

**To the Chair and Members of the Regeneration & Environment Overview and Scrutiny Panel.**

**St Leger Homes of Doncaster Quarterly Monitoring Report – Quarter 1 2011/12**

<b>Relevant Cabinet Member(s)</b>	<b>Relevant Overview and Scrutiny Panel</b>	<b>Wards Affected</b>	<b>Key Decision</b>
Cabinet Portfolio for Housing	R&E	ALL	N/A

### **EXECUTIVE SUMMARY**

1. To inform the Regeneration & Environment Overview and Scrutiny Panel of the latest St Leger Homes of Doncaster (SLHD) performance information. The report highlights the main areas of performance that in quarter one 2011/12 are either off target or of concern.
2. The report covers six strategic priorities, fourteen key performance indicators (KPI's) and seven supporting performance indicators for the panel to consider and comment upon. All six strategic priorities are on track for quarter one, ten of the KPI's are green, three are amber and one is red against its quarter one target: - SLH\_GNPI20 - % routine repairs completed on time.

### **EXEMPT REPORT**

3. This is not an exempt report

### **RECOMMENDATION**

4. Members of the Panel are requested to note this report and consider whether to apply more detailed scrutiny at a later date.

### **PERFORMANCE EXCEPTIONS QUARTER ONE 2011-12**

5. A summary of performance exceptions against the agreed St Leger Homes of Doncaster Delivery Plan is provided below. Further detail is provided in Appendix A.
6. *SLH\_GNPI20 - % Routine repairs completed on time.* Quarter one cumulative performance is at 86.22% against a target of 92%. Reduced staff resource resulted in a reduction of available follow on appointments, where follow on jobs such as other

trades or materials ordered were appointed out of timescale. There has been a change in management of these orders by Team Leaders working with planners to forward look at the type of work in the system and taking action at an earlier stage. This has resulted in improved monthly performance through July and August, 90.62% and 92.21% respectively (Table 1)

**Table 1**

	April-11	May-11	June-11	July-11	August-11
<b>Borough (monthly)</b>	86.35%	86.19%	86.03%	90.62%	92.21%
<b>Borough (cumulative)</b>	86.35%	86.27%	86.22%	87.27%	88.26%

### **OPTIONS CONSIDERED**

- 7 No options to be considered

### **REASONS FOR RECOMMENDED OPTION**

- 8 No Options Recommended

### **IMPACT ON COUNCIL KEY OBJECTIVES**

- 9 The performance of the Indicators contained within this report contribute to the Key Priorities contained in the Borough Strategy and Local Area Agreement and will be the main way of identifying progress towards the Council's Key Objectives.

Priority Theme	Mayor's Priorities for 2011/12	Implications of this initiative
1. Creating a strong, connected and inclusive economy	<ul style="list-style-type: none"> <li>• Drive forward the Doncaster economy</li> <li>• Get the balance of public and private transport right</li> <li>• Promote Doncaster as a tourist destination</li> <li>• Regenerate Doncaster's town centres</li> </ul>	Work of St Leger Homes of Doncaster impacts on all of these initiatives, with implications on the quality of life for Doncaster Council's tenants and other residents and the communities they live in
3. Increasing and improving housing	<ul style="list-style-type: none"> <li>• Raise housing standards</li> </ul>	
6. Tackling crime and anti-social behaviour	<ul style="list-style-type: none"> <li>• Reduce crime and all forms of anti-social behaviour</li> </ul>	
7. Creating a cleaner and better environment	<ul style="list-style-type: none"> <li>• Continue to protect the environment from developers, decay and architectural vandalism</li> </ul>	
8. Internal Transformation	<ul style="list-style-type: none"> <li>• Ensure local people get value for money from council services</li> </ul>	

## **RISKS & ASSUMPTIONS**

10 Monitoring the performance of St Leger Homes of Doncaster reduces the risk that required standards will not be achieved and services will continue to improve.

## **LEGAL IMPLICATIONS**

11 There are no specific legal implications arising from this report

## **FINANCIAL IMPLICATIONS**

12 There are no direct financial implications arising from this report. However, the report highlights areas that require attention to improve performance, and any additional costs arising from subsequent action, must be contained within the service departments available resources

## **CONSULTATION**

13 Although the information contained within this report and appendices are broad ranging, no significant consultation has been made.

## **BACKGROUND PAPERS**

14 Appendix A: SLHD 2011-12 Delivery Plan Headline Report

## **CONCLUSIONS**

15 The revised Quarterly Performance Reporting Framework, incorporating all existing Quarterly Performance reports and activity, has enabled the authority to make great strides in monitoring its objectives to allow value for money to be achieved across the organisation

16 The presentation of specific performance information relevant to each Overview & Scrutiny Panel on a Quarterly basis is a major part of ensuring that this occurs.

## **REPORT AUTHOR**

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## **LEAD OFFICER**

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