

FAREHAM

BOROUGH COUNCIL

Report to Policy and Resources Scrutiny Panel

Date **19 November 2018**

Report of: **Director of Finance and Resources**

Subject: **REVIEW OF LCOAL SERVICE AGREEMENT PERFORMANCE**

SUMMARY

The Council's strategic framework includes Local Service Agreements (LSAs) to provide details of actions delivered by individual services. The Local Service Agreements provide an overview of how the Council is performing alongside the Corporate Strategy.

LSAs are reviewed annually allowing the consideration of how well the Council as a whole is performing as well as in key service areas. The review for 2017/18 was considered at the Executive on 5 November 2018.

The review showed that the Council's performance across most Local Service Agreements was broadly comparable or better than in previous years. The results of the 10/10 surveys also indicated a high level of customer satisfaction with the customer facing services that have undertaken a systems thinking intervention.

RECOMMENDATION

It is recommended that the Policy and Resources Scrutiny Panel:

- a) Consider and comment on both the Local Service Agreement report and the Local Service Agreement 2017/18 document.

INTRODUCTION

1. The Council's strategic framework includes Local Service Agreements to provide details of the actions delivered by individual services. The Local Service Agreements provide an overview of how the Council is performing alongside the Corporate Strategy. This report is the sixth update since the Local Service Agreements were implemented in 2012.
2. Overall, performance across the indicators is comparable to previous years. There have been some significant changes in several areas as outlined below:
 - a. Recorded crime within Fareham increased 13.3% from the previous year.
 - b. An additional 364,225 visitors were recorded as visiting a Leisure Centre. This increase follows the opening of Holly Hill Leisure Centre, which saw 508,453 visitors in 2017.
 - c. Expenditure on community funding has increased by approximately £68,000 since 2016/17. There were also 3 more grants awarded in 2017/18 than 2016/17. The increase can be attributed to two large grants of £20,000 to the Warsash Wasps for a new path and £40,000 to Victory Hall for building repairs.
 - d. 83% of abandoned vehicles were removed within 5 working days, which is a 21.5% increase on the previous year.
3. Appendix A is a copy of the Local Service Agreement document updated with the details for the 2017/18 financial year. The design has been updated to look and feel more engaging with simplified text and infographics.

10/10 SURVEYS

4. It was agreed at a meeting of the Executive on 7 December 2015, that the 10/10 surveys would replace the then biennial Residents' Survey as the major way for measuring resident satisfaction.
5. The quarterly 10/10 customer satisfaction surveys enable individual service areas to collect high quality feedback in a timely and less resource intensive way. The 10/10 surveys have so far focused on customer facing service areas that have worked through a systems thinking intervention.
6. The 10/10 survey approach involves Heads of Service/Intervention Leads telephoning customers and asking three questions:
 - a. **Question 1:** What does good service look like to you?
 - b. **Question 2:** Please rate the service you received from 1 to 10, with 1 being very bad and 10 very good.
 - c. **Question 3:** If we didn't get 10, what can we do next time to make sure we do?
7. These open-ended questions allow us to track satisfaction levels and analyse comments on specific areas that could be improved further. Service leads can then action these where necessary.

8. The following services conduct quarterly 10/10 surveys:
 - a. Housing
 - b. Building Services – responsive repairs
 - c. Benefits
 - d. Development Management
 - e. Environmental Health
9. Some areas that have undertaken an intervention, such as Parking Enforcement, are less likely to provide useful customer satisfaction data. This is because people are not likely to be satisfied about anything to do with being issued with a Penalty Charge Notice. More customer facing service areas will undertake 10/10 surveys as they proceed through their own Vanguard interventions.

Housing

10. The Housing intervention focused on the housing allocation process. Using the 10/10 surveys, the following areas were shown to be the most important to customers accessing the service:
 - a. Getting information
 - b. The right property
11. During 2017/18, the average overall score given by customers was 9.8. The lowest score received was 9 out of 10. Looking at the comments given, a majority focused on the quality of service provided by the officers, for example 'absolutely fantastic'.
12. Whilst the results are good, it is helpful to look at the comments given by those people that did not give a maximum score of ten:
 - a. Length of time waiting
 - b. Wanting a flat in a different location
13. Employees within the service have reflected on the feedback given and will use it to further improve the service.

Building Services – responsive repairs

14. The Building Services Team maintain the Council's properties and respond to customer requests for repairs. The service is primarily delivered by Council operatives supported by contractors when needed.
15. Using the 10/10 surveys, the following areas were shown to be the most important to customers accessing the service:

- a. Finishing quickly
- b. Repairing the problem

16. During 2017/18 the average overall score given by customers was 9.7, with the lowest score being 7 out of 10. Several respondents praised the swiftness of our response and the politeness of the operatives. The comments from those that did not give a maximum score included:

- a. Not sorting the problem the first time
- b. Repairing what should have been replaced

17. Sometimes a repair does not stay fixed.

Benefits

18. The Benefits intervention team reviewed the process for handling new claims and changes of circumstances for Housing Benefit and Council Tax Support. Benefit Assessment Officers are now assigned responsibility for each claim, which they process to completion

19. When 'changes of circumstances' customers were asked, what was important, the following themes emerged:

- a. Update information
- b. Explanation of benefits

20. Using the 10/10 surveys, customers informing us of a change of circumstances gave the service an average score of 9.8 during 2017/18. Looking at the responses from customers who informed us of a change of circumstances, comments included, 'very helpful' and 'quick easy and efficient'.

21. When asked, customers making a new claim, said the following were important to them:

- a. Help with rent
- b. Help with council tax
- c. Understanding entitlement
- d. Understanding how to claim

22. Using the 10/10 surveys, customers making a new claim gave the service an average score of 10 during 2017/18. The supporting comments were very positive. For example, 'very helpful and very clear', and 'whole service from the start has been exceptional'.

Development Management

23. The intervention within Development Management focussed on the planning application decision process. The new method has increased communication with officers, giving good advice to applicants and their agents throughout the application process. Officers look to make decisions as soon as practically possible, rather than rigidly focusing on targets.

24. Responses to the 10/10 surveys highlighted the following issues as important to customers:

- a. Getting a quick decision
- b. Access to planning officer
- c. Being regularly updated

25. The average score given by customers was 8.6 out of 10 during 2017/18. Several respondents praised the fast decision, and good contact with case officer.

26. The lowest score given, by a respondent, was 7. For this score, the customer said that to get a score of 10, they would need more 'clarity over what changes the planner would like'.

Environmental Health

27. The Environmental Health team deal with different service areas such as pollution, infectious diseases, pest control, health and safety and dog control. The initial intervention focused on the Pollution Team and noise complaints.

28. As part of the intervention the team moved to a more informal, personal style, with officers meeting face-to-face with customers and neighbours. The new approach is significantly faster and generally takes 2-3 weeks to complete.

29. Customers raised the following themes, as important to them, during the 10/10 surveys:

- a. Noise to stop
- b. Mess cleared up

30. The average score given was 8.2, with 1 being the lowest given by anybody. The customer giving the lowest score felt that their noise complaint was not dealt with adequately. However, comments were generally very positive, such as 'all sorted, brilliant' and 'quick response'.

31. When asked what we could do to get a 10, one customer said that the noise was not stopped, while another customer said they wanted a 'quicker outcome'.

FINANCIAL IMPLICATIONS

32. There are no anticipated financial implications associated with this report.

CONCLUSION

33. The Council's performance across most Local Service Agreements is broadly comparable or better than in previous years.

34. The 10/10 surveys indicate a high level of customer satisfaction with the customer facing services that have undertaken a systems thinking intervention. Officers have taken on board any possible areas for improvement identified in the feedback.

Enquiries:

For further information on this report please contact Roy Brown, Customer Engagement Manager (ext. 4409).

Appendix A: Local Service Agreements April 2017 to March 2018

Background papers: None

Reference papers: Corporate Strategy 2017-2023