



THE MORAY COUNCIL SERVICE STANDARDS

SETTING THE STANDARD FOR LOCAL SERVICES

The Moray Council is committed to providing the people of Moray with services which are reliable, courteous and effective. The Council has set standards, outlining the kind of service you can expect when you contact any part of the council be it in writing, email, phone or in person.

We are continually looking to improve our services and if you feel that we are falling short of our standards, please contact the Council's Communications Officer on 01343 563318 or email complaints@moray.gov.uk

THE MORAY COUNCIL

The Moray Council delivers services to nearly 87,770 residents. The yearly spend on local services is around £250m and the Council has almost 5,000 employees. There is a vast range of services delivered by the Council with the overall aim of making a positive impact on the quality of life of local people.

Service Standards are monitored on a quarterly basis by Service Committees to ensure we are achieving our targets. These reports can be viewed by visiting our website - www.morayperforms.org.uk

OUR STANDARDS FOR CUSTOMER CONTACT

The Council is committed to delivering high standards of customer care across all service areas. On every occasion you come into contact with us you are entitled to expect a prompt, helpful and courteous service from our staff. We are open to the public between the hours of 9am and 5pm, Monday to Friday, to offer advice and guidance. There is also an **emergency** out of hours service (Tel. 08457 565656).

CONTACT INFORMATION

Council Headquarters Address

The Moray Council, Council Office, High Street, Elgin, IV30 1BX.

Moray Access Points and Council Offices

For information and general enquiries for all Council services:

	Telephone	Fax
General Switchboard	01343 543451	-
Buckie Access Point	01542 837200	01542 835783
Elgin Access Point	01343 563000	01343 563335
Forres Office	01309 694000	01309 694001
Keith Access Point	01542 885500	01542 885522
Lossiemouth Office	01343 812002	01343 812002

CENTRAL SERVICES – CHIEF EXECUTIVE'S OFFICE

Corporate Policy Unit

- We will respond to all Freedom of Information requests within 20 working days of the request arriving in the Council.
- We will provide annual Public Performance Reports on the Community Plan and Corporate Plan.
- We will respond within 40 calendar days to Data Protection Requests arriving at the Council.
- We will publish Equality reports annually.
- We will remove graffiti within 14 days of reporting.
- We will send a full response to a formal complaint within 20 working days and if this is not possible send a letter explaining the reason why.

CENTRAL SERVICES – FINANCE AND ICT

Audit

- We will follow a pre-planned programme of Service Department Audits and will produce a report showing findings and recommendations within the quarter that the Audit takes place.

ICT Support

- We will have our Website and all electronic services accessible at least 99% of the time with 24 hours a day, 7 days a week.

Payments

- We will pay suppliers promptly and pay a minimum of 85% of Invoices within 30 days of receipt.
- We will pass details of Insurance Claims to the Council insurers within 5 working days of receiving claim forms from the public or from Council Service Departments and will proactively monitor the Insurers performance in responding to the claim.

Revenues (inc. Customer Contact Centre)

- We will administer claims for benefits for Council Tax and Housing Rent charges. We will process new claims and change events within 20 days.

CENTRAL SERVICES – LEGAL AND COMMITTEE SERVICES

Committee Services

- We will issue an offer of sales within 8 calendar weeks from the date of an application and complete the sale of a council house within 26 calendar weeks in total.

Estates Services

- We will meet with all of the Council's industrial building tenants over a two year period and generally foster good relations with all tenants.

Registrars

- We will assess client satisfaction by issuing surveys to those making a registration and analyse the results returned.
- We will register births, deaths and marriages when requested to do so by the general public.
- We will search for and issue 'Extracts' from the Registrars within 2 working days.
- We will facilitate public access to records for research purposes by appointment.

COMMUNITY SERVICES - CHILDREN AND FAMILIES

Care Placement

- All young people entering residential care will have a Care Plan completed within four weeks of their placement starting.
- We will ensure that all fostering and adoption assessments will be completed within six months of the application form being received.

Community Support Services

- All families referred to the Supporting Moray Families Project will receive an initial response within two weeks.

COMMUNITY SERVICES - COMMUNITY CARE

Community Mental Health

- All service users (18-64) referred to the service will be offered an assessment within 28 days.
- All service users (65+) referred to the service will be offered an assessment within 28 days.

Drug and Alcohol

- All service users referred to the service will be offered an assessment within 28 days.
- All services users will have a care plan completed within 6 weeks of assessment.

Learning Disability Services

- All care plans are in place for service users with confirmed learning disabilities, 6 months prior to their planned school leaving date.
- All learning disability service users will have their care plans reviewed on an annual basis

Occupational Therapy

- All high risk OT service user referrals will be offered an assessment within 2 weeks.
- All medium risk OT service user referrals will be offered an assessment within 8 weeks.

Services for Older People

- All care plans for older people will be agreed within 28 days of assessment.
- All carers of older people (65+) will be offered an assessment.

Physical and Sensory Disabilities

- All physical and sensory disability service users will be offered an assessment within 28 days.
- All physical and sensory disability service users will be offered a service within 28 days from their assessment.

Voluntary Grants and Contracts

- All commissioned services are reviewed and comply with regulations.

Criminal Justice

- Social Enquiry Reports submitted to courts during the reporting period, including pre-trial reports, Supplementary Social Enquiry Reports and Section 203 Reports are submitted by midday on the working day before the case is heard.
- New probationers to be seen by a supervising officer within one week.

EDUCATIONAL SERVICES

Additional Support Needs

- Parents/carer will have access to, on request, written policies reflecting statutory requirements relating to Additional Support for Learning.

Childcare

- Every parent/carer has access to the Childcare Information Service website.

Community Learning and Development

- As a partner of NEAT (North East Arts Touring) Moray Council will promote a range of live performances across Moray.
- Every school will have opportunities to engage in high quality arts/creative/cultural learning experiences.
- Structured sports programmes for school aged children during school terms and the summer holiday will be published and provided.
- Annual forums to support the development of tennis, rugby, cricket, badminton, hockey and girls football in Moray will be arranged.

- Annual training to ensure appropriately trained coaching staff in possession of the relevant national governing body coaching awards will be provided.
- Annual community Sports Leader Award training will be organised for those that lead sports groups to provide them with the necessary leadership skills.

Leisure Management

- Customers will have access to Council managed swimming pools maintained at a temperature of between 29 and 30 degrees C.
- Customers will be supervised by the recommended numbers of qualified and trained staff in our leisure and community centre facilities.
- Customers will have access to indoor facilities that are kept in a warm, clean, safe and hygienic condition.
- Customers will have access to facilities which are furnished with equipment that is checked and maintained regularly.
- Customers will have access to up-to date and accurate customer information for all activities published and displayed in the appropriate locations.
- Customers will have access to pavilions which are well maintained and fit for purpose.

Libraries and Museums

- The public will have free access to books for lending and study.
- The public will have free access to the internet.
- The public will have free access to a range of reference and information resources.
- The public will have access to Learndirect Scotland Centres at our libraries in Aberlour, Buckie, Elgin, Forres and Keith and learning access at all other libraries.
- The public will have free access to council museums.
- To ensure the quality of service to customers, our libraries meet the requirements of the Public Library Quality Improvement Matrix for Scotland.

Pre-School Education

- A pre-school education place will be offered to every 3 and 4 year old whose parents wish it.

Primary and Secondary Education

- Parent / Carers will receive at least one annual report on their child's progress.
- All school pupils will have computer access and their own e-mail address.

- Parent / Carers will have access to a School Handbook.
- By the end of S4, all young people will have been offered a work experience.
- Parent / Carers will have access to the annual school improvement priorities.
- Parents / Carers will have access to a Standards and Quality Report.
- All schools, as part of their self-evaluation process will seek the view of a sample of pupils and parents.
- We will ensure that the number of pupils in each of our classes does not exceed the statutory maximum.
- All admissions to Primary 1 will be confirmed by 30th April each year.

ENVIRONMENTAL SERVICES - DEVELOPMENT SERVICES

Building Standards

- We will respond to a request for a Completion Certificate with either a Site Visit or an appointment for a Site Visit within 10 working days.
- We will respond to at least 90% of requests for a Building Warrant falling within the 'Fast Track' criteria with either a Building Warrant or a request for further information within 10 working days.
- We will respond to at least 80% of requests for a Building Warrant falling within the mid-range criteria with either a Building Warrant or a request for further information within 25 working days.
- We will respond to at least 80% of requests for a Building Warrant falling within the major criteria with either a Building Warrant or a request for further information within 25 working days.
- We will issue a Building Warrant or request further information on at least 80% of Amended Plans that require to be rechecked for compliance with Building Regulations within 15 working days.

Environmental Health

- We will carry out programmed food hygiene inspections of commercial premises within 12 months for premises classified as high risk. (Premises are classified following a Risk Assessment conducted by Environmental Health staff).
- We will carry out all programmed workplace safety inspections of commercial premises within 12 months for premises classified as high risk. (Premises are classified following a Risk Assessment conducted by Environmental Health staff).
- We will try to make contact with all notified cases of infectious disease that require investigation within 24 hours of receipt.

Trading Standards

- We use an appointment system and offer a first interview within 21 days. We will assist immediately when required; for example, if you are threatened with eviction.
- We will investigate, respond to and complete at least 80% of consumer complaints within 14 days of receipt.
- We will respond to and complete at least 98% of business advice requests within 14 days of receipt.

ENVIRONMENTAL SERVICES - DIRECT SERVICES

CONSULTANCY

Engineering Design Services

- We will maintain our stock of bridges so that they are safe and contribute to the transport infrastructure of Moray through scheduled inspections and monitoring of percentage inspections carried out on time.

Flood Alleviation Management & Maintenance

- We will follow an annual planned schedule of inspection and maintenance for watercourses and the coastline.
- We will recommend to Committee, at the beginning of every financial year, a programme of Flood Maintenance and Coastal Protection revenue work and produce quarterly monitoring statements.

ENVIRONMENTAL PROTECTION

Waste Management

- We will provide a street sweeping and litter collection service to ensure that we keep the environs clear of litter and refuse so far as reasonably practicable.

ROADS MAINTENANCE

Fleet Services

- We will inspect, service, and otherwise maintain the Council's fleet of vehicles, through a scheduled maintenance programme in accordance with Vehicle Operator Services Agency (VOSA) requirements, to ensure they are in a suitable condition for use on public roads.

Roads General & Planned Maintenance

- We will report to Committee, at the beginning of every financial year, recommending detailed budget allocations to work types, and thereafter produce a programme of road and street lighting maintenance work, based on an analysis of condition and taking into consideration the reserve list of desirable work and the available budget.

Safety defect inspections – Carriageways and Footways / Cycle ways

Emergency – Respond within 2 hours, repair as soon as possible

Priority 1 – Repair within 3 working days

Priority 2 – Repair within 28 days

Priority 3 – Repair within 6 months (subject to resources)

Street Lighting

- We will report to Committee, at the beginning of every financial year, recommending detailed budget allocations to work types, and thereafter produce a programme of road and street lighting maintenance work, based on an analysis of condition and taking into consideration the reserve list of desirable work and the available budget.

Emergency - Respond within 2 hours, repair as soon as possible

Priority 1 - Repair within 1 working day

Priority 2 - Repair within 5 working days

Priority 3 - Repair within 28 working days

Winter Maintenance and Emergency Works

- We will provide a provide a Winter Service in accordance with the Council Policy and the Winter Service Operation Plan, which are published on the Moray Council website and reviewed on a daily basis during the period 1st October to 15th April. Notwithstanding periods of extreme weather, we will treat :-

Priority 1 carriageway routes within 2 ½ hours of start in normal conditions.

TRANSPORTATION

Statutory and General Transportation

- We will acknowledge applications for Construction Consent within 5 working days and process applications within 20 working days of receipt of all necessary documentation.
- We will process applications for road opening permits, temporary road closures, skips, road occupations and scaffolding as requested subject to giving us the appropriate minimum notice period.

Traffic Management

- We will process disabled parking (non-referral) applications within 10 working days.
- We will process disabled parking (referred to others) applications within 25 working days.
- We will respond to traffic enquiries (1st stage, short investigation) within 14 days.
- We will respond to traffic enquiries (2nd stage, full investigation) within 8 weeks.

HOUSING

Property Management

- Within 24 hours of issuing a repair order to our contractor (for priority, ordinary, by appointment repairs), we issue a repairs receipt that details the repair to be carried out, the contractor and the date by which the repair is to be completed.
- We set and publish targets annually for carrying out repairs within timescales.

Emergency within 2 hours – 99.9% of all repairs
Urgent by the next working day – 98% of all repairs
Priority within 5 working days – 98% of all repairs
Ordinary within 20 working days – 98% of all repairs
Appointment within 25 working days – 98% of all repairs
Empty houses within 15 working days – 98% of all repairs

Homelessness and Allocations

- We relet properties within as short a time as possible.

Not Low Demand –
Houses let within 0-2 weeks
Houses let within 5-8 weeks
Houses let within 9-16 weeks
Houses let in more than 16 weeks

- We carry out an assessment of homelessness applications within 28 days. Where we cannot meet this target, we inform applicants.
- We provide an interview within 1 working day for applicants who are homeless and within 5 working days for applicants who are threatened with homelessness.

Housing Management

- We prioritise neighbour complaints according to the severity of the complaint. We prioritise in timescales set for each category -
A – Extreme behaviour/assault etc. within 2 working days
B – Threats, abuse, serious disturbance within 5 working days
C – Lifestyle disputes within 10 working days
D – Minor disputes within 10 working days
- We remove graffiti from housing property within 7 working days (within 24 hours where graffiti is offensive).
- We remove fly-tipping from council land within 7 working days.
- We carry out a pre-tenancy interview at the lease sign up in which the rights and responsibilities of the tenancy agreement are clearly explained.

Gypsy Travellers

- We visit unauthorised encampments within 2 days of notification of the encampment.