

PROPOSED SERVICE STANDARDS 2008/09

APPENDIX III

Activity/Service Standard	Performance Indicator	Change Proposed	Target 08/09
<p>Strategy and Enabling</p> <p>No Service Standards proposed</p>		<p>No longer to be submitted as a Service Standards but monitored via the Single Outcome Agreement</p>	
<p>Building Services/DLO</p> <p>We make sure that the Building Services DLO breaks even over a three-year rolling period.</p>	<p>% surplus at year end</p>	<p>Omit standards relating to overtime and absence levels.</p>	<p>Surplus achieved</p>
<p>Private Sector Housing Grants</p> <p>We aim to spend 100% of the Private Sector Housing Grant budget agreed by the Council each year.</p>	<p>% spend achieved at year end</p>	<p>Omit standards relating to customer feedback and quarterly monitoring as these are yes/no indicators</p>	<p>Subject to Committee agreement – separate agenda item</p>
<p>Gypsy Travellers</p> <p>We visit unauthorised camps within 2 working days of being told about the camp.</p>	<p>% of unauthorised encampments visited within two working days of notification</p>	<p>No change</p>	<p>100%</p>

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<p>Allocations</p> <p>1. We seek to accept as many applications as possible on to our housing list within 28 days.</p> <p>2. We re-let properties in accordance with quotas agreed annually by the Council.</p>	<p>% of applications accepted onto the waiting list within 28 days</p> <p>% of properties let to groups within Allocations Policy</p>	<p>Omit standards with Yes/no measure or 100% compliance. Omit standard relating to relet period (too detailed).</p>	<p>1. 75%</p> <p>2. Subject to Committee agreement – separate agenda item</p>
<p>Homelessness</p> <p>1. We give an interview - within one working day for applicants who are homeless - within five working days for applicants threatened with homelessness.</p> <p>2. We carry out an assessment of homelessness applications within 28 days. Where we cannot meet this target, we will tell applicants.</p> <p>3. We try to make sure that families spend no more than 14 days in bed and breakfast accommodation.</p>	<p>% applicants interviewed within timescale</p> <p>% applications assessed with 28 days</p> <p>Number of breaches occurring (measured at end of quarter)</p>	<p>Omit standards with Yes/no measure. Omit standards with 100% compliance.</p>	<p>1. 100% for both</p> <p>2. 70%</p> <p>3. No breaches</p>