

Measuring Up

For the previous Quarter Ending 30/09/2009 and the Current Quarter Ending 31/12/2009

Measure	Measure Description	Baseline Actual	Actual to Baseline Trend	Previous Qtr Actual	Actual to Previous Qtr Trend	Current Qtr Actual	Target	Comments
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Benefits

MUBENE01	% agree with "the local authority benefits office is somewhere easy for me to get to"	79	▲	86	◀▶	91	88	Office is accessible, on main bus routes and has disabled parking
MUBENE02	% agree with "the local authority benefits office's opening hours are inconvenient for me"	18	◀▶	18	◀▶	27	25	Use of electronic claim form will be widened and web site information reviewed
MUBENE03	% agree with "staff tried to sort out my claim on the phone so I didn't have to go into office"	57	◀▶	57	◀▶	64	60	Efforts are continuing to encourage claimants to produce all necessary documentation in support of their claim with their claim form
MUBENE04	% agree with "I was given name of person at the local authority benefits office to contact about my claim"	35	▲	52	◀▶	49	55	We do not have specific staff allocated to specific claims but names will be given when it is felt that it will be of assistance to the claimant
MUBENE05	% agree with "overall I am satisfied with the ways in which I can contact the local authority benefits office"	85	◀▶	90	◀▶	92	92	This is a pleasing result given the additional work caused by the recession
MUBENE06	% agree with "I had to wait a long time before I saw the person I needed to"	29	◀▶	23	◀▶	28	20	The available counter facilities are fully manned. The current economic climate has increased the number of enquiries made
MUBENE07	% agree with "I could talk with this person in a private place if wanted to"	73	◀▶	78	◀▶	82	80	Interview rooms are available and their availability is published at every benefits counter.
MUBENE08	% agree with "the local authority office was clean and tidy"	99	◀▶	98	◀▶	96	98	The centre is cleaned on a regular basis as well as having the seating steam cleaned annually. Front line staff conduct a check of the centre every morning before opening and reports are submitted to the cleaning contractor if any issues arise.
MUBENE09	% agree with "more seats are needed in my local authority benefits office"	17	▼	27	◀▶	32	30	A review of the centre, its layout and provision for customers will be undertaken during 2010.
MUBENE10	% agree with "overall I am satisfied with the experience of visiting the local authority benefits office"	86	◀▶	93	◀▶	91	95	Work with the other Dorset authorities towards producing common forms and literature continues

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MUBENE11	% agree with "the telephone call I made to the local authority benefits office was answered quickly"	57	▲	64	◀▶	72	67	The introduction of the electronic claim form together with internal process changes have improved the service
MUBENE12	% agree with "when I made a call to the local authority benefits office I was transferred between several different people"	25	◀▶	35	◀▶	26	32	Process changes and closer working with the Revenues Section have improve this measure
MUBENE13	% agree with "once the call to my local authority benefits office had been answered, my query was dealt with swiftly"	81	◀▶	84	◀▶	88	87	Process changes and the new electronic claim form have improved the service
MUBENE14	% agree with "when I called the local authority benefits office it was difficult to speak to the right member of staff"	24	◀▶	21	◀▶	24	18	This result is pleasing
MUBENE15	% agree with "overall I am satisfied with the telephone service provided by my local authority benefits office"	78	◀▶	84	◀▶	87	87	This result is pleasing and wider use of the electronic claim form shouds improve matters further
MUBENE16	% agree with "staff in the local authority benefits office were friendly"	91	◀▶	96	◀▶	96	98	This is pleasing
MUBENE17	% agree with "I was not always confident that what the staff said was correct"	27	◀▶	24	◀▶	25	22	There is high turnover of staff in the customer service team and there is much to learn. As they become more experienced and more customer aware they will learn the different types of approach that can be used in these situations
MUBENE18	% agree with "things were explained in a way I could understand"	87	◀▶	91	◀▶	93	93	This represents a significant improvement
MUBENE19	% agree with "I felt I was unable to ask the questions I wanted to"	13	◀▶	15	◀▶	19	12	Customer Services officers will do their best to ensure that claimants are encouraged to ask any and all questions
MUBENE20	% agree with "staff were in a rush"	12	◀▶	9	◀▶	11	6	Customer Services staff will treat any and all enquiries with patience and tact
MUBENE21	% agree with "staff treated me with respect"	89	◀▶	96	◀▶	95	98	This is a pleasing result

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MUBENE22	% agree with "overall I am satisfied with the service provided by staff in my local authority benefits office"	88	◀▶	93	◀▶	94	95	This is a pleasing result
MUBENE23	% agree with "the Housing / Council Tax benefits claim form was difficult to fill in"	38	◀▶	35	◀▶	34	30	Widening the use of the electronic claim form will contribute towards resolving this
MUBENE24	% agree with "I could fill in the form quickly"	51	▲	58	◀▶	62	63	Widening the use of the electronic claim form will contribute towards resolving this
MUBENE25	% agree with "the information that came with the form was helpful"	76	◀▶	83	◀▶	85	85	The form is being regularly reviewed with ease of completion in mind
MUBENE26	% agree with "the letters sent about my claim were difficult to understand"	36	◀▶	30	◀▶	36	27	The amount of statutory information that has to be included in a notification of entitlement means that letters are more technical and longer than we would like. However these are constantly being looked at to see what improvements can be made
MUBENE27	% agree with "overall I am satisfied with the Housing / Council Tax benefits claim form"	73	▲	86	◀▶	84	88	The widening use of the electronic claim form will make the process of claiming benefit easier for more customers
MUBENE28	% satisfied with "the amount of time it took to tell you whether or not your claim for Housing / Council Tax benefit was successful"	64	▲	64	▲	78	67	This represents a significant improvement
MUBENE29	% satisfied with "the service I receive from the local authority benefits office"	79	◀▶	84	◀▶	88	87	Thee widening use of the electronic claim form, more experienced staff and continuing changes in processes should improve this measure

Contact Centre

MUCON06	The speed follow-up action was taken	67	◀▶	58	◀▶	61	70	No comment provided by Performance Manager
MUCON07	How well informed you were kept of follow-up	53	◀▶	47	◀▶	48	53	No comment provided by Performance Manager
MUCON08	Overall, how satisfied were you with the service?	71	◀▶	66	◀▶	64	75	Steady improvement, a drop is anticipated for Quarter 4 due to the disruption caused by the adverse weather

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Corporate Communications

MUCOM01	How well informed do you feel about how your Council tax is spent?	51	◀▶	51	◀▶	54	61	Target is based upon bi-annual Place Survey results.
MUCOM02	How well informed do you feel about how to get involved in local decision-making?	42	◀▶	42	◀▶	41	42	Influencing Decisions communications and consultation project is now underway
MUCOM03	How well informed do you feel about how Bournemouth Borough Council is performing?	54	◀▶	54	◀▶	53	54	Maintain efforts
MUCOM04	How well informed do you feel about Bournemouth Borough Council overall?	60	◀▶	60	◀▶	55	60	Maintain efforts

Housing Landlord Services

MUHLS01	% satisfied with the length of time taken to answer the phone	96	◀▶	99	◀▶	95	93	
MUHLS02	% who found the staff who dealt with their last enquiry to be helpful	95	◀▶	96	◀▶	94	93	
MUHLS03	% who rated 'being told when workers would call' as good	91	◀▶	92	◀▶	89	88	
MUHLS04	% who rated 'time taken before work was started' as good	93	◀▶	94	◀▶	90	88	
MUHLS05	% who rated 'speed with which work was completed' as good	92	◀▶	92	◀▶	89	90	
MUHLS06	% who rated 'reliability of tradespeople turning up at the appointed time' as good	93	◀▶	91	◀▶	89	90	
MUHLS07	% who rated 'attitude of workers' as good	97	◀▶	96	◀▶	93	93	
MUHLS08	% who rated overall 'quality of repair work' as good	86	◀▶	92	◀▶	91	85	
MUHLS09	% who rated 'keeping dirt and mess	95	◀▶	93	◀▶	93	93	

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	to a minimum' as good							
MUHLS10	% satisfied with the way your landlord deals with your repairs and maintenance	88	◀▶	89	◀▶	91	85	
MUHLS11	% satisfied with how well the Council deals with complaints	75	◀▶	66	◀▶	71	70	
MUHLS13a	% satisfied with the advice and assistance provided by your landlord in dealing with your tenancy	89	◀▶	90	◀▶	87	88	
MUHLS14	% who rated 'how your landlord keeps you informed about things that might affect you as a tenant' as good	89	◀▶	88	◀▶	85	88	
MUHLS15	% satisfied with the opportunities for participation in management and decision making	80	◀▶	77	◀▶	82	75	
MUHLS16	% who thought the rent in their property represents good value for money	87	◀▶	89	◀▶	94	91	
MUHLS17	% satisfied with the overall service provided by the Council as their landlord	93	◀▶	91	◀▶	93	90	
MUHLS18	% who described the condition of their property as good	83	◀▶	84	◀▶	86	82	
MUHLS19	% satisfied with their neighbourhood as a place to live	83	◀▶	82	◀▶	84	85	

Participation & Volunteering

MUP01	How satisfied or dissatisfied are you with the opportunities which Bournemouth Borough Council provides for you to participate in local decision-making?	53	◀▶	55	◀▶	52	53	These figures have been consistent over the last 2 years, but are significantly higher than the results from the Place Survey 2008 - 18%.
MUP02	To what extent do you agree or	39	◀▶	43	◀▶	44	39	These figures have been consistent over the last 2

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	disagree that you can influence Council decisions affecting your local area?							years, but are significantly higher than the results from the Place Survey 2008 - 28%.
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	◀▶	20	◀▶	19	23	These figures are in line with national averages
MUV02	Was this regular work for an average of at least 2 hours per week over the last twelve months?	69	◀▶	69	◀▶	70	69	These figures are in line with national averages

Refuse and Recycling

MUREC03	Recycling: range of materials collected	81	◀▶	87	◀▶	80	90	Discussions will take place with the contractor relating to expanding the range of materials collected
MUREC07	Recycling: knowledge and understanding of recycling collection service	83	◀▶	86	◀▶	83	89	It is intended, if resources are available, to run new campaigns commencing April 2010
MUREF07	Refuse: restrictions on amount and type of rubbish that can be collected	80	◀▶	86	◀▶	84	86	Within tolerance The results will be closely monitored
MUREF08	Refuse: reasons why these restrictions are necessary	78	◀▶	81	◀▶	79	83	Discussions will take place with the contractor relating to expanding the range of materials collected
MURR02	Refuse & recycling: replacement of bin after collection	88	◀▶	83	◀▶	84	88	As a result of Christmas/New Year holidays, crews are under unusual pressure and this issue will be discussed in team meetings
MURR03	Refuse & recycling: reliability of collection	98	◀▶	95	◀▶	93	98	A decrease in performance relating to this issue is unusual and must be a temporary blip
MURR04	Refuse & recycling: tidiness following collection	93	◀▶	91	◀▶	90	94	A decrease in performance relating to this issue is unusual and must be a temporary blip
MURR05	Refuse & recycling: staff behaviour	77	◀▶	88	▼	73	82	This issue will be raised in the next team meeting and an improvement in the next quarter is expected

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SS Contact Centre

MUCON01	The length of time to answer the call	88	◀▶	75	◀▶	79	80	Steady improvement, a drop is anticipated for Quarter 4 due to the disruption caused by the adverse weather
MUCON02	The time to speak to the right person	84	◀▶	77	◀▶	82	84	Steady improvement, a drop is anticipated for Quarter 4 due to the disruption caused by the adverse weather
MUCON03a	The helpfulness of the customer services adviser	86	◀▶	80	◀▶	83	89	Steady improvement, a drop is anticipated for Quarter 4 due to the disruption caused by the adverse weather
MUCON03b	The knowledge of the customer services adviser	74	◀▶	80	◀▶	83	84	Steady improvement, a drop is anticipated for Quarter 4 due to the disruption caused by the adverse weather
MUCON04	The information or advice given	80	◀▶	79	◀▶	83	84	Steady improvement, a drop is anticipated for Quarter 4 due to the disruption caused by the adverse weather
MUCON05	The course of action suggested by the adviser	76	◀▶	70	◀▶	73	79	Steady improvement, a drop is anticipated for Quarter 4 due to the disruption caused by the adverse weather

Street Cleansing

MUCLS01	Dog Fouling	62	◀▶	70	◀▶	65	70	Dog fouling is predominantly in parks areas
MUCLS02	Litter	66	◀▶	73	◀▶	64	72	On going targeting of hotspot areas - Area based response teams in operation
MUCLS03	Graffiti	70	◀▶	80	◀▶	72	79	One dedicated removal team in operation targeting hotspot areas
MUCLS04	Fly-tipping	71	◀▶	78	▼	68	79	On going targeting of hotspot areas - Covert surveillance in place - prosecutions pending
MUCLS05	Abandoned vehicles	72	◀▶	85	▼	70	81	On going enforcement and inspection in place
MUCLS06	Fallen leaves	71	▼	76	▼	61	75	No additional resources available to target leaf removal
MUCLS07	Weed growth	66	◀▶	79	▼	68	77	All treatments complete for 09/10
MUCLS08	Chewing gum	62	◀▶	78	◀▶	71	75	No additional resources available for targeted

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								chewing gum removal programme
MUCLS09	Other spills, stains & remains	76	◀▶	85	▼	71	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	▲	64	◀▶	68	68	Project team established to identify process for improvement in standards

Street Furniture

MUSF01	The condition of public seating across the borough, but NOT in parks and gardens	66	◀▶	76	▼	63	66	Painting and staining of seats not undertaken this quarter
MUSF02	The condition and maintenance of the street lighting columns	89	◀▶	85	◀▶	84	89	No comment provided by Performance Manager
MUSF03	The condition and maintenance of the street lighting lights	90	◀▶	85	◀▶	83	90	No comment provided by Performance Manager
MUSF04	The brightness of street lighting	84	◀▶	86	◀▶	81	85	No comment provided by Performance Manager
MUSF05	The condition and maintenance of road signs	86	◀▶	82	◀▶	77	87	Regular inspection and on going maintenance - Areas identified for pressure washing
MUSF06	The condition and maintenance of bus shelters in the town centre	62	◀▶	64	◀▶	63	62	Target reached indicating contractual arrangements with Shelter Provider are working
MUSF07	The condition and maintenance of bus shelters where you live	68	◀▶	71	◀▶	68	70	Slight drop and just below target. Will monitor and notify contractor if drops in next Q

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