

Neighbourhood Services Scrutiny Overview Indicators

SOI Ref	PI Description	Target 2018/19	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Year to Date	Comments for Scrutiny
Voids									
SOI 1	Average re-let time in days (standard re-lets)	35 days within 20%	RAG	Red	Red			Red	<p>For Q1 the figure will be made up of any old coded routine voids & the RMI contact description V2 standard void.</p> <p>Q2 There has been two consecutive monthly falls in the average day's to re-let a V2 Standard Void and for the month of September the figures was 64 days.</p>
			Average re-let time in days (Pre-contract voids)	253					
			Average re-let time in days (Osborne voids)	97	111			105	
Repairs & Maintenance									
SOI 2	RMI Performance priority 1 repairs (Emergency repair)	95% Within 1%	RAG	Green	Green			Green	<p>SOI description - Percentage of Priority 1(Emergency repair) attend within 2 hours and complete within 24 hours (or the next working day) qualifying repairs completed on first visit.</p>
	As contract performance indicator KDI 7		Actual	98%	97%			97%	
SOI 3	RMI Performance priority 2 repairs (Urgent Responsive repair)	95% Within 1%	RAG	Green	Green			Green	<p>SOI description - The percentage of Priority 2 repairs completed "Right First Time"</p>
	As contract performance indicator KDI 13		Actual	97%	97%			97%	
SOI 4	RMI Performance priority 3 repairs (Responsive repair)	97% within 0.5%	RAG	Green	Green			Green	<p>SOI description - The percentage of Priority 3 (non-emergency) for which an appointment was made and kept during the quarter.</p>
	Extracted from contract performance indicator KDI 6 for P3		Actual	96.92%	97.10%			97.01%	
Repairs and capital investment									
SOI 5	The percentage of dwellings with a valid gas safety certificate (RAMIS reporting via Property Services)	100%	RAG	Green	Green			Green	<p>The figure is based on a snapshot produced on the last day of the quarter, the information for the indicator is obtained from the corporate risk database (RAMIS). 100% performance achieved for both snapshots at the end of Q1 & Q2</p>
			Actual	100%	100%			100%	

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APPENDIX 'A'

SOI Ref	PI Description	Target 2018/19	Performance	QTR 1	QTR 2	QTR 3	QTR 4	Year to Date	Comments for Scrutiny
Recharges									
SOI 6	Number of and total value of recharges invoiced	0%	Number Raised	No recharges raised for Q1	1			1	The new Rechargeable Repairs Policy was approved by the Neighbourhoods and Community Services Scrutiny Panel on Monday, 25th June. The policy has been launched via Osborne but recharge data and performance by Osborne requires further definition before recharges can be robustly pursued. One recharge has been raised to a non-customer for contributory costs for estate works. The new Clienting Recharges Officer commenced in post on 15.10.2018 and routine recharging is expected to commence by December 2018.
			Value		565.46			565.46	
Housing Regulation									
SOI 7	Number of CAT1 removed	19 (within 10%) PQ	RAG	Green	Green			Green	Q2 figure is down 5 on Q1 this year but up 5 on the same quarter last year. Green RAG rating given as within anticipated range.
			Actual	26	21			47	
SOI 8	Number of enquiries from private sector tenants regarding landlords failure to repair	60 (Within +10%) PQ	RAG	Green	Green			Green	Q2 figure is down 19 cases on Q1, Green RAG rating given as within anticipated range.
			Actual	55	36			91	
SOI 9	Number of licensed Mandatory HMO	74 within 10% PQ	RAG	Green	Green			Green	Q2 has seen a slight increase in licensed HMO's up 3 on Q1, a Green RAG rating given as within anticipated range. There is to be a 3 months statutory consultation for the proposed licensing scheme in Slough and depending on the outcome and what proposal is adopted will have an effect on the following quarterly outturn figures.
			Actual	81	84			84	

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Anti social behaviour (HRA & Private Sector)									
SOI 10	Number of closure orders	0 - 1 PQ	RAG	Green	Green			Green	The first closure order of the year has been recorded in Q2, a Green RAG rating has been given as the outturn is within the anticipated range.
			Actual	0	1			1	
SOI 11	Number of Community Protection Notices (CPN's)	0 - 5 PQ	RAG	Amber	Green			Green	The number of CPN's issued dropped by two in Q2 to four, a Green RAG rating has been given as the outturn returned into the anticipated range.
			Actual	6	4			10	
SOI Ref	Title			Qtr1	Qtr2	Qtr3	Qtr4	Full year	Detail of indicator
SOI 12	Quarter 4 Target or M/CP		RAG	Green	Green			Green	<p>The RAG rating for this indicator is based on the combined total of HRA & Private Sector ASB related service requests mapped against previous trend for the last five years.</p> <p>This indicator has performed as expected based on previous yearly trends and has been given a Green RAG rating for both Q1 & Q2.</p> <p>Vehicle ASB recorded by Neighbourhood Services tops the table for the first two quarters, but this is up just 19 cases on the same period last year. Recorded Fly-tipping on public land by Neighbourhood Services has seen a decrease of 304 cases over the two quarters.</p>
	1242 (within +10%)	Type							
		Vehicles	233	282				515	
		Fly Tipping (Public Land)	201	186				387	
		Loud rowdy nuisance behaviour	62	137				199	
		Neighbour dispute	71	55				126	
		Noise-Single family house	66	61				127	
		Fly Tipping (Private Land)	54	63				117	
		Nuisance neighbour	39	71				110	
		Rats	48	40				88	
		Planning Application	36	40				76	
		Untaxed Vehicle		70				70	
		Messy Garden/Overgrown	35					35	
				810	1005	0	0	1815	
			1322	1521	0	0	2843		
			61%	66%	#DIV/0!	#DIV/0!	64%		

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Complaints, compliments and enquiries									
SOI 13	Number of stage 1 complaints received	54 within +30% PQ	RAG	Amber	Green			Green	The initial measure for the RAG rating of this indicator was based on the previous year trend and did not take into account that complaints regarding the new RMI provider might come via the Neighbourhood Services complaint route. This indicator was adjusted after Q1 to take into account this factor and so attaining a Green RAG rating.
			Actual	47	70			117	
SOI 14	Number of stage 2 complaints received	7 within +30% PQ	RAG	Amber	Green			Green	The initial measure for the RAG rating of this indicator was based on the previous year trend and did not take into account that complaints regarding the new RMI provider might come via the Neighbourhood Services complaint route. This indicator was adjusted after Q1 to take into account this factor and so attaining a Green RAG rating.
			Actual	8	6			14	
SOI 15	Number of stage 3 complaints received	0 - 2 PQ	RAG	Amber	Green			Green	The outturn figure for Q2 on this indicator has returned to expected levels and achieved a Green RAG rating
			Actual	3	0			3	