



Havering

LONDON BOROUGH

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Making a Greater London



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Quarter 2 Performance Report 2017/18

Towns and Communities O&S Sub-Committee

23 November 2017

About the Towns and Communities O&S Committee Performance Report

- Overview of the key performance indicators as selected by the Towns and Communities Overview and Scrutiny Sub-Committee
- The report identifies where the Council is performing well (**Green**) and not so well (**Red**).
- Where the RAG rating is '**Red**', '**Corrective Action**' is included. This highlights what action the Council will take to address poor performance.

OVERVIEW OF TOWNS AND COMMUNITIES INDICATORS

- 6 Performance Indicators are reported to the Towns and Communities Overview & Scrutiny Sub-Committee.
- Data is available for 5 of the 6 indicators.
- Performance ratings are available for 3 of the 6 indicators. All are **Red** (off target)
- However, 3 of the 5 indicators for which data is available are showing an improving direction of travel against Quarter 1

Quarter 2 Performance

| Indicator and Description | Value | 2017/18 Annual Target | 2017/18 Q2 Target | 2017/18 Q2 Performance | Short Term DOT against Q1 2017/18 | | Long Term DOT against Q2 2016/17 | |
|------------------------------------------------------------|-------------------|-----------------------|-------------------|------------------------|-----------------------------------|-------|----------------------------------|--------|
| No. of Stage 1 complaints received (cumulative) | Smaller is better | N/A | N/A | 366 | ↑ | 210 | - | NEW |
| % of Stage 1 complaints closed in 15 days (cumulative) | Bigger is better | 95% | 95% | 84.4% RED | ↑ | 83.3% | - | NEW |
| No. of Stage 2 complaints received (cumulative) | Smaller is better | N/A | N/A | 71 | ↑ | 36 | - | NEW |
| % of Stage 2 complaints closed within 20 days (cumulative) | Bigger is better | 95% | 95% | 94.4% RED | → | 94.4% | - | NEW |
| % of housing repairs completed within target (cumulative) | Bigger is better | 96% | 96% | 92% RED | ↓ | 99% | ↑ | 89.68% |

About Complaints Data

- A breakdown of complaints data by service from April to September 17 is provided below:

| | No. of Stage 1 complaints received | % of Stage 1 complaints closed in 15 days | No. of Stage 2 complaints received | % of Stage 2 complaints closed within 20 days |
|------------------------------------------|------------------------------------------|-------------------------------------------------|------------------------------------------|-----------------------------------------------------|
| Arts Services | | | | |
| Businesses | | | | |
| Cemeteries | | | | |
| Community involvement (incl. volunteers) | | | | |
| Crematorium | 4 | 100% | | |
| Development and Transport Planning | | | | |
| Enforcement | | | | |
| Housing – ASB | 12 | 100% | 2 | 100% |
| Housing – Other | 153 | 92% | 32 | 97% |
| Housing – Repairs | 114 | 62% | 22 | 95% |
| Leisure centres and sport | 3 | 67% | 2 | 100% |
| Library Services (incl. Havering Museum) | 7 | 100% | 2 | 100% |
| Parks and open spaces (incl. allotments) | 23 | 100% | 3 | 100% |
| Planning and Building Control | 18 | 100% | 6 | 83% |
| Public Protection | 28 | 100% | 2 | 50% |
| Regeneration | | | | |
| Registrar Services | 4 | 100% | | |
| | | | | |
| TOTAL | 366 | 84.4% | 71 | 94.4% |

- There were 54 fewer Stage1 complaints received in Quarter 2 compared to Quarter 1 (smaller is better)
- There was 1 less Stage 2 complaint received in Quarter 2 compared to Quarter 1 (smaller is better)

Improvements Required

- Performance is below target for housing repairs completed within the target timescale with 12,140 repairs in time against a total of 13,195 repairs (92%), but has improved compared to the same period last year (89.68%).
- A service improvement plan has been put in place with the responsive repairs maintenance contractor. The action plan is monitored and scrutinised at regular review meetings, in addition to the normal contractual and partnership meetings.

Improvements Required

- The number of Stage 1 complaints closed within timescale for Housing is below target. 140 out of 153 (92%) of Stage 1 complaints for 'Housing – other' and 71 out of 114 (62%) for 'Housing – repairs' were closed within 15 days against a target of 95%.
- Issues contributing to below-target performance include:
 - Staffing shortages earlier in the year. After successful recruitment, the Complaints Team is now fully staffed and performance is improving, with results for September showing that 100% were closed within target.
 - The Complaints Team also deals with FOI requests and Member Enquiries. Following the Grenfell Tower fire in June there was an increase in FOI requests and Member enquiries regarding the actions the Council was taking in respect of fire safety. This had a knock-on effect on complaints processing.
- The complaints process in Housing is continuing to be reviewed. ICT issues and a potential office move have temporarily delayed the co-location of contractor complaints staff with Council complaints officers which would improve response times and the quality of complaint responses.

Improvements Required

- In total there were 4 Stage 2 complaints that were not closed within timescales resulting in the outturn being 0.6% below target (where bigger is better).
- Planning and Building Control and Public Protection are currently failing to meet the 95% target.
- One complaint was closed late due to a 3 month investigation. The correspondent was kept updated of progress throughout the complaint process and the matter was resolved to the complainant's satisfaction.
- Another Stage 2 complaint missed the target by 1 day.

Any questions?

