

At a Glance Report - May 2010

Legend:

✓ Above or on target	↑ Improving
▲ Below target within tolerance:	→ Steady
● Below target outwith tolerance: <i>further details provided in the monthly Hot Spot report</i>	↓ Deteriorating

		Status	Trend
1.	Percentage of calls to Council answered	▲	→
2.	Contact centre calls answered within 20 seconds	✓	↑
3.	Talkback stage 2 & 3 enquiries	▲	↑
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	▲	→
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 ³	↑
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	▲ ¹	→
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 quarterly)	●	⬇
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	●	⬇
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	✓	⬆
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 May 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 Contextual information for performance indicator 16.

Hot Spot Report

- May 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 May 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 May 2010 there are two new hot spots, both of which have previously been hot spots last year.

- a) Applicants sustaining their tenancies (*indicator number 36*)
- b) Current tenants' arrears (*38*)

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

- c) Number of days lost due to sickness absence (*5*)
- d) Youth learning clients moving into training, employment or further education (*30*)
- e) Time taken to re-let void properties (*34*)
- f) Roads maintenance enquiries (*46*)

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>

New Hot Spots in May 2010

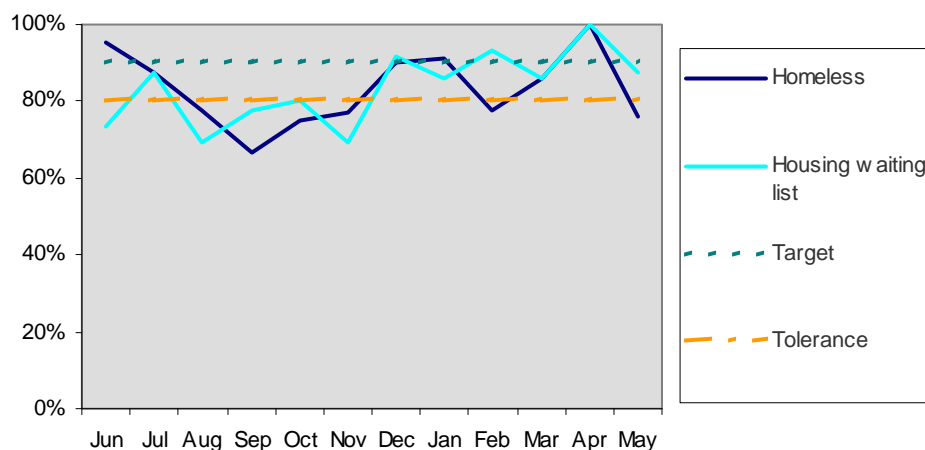
a) Applicants sustaining their tenancies (36)

Performance Information

In May a tenancy rate of only 76.2% for homeless tenancies has been reported. This is below the target of 90% and outwith the agreed tolerance for this indicator. During the same period, 87.5% of other housing waiting list applicants (i.e. not homeless) had successfully sustained their tenancies for a 12-month period. This is also below target but is within tolerance, and so currently reported as amber.

Tenancy sustainment performance can fluctuate from month to month due to a variety of reasons. However, the Council is committed to providing support and advice to tenants and will continue to do so in order to improve tenancy sustainment levels.

Percentage of homeless applicants who have sustained their tenancy for 12 months



Improvement Action

The Housing Service will continue to monitor the reasons why tenancies end before 12 months have passed. The service will continue to provide support and advice to tenants in order to improve tenancy sustainment levels.

Resource Implications of Improvement Action: None.

Head of Service: Tony Cain, Head of Housing

Named Officer: Lindsay Stother, Quality and Performance Manager

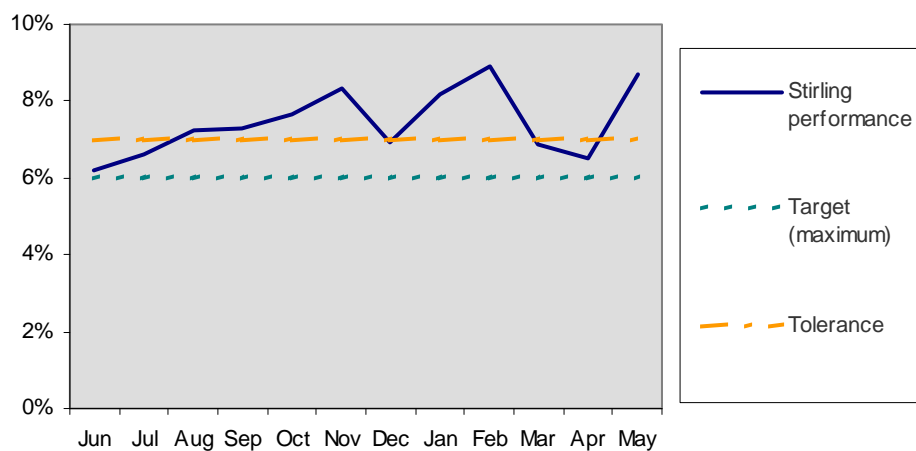
b) Current tenants' arrears (38)

Performance Information

The level of current tenants' arrears as a percentage of net rent due has shown a general upward trend during the year. Despite an improvement in April, the arrears level increased during May to 8.7%, which is significantly outwith the maximum target level of 6%.

The increase over the year can in part be attributed to the current economic climate and due to the Council's decision in June 2009 to stop evicting tenants for rent arrears. However, over the year it has become clearer that a small number of tenants are still not making any significant payments towards their arrears, and so arrears continue to increase.

Current tenants' arrears as a percentage of net rent due



Improvement Action

The paper that went to Council on 11th March 2010 relating to rent arrears concluded that Shelter (Scotland) would carry out a pilot mediation exercise on 10 rent arrears cases. The outcome of the pilot mediation exercise is 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.

Resource Implications
of Improvement Action: None.

Head of Service: Tony Cain, Head of Housing

Named Officer: Lindsay Stother, Quality and Performance Manager

Existing Hot Spots from April 2010

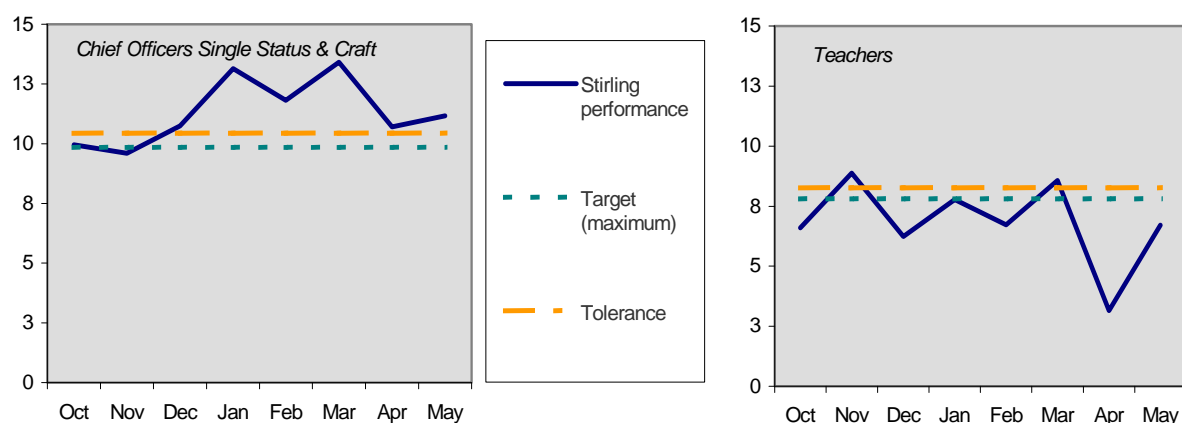
c) Number of days lost due to sickness absence (*indicator 5*)

Performance Information

The level of absence for employees is measured in terms of the equivalent annual number of days lost per FTE employee. The level of absence for Council employees excluding Teachers has risen again in May to 11.17 days per employee, which remains above the maximum target of 9.84 days. For Teachers absence for May was 6.71 days, which is better than the target of 7.8.

It is suggested that at least some of the recent 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 – as well as proposed new procedures to assist employees with these problems.

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



Non Teaching Staff Breakdown – May 2010

Service	Total employees	Number emps off sick	Number long term sick	Annualised days per FTE	Status
Chief Executives Office	29	6	2	26.92	●
Governance	33	6	2	20.13	●
Social Care	550	97	24	14.75	●
Housing	246	39	4	12.35	●
Assets, Property & Facilities Management	473	66	12	12.06	●
Roads Transport & Open Space	293	41	7	10.84	●
Economy, Employment & Youth	95	19	3	10.25	▲
Planning Regulation & Waste	205	22	8	10.03	▲
Education Staff	812	133	9	9.79	✓
Communities & Culture	144	19	4	8.97	✓
Improvement & Customer Service	429	53	5	8.53	✓
Finance & Procurement	69	8	0	4.35	✓

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:	Council Management Team
Named Officer:	David Ruse, HR Admin / Payroll Manager

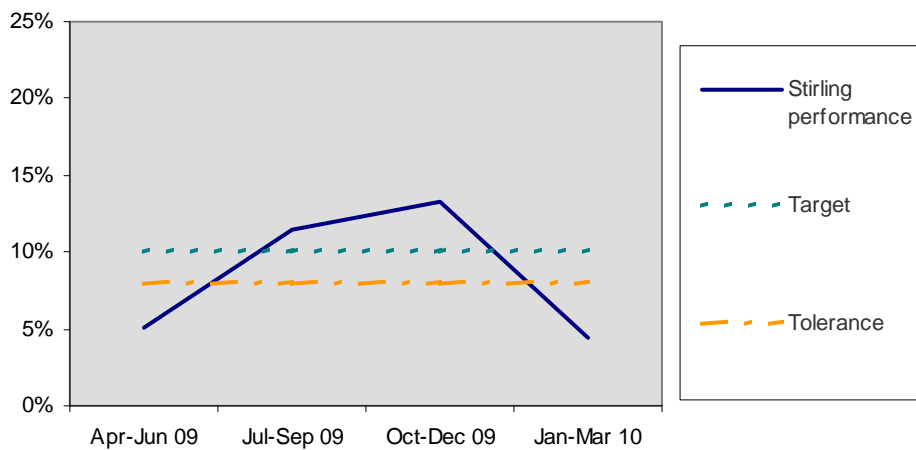
d) Youth learning clients moving into training, employment or further education (30)

Performance Information

Performance for this indicator was well above the monthly target of 4% in quarter 3 when 13.3% of the young people that Youth Learning were working with achieved positive outcomes such as training, employment or further education. However this dropped to 4.4% in quarter 4, which is below the agreed target of 10%.

This indicator can often fluctuate 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

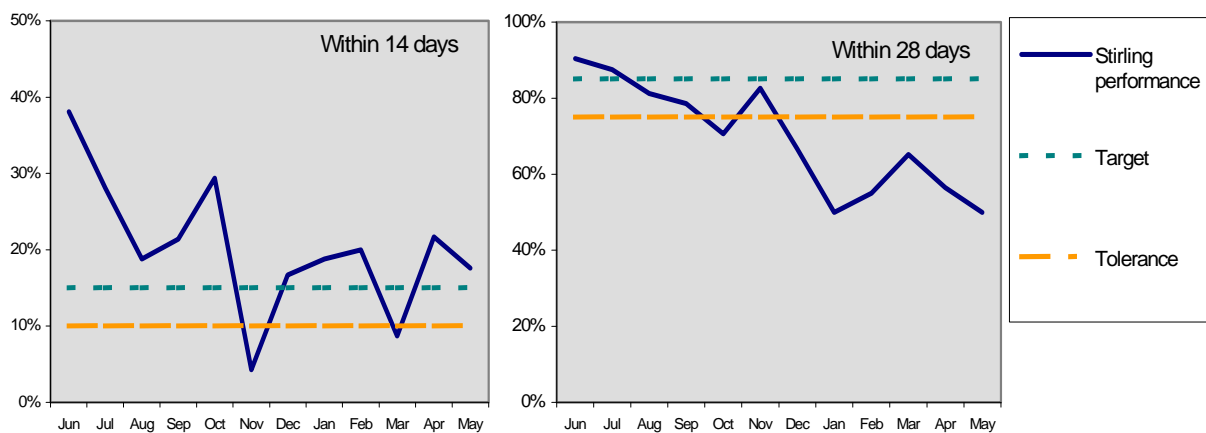
e) Time taken to re-let void properties (34)

Performance Information

This indicator looks at the percentage of properties re-let within specific time bands. In May 2010 50% were re-let in less than 28 days, which is significantly below the target of 85%.

The condition of void properties and the work required to bring them up to a lettable standard can vary significantly. 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 the performance of this indicator. Arranging access to properties to carry out these works also affects the time taken to complete repairs, and therefore void turnaround times.

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



Improvement Action

The service has introduced new procedures in relation to void house repairs to improve performance, Keysafe and Repairs by Appointment. These procedures should reduce the time taken for repairs to be completed and in turn reduce void turnaround times. 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

f) Roads maintenance enquiries (46)

Performance Information

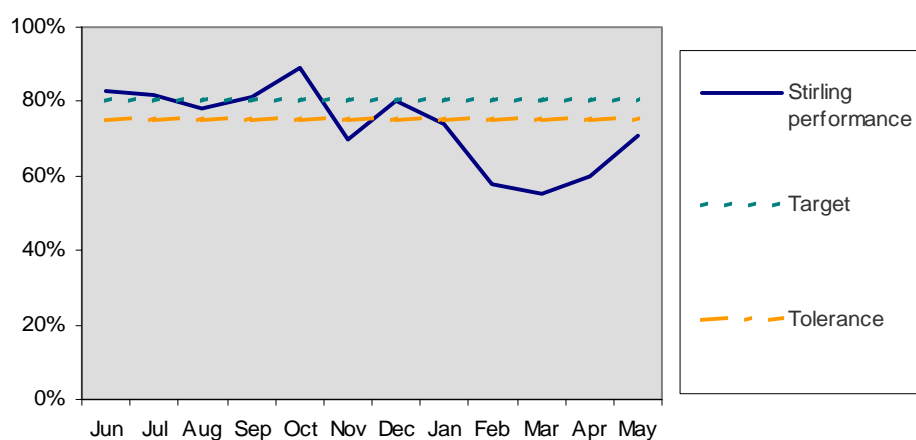
This indicator refers to road maintenance enquiries received from members of the public via the Contact Centre. The target response times vary in relation to the priority rating, based on the Code of Practice for Road Maintenance Management, assigned to each enquiry.

In January 2010 the percentage of these enquiries responded to within their target timescale dropped to 70%. This indicator was identified as an area of significant deterioration in the January Stirling Performs report. This downward trend continued to 55% in March. There has been some improvement in April (60%) and May (71%), but performance is still below the target of 80%.

The initial drop in performance directly related to the severe cold weather, which resulted in a significant increase in the number of winter maintenance related enquiries received in November (457), December (1138) and January (918). The service normally deals with around 250 calls per month. This, along with the requirement to deal with frost heave damage and to catch up on other programmed works has had a direct effect of the service's capacity to meet its target response rates for the year.

Whilst response times continue to improve, the May figure is still only 71% of enquiries being responded to within timescale. An investigation into the cause has highlighted that there may be an issue with the software used to log, action and close calls. Officers have expressed some concerns that some logged enquiries are not being displayed in the Officers inbox, meaning that some are not being responded to in time. This is currently under investigation.

Percentage of road maintenance public enquiries responded to within target timescale



Improvement Action

Resolve system issues and continue to improve service delivery to meet performance targets by July 2010.

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