

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
2.	<b>Date:</b>	<b>20 September 2010</b>
3.	<b>Title:</b>	<b>Update on 2010 Rotherham Ltd Performance Indicators Quarter 1, 2010/2011</b>
4.	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### 5. Summary

On 21 June 2010, Cabinet Member agreed that in future separate reports would be provided for ALMO and Rotherham Metropolitan Borough Council performance indicators. This report relates to the ALMO's performance against Key Performance Indicators (KPIs).

2010 Rotherham Ltd presented their overview of performance to June 2010 (Appendix 1) to their Board on 4 August 2010.

### 6. Recommendations

- **That Cabinet Member notes the contents of this report and Appendix 1.**

## 7. Proposals and Details

Page 4 of Appendix 1 details the indicators which were off target at the end of June 2010. These include:

- % of customers on whom 2010 Rotherham Ltd has diversity information
- % of total repairs completed within target
- % of responsive repairs where an appointment was made and kept
- % satisfied with the outcome of their ASB complaint
- Average number of working days lost due to sickness per employee

Customers on whom 2010 Rotherham Ltd has diversity information: In Quarter 1 (April – June 2010), 2010 Rotherham Ltd had collected diversity information on 86.73% of customers in tenanted premises, against an 88% target.

Collating diversity information also demonstrates 2010 Rotherham Ltd's understanding of its customer groups which will in turn support the thinking behind the Tenant Service Authority's 'local offers'.

Total repairs completed on target: In Quarter 1, 2010 Rotherham Ltd completed 90.88% of repairs within target, against a performance target of 92%.

Performance Clinics were held with the In House Service Provider to improve both this and the following indicator when an action plan was drawn up to:

- Tackle operative performance where necessary, and
- Identify old and duplicate jobs

Responsive repairs where an appointment was made and kept: In Quarter 1, 88.69% of appointments were kept, against a performance target of 95%.

Customers satisfied with the outcome of their ASB complaint: In Quarter 1, 80.22% of residents returning follow-up surveys stated they were satisfied with the outcome of their ASB complaint. This fell short of the 81% performance target.

Average number of working days lost due to sickness per employee: In Quarter 1, an average of 3.02 working days per employee were lost due to sickness which sits outside the 2.44 days target. The number of working days lost due to sickness has fallen for the third consecutive month; however, 2010 Rotherham Ltd has decided to hold a performance clinic (scheduled for 6<sup>th</sup> September 2010) to explore its underperformance against this indicator, the results of which will be reported to the 2010 Board.

### Decent Homes and Voids

An update on the progress of the Decent Homes Programme and 2010 Rotherham Ltd's success in tackling void properties can be found in RMBC's Performance Report.

## 8. Finance

There are no direct financial implications arising from this report.

## **9. Risks and Uncertainties**

Deterioration in performance could lead to loss of customer satisfaction but the current monitoring arrangements mitigate performance related risk.

## **10. Policy and Performance Agenda Implications**

Links to 3 of RMBC's Corporate Priorities:

1. Making sure no community is left behind.
4. Helping to create safe and healthy communities.
5. Improving the environment.

## **11. Background Papers and Consultation**

Appendix 1 – 2010 Rotherham Ltd report: Overview of current cumulative performance to the end of June 2010 (Quarter 1)

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