

At a Glance Report

- April 2010

Legend:

✓ Above or on target

▲ Below target within tolerance:

● Below target outwith tolerance:

further details provided in the monthly Hot Spot report

↑ Improving

→ Steady

↓ Deteriorating

		Status	Trend
1.	Percentage of calls to Council answered	▲	↑
2.	Contact centre calls answered within 20 seconds	▲	↓
3.	Talkback stage 2 & 3 enquiries	▲ ¹	↑
4.	Online transactions	✓	↑
5.	Number of days lost due to sickness absence per employee	●	↓
	Number of days lost due to sickness absence per teacher	●	↓
6.	Primary/Special Needs School Free Meal Uptake	✓ ¹	↑
	Secondary School Free Meal Uptake	✓	↑
	Primary/Special Needs School Paid Meal Uptake	▲	↑
	Secondary School Paid Meal Uptake	▲	↑
7.	Schools evaluated as good or better against the three core indicators (quarterly)	▲	↓
8.	External care or residential school placements	✓	→
9.	Child protection activity	na ²	→
10.	Social Background Reports submitted to the Children's Reporter within time	✓	↑
11.	Children seen by a supervising officer within target time	✓	→
12.	Percentage of those aged 0-17 assessed as needing respite who are receiving a service	na ³	→
13.	Residential respite nights for those aged 18-64	✓	↑
	Residential respite nights for those aged over 65	▲	↑
14.	Delayed discharges	✓	↑
15.	Priority 1 and 2 care assessments pending allocation	na ⁴	↓
16.	Waiting time for Priority 1 and 2 care assessments pending allocation	▲	→
17.	Home care provision level for those aged 18-64	✓	→
	Home care provision level for those aged over 65	✓	↑
18.	Completion of community orders (quarterly)	✓	↓
19.	Social Enquiry Reports submitted to the courts within target time (quarterly)	✓	↑
20.	New probationers seen by a supervising officer within target time (quarterly)	✓	↑
21.	Personal outcome achievement of literacy and numeracy learners (quarterly)	✓	↑
22.	Personal outcome achievement of ESOL learners (quarterly)	✓	↑
23.	Cultural attendances	✓ ¹	↓
	Young people's cultural attendances	✓	↓
24.	Museum attendances	▲	↓
25.	Pool attendances (quarterly)	✓	↑
	Indoor sport facility attendances (quarterly)	✓	↑
26.	Computer usage at libraries	▲	→
27.	Number of visits to libraries	▲	→

		Status	Trend
28.	External funding applications by community groups with our support (quarterly)	✓	➡
29.	Employability clients moving into training, employment, education or voluntary activity	▲	➡
30.	Youth learning clients moving into training, employment or further education	● ¹	⬇
31.	Amount of debt being managed through Advice Services	✓	⬆
32.	Processing of new benefits claims	✓	➡
	Processing of event change claims	▲	➡
33.	Housing repair appointments met	✓	⬆
	Housing emergency repairs completed within time	▲	⬆
	Customer satisfaction with housing repairs	✓	➡
34.	Percentage of void properties re-let within 14 days	✓	⬆
	Percentage of void properties re-let within 28 days	●	⬇
	Percentage of void properties re-let in more than 28 days	●	⬇
35.	Percentage of homeless cases assessed within 28 days	▲	⬆
36.	Percentage of housing applicants who sustain their tenancy for 12 months	✓	⬆
	Percentage of homeless applicants who sustain their tenancy for 12 months	✓	⬆
37.	Percentage of homeless households in B&B for 90 days or more	▲	⬆
38.	Current tenants' arrears as a percentage of net rent due (houses only)	▲	⬆
39.	Householder planning applications dealt with within target time	▲	⬆
	Non-householder planning applications dealt with within target time	●	⬇
40.	Building warrants processing	✓	⬇
	Building warrant determinations	✓	⬆
41.	Food hygiene inspections (quarterly)	✓	⬆
42.	Consumer complaints dealt with within target time (quarterly)	✓	⬆
	Business advice requests dealt with within target time (quarterly)	▲	⬇
43.	Waste and recycling collection route completion	✓	⬆
44.	Tonnage of biodegradable municipal waste within landfill allowance target	✓	⬆
45.	Percentage of municipal solid waste recycled or composted	▲	⬆
46.	Roads maintenance enquiries responded to within target time	●	⬆
47.	Percentage of road network treated (quarterly)	✓	⬆
48.	Housing completions (quarterly)	✓	⬇
49.	Availability of key IT applications	✓	⬆
50.	IT incident resolution within service level agreement	✓	⬆

Further details on current performance for all indicators is available from the Performance and Research Team:
stirlingperforms@stirling.gov.uk

A compendium of background information for each indicator can be found on the Stirling Performs pages of the Stirling Council internet site:

<http://www.stirling.gov.uk/index/council/stirlingperforms.htm>

Footnotes:

¹ April figures not yet received - still based on previous period's data.

² This indicator reports the number of child protection activities carried out each month - there is therefore no target set and the trend arrow refers to whether activity is increasing, steady or decreasing.

³ No target currently in place - awaiting national framework.

⁴ Contextual information for performance indicator 16.

Hot Spot Report

- April 2010

This report provides further information on the trends and issues affecting performance for those service areas currently identified as 'hot spots' in the Stirling Performs At a Glance Report for April 2010.

A hot spot is an indicator where performance is below target and outwith the agreed tolerance¹, and/or where there has been a substantial and prolonged deterioration in performance. For April 2010 there are no new hot spots.

There are four existing hot spots carried forward from March 2010 that are still performing below target:

- a) Number of days lost due to sickness absence (*indicator number 5*)
- b) Youth learning clients moving into training, employment or further education (*30*) – *not yet updated with April's figures*
- c) Time taken to re-let void properties (*34*)
- d) Roads maintenance enquiries (*46*)

Recent hot spots that have now recovered are:

- e) Social background reports submitted to the Children's Reporter (*10*)
- f) Housing emergency repairs completed within time (*33*)
- g) Current tenants' arrears (*38*)
- h) Waste and recycling collection route completion (*43*)

¹ Further explanation of terms such as 'target' and 'tolerance' are available in the compendium of background information, which can be found on the Stirling Performs pages of the Stirling Council website:
<http://www.stirling.gov.uk/index/council/stirlingperforms.htm>

Existing Hot Spots from March 2010

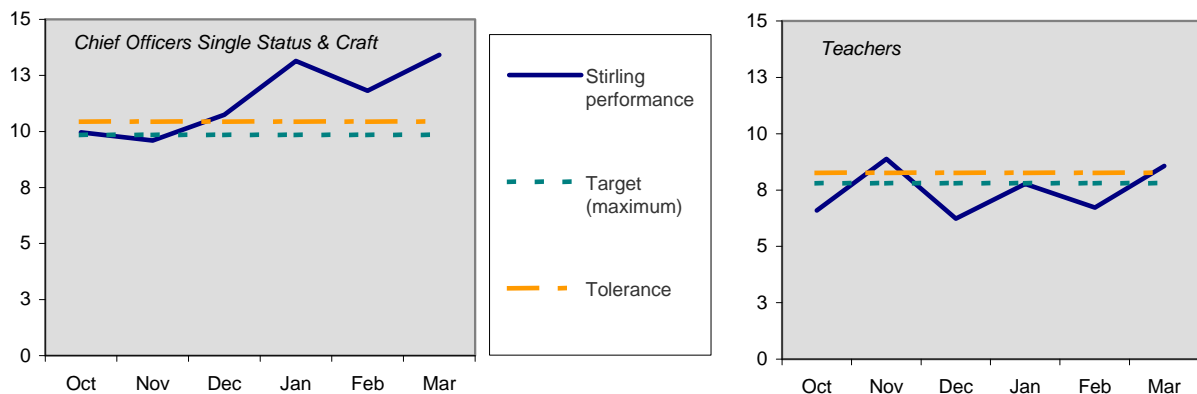
a) Number of days lost due to sickness absence (*indicator 5*)

Performance Information

The level of absence for employees is measured in terms of the equivalent annual number of days lost per FTE employee. For all Council employees excluding teachers, performance deteriorated in March 2010 to 13.41 days per employee against a maximum target of 9.84 days (please note that as this indicator is reported one month in arrears the latest figure is for March). For teachers absence has also risen above the maximum of 7.80 days, and is sitting at 8.57 for March.

It is suggested that at least some of the deterioration is because the new procedure whereby all absence is reported through the Contact Centre has resulted in a rise in reported absence. A detailed report on Employee Absence was considered at the Service Delivery & Performance meeting on 11th May 2010, which outlined the most common types of absence – stress and strain/pain/injury.

Days lost due to sickness absence per employee (FTE), annualised



Improvement Action

Continue to implement the revised Attendance Support Policy and the Attendance Capability Procedure as highlighted in the March Hot Spot Report.

Resource Implications of Improvement Action: None at this time.

Head of Service: John Risk, Head of Improvement & Customer Service

Named Officer: David Ruse, HR Admin / Payroll Manager

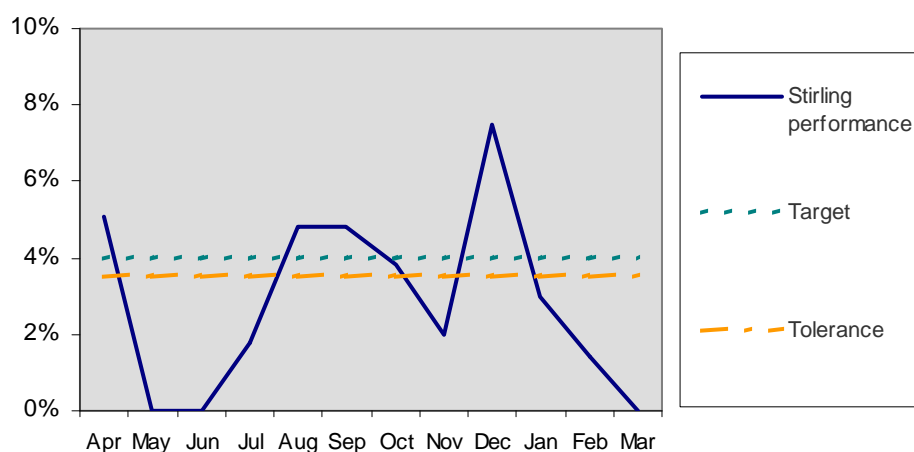
b) Youth learning clients moving into training, employment or further education (30)

Performance Information

Performance for this indicator was well above the monthly target of 4% in December 2009 when 7.5% of the young people that Youth Learning were working with achieved positive outcomes such as training, employment or further education. However this dropped to 3.0% in January and has deteriorated further to 1.4% in February and 0% in March.

This indicator can fluctuate from month to month due to term times and the academic year. However, the current deterioration in performance is related to the economic climate – a reduction in the opportunities available and an increase in the number of people looking for employment has meant that it has been more difficult to progress young people into work.

Percentage of young people moving into training, employment or further education



Improvement Action

This indicator will continue to be closely monitored by the service, particularly in terms of the impact of the economic climate on the opportunities available for young people. The service will continue to work with Council partners such as Forth Valley College and with local employers to maximise these opportunities.

Resource Implications of Improvement Action: None.

Head of Service: Des Friel, Head of Economy, Employment & Youth

Named Officer: Bill Miller, Youth Services Manager

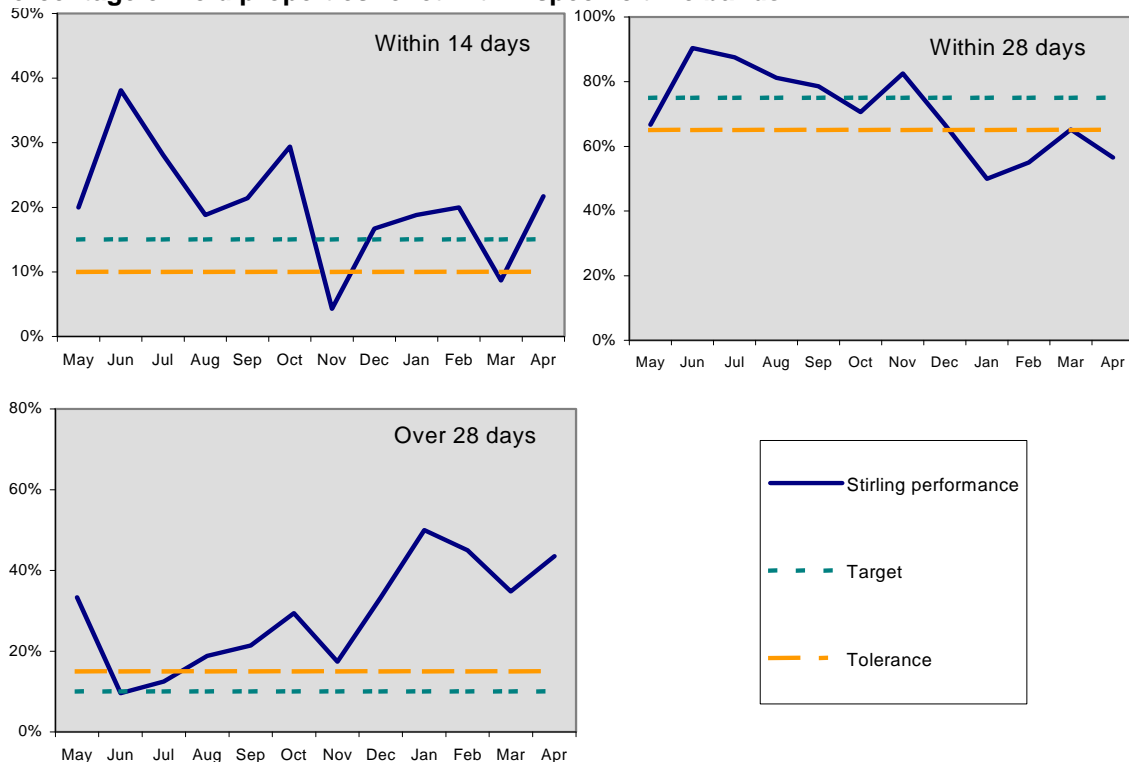
c) Time taken to re-let void properties (34)

Performance Information

This indicator looks at the percentage of properties re-let within specific time bands. In April 2010 43.5% took over 28 days to re-let, which is significantly over the maximum target of 10%.

The condition of void properties and the work required to bring them up to a lettable standard can vary significantly and has an impact on void turnaround times. In addition, improvement work such as replacing bathrooms is often completed when properties are empty to limit the inconvenience to tenants, which can also impact on performance. However, these reasons only partially explain the poor performance during April and further investigation to identify all reasons is currently underway.

Percentage of void properties re-let within specific time bands:



Improvement Action

Further investigation is underway to fully understand the poor performance in this area, and remedial action will then be taken to address this. This indicator will continue to be monitored closely over the next few months.

Resource Implications of Improvement Action: None.

Head of Service: Tony Cain, Head of Housing

Named Officer: Lindsay Stother, Quality and Performance Manager

d) Roads maintenance enquiries (46)

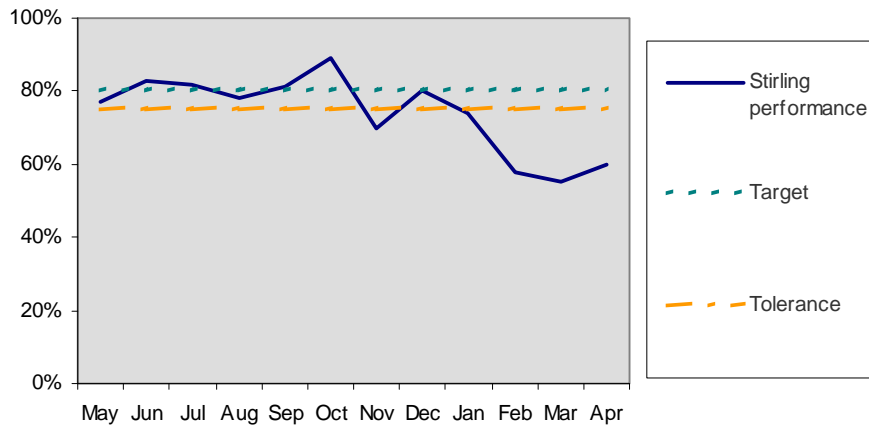
Performance Information

This indicator refers to road maintenance enquiries received from members of the public via the Contact Centre. The target response times vary in relation to the priority rating assigned to each enquiry, which is based on assessed risk.

In January 2010 the percentage of these enquiries responded to within their target timescale dropped to 70%, and this indicator was identified as an area of significant deterioration in the January Stirling Performs report. This downward trend continued to 55% in March. Though there has been some improvement in April to 60% this is still below the target of 80%.

The service normally deals with around 250 enquiries each month. The severe cold weather this winter - the worst winter weather for more than 30 years - resulted in a significant increase in the number of winter maintenance related enquiries received in November (457), December (1138) and January (918). This along with the requirement to deal with frost heave damage and to catch up on other programmed works has had a direct effect on the service's capacity to meet its target response rates.

Percentage of road maintenance public enquiries responded to within target timescale



Improvement Action

As weather conditions continue to improve and the backlog of work reduces, the existing staff infrastructure will ensure a return to the normal performance level early in the new financial year.

Resource Implications of Improvement Action: None – a return to normal service levels will be achieved within existing resources.

Head of Service: Les Goodfellow, Head of Roads, Transport & Open Space

Named Officer: Jamie Wright, Roads Maintenance Manager

Recent Hot Spots now Recovered

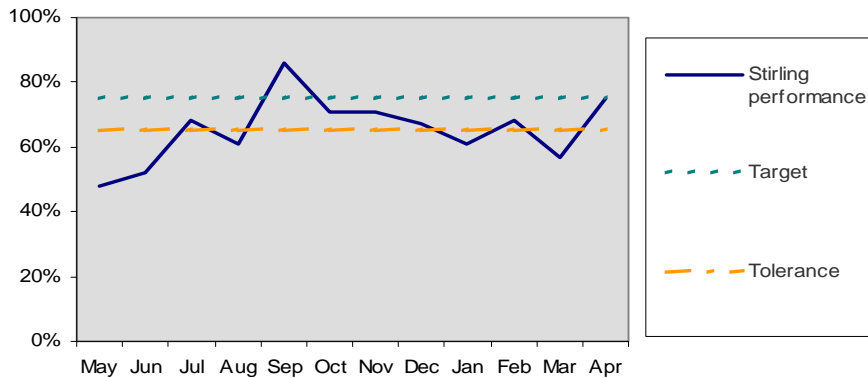
e) Social background reports submitted to the Children's Reporter within target time

Performance Information

The target for this indicator is 75% of all social background reports requested by the Children's Reporter being submitted within the target time. Performance dropped to 61% in January 2010 and, despite a slight improvement in February, there was further deterioration in March to 57%.

Children and families social work underwent significant reorganisation during the third quarter of 2009/10, and the level of demand post re-structuring has been higher than anticipated in some teams, presenting a capacity issue. Two members of staff have now been temporarily redeployed to teams experiencing particularly high demand, and the filling of vacancies has been progressed as quickly as possible. This has resulted in an improvement in performance to 75% in April.

Percentage of reports submitted on time



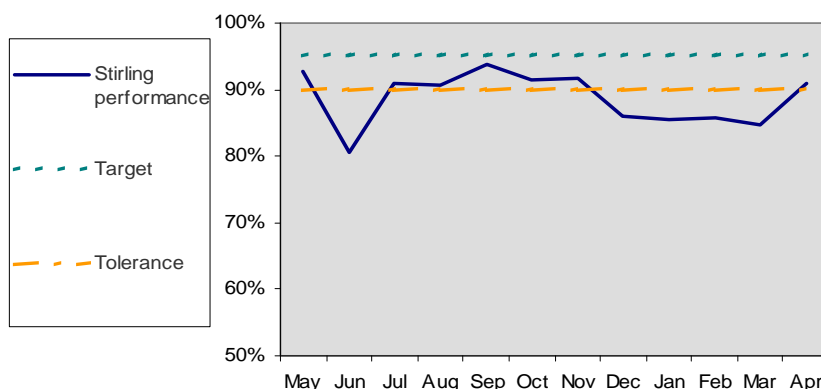
f) Housing emergency repairs completed within time (33)

Performance Information

Performance in this area dropped in December 2009 to 85.9% and then experienced a general downward trend to 84.6% in March 2010. This is below the target of 95%.

On investigation some of the emergency repairs reported as not being completed within time were due to data input errors. Technical Services have now begun making significant changes to their monitoring processes in order to rectify the data input problems, and improvement is now evident with 91.1% of emergency repairs in April completed within target. This is back within tolerance.

Percentage of emergency repairs completed within target time



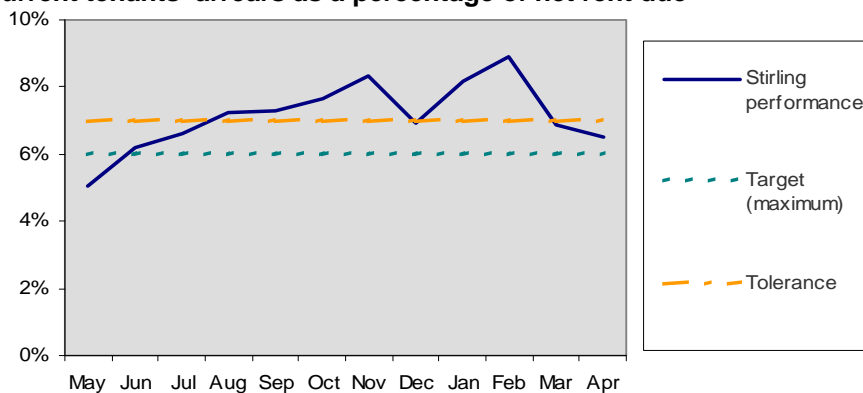
g) Current tenants' arrears (38)

Performance Information

The level of current tenants' arrears as a percentage of net rent due has shown a general upward trend during 2009/10 and was reported as above the maximum target and tolerance from June 2009 to February 2010. There has however been improvement over the last two months and the latest figure reported is 6.5%. This is against a revise target of 6% (*see covering report*).

The increase can in part be attributed to the economic climate and due to the Council's decision in June 2009 to stop evicting tenants for rent arrears. Shelter is carrying out a pilot mediation exercise on 10 rent arrears cases, with the outcome of the pilot mediation exercise due to be discussed at a future Council meeting. There has also been an ongoing commitment to develop new arrears recovery procedures and to continue the practice of increasing the level of face-to-face contact with tenants in arrears which has resulted in the recent improvement.

Current tenants' arrears as a percentage of net rent due



h) Waste and recycling collection route completion (43)

Performance Information

The percentage of recycling and waste collection routes completed on the correct day fell below tolerance in December 2009 when lengthy periods of severe weather and the prolonged presence of ice and snow on untreated residential and rural roads and footways adversely affected service delivery. An ageing fleet of refuse collection vehicles has also directly impacted on performance, as vehicle downtime has increased for breakdowns and repairs.

Three new refuse collection vehicles came on to the fleet in December and a further four in April. This, together with the better weather, has improved reliability and route performance to 95.8%.

Recycling & waste routes completed on the correct day

