





EXECUTIVE EXCEPTIONS PERFORMANCE REPORT - QUARTER 1 (April-June) 2013/14

 on target
  up to 5% off target
  more than 5% off target
  data not available
  data only / no target / not due

	Ref	Description	What is Good Performance?	2011/12				2012/13				2013/14	Quarterly Target Value	Notes	
				Q2	Q3	Q4	Year Outturn Value	Q1	Q2	Q3	Q4	Year Outturn Value			Q1
				Value	Value	Value		Value	Value	Value	Value	Value			Value
ENVIRONMENTAL SERVICES															
	NI 191	Residual household waste per household (kg)	Lower is better	108.53	107.38	105.84	105.68kg	92.00	88.90	84.71	85.23	87.71	88.76	New target: 85kg	Former target 107.5kg
	NI 192	Percentage of household waste sent for reuse, recycling and composting	Higher is better	37.00%	44.00%	37.9%	39.53%	54.30%	56.00%	56.12%	57.53%	55.99%	52.00%	New target: 60%	Former target: 45%
	NI 195	Levels of litter, detritus, graffiti and fly-posting	Higher is better	90%	89%	87%	88.67% (Q2,3 & 4)	92.3%	86.3%	86.4%	87.0%	88.0%	94.0%	85%	
	NI 182	Satisfaction of business with local authority regulation services	Higher is better	85%	84%	88%	86%	85%	86%	88%	84%	85.75%	85%	85%	Table of questions asked is appended.

Comments of the Community Overview and Scrutiny Performance Sub-Committee – 20 August 2013

NI 191 – Residual household waste per household (kg)

NI 192 – Percentage of household waste sent for reuse, recycling and composting

The Sub-Committee was disappointed that performance for collection of residual household waste per household and percentage of waste sent for reuse, recycling and composting had fallen over the last quarter and had not met target. The quarter 1 value for residual waste was 88.76kg compared to 85.23kg in the last quarter (lower is better) over a target of 85kg. Similarly, the quarter 1 value for household waste was 52% compared to 57.53% (higher is better) over a target of 60%.

The Sub-Committee was advised that there was a general trend that quarters 1 and 2 were lower than the latter quarters in the year and it was expected that these should increase. Furthermore, there had been a slight increase in rejection rates, raising to 5% which was still amongst the south eastern authorities average and also below London Boroughs which were closer to 10% but more could be done to raise awareness and educate residents about what could and could not be recycled. Members were advised that the main problem was food waste and green waste being put into the wrong bin, plastic bags were also a problem but did not have such an affect on the tonnage collected. They noted that there was no financial penalty on the council and around 5% was permissible in the contract but improvements in this area could positively impact on performance for recycling so was something being looked into further.

As a result of the increase in contamination, the Team was looking into how this could be addressed. This included reiterating the message about the materials that could be recycled. The Team was also looking at a sticker warning scheme with Veolia who made a note of properties that had contamination in their bins. The Team was also carrying out an analysis of residual bins and were continuing efforts to promote the scheme in Making Waves, through Council tax Leaflets and the Website. Schools were also advised that officers would come in and speak with pupils about recycling, which was part of their national curriculum, but there had not been much take up.

The Sub-Committee reviewed a breakdown of food waste tonnage collected by month since April 2012. Members were concerned that there appeared to be a downward trend over the last year but were advised that this was a national trend and something that had also been identified in the pilot project. The Team would continue efforts to promote the scheme but it was noted that there was some indication that people were becoming more aware of the waste they produced so were not buying as much food as a result.

The Sub-Committee asked that the final report to the Committee included the food waste collection data and that officers advise Members of the cash value of it. It was also noted that there had been an issue with how the bins were being left by Crews in the Elstead area which officers would look into.

NI 195 – Levels of litter, detritus, graffiti and fly-posting

The Sub-Committee was pleased to note that performance was above target at 94% over a quarterly target value of 85%. This also represented a 7% improvement since the last quarter. It was noted that this was no longer a national indicator but a local indicator which the Council continued to monitor.

The Sub-Committee asked for a breakdown on the numbers of cases this involved and noted it was around 150 but incorporated a number of different aspects. More information would be brought to the next meeting.

NI182 – Satisfaction of Local Businesses with local authority regulation services

The Sub-Committee noted that this was no longer a national indicator but one that the Council continued to monitor locally. **Councillors asked for some more detail about the type of questions asked and the number of participants and this would be circulated following the meeting.**

Ni 182 – Satisfaction of Local Businesses with Local Authority regulation services

This was a National Indicator introduced in 2008 to ascertain levels of satisfaction with regulatory services. The businesses surveyed are representative of those that have received a range of interactions with the environmental health team (e.g. inspections, samples and business requests/complaints) and are split between those that fall into two groups – i.e. Non-compliant and compliant.

The questionnaires are sent out on a monthly basis (between 20 and 30 per month), the responses collated and a standardised score calculated using the Northgate database and crystal reports.

The tables below give the questions asked and the participation figures.

Please indicate whether you agree or disagree with each of the following statements about your last contact with Environmental Health:	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly	Not applicable
1. I felt my business was treated fairly.						
2. I felt the contact was helpful.						
3. The member of staff was polite and courteous.						
4. The member of staff was approachable, listened to you and offered relevant advice where appropriate.						
5. The information that you received whether verbally or in writing was clear and easy to understand.						

2012/13	Totals	Questionnaires returned	Questionnaires not returned	Standardised score %
Q1	68	21	47	85%
Q2	84	41	42	86%
Q3	47	19	28	88%
Q4	87	37	50	84%

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				Value	Value	Value		Value	Value	Value	Value	Value			Value
COMMUNITY SERVICES															
✓	LLe 2a	Number of Access to Leisure cards issued	Higher is better	351	376	413	1,540	308	554	222	292	1,376	348	New target: 325 (formerly 188)	
✓	LLe3	Total number of visits to Waverley leisure centres, per 1,000 population	Higher is better	3,305	3,125	3,554	13,386	3,153	3,282	3,201	3,529	9,636	3,435	New target: 3,425 (formerly 2,925)	
✓	LLe3a	Number of visits to Farnham Sports Centre, per 1,000 population	Higher is better	1,122	1,097	1,265	4,602	1,155	1,118	1,036	1,137	4,446	1,171	New target: 1,150 (formerly 1,000)	Q1 2013/14 footfall= 138,964
✓	LLe3b	Number of visits to Cranleigh Sports Centre, per 1,000 population	Higher is better	550	556	562	2,271	534	536	557	628	2,255	631	550	Q1 2013/14 footfall = 74,938
!	LLe3c	Number of visits to The Herons Sports Centre, per 1,000 population	Higher is better	1,021	919	1022	3,932	808	836	725	783	3,152	698	800	Q1 2013/14 footfall = 82,911
!	LLe3d	Number of visits to The Edge Sports Centre, per 1,000 population	Higher is better	247	276	313	1,160	277	199	189	175	840	184	275	Q1 2013/14 footfall = 21,840
✓	LLe3e	Number of visits to Godalming Leisure Centre, per 1,000 population	Higher is better	382	371	390	1,527	377	593	694	808	2,472	750	New target: 650 (formerly 350)	Q1 2013/14 Footfall = 89,047
✓	LLe4a	Visits to and Use of museums & galleries - All Visits, per 1,000 population	Higher is better	100.3	101.69	84.43	377.80	133.94	114.83	122.92	127.5	499.19	137.42	85	Farnham = 8,803 Godalming = 7,509
✓	LLe4b	Visits to and use of Museums & galleries - Visits in Person, per 1,000 population	Higher is better	79.05	55.81	69.1	282.91	102.25	65.31	79.16	72.43	319.15	73.72	73	Farnham = 4,330 Godalming = 4,421

Comments of the Community Overview and Scrutiny Performance Sub-Committee – 20 August 2013

LLe 2a – Number of IN2 Passport to Leisure cards issued

The Sub-Committee was pleased to note that performance had increased over the last quarter from 292 cards issued to 348 which was also above the new target of 325. This indicated a 13% increase in cards issued and Members were advised that this was largely due to more effective and greater promotion of the scheme. **Members requested that they have sight of the information leaflet that was available to residents.**

LLe 3a-e – Number of visits to Waverley Sports Centres, per 1,000 population

The Sub-Committee was pleased to note that all leisure centres, except Herons and The Edge, had improved on performance from the last quarter and met the new targets set for 2013/14. There continued to be an upward trend for visits to leisure centres but Members were concerned that although The Edge had improved slightly on the previous quarter from 175 visits to 184 visits, Herons performance had fallen from 783 visits to 698 which was quite a significant amount. Members were advised that this was largely due to the facilities and the refurbishment should, like in the other leisure centres, make a large impact on its performance and usage by residents. **Officers had made a note of Members concerns and would bring back a more detailed analysis to the next meeting to review if there was a trend in what facilities were being used less at the Herons.**

It was noted that the number of visits to Godalming Leisure Centre was 750, significantly above its target of 650 visits and the last quarter figure would be amended before the final report was circulated.

The Sub-Committee noted that the new census data indicated that the population of the borough had increased by 3,000 and the figures would be repopulated in the next report to reflect this.

LLe 4a – Visits to and use of museums & galleries – all visits, per 1,000 population
LLe 4b – Visits to and use of Museums & Galleries – Visits in Person, per 1,000 population

The Sub-Committee reviewed performance for visits to and use of museums and galleries and was pleased to note that overall performance for all visits had exceeded target and increased from 127.5 per 1,000 of the population to 137.42 visits over a target of 85. This consisted of 8,803 visits (including website hits and outreach work) for Farnham and 7,509 for Godalming. Visits in person to the Museums were also above the quarterly target of 73 visits with 73.72 being achieved. This consisted of a footfall of 4,330 at Farnham and 4,421 at Godalming. **Members were surprised that there was not more visits to Farnham Museum compared to Godalming considering the facilities it provided and asked for more information at the next meeting about why this might be the case. Furthermore, Members agreed that on receipt of this information the target should be reviewed as all quarters over the last year were consistently above target.**

The Sub-Committee noted that following its request to meet the curator and outreach officer at Farnham Museum at its last meeting, a site visit had been arranged for 24th October at 4pm. Members would have the opportunity to meet all the staff and the volunteers along with the Director of Farnham Maltings, Gavin Stride who would be happy to show Members around and discuss current and future initiatives at the museum.

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				Q2	Q3	Q4	Year Outturn	Q1	Q2	Q3	Q4	Year Outturn	Q1		
PLANNING				Value	Value	Value	Value	Value	Value	Value	Value	Value			
!	NI 157a	Processing of planning applications: Major applications - % determined within 13 weeks.	Higher is better	60.00%	66.67%	75.00%	67.86%	75%	81.82%	62.50%	87.50%	74.47%	60.00%	75%	3 out of 5 in time.
✓	NI 157b	Processing of planning applications: Minor applications - % determined within 8 weeks.	Higher is better	78.95%	81.71%	82.00%	81.82%	82.34%	92.59%	82.41%	76.39%	82.13%	84.82%	80%	95 out of 112 in time.
✓	NI 157c	Processing of planning applications: Other applications - % determined within 8 weeks	Higher is better	96.37%	95.20%	92.00%	95.02%	98.46%	94.12%	96.43%	92.74%	95.27%	97.55%	90%	398 out of 408 in time.
!	LPL1a	Planning appeals allowed (cumulative year to date)	Lower is better	42.90%	46.3%	45.1%	45.1%	37.5%	38.5%	40.7%	40.8%	45.54%	53.9%	30%	7 out of 13 appeals allowed.
✓	LPL3b	Percentage of enforcement cases actioned within 12 weeks of receipt.	Higher is better	69.11%	37.67%	30.86%	47%	42%	55.88%	64.29%	60.29%	50.32%	70.2%	70%	92 out of 131 resolved in time
✓	LPL4	Percentage of tree applications determined within 8 weeks	Higher is better	94.74%	95.00%	97.56%	93.98%	96.92%	97.5%	89.55%	97.44%	94.79%	100%	70%	38 applications all resolved in time.
-	NI 155	Number of affordable homes delivered (gross)	Higher is better	0	0	24	27	8	4	39	32	83	2	No target set – aim to maximise	2 affordable homes completed 26 June 2013 (Keens Yard, Witley - First Wessex)
✓	LPL5a	Percentage of complete Building Control applications checked within 15 days.	Higher is better	65.0%	67.0%	63%	55%	73.1%	80.77%	87.76%	49.04%	70.73%	79.37%	70%	100 out of 126 in time.
?	New Local PI	Processing of planning applications: All applications - % determined within 26 weeks	Higher is better	<i>New Local Performance Indicator for 2013/14 Awaiting Government guidance on calculation.</i>								99 %	Not yet available	100%	Waverley is in the top 10 % nationally compared with other councils. joint 20 th of 313 authorities
?	New Local PI	Major Planning Appeals allowed (cumulative year to date)	Lower is better	<i>New Local Performance Indicator for 2013/14 Awaiting Government guidance on calculation.</i>									Not yet available	20%	

Comments of the Community Overview and Scrutiny Performance Sub-Committee – 20 August 2013

NI 157a – Processing of planning applications: Major applications - % determined within 13 weeks

NI157b – Processing of planning applications: Minor applications - % determined within 8 weeks

NI 157c – Processing of planning applications: other applications - % determined within 8 weeks

The Sub-Committee was slightly concerned that performance for the processing of major planning applications within 13 weeks had fallen from 87.50% to 60% over the last quarter (higher is better) over a target of 75%. Members were assured that the team was dealing with a very small number of applications (3 completed out of 5 in the last quarter) so would impact on the figure, furthermore, major applications were notoriously more difficult to deal with and could, in some instances, require more time to deal with to ensure that the most appropriate scheme was put forward. **It was noted that early member involvement on receipt of notice of a major application (preferably at the pre-application stage) was vital to drive the process forward.**

The Sub-Committee noted that performance for processing of minor and other applications within 8 weeks were both exceeding target but asked if there continued to be an issue with staff turnover in the Planning Service. Members were advised that there was quite a significant staff turnover rate in the team, which was common across authorities, but was something that officers were looking into in more detail to see what more could be done to keep planning officers working for Waverley. Members noted that there were quite significant financial implications for the Council using agency staff and it would also impact on the continuation of service. The Head of Planning advised Members that salary was an issue in keeping staff and it was a competitive environment in both the public and private sectors for planning officers. However, officers were working with HR in preparing a report to the Executive regarding pay and conditions for Planning Officers which could hopefully resolve the situation and prevent a reliance on agency staff. **The Sub-Committee asked that their endorsement of proposals for more competitive salaries for Planning Officers be noted by the Executive.**

In discussion of the planning performance indicators, the Sub-Committee asked if the planning service measured the customer experience from the start of the process, the interaction with planning officers and up until the end when their application was considered or enquiry resolved. **Members noted that it was sometimes difficult as could depend on whether the customer received the answer they wanted to hear, but they did already carry out surveys and results of this would be circulated to Members following the meeting.**

LPL 1a – Planning appeals allowed (cumulative year to date)

The Sub-Committee noted that performance had fallen over the last quarter from 40.8% to 53.9% over a target of 30% (lower is better). However, Members noted that this continued to be a difficult issue and was almost beyond their control. Officers were carrying out a further detailed analysis of all the appeals to find out if there was a particular area to improve on but it was noted that the approach Planning Inspectors were now taking to embrace the growth agenda made things even more difficult for the Council who imposed high standards of design throughout the borough which wasn't always supported at appeal. A report would go through each Area Planning Committee about this issue and Members would be kept informed.

During discussion, members raised the issue of site visits and that it was felt more could be done to encourage members to support and attend site visits if they felt that the agenda report and pictures were not enough to come to a decision. **Officers would look into the process and look into raising this at planning training events as well as looking at the emails sent out to Members seeking approval for a site visit taking place.**

LPL3b – Percentage of enforcement cases actioned within 12 weeks of receipt

The Sub-Committee was very pleased to note that performance for the percentage of enforcement cases actioned within 12 weeks had, for the first time, met target. 92 out of 131 cases had been resolved in time which amounted to 70.2%, 10% higher than the previous quarter and above the target of 70%. **The Sub-Committee asked that there thanks be noted for the hard work of the enforcement team.**

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				Q2	Q3	Q4	Year Outturn Value	Q1	Q2	Q3	Q4	Year Outturn			Q1
				Value	Value	Value	Value	Value	Value	Value	Value	Value			Value
FINANCE															
✓	NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Lower is better	11.0	9.0	5.7	8.7	10.3	13.0	11.0 days	10.0 days	11.0 days	See new indicators below	10.0 days	
✓	NEW NI 181a	Time taken to process Housing Benefit and Council Tax Support new claims	Lower is better	New Indicator to replace NI181 from Q1 2013/14 (as reported to March 2013 O&S)									19.7 days	20 days (suggested)	April: 19 days May: 18 days June: 22 days (July: 14 days)
!	NEW NI181 b	Time taken to process Housing Benefit and Council Tax Support change events	Lower is better	New Indicator to replace NI181 from Q1 2013/14 (as reported to March 2013 O&S)									10 days	9 days (suggested)	April: 8 days May: 13 days June: 9days (July: 6 days)
✓	LI5	% of invoices paid within 30 days	Higher is better	99.91%	99.79%	99.81%		99.64%	99.54%	100%	99.81	99.75%	100.00%	99.0%	

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				Value	Value	Value		Value	Value	Value	Value	Value	Value		
⚠	LI5b	% of invoices from small and/or local businesses paid within 10 days	Higher is better	91.69%	95.77%	94.46%		93.79%	90.79%	92.47%	94.62	92.92%	91.46%	95.0%	
✓	LI6a	% of Council Tax collected	Higher is better	59.8%	88.2%	99.0%	99.0%	31.0%	59.8%	88.5%	99.2%	99.2%	30.7%	99.0% (annual target)	24.8% is Q1 target
✓	LI6b	Percentage of Non-domestic Rates Collected	Higher is better	58.7%	86.9%	98.2%	98.2%	32.5%	60.6%	88.7%	99.1%	99.1%	32.4%	99.0% (annual target)	24.8% is Q1 target
!	LI8	Average annual rate of return on Council Investments above market rates	Higher is better	0.49%	0.27%	0.16%	0.36%	0.15%	0.12%	0.17 (to 15/02/13)	0.87%	0.87%	0.16%	0.25%	
DEMOCRATIC AND LEGAL SERVICES															
-	LI 1a	Number of Level 3 (CEX) and Ombudsman Complaints received	No target.	12	14	10	51	14	12	15	14	55	10	No target set.	
-	LI 1b	Total number of complaints received	No target.	55	51	53	214	86	86	80	123	252	136	No target set.	
ORGANISATIONAL DEVELOPMENT															
✓	LI2	Working Days Lost Due to Sickness Absence	Lower is better	1.03	1.14	1.18	4.55	0.83	0.98	0.97	1.53	4.31	1.16	1.38	
!	LI2c	Staff Turnover - All leavers as a % of the average number of staff in a period	"Goldilocks" (Not too high, not too low)	2.22%	0.98%	1.94%	7.11%	4.14%	3.42%	5.71%	1.83%	15.1%	3.3%	2.5%	15 leavers, average 456 staff
✓	LOD1	Number of volunteering days taken through Employee Volunteer Scheme	Higher is better	73.5	100.5	22	100.5	9.5	47	28.5	9	94	57.5	100 (this is the target for the calendar year)	
HOUSING SERVICES															
✓	LHO1 a	Percentage of estimated annual rent debit collected	Higher is better	50.00%	75.00%	98.95%	98.95%	25.00%	49.00%	73%	98.89%	98.89%	24.68%	24.65%	98.60% (annual target)
✓	LHO1 b	Total current tenants' rent arrears as a percentage of the total estimated gross debit	Lower is better	1.07%	0.93%	0.82%	0.82%	0.89%	1.66%	1.23%	1.01%	1.01%	1.08%	1.10%	
✓	LHO1c	Total former tenants rent arrears as a percentage of the total estimated gross debit	Lower is better	0.35%	0.40%	0.36%	0.36%	0.37%	0.36%	0.38%	0.34%	0.34%	0.36%	0.50%	
✓	LHO2 a	Percentage of tenants with more than 7 weeks arrears	Lower is better	1.85%	1.58%	1.44%	1.44%	1.33%	1.60%	1.93%	2.08%	2.08%	1.93%	2.90%	91 tenants
✓	LHO2 b	Percentage of tenants in arrears who have been served with a Notice Seeking Possession (NoSP)	Lower is better	3.25%	3.42%	3.98%		2.56%	3.07%	1.25%	2.38%	To follow	1.06%	2.45%	50 notices served in Q1.

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				Value	Value	Value		Value	Value	Value	Value	Value			Value	
✓	LHO2c	Percentage of tenants evicted due to rent arrears	Lower is better	0.00%	0.05%	0.04%		0.02%	0.00%	0.00%	0.04%	0.06%	0.02%	0.05%	One eviction in Q1.	
!	LHO3a	Average number of calendar days taken to re-let local authority housing	Lower is better	23	19	23	22.75	24	30	28	29	28	37	22	Please refer to Void Project 20 Report	
!	New	Average number of working days taken to re-let 'normal void'	Lower is better	New Indicator from Q1 2013/14								38	51	20	Please refer to Void Project 20 Report	
✓	LHO5	Housing advice service: Homelessness cases prevented per 1,000 households (Cumulative)	Higher is better	2.58	3.02	3.10	3.10	2.94	2.86 (5.8 for year to date)	2.42 (8.22 for year to date)	3.02	11.24	2.86	3.27 (Annual target)		
✓	NI 156	Number of households living in temporary accommodation	Lower is better	4	2	2	2	4	4	3	1	1	1	10		
!	NI 158	% non-decent council homes	Lower is better				30.2%					27% tbc	26% tbc	20% (Annual target)		
△	LHM2	Percentage of annual boiler services and gas safety checks undertaken on time	Higher is better	99.98%	99.99%	90.67			99.82%	99.89%	99.98%	99.98%	99.73%	100%	10 outstanding as at 30 June 2013. All checks now completed	
-	LHM 4	Overall tenant satisfaction with the repairs service they received.	Higher is better	98.10%	95.86%	99%			See new Contract KPI below					98.5%	Previous PI for comparison with new Contract KPI.	
-	RR01	Responsive Repairs: How would you rate the overall service you have received?	Higher is better	New Indicator from Q2 2012/13						80% excellent 18% good 2% fair, 0.25% poor (2)	82% excellent 14% good 3% fair, 1% poor (11)	84% excellent 13% good 3% fair 1% poor (8)		86% excellent 11% good 2% fair 1% poor (8)	Based on 614 returns	
-	RR02	Responsive Repairs: Was the repair completed right first time?	Higher is better	New Indicator from Q2 2012/13						97%	96%	97%		98%		Based on 614 returns
-	RR03	Responsive Repairs: Were you offered an appointment that was suitable for you?	Higher is better	New Indicator from Q2 2012/13						96%	97%	97%		96%w		Based on 614 returns
-	RR04	Responsive Repairs: Did the tradesperson arrive within the two-hour appointments slot?	Higher is better	New Indicator from Q2 2012/13						97%	98%	98%		97%		Based on 614 returns
-	PW01	Planned Works: How would you rate the overall service you have received?	Higher is better	New Indicator from Q4 2012/13								59% excellent 35% good 6% fair 0% poor		84% excellent 13.5% good 2.5% fair 0% poor		Based on 119 returns
-	PW02	Planned Works: How would you rate the work that was carried out?	Higher is better	New Indicator from Q4 2012/13								60% excellent 35% good 5% fair 0% poor		82% excellent 15% good 3% fair 0% poor		Based on 119 returns

Comments of the Corporate Overview and Scrutiny Housing Improvement Sub-Committee – 9 September 2013

LHO1a Percentage of estimated annual rent debit collected

The Sub-Committee noted the continued good performance on rent collection, particularly given the current economic climate. Waverley continued to be in the top quartile of English local authorities on this performance indicator.

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

Officers advised that when tenants fell into arrears on rent payments the Council made early contact in order to understand their problems, offer appropriate advice and try to prevent arrears increasing to the level where legal action was required. However, if this stage was reached the Council would take action to serve a Notice Seeking Possession, and if necessary evict a tenant.

LHO2c Percentage of tenants evicted due to rent arrears

It was noted that there had been one eviction due to rent arrears in the first quarter.

LHO5 Housing advice service: Homelessness cases prevented per 1,000 households

Waverley's Homelessness team continued to perform well in minimising the number of homelessness cases, and the number of households living in temporary accommodation.

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

The Sub-Committee noted that the Gas Safety Checks indicator (LHM2) had fallen below 100% at the end of the first quarter, with 10 checks outstanding. Officers confirmed these checks had now been completed.

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

New PIAverage number of working days taken to re-let 'normal void'

The performance on voids continued to be a concern. The Sub-Committee noted that a new project (Project 20) had been set up to review the entire voids management process and to ensure that procedures and IT systems in Waverley and Mears supported the process. A separate report on Project 20 was on the agenda, but it was noted that implementation of new processes would not begin until 7 October, which was the start of the third quarter.

RR01-RR04 Tenant satisfaction with Responsive Repairs

PW01- PW02 Tenant satisfaction with Planned Works

The Sub-Committee reviewed the key performance data on tenant satisfaction provided by Mears for responsive repairs and planned maintenance. At its meeting in June, the Sub-Committee had been concerned about the reliability of the very high level of tenant satisfaction recorded by Mears regarding the responsive repairs and planned maintenance service. The indicators continued to be very positive for the first quarter 2013/14, and Members discussed how the data was collected.

Officers reported that approximately 800 - 1,000 repairs are completed each month, although the first quarter satisfaction data was based on only 614 returns – a response rate of 20-25%. Paul Blizzard advised that this return compared favourably with Mears' contracts in other areas. The Sub-Committee noted that Waverley Homes and People had been used to raise awareness amongst tenants of the importance of providing feedback, and there had been no phone calls from tenants saying that they had not had an opportunity to complete a satisfaction survey after work had been carried out.

It was noted that the views of the tenants were collected by the Mears operative at the end of each repair on a handheld electronic notepad. Members felt that older tenants may not like using the electronic notepad, which had a very small screen; and also that the survey was being completed before the tenant had time to find any snags with the work done. It was possible that leaving a pre-paid post card for the tenant to complete and return might result in more reliable feedback. However, it was accepted that many tenants would simply forget to complete the postcard, particularly if they had no complaints. It was also suggested that the electronic survey may be being completed by the operative, and given to the tenant to sign as if they are confirming that the work has been completed, rather than indicating satisfaction.

The Sub-Committee noted that officers were reviewing and developing a new set of key performance indicators, and these would be presented at the next meeting of the Sub-Committee for consideration.

The Sub-Committee RESOLVED to note the performance for the first quarter 2013/14, and agreed that a review of the method of collecting customer satisfaction feedback was needed to ensure that it was customer friendly and the data collected could be relied upon.