

Measuring Up

For the previous Quarter Ending 31/12/2009 and the Current Quarter Ending 31/03/2010

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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Contact Centre

MUCON06	The speed follow-up action was taken	67	◀▶	61	◀▶	63	70	Part of the improvement programme recommended by Business Improvement Team
MUCON07	How well informed you were kept of follow-up	53	◀▶	48	◀▶	55	53	Slight improvement Will continue to monitor
MUCON08	Overall, how satisfied were you with the service?	71	◀▶	64	◀▶	71	75	Steady improvement.

Housing Landlord Services

MUHLS01	% satisfied with the length of time taken to answer the phone	96	◀▶	95	◀▶	96	93	With the recent installation of the telephone system for the repairs centre we are able to monitor busy periods to ensure that adequate staff are available to answer calls within a reasonable timescale.
MUHLS02	% who found the staff who dealt with their last enquiry to be helpful	95	◀▶	94	◀▶	96	93	Our aim is to be efficient as possible and ongoing training with the Repairs Centre gives the staff overall knowledge to be able to be as helpful as possible with each individual query.
MUHLS03	% who rated 'being told when workers would call' as good	91	◀▶	89	◀▶	90	88	We have a limited workforce available to carry out responsive repairs and therefore we have to be realistic with priorities and timescales given to the tenant. We make appointments for approximately 80% of internal repairs and no external work to allow flexibility for emergency calls.
MUHLS04	% who rated 'time taken before work was started' as good	93	◀▶	90	◀▶	89	88	This is dependant on the resources available and the number of jobs being reported at any one time.
MUHLS05	% who rated 'speed with which work was completed' as good	92	◀▶	89	◀▶	91	90	A percentage of work requires ordering materials which can mean that the job may have to be rebooked. Our aim is to complete 80% of jobs on first visit.
MUHLS06	% who rated 'reliability of tradespeople turning up at the appointed time' as good	93	◀▶	89	◀▶	93	90	The aim is to balance the size of the appointment window with the need to maintain flexibility for urgent works. This level of satisfaction is excellent.
MUHLS07	% who rated 'attitude of workers' as	97	◀▶	93	◀▶	95	93	We rely on feedback from both the tenants and

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	good							customer surveys to be able to improve this if it is required. Regular 'Toolbox Talks' take place to ensure high standards of work, knowledge and attitude.
MUHLS08	% who rated overall 'quality of repair work' as good	86	◀▶	91	◀▶	88	85	The stability of this indicator is encouraging. Dialogue has commenced on how to further develop satisfaction as the Kinetics operation beds in.
MUHLS09	% who rated 'keeping dirt and mess to a minimum' as good	95	◀▶	93	◀▶	95	93	This level of satisfaction is excellent. Regular 'Toolbox Talks' take place to ensure high standards of work, knowledge and attitude.
MUHLS10	% satisfied with the way your landlord deals with your repairs and maintenance	88	◀▶	91	◀▶	90	85	The stability of this indicator is encouraging. Dialogue has commenced on how to further develop satisfaction as the Kinetics Maintenance operation beds in.
MUHLS11	% satisfied with how well the Council as your landlord deals with complaints	75	◀▶	71	◀▶	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	◀▶	87	◀▶	84	88	Although just short of the target of 88%, this is a positive performance reflecting the customer care focus on tenancy management.
MUHLS14	% who rated 'how your landlord keeps you informed about things that might affect you as a tenant' as good	89	◀▶	85	◀▶	85	88	The production of Home News, a high quality quarterly newspaper delivered to all our tenants, underpins our commitment to providing comprehensive relevant information. Improvements to the quality & content of our leaflets & website in 2010-11 should reflect in still higher levels of satisfaction.
MUHLS15	% satisfied with the opportunities for participation in management and decision making	80	◀▶	82	◀▶	80	75	A positive performance. Resident involvement initiatives, to broaden the opportunities for involvement, coupled with the alignment of existing opportunities within the TSA requirements should result in increased satisfaction. It is essential that participation opportunities are meaningful.

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MUHLS16	% who thought the rent in their property represents good value for money	87	◀▶	94	◀▶	89	91	This indicator reflects tenant satisfaction with general levels of service and can be directly linked to overall levels of tenant satisfaction with other outcomes.
MUHLS17	% satisfied with the overall service provided by the Council as their landlord	93	◀▶	93	◀▶	89	90	This indicator has remained at a constant level and is a reflection of the consistent quality of service provided by the Service Unit. To increase satisfaction levels still further, from these already very high levels, will be a challenge and is reliant on improvements of individual services that make up the whole.
MUHLS18	% who described the condition of their property as good	83	◀▶	86	◀▶	79	82	This is an disappointing drop which does not reflect that the ongoing planned maintenance programme is closely linked to tenant priorities.
MUHLS19	% satisfied with their neighbourhood as a place to live	83	◀▶	84	◀▶	83	85	Although below target, this figure reflects high levels of satisfaction.

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	◀▶	52	◀▶	56	53	Scores for these questions are consistent and significantly higher than the Place Survey results.
MUP02	To what extent do you agree or disagree that you can influence Council decisions affecting your local area?	39	◀▶	44	◀▶	46	39	Improvements may reflect the "Have your Say" branding which we have been using as part of the Influencing Decisions project.
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	◀▶	19	◀▶	17	23	The Council continues to support the Bournemouth Volunteer Centre, which has an increasing number of referrals
MUV02	Was this regular work for an average of at least 2 hours per	69	◀▶	70	◀▶	64	69	Scores for this question are fairly consistent and in line with national averages

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	week over the last twelve months?							

Refuse and Recycling

MUREC03	Recycling: range of materials collected	81	◀▶	80	◀▶	87	90	Adverse weather conditions did affect and, in turn, impact on the MU results
MUREC07	Recycling: knowledge and understanding of recycling collection service	83	◀▶	83	◀▶	88	89	Adverse weather conditions did affect and, in turn, impact on the MU results
MUREF07	Refuse: restrictions on amount and type of rubbish that can be collected	80	◀▶	84	◀▶	88	86	Adverse weather conditions during this period have affected the MU results
MUREF08	Refuse: reasons why these restrictions are necessary	78	◀▶	79	◀▶	84	83	Target exceeded
MURR02	Refuse & recycling: replacement of bin after collection	88	◀▶	84	◀▶	88	88	On target
MURR03	Refuse & recycling: reliability of collection	98	◀▶	93	◀▶	89	98	On target
MURR04	Refuse & recycling: tidiness following collection	93	◀▶	90	◀▶	92	94	Within tolerance but continue to monitor
MURR05	Refuse & recycling: staff behaviour	77	◀▶	73	◀▶	80	82	Within tolerance but continue to monitor

SS Contact Centre

MUCON01	The length of time to answer the call	88	◀▶	79	◀▶	81	80	Steady improvement.
MUCON02	The time to speak to the right person	84	◀▶	82	◀▶	83	84	Steady improvement.
MUCON03a	The helpfulness of the customer services adviser	86	◀▶	83	◀▶	85	89	Steady improvement.
MUCON03b	The knowledge of the customer services adviser	74	◀▶	83	◀▶	82	84	A slight drop, due in part to confusion relating to the Green waste scheme
MUCON04	The information or advice given	80	◀▶	83	▼	72	84	Drop in satisfaction due to issues around the launch of the Green waste scheme
MUCON05	The course of action suggested by the adviser	76	◀▶	73	◀▶	74	79	Steady improvement.

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Street Cleansing

MUCLS01	Dog Fouling	62	↔	65	↔	65	70	Dog fouling is predominantly in parks areas
MUCLS02	Litter	66	↔	64	↔	68	72	On going targeting of hotspot areas - Area based response teams in operation
MUCLS03	Graffiti	70	↔	72	↔	73	79	One dedicated removal team in operation targeting hotspot areas
MUCLS04	Fly-tipping	71	↔	68	↔	72	79	On going targeting of hotspot areas - Covert surveillance in place - prosecutions pending
MUCLS05	Abandoned vehicles	72	↔	70	↔	73	81	On going enforcement and inspection in place
MUCLS06	Fallen leaves	71	↔	61	↔	69	75	No additional resources available to target leaf removal
MUCLS07	Weed growth	66	↔	68	↔	75	77	1st Weed treatment due to commence late April 10 early May 10
MUCLS08	Chewing gum	62	↔	71	↔	70	75	No additional resources available for targeted chewing gum removal programme
MUCLS09	Other spills, stains & remains	76	↔	71	↔	77	84	Targeted pressure washing in operation
MUCLS10	Litter bins in Town Centre	53	↔	63	↔	60	65	Repair and refurbishment program underway
MUCLS11	General cleanliness of Town Centre	58	↔	68	▼	58	68	Extra resources have been established and clean up program is underway

Street Furniture

MUSF01	The condition of public seating across the borough, but NOT in parks and gardens	66	↔	63	↔	64	66	Painting and staining of seats and other street furniture is underway
MUSF02	The condition and maintenance of the street lighting columns	89	↔	84	↔	80	89	No comment provided by Performance Manager
MUSF03	The condition and maintenance of the street lighting lights	90	↔	83	↔	84	90	No comment provided by Performance Manager
MUSF04	The brightness of street lighting	84	↔	81	↔	84	85	No comment provided by Performance Manager
MUSF05	The condition and maintenance of road signs	86	↔	77	↔	78	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	↔	63	↔	61	62	Only one % less than target - no responsive action needed

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MUSF07	The condition and maintenance of bus shelters where you live	68	◀▶	68	◀▶	69	70	only one % less than target and 1% improvement from last time no responsive action needed.

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