwellings that is for routine work, as opposed to emergency or urgent

Members noted that following their suggestion the target had been lowered. It was acknowledged that the amount of routine work would increase due to the age of Waverley's housing stock. However, routine maintenance is essential for the prevention of urgent or emergency work.

LHM 3 – Percentage of responsive repairs completed within Waverley's target times

Members requested the results be identified in numbers as well as percentages.

LHM3a – Percentage of repairs completed within Waverley's target times: Emergency (4hrs or 24hrs)

LHM 3b – Percentage of repairs completed within Waverley's target times: Urgent (3-7 days)

LHM 3c – Percentage of repairs completed within Waverley's target times: Routine (30 days)

Members noted that the results were increasing in the right direction, and once again would like to see the number as well as the percentage. With the increased performance of our contractor officers were confident that the targets would be met.

LHM6 – Percentage of responsive repairs completed 'right-first-time'

Members noted that this target had been raised, but it would be difficult to raise it further unless the contract with EPS was changed. The difficulty arose in the assessment of a problem when it was first phoned in. The issue could be resolved by allowing EPS to make a decision on the work to be undertaken on arrival. The Sub-Committee agreed to wait and see whether performance improved. The indicator was calculated from responses to the is a customer satisfaction surveys but could be correlated back to identify numbers or trends.

LHO1a – Percentage of estimated annual rent debit collected

The Sub-Committee considered this a good result in the present difficult economic climate.

LHO1b – Total current tenants rent arrears as a percentage of the total estimated gross debit

Members noted that once again this indicator was outperforming the target, which was encouraging in the present economic climate.

LHO3a – Average number of calendar days taken to re-let local authority housing

Members noted that this was no longer a national indicator. The target could not reasonably be reduced as it would disadvantage tenants.

LHO5 – Housing advice service: Homelessness cases prevented per household (cumulative)

Members asked for the title of this indicator to be changed to “.... per thousand households” otherwise the result was unclear.

LI1a – Number of Level 3 (CEx) and Ombudsman Complaints received

The Sub-Committee asked for the number of upheld complaints to be returned to the next meeting and a breakdown of numbers relating to Community O&S.

LI1b – Total number of complaints received

Members asked for the numbers relating services under the remit of Community O&S be brought to the next main Committee meeting broken down by service.

LI1c – Percentage of complaints responded to within WBC target times

The Sub-Committee noted that this indicator was performing well and asked for the result to be identified in numbers.

The Sub-Committee requested an additional local indicator to measure complaints of Anti-Social Behaviour.

L12a – Working Days lost due to Sickness Absence per employee (FTEs) – Long Term & LI2b – Working Days lost due to Sickness Absence per employee (FTEs) – Short Term

Members requested a fuller report showing actual days absent by service benchmarked against other public and private sectors.

Members noted that a new absence management reporting system is due shortly which should make sickness recording easier and give staff advice concerning their illness.

Members noted that long-term sickness was determined as 20 working days or more, which was approximately one calendar month.

Members were advised that from Quarter 2 the breakdown of number of days per service would be reported.

LI2c – Staff Turnover – All leavers as a % of staff in a period

The Sub-Committee noted that this was the first measurement of this indicator and covered all staff in the Council.

LHO1c – Total former tenants rent arrears as a percentage of the total estimated gross debit

The Sub-Committee noted that the result was not as high as it might be in the current economic climate. Officers to identify the percentage of write-offs within the result.

LHO2a – Percentage of tenants with more than 7 weeks arrears

The Sub-Committee noted that this result was lower than last year and the indicator was performing well.

LHO 2b – Percentage of tenants in arrears who have been served with a Notice Seeking Possession (NSP)

Members noted this was slightly up on last year, although very small numbers. It was noted that the 10% target was not quarterly but an annual, cumulative target. Members asked officers to identify the number of NSPs served across the year.

LHO 2c – Percentage of tenants evicted due to rent arrears

The Sub-Committee were pleased to note the downward trend.

LHM2 – Percentage of annual boiler services and gas safety checks undertaken on time

Members noted that this percentage figure equated to 1 person and was an access issue which was being addressed.

LHM7a – Percentage of minor aids and adaptations completed within 30 days
LHM7b – Percentage of major aids and adaptations completed with in 5 months

These two indicators had been sub-divided and were the subject of discussion at Annexe 2.

Observations on Annexe 2 – Aids and Adaptations Performance Indicators

- % of minor aids/adaptations completed within 20 days – NEW
- % of complex minor aids/adaptations completed within 60 days - NEW
- % prioritised major aids/adaptations completed within 5 months - NEW
- % of non-prioritised major aids/adaptations completed with 8 months – NEW
- % of extensions for aids/adaptations completed within 12-18 months – NEW

Members noted that the new PIs had been created to monitor the success of the aids and adaptations scheme. The aids and adaptations policy and procedure was reviewed in May/June 2009 to ensure that critical cases were given priority, which resulted in five new categories of aids and adaptations work and the new PIs needed to be amended to reflect the new categories.

The Sub-Committee noted that the main reason for dividing the indicators was the difficulties actioning requests quickly following delays in receiving OT

assessments from SCC. Members requested the target completion date from the receipt of the OT assessment be recorded as well as from the receipt of the customer request, and not to include work done by SCC.

Members requested a full target review at the end of quarter 3 with targets to be reconsidered quarterly at this stage. Members also requested that the 20 days for minor aids/adaptations should identify that those are working days.

% of minor aids/adaptations completed within 30 days – NEW

% of major aids/adaptations completed with 5 months – NEW

Members noted that these indicators were the initial ones for aids and adaptations prior to the new priority system being introduced. Members noted that the low performance was attributed the fact works were held over to the new financial year due to lack of funding.

Observations on Annexe 3 – Double Glazing Window Programme

Local Indicators – Number of properties completed as part of the Double Glazing Window Programme

Members noted that there were some 94 properties left to be completed in the next quarter. Members noted that the 2007/09 figure needed clarification as it should include those completed in September-November 2007. This would leave 800 properties not double-glazed and no capital programme provision to do such works. Consideration would need to be given to the number of properties coming up for renewal in the next set period.

Local Indicators – Customer Satisfaction with Double Glazing Window Programme

The Sub-Committee considered that the end of year target was unachievable and requested that it be reduced to 99% as it would only need 1 or 2 people to be dissatisfied, possibly not directly with the windows, to miss the 100% year end target.

At the request of the Sub-Committee officers agreed to identify performance as numbers as well as percentages throughout where possible. The Sub-Committee noted that the vast majority of the indicators it considered related to the Housing service, and commented that this could perhaps be expanded to cover other areas and services under its remit.

RESOLVED that

1. the observations set out above be forwarded to the Community Overview and Scrutiny Committee for consideration at its meeting on 7 September 2009; and

2. the proposed new aids and adaptations performance indicators identified under five new categories be included in future performance reports.

Environment and Leisure Overview and Scrutiny Committee – 8 September 2009

The Committee endorsed the comments of the Sub-Committee below and made the following additional observations and agreed that both should be forwarded to the Executive.

- There was concern by Members over the sickness figures for the period being above the CBI average. The Sub-Committee was asked to continue to scrutinise this indicator carefully over the year;
- There was concern from Members about street cleaning in rural areas. There was a schedule in place but this issue should be raised with contractors.
- Members asked that officers look into ways of measuring like for like with neighbouring authorities for the level of CO2 emissions for council buildings
- Members asked that Questionnaires being sent out to residents in regard to their satisfaction with the recycling service be circulated to all ELOS Members for comment before it was sent out.

ELOS Performance Sub-Committee – 12 August 2009

The Sub-Committee noted it would be useful if the report contained comparative data from the first quarter of 2008/09. Officers agreed to add data from all four quarters of 2008/09 into the report before it was submitted to the main Committee.

The Sub-Committee considered all the indicators and made the following observations to be forwarded through the Overview and Scrutiny Committee to the Executive.

NI157a,b&c - Processing of planning applications – Major, minor and other applications

The Sub-Committee was pleased to note that performance was now above target for all three national indicators. Members were advised that despite the recession the service had received more planning applications in quarter 1 of 2009/10 compared to the last quarter of 2008/09 but changes to systems and tightening of procedures had insured that processing of planning applications had improved significantly. Members were assured that management would continue to keep a close eye on performance as the economic situation improved.

Officers agreed to continue to include baseline figures and comments in future performance reports.

LPL1a – Planning Appeals Allowed

The Sub-Committee noted that although performance had improved since the last quarter, it was still not hitting target. Officers agreed that there needed to be more work between officers and members, particularly around tree preservation orders and infill developments to ensure common understanding. Furthermore, procedures were being put into place to ensure planning officers were more proactive in discussing planning applications with local Members prior to them coming to Committee.

LPL3 – Percentage of Alleged breaches of planning investigations actioned within 8 weeks

The Sub-Committee noted that the Planning Committees received quarterly planning enforcement reports and performance had continued to be above target. Officers had been discussing how to measure performance more effectively in this area of work looking at more than just dealing with the initial stage of processing a breach but the process as a whole.

LPL5 – Percentage of complete Building Control applications registered and acknowledged within 5 working days

The Sub-Committee was advised that performance had been below target for the quarter. This had mainly been because the service had been affected by an office move where several days were lost for dealing with applications. Performance was also affected by the way in which applications had been processed and also the need for a more accessible plotter within Building Control. Both issues were being addressed. Members were assured that performance would improve and the second quarter to date had already seen an increase in performance to 76% from 48%.

NI195a, b, c & d – Improved street cleanliness, litter, detritus, graffiti and flyposting

The Sub-Committee received an update on the April – July performance figures for these four national indicators: NI 195a (litter) = 4%, NI195b (detritus) = 22%, NI195c (graffiti) = 1% and NI195d (flyposting) = 0%. Members were pleased to note that performance was above target on all indicators and a lot of this was due to working closely with the Council's contractors. Councillor Mrs Ellis asked officers to feedback to Cranleigh Members local survey results by area to help focus their community litter collection events on the areas of greatest need.

LEnv 7 –Removal of flytipping

Members asked that this indicator included figures for the number of incidents in future performance reports.

NI 185/NI194 – CO2 emissions / Air Quality

The Sub-Committee received a briefing note on the two national indicators which measured CO2 emissions and air quality as a percentage reduction in emissions through local authority estate and operations. Since the last meeting the indicator had been split to show CO2 emissions across stationary sources (leisure centres, The Burys and other buildings) and Transport (business mileage and contractors). Members noted that this was the first year data had been collected so there was no comparable data. Furthermore, it was not possible to measure like for like with other neighbouring authorities. The DECC would measure the percentage reduction year on year across authorities.

The Sub-Committee noted that the total CO2 emitted from the Council's buildings and transport for the year 2008/09 was 4,047 tonnes and this would be used as a baseline for measuring future reductions.

Lle 2a - Number of IN2 Passport to leisure cards issued

The Sub-Committee was pleased to note that performance continued to improve and promotion of the card had helped to increase awareness. Officers were now looking at ways in which to widen access to the card, allowing people such as those serving in the armed forces access to the scheme.

Lle3a-e – Visits to Leisure Centres in the Borough

The Sub-Committee was pleased to note that the number of visits to all leisure centres in the Borough was above target except The Edge in Haslemere. Officers would be discussing improving performance at The Edge with DC leisure shortly.

Whilst discussing this performance indicator, Members were pleased to note that Waverley had the most number of children taking part in the Surrey Youth Games and they had won the Fair Play Award. Thanks was given to the Leisure Service, particularly the Sports Development Officer, Christina Hales, for her hard work with this.

Ll1a – Number of Level 3 (Cex) and Ombudsman Complaints received

Ll1b – Total number of Complaints received

The Sub-Committee noted that it appeared that there were less complaints but more at the Chief Executive and Local Ombudsman levels. It was noted that levels varied during the year, but that this would continue to be monitored.

Ll1c – Percentage of complaints responded to within WBC target times

The Sub-Committee noted that this target would be challenging in the next quarter as Planning was now being brought in line with the rest of the Council and would be required to respond to complaints within 10 days.

L12a&b – Working days lost to sickness, long and short term

The Sub-Committee that the number of working days lost to short term sickness had increased slightly although was still on target. The next quarter could also see a further rise if there were more cases of swine flu, at the moment there were 10 cases. Members noted that there were 3 cases of long term sickness and performance should improve in the third quarter when a member of staff returns.

L12c – Staff Turnover

The Sub-Committee was advised that 'goldilocks' referred to not being too high or too low (i.e. not "too hot or too cold"), In relation to this indicator, the target was to not have too high or too low turnover of staff.

L1e4a-c – Visits to and use of museums and galleries – All visits, per person visits and school groups

The Sub-Committee noted that performance was above target for all visits but just fell short of reaching target for visits per person and by schools. Members noted that the Council would be looking at promotion of the museums, especially with schools and marketing plans were being put in place. Members were concerned about Cranleigh Schools visiting Guildford rather than Godalming and officers were aware of this. Unfortunately, Godalming did not have the same facilities or resources in place in Farnham. Officers would be working with the trust to address this.

NI182– Satisfaction of business with local authority regulation services

The Sub-Committee was advised that questionnaires had been sent to businesses and performance in quarter 1 remained above target. In this quarter, 81% of business customers who had responded said that they had been treated fairly and/or the contact with the Council had been helpful. This was above the target for the quarter which was 80%.

NI191&NI192 – Residual household waste sent for reuse, recycling and composting, Percentage household waste sent for reuse, recycling and composting

The Sub-Committee were provided with the figures for the first quarter figures and noted that performance was slightly below target. Members noted that improving performance would be difficult as the amount of glass and paper collected was decreasing as manufacturers were changing their products and people were not purchasing magazines. Members noted that this was the case across the country.

The Sub-Committee was advised that the Recycling Service had recently done a survey to find out how many households were leaving out their recycling bins. The Recycling Service would be using this information and

looking at ways to promote recycling. However, Members were assured that this would be carried out sensitively.

The Sub-Committee noted that the Recycling Service would also be looking to address a recent customer satisfaction survey which rated Waverley poor against other local authorities. Officers were concerned with this result and would be carrying out face to face interviews with members of the public to find out why there were issues. Officers had thought that it might be something to do with the Council requiring the public to separate their recycling rather than putting it in one bin. Members were advised that the Council received a lot more income from non-contaminated recycling. Members agreed that the Council should look at promoting the benefits of separating recycling so the public were aware of the value of doing this.

RESOLVED that the observations set out above be forwarded to the Environment and Leisure Overview and Scrutiny Committee for consideration at its meeting on 8th September 2009 and submitted to the Executive.

Corporate Overview and Scrutiny Committee –15 September 2009

The Committee made the following observations: -

LI 13b Take up of benefits in target groups

This showed performance more than 5% off target with an 11% decrease from Q4 2008/09, but a 32% increase from Q1 2008/09. The reason for the decrease was unknown and officers were asked to include a detailed explanation in the Q2 report.

LI 5b Percentage of invoices from local/small businesses paid within 10 calendar days

The Committee noted that this initiative had been well received and that officers were not aware of any similar initiative by other local authorities. The officers reported that performance had now increased to 87%, the backlog had been cleared and HOST was trying to improve the cover arrangements for authorising officers during the summer when staff were on leave.

LI 8 Annual average rate of return on Council investments above market rate

The Committee noted that the rate of 2.3% for Q1 reflected the higher rate for 2 longer term investments during this period. These had now matured, reducing the overall rate. The rate would also be reduced because the Council had decided to limit the number of organisations with which money could be placed, to reflect their priority of safety over rate of return.

Members were informed that a revised, higher, target is being considered by the Executive at its next meeting.

NI 180 Number of changes of circumstances affecting customers' HB/CT entitlement in the year

The Committee noted the large increase in these numbers in the last 2 quarters. These resulted from, for example, increases and decreases in income, family make-up changes, changes of address. The Council had no control over the numbers of changes which occurred.

The Committee asked the officers to make a statement to the Executive as to why there were so many changes and whether there were any resource implications.

NI 179 Value for Money Total Net Value

Officers clarified the meaning of this category which reports savings made by efficiency (cuts in services and fortuitous savings in costs are not included). They confirmed that it was anticipated that savings of £2 million will be made by the end of 2009/10 and therefore the target of £2.3 million by the end of 2010/11 was achievable.

Format of report

The Committee noted that some indicators related to performance but others related only to activities. The Committee requested that in future these should be shown in separate sections.

RESOLVED that the observations set out above be submitted to the Executive.