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Measuring Up

For the previous Quarter Ending 30/06/2009 and the Current Quarter Ending 30/09/2009

Measure	Measure Description	Baseline Actual	Previous Qtr Actual	Current Qtr Actual	Target	Comments
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Contact Centre

MUCON06	The speed follow-up action was taken	67	63	58	70	On target - continue to monitor
MUCON07	How well informed you were kept of follow-up	53	51	47	53	Further research is to take place to establish why results do not improve
MUCON08	Overall, how satisfied were you with the service?	71	71	66	75	No comment provided by performance manager

Housing Landlord Services

MUHLS01	% satisfied with the length of time taken to answer the phone	96	95	99	93	Our performance for this indicator has remained consistently high at over 90% for the last three years. The percentage achieved this quarter reflects the excellent service our dedicated Housing Repairs Centre staff provide to our customers.
MUHLS02	% who found the staff who dealt with their last enquiry to be helpful	95	93	96	93	This high quality of service is well illustrated by the extremely low level of 'avoidable contact' (NI 14) recorded in Q2 of just 5%.
MUHLS03	% who rated 'being told when workers would call' as good	91	89	92	88	Communication with our customers continues to be a very high priority particularly where appointments are concerned.
MUHLS04	% who rated 'time taken before work was started' as good	93	90	94	88	This indicator has never been below 87% since it was introduced into the Measuring Up survey in April 2007. Great effort is put into ensuring priority times for repair works are met.
MUHLS05	% who rated 'speed with which work was completed' as good	92	91	92	90	This indicator has never been below 90% since it was introduced into the Measuring Up survey in April 2007.
MUHLS06	% who rated 'reliability of tradespeople turning up at the appointed time' as good	93	93	91	90	Our performance for this indicator has remained consistently high at around 90%.
MUHLS07	% who rated 'attitude of workers' as good	97	95	96	93	This has been consistently over 90% since the Measuring Up survey started in 2005/06 and is a real credit to our Building Maintenance operatives. Performance of 96% is a major achievement in delivering building maintenance services in our customers homes.
MUHLS08	% who rated overall 'quality of repair work' as good	86	90	92	85	Excellent performance given that some 25,000 repair jobs are attended to each year. This indicator has not been below 86% since Measuring Up started in 2005/06.
MUHLS09	% who rated 'keeping dirt and mess to a minimum' as good	95	94	93	93	Excellent performance given that some 25,000 repair jobs are attended to each year. This indicator has not been below 88% since Measuring Up started in 2005/06. To achieve a 93% satisfaction rating when carrying out the service in our customers homes is a real

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						credit to our Building Maintenance operatives
MUHLS10	% satisfied with the way your landlord deals with your repairs and maintenance	88	89	89	85	Excellent performance given that some 25,000 repair jobs are attended to each year. This indicator has not been below 88% since this indicator started in April 2007.
MUHLS11	% satisfied with how well the Council deals with complaints	75	73	66	70	This level of performance should be put into context with the Council's overall performance for complaints of 32% in the 2006 BVPI survey. By comparison this is excellent performance, however HLS continue to seek improvements.
MUHLS13a	% satisfied with the advice and assistance provided by your landlord in dealing with your tenancy	89	89	90	88	In the current economic climate greater emphasis is given to financial inclusion and debt advice to assist our tenants as well as a more comprehensive lettings process.
MUHLS14	% who rated 'how your landlord keeps you informed about things that might affect you as a tenant' as good	89	86	88	88	This has been consistently high at 84% or over since 2006/07 and compares very well to the Council's overall performance for keeping residents informed of 42% in the 2009 Place Survey.
MUHLS15	% satisfied with the opportunities for participation in management and decision making	80	77	77	75	This has been consistently good at 68% or over since 2006/07 and compares very well to the Council's overall performance for local decision making of 18% in the 2009 Place Survey.
MUHLS16	% who thought the rent in their property represents good value for money	87	91	89	91	This has been consistent at 87% or over since this indicator started in the Measuring Up survey in April 2007. Value for money for our tenants is particularly important in the current economic climate.
MUHLS17	% satisfied with the overall service provided by the Council as their landlord	93	91	91	90	A challenging target for the overall service delivered by the Business Unit. Performance has been consistently high at over 90% for the last two years
MUHLS18	% who described the condition of their property as good	83	84	84	82	This has been consistent at 75% or over since the Measuring Up survey started in 2005/06. Over 99% of the housing stock complies to the Decent Homes Standard
MUHLS19	% satisfied with their neighbourhood as a place to live	83	84	82	85	This has been consistent at 75% or over since the Measuring Up survey started in 2005/06. The HLS led Neighbourhood Inspection programme continues to address neighbourhood issues with its partners and residents.

Participation & Volunteering

MUP01	How satisfied or dissatisfied are you with the opportunities which Bournemouth Borough Council provides for you to participate in local	53	53	55	53	The "Inflencing Decisions" project is in the process of evaluating existing opportunities for participation in decision-making and will develop a strategy for improvement in the new year.
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	decision-making?					
MUP02	To what extent do you agree or disagree that you can influence Council decisions affecting your local area?	39	39	43	39	The "Inflencing Decisions" project is in the process of evaluating existing opportunities for participation in decision-making and will develop a strategy for improvement in the new year.
MUV01	Over the last twelve months, have you undertaken any voluntary or unpaid work? For example, within a local charity, school organisation, sports, arts or community group?	22	22	20	23	We are working with Bournemouth Council for Voluntary Service to support the local Volunteer centre to promote volunteering opportunities.
MUV02	Was this regular work for an average of at least 2 hours per week over the last twelve months?	69	69	69	69	We are working with Bournemouth Council for Voluntary Service to support the local Volunteer centre to promote volunteering opportunities.

Refuse and Recycling

MUREC03	Recycling: range of materials collected	81	86	87	90	Within tolerance - continue to monitor
MUREC07	Recycling: knowledge and understanding of recycling collection service	83	85	86	89	Within tolerance - continue to monitor
MUREF07	Refuse: restrictions on amount and type of rubbish that can be collected	80	86	86	86	On target - continue to monitor
MUREF08	Refuse: reasons why these restrictions are necessary	78	81	81	83	Within tolerance - continue to monitor
MURR02	Refuse & recycling: replacement of bin after collection	88	88	83	88	Action plan in place to improve percentage
MURR03	Refuse & recycling: reliability of collection	98	93	95	98	Within tolerance - continue to monitor
MURR04	Refuse & recycling: tidiness following collection	93	91	91	94	Within tolerance - continue to monitor
MURR05	Refuse & recycling: staff behaviour	77	89	88	82	Target exceeded - continue to monitor

SS Contact Centre

MUCON01	The length of time to answer the call	88	73	75	80	A disappointing increase in satisfaction for Quarter 2. The launch of the Customer Relationship Management system has resulted in an increase in call handle times whilst the team become confident with the new system. It is anticipated that satisfaction will rise to the target level during quarters 3 & 4 as the team become more familiar with the new system
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MUCON02	The time to speak to the right person	84	80	77	84	A disappointing drop in satisfaction for Quarter 2. The launch of the Customer Relationship Management system has resulted in an increase in call handle times whilst the team become confident with the new system. It is anticipated that satisfaction will rise to the target level during quarters 3 & 4 as the team become more familiar with the new system
MUCON03a	The helpfulness of the customer services adviser	86	83	80	89	A further disappointing drop in satisfaction for Quarter 2. Call quality audits being undertaken to assess and address staff training needs
MUCON03b	The knowledge of the customer services adviser	74	80	80	84	Consistent service
MUCON04	The information or advice given	80	85	79	84	A disappointing drop for Quarter 2. Further analysis is required to determine the reason and appropriate action will be taken.
MUCON05	The course of action suggested by the adviser	76	76	70	79	Anticipated increase in the next two quarters

Street Cleansing

MUCLS01	Dog Fouling	62	67	70	70	Within tolerance - continue to monitor
MUCLS02	Litter	66	73	73	72	Ongoing targeting of hotspot areas - area based response teams in operation
MUCLS03	Graffiti	70	74	80	79	One dedicated removal team in operation targeting hotspot areas
MUCLS04	Fly-tipping	71	78	78	79	Ongoing targeting of hotspot areas - covert surveillance in place - prosecutions pending
MUCLS05	Abandoned vehicles	72	83	85	81	Ongoing enforcement and inspection in place - 93% of abandoned vehicles removed within 24 hours
MUCLS06	Fallen leaves	71	80	76	75	Peak leaf fall season is now being targeted
MUCLS07	Weed growth	66	77	79	77	All treatments complete for 2009/10
MUCLS08	Chewing gum	62	70	78	75	No additional resources available for targeted chewing gum removal programme
MUCLS09	Other spills, stains & remains	76	80	85	84	Targeted pressure washing in operation
MUCLS10	Litter bins in Town Centre	53	63	63	65	Project team established to identify process for improvement in standards
MUCLS11	General cleanliness of Town Centre	58	67	64	68	Project team established to identify process for improvement in standards

Street Furniture

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MUSF01	The condition of public seating across the borough, but NOT in parks and gardens	66	68	76	66	Regular inspection and ongoing maintenance. Painting programme complete in Town Centre
MUSF02	The condition and maintenance of the street lighting columns	89	85	85	89	Regular inspection and ongoing maintenance. Painting programme in place but limited by funding
MUSF03	The condition and maintenance of the street lighting lights	90	89	85	90	Regular maintenance ongoing
MUSF04	The brightness of street lighting	84	87	86	85	Although above the expected result, future carbon reduction may necessitate reduced levels of lighting
MUSF05	The condition and maintenance of road signs	86	83	82	87	Regular inspection and ongoing maintenance - areas identified for pressure washing
MUSF06	The condition and maintenance of bus shelters in the town centre	62	66	64	62	Pleased that target has been met - note slight drop in figure but not that significant
MUSF07	The condition and maintenance of bus shelters where you live	68	72	71	70	Pleased that target has been met - note slight drop in figure but not that significant

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