

Annexe 2 – Observations from Overview and Scrutiny Committees on Quarter 2 2009/10 performance

Community Overview and Scrutiny Committee – 9 November 2009

The Committee endorsed the comments of the Sub-Committee (below) and agreed that these should be submitted to the Executive.

Community Performance Sub-Committee – 2 November 2009

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

The projected number of affordable homes would be delivered within the next two quarters and the number exceed by two. A report on the affordable housing programme in the borough would be presented to the next meeting of the main committee.

NI 156 – Number of households living in temporary accommodation

Officers reported a very positive outcome well below target.

LHM4 – Overall tenants satisfaction with the repairs service they received

A good rate of response (approximately 27%) to the survey had been received with positive results.

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

This indicator had performed well and reached the target when rounded up.

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

This indicator had performed well and exceeded the target.

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

This indicator had performed well and reached the target.

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

The quarterly figure was not available for this indicator due to insufficient information on invoices from contractors. A slight improvement was noted over the last four quarters and the Sub-Committee discussed the possibility of increasing the target in the future. This would be kept under review.

4LHM 3 – Percentage of responsive repairs completed within Waverley's target times

Officers reported the result was slightly down. Officers were of the view that the cause may be recently starting to appoint Urgent jobs and would investigate this possibility and report back to the Sub-Committee.

The breakdown of results in target times was reported in the following three targets.

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)

LHM6 – Percentage of responsive repairs completed ‘right-first-time’

This result was slightly off target. This indicator is from tenant surveys following the repair. Officers reported that they were working with contractors to ensure they received the correct information on a repair to ensure they had the right materials to complete the job. Members agreed that there was a certain amount of customer perception on whether a job was completed ‘right-first time’. It would not be possible to achieve a 100% target due to the nature of some of the jobs.

4LHO1a – Percentage of estimated annual rent debit collected (cumulative)

Officers reported this indicator was on target for this year and slightly up on last year.

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

This indicator was slightly off on the last quarter and down on last year. Officers reported that an increase was expected next quarter as per an annual trend.

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

Members noted that this was an average not a cumulative figure and was close to target although there had been a slight dip from last year.

Members requested that the number of properties let per quarter be identified.

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

Although this indicator was on target there had been an increase in people seeking advice from the Council, although this had not lead to an increase in the homeless figures.

Officers would email Sub-Committee members with an explanation of how the figures are calculated.

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

LI1b – Total number of complaints received

LI1c – Percentage of complaints responded to within WBC target times

A breakdown of complaints under the remit of the Community O&S committee was tabled. This identified the level and outcome of complaints. No pattern in the content of the complaints had emerged except possibly that of communication.

LI2a – 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

As requested at the previous meeting of the Sub-Committee, officers had produced a list of numbers broken down into service and full/FTE staff. The Sub-Committee discussed the variance between Waverley's figures against the CBI average and whether the target should be set lower in future.

Officers reported that a new Absence Management System was due to be introduced at the beginning of next month. Data and reports from this system would be reported back in due course to the Sub-Committee.

4LI2c – Staff Turnover – All leavers as a % of staff in a period

Officers to report back to the next meeting the turnover in services under the remit of this committee. Members suggested it would be more informative if the indicator could show both leavers and joiners. Officers to investigate.

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

Members noted the slight increase in arrears on the previous quarter, but considered it a good result in the present financial climate and much the same as last year. Officers advised the Sub-Committee that actual figures (£'s) were available in a regular monitoring report to the main committee.

LHO2a – Percentage of tenants with more than 7 weeks arrears

This result was a little higher that Quarter 1, but averaged out over the year. It was too early to determine whether there would be any impact caused by the closing of the cash counters.

4LHO 2b – Percentage of tenants evicted due to rent arrears

Members were pleased to note that these indicators had come in well below the annual target.

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

Members noted the excellent 100% result.

LHM7a – Percentage of minor aids and adaptations completed within 20 days

Officers reported this was a new indicator. Difficulties may have arisen with the delay incurred by receiving OT assessment reports prior to undertaking work.

Members requested officers bring back a breakdown of the time taken in receiving OT reports against the Council's work programme.

LHM7b – Percentage of complex minor aids and adaptations completed within 60 days

This indicator is on target, but there were still a number of outstanding works due to the delay in receiving OT reports.

Officers to look into the delay as per the above indicator.

LHM7c – Percentage of prioritised major aids/adaptation completed within 5 months

Officers reported that most are completed well within the 5 month deadline, but this was at the expense of delivering non-prioritised major aids/adaptations on time.

LHM7d – Percentage of non-prioritised major aids/adaptation completed within 8 months

Members noted that this indicator was well below target as non-prioritised work was put on hold to undertake prioritised works.

LHM7e – Percentage of extensions for aids/adaptations completed within 12-18 months

This was a new indicator and no requests for extensions had been completed in this quarter. Officers reported that it would however be difficult to achieve this target due to the lengthy procedure for extensions (e.g. finding a suitable property, planning permission).

LHM8 – Percentage of OT assessments for aids and adaptations completed by SCC within SLA timescales

This was a proposed new indicator. Members were of the view that the target should come from the SLA. Officers to report back with details.

Observations on Annexe 2 – Double Glazing Window Programme

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

Local Indicators – Customer Satisfaction with Double Glazing Window Programme

Officers reported that the programme should be complete by the end of the year and were confident the figures would be achieved. Officers advised that a further programme would start on Ockford Ridge funded by the sale of council-owned properties in the area. On the whole tenants were very satisfied with the programme.

RESOLVED that the observations set out above be forwarded to the Community Overview and Scrutiny Committee for consideration at its meeting on 9 November 2009.

Environment and Leisure Overview and Scrutiny Committee – 10 November 2009

The Committee considered the comments of the Sub-Committee (set out below) and agreed that these should be submitted to the Executive along with the following comments:

- The additional paper analysing working days lost to sickness was a useful document but could be improved by providing the number of days lost per full time employee per department. Members noted that the new absence management system would be in place by the next meeting but officers would see what they could do for the following quarter.
- In relation to planning appeals, to suggest that all planning appeals were lost because of a subjective assessment was a concern as it was not always necessarily true and could be due to when the Local Plan did not apply to the relevant situation. The minutes would be amended to reflect this comment.
- In analysing recycling rates, concern was expressed that it could be a speculative comment that rates were decreasing because of a change in materials used by manufacturers and people reading more magazines and papers online. Officers were requested that actual volume figures for each section of recyclable waste (i.e. glass, paper, plastics and tins) be provided as soon as practicable to justify the comments relating to the decrease in kerbside recyclables volume.

ELOS Performance Sub-Committee – 29 October 2009

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

The Sub-Committee was advised that working days lost to sickness both long and short term were on target. Members received a breakdown of sickness per service area and noted that a new absence management system would be in place from 7th December 2009.

Members commented that sickness rates still appeared to be high compared with the CBI private sector average and they should be targeting to be in the top quartile. Members noted that the new absence management system was an external nurse lead facility which would both help manage sickness but also provide staff with advice when they were sick. This new facility would also help to record sickness more accurately. Members asked that a briefing note on the new system be brought to the next meeting for information.

L12c -Staff Turnover, All leavers as a % of the average number of staff in a period

The Sub-Committee noted that the staff turnover performance was on target and agreed to continue to monitor this closely.

NI182 - Satisfaction of business with local authority regulation services

Officers reported to the Sub-Committee that the Q2 result was 79%. Members noted that it was measured through a monthly survey to all businesses that had recently received contact/a visit from Waverley.

Lenv - % of programmed high risk food premises inspections carried out (Category A & B)

The Sub-Committee noted that performance continued to be at 100% for this performance indicator.

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

The Sub-Committee was pleased to note that performance continued to be above target for all three national indicators. Next year the Council would be aiming to be top quartile so targets would be more challenging.

The Sub-Committee asked officers to look into more detail at the average cost and time involved from a planning application being received to its completion and bring this information back to the next meeting.

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

The Sub-Committee noted that performance was not on target for the quarter although it had improved since the last. Members were advised that officers were continuing to work on clearing those that had already passed the 8 week deadline and, once this was complete, officers assured Members that performance should improve.

Officers agree to provide the Sub-Committee with the quarterly performance reports received by the Planning Committees. Furthermore, officers would also include the number of breaches as well as the percentage in future reports.

LPL1a – Planning Appeals Allowed

The Sub-Committee was slightly concerned that the performance for the number of appeals allowed was below target. Members were advised that the result of appeals was subjective and the decision was in the hands of the planning inspector.

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 continuing to look at ways to widen access to the card.

Lle3a-e – Visits to Leisure Centres in the Borough

The Sub-Committee was pleased to note that visits to most leisure centres continued to be on target. Members were particularly pleased to note that despite the renovation works at Cranleigh Leisure Centre, this had not impacted on attendance. Officers advised Members that they might see more of an impact in the next quarter when the swimming pool would be closed. Members also noted that attendance at the Edge had dropped during the last quarter because schools would not be using the facility during the summer holidays.

Lle4a-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 not for those from schools. Members were advised that the number of visits from schools during this quarter was normally down because it was the school holidays and would improve over the next quarter.

The Sub-Committee was concerned about the number of visits to Farnham Museum and thought the number would be higher. Officers agreed to bring back some more information about performance of Farnham Museum to the next meeting.

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

LI1b – Total number of Complaints received

LI1c – Percentage of complaints responded to within WBC target times

The Sub-Committee noted that performance for complaints was on target. There had been a slight drop in performance since the last quarter for the number of complaints being responded to within WBC target times. It was noted that Planning had now been brought in line with the rest of the Council and was required to respond to complaints within 10 days. Members asked that the officer responsible for managing the complaints process come to the next meeting to discuss the different levels of complaints.

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

The Sub-Committee was provided with the figures for the second quarter figures (NI191 – 115.77kg and NI192 – 37.44%) and noted that performance was still 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 agreed that the target for this indicator should be reviewed carefully for 2010/11.

NI196 – Improved Street Cleanliness – Fly-tipping

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

LEnv003 - Abandoned vehicles (% removed)

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

Corporate Overview and Scrutiny Committee – 16 November 2009

To follow