

1.BUILDING SERVICES DLO

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3rd Qtr	4th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
a Rate of return	3.71%	6.82%	8.92%	8.92%	5.85%	4.32%	4.32%*	4.83%		✓	✓
b % of absenteeism	2.50%	2.36%	1.98%	1.99%	3.18%	2.14%	2.52%	2.5%		✓	✓
c % of overtime expenditure	10.5%	10.96%	11.34%	11.34%	10.31%	11.96%	10.47%	10.5%		✓	✓

*pending final confirmation by end June 2008

2. ALLOCATIONS

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3rd Qtr	4th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
a No of applications received		356	503	1791	368	434	1899			✓	
b No of applicants on the list (LIVE and PENDING)		2356	2303	2303	2479	2502	2502			✓	
c No of allocations made										✓	
Homeless		44	38	162	41	44	162			✓	
Transfer		8	9	54	13	7	57			✓	
General		27	26	148	22	28	117			✓	
Total		79	73	364	76	79	336				
d % refusals of offers of housing	26%	23.5%	30.8%	26.8%	31.3%	29.6%	26.8%	26%		✓	
e % of applicants admitted to list within target of 28 days	75%	67.3%	80.3%	60.3%	70.3%	70.3%	72.7%	75%		✓	✓
f % allocations to waiting list applicants	80% +/- 5%	89.9%	87.7%	85.2%	82.9%	91.1%	83.0%	TBC		✓	
g % allocations to transfer applicants	20% +/- 5%	10.1%	12.3%	14.8%	17.1%	8.9%	17.0%	TBC		✓	
h % of applications renewed within last 12 months	100%	99.76%	100.0%	100.0%	100.0%	100.0%	100.0%	99%		✓	✓
Mutual Exchanges											
i No of mutual exchange requests agreed		7	8	39	7	13	68			✓	
j No of mutual exchange requests refused		4	5	19	3	7	32			✓	
k No of mutual exchange appeals made to the Housing Needs Review Group		0	0	0	0	0	0			✓	
RSL Nominations											
l No of nominations made to RSLs in period		13	19	143	60	30	182			✓	
m No of nominations accepted by RSLs in period		14	9	135	48	26	146			✓	
n % of applicants nominated accepted by RSLs (cumulative)		101.6%	94.4%	94.4%	66.7%	80.2%	80.2%			✓	

3. HOMELESSNESS

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3rd Qtr	4th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
a No of persons seeking advice in period		142	232	866	172	274	860			✓	
b No of persons seeking advice year to date		634	866	866	613	830	860			✓	
c % of homeless people interviewed within 1 working day		95%	96%	95%	85%	89.8%	89.9%			✓	✓
d % of applicants threatened with homelessness interviewed within 5 working days		90%	93%	90%	91%	64.5%	72.1%			✓	✓
e No of homeless apps registered in period		142	232	808	172	247	860			✓	
f No of homeless apps registered year to date		576	808	808	613	860	860			✓	
g No of homeless priority decisions made in period		59	83	301	86	111	389		✓	✓	
h No of homeless priority decisions made year to date		218	301	301	278	389	389		✓	✓	
i Repeat Homelessness cases		4	10	24	9	3	29		✓	✓	
	4%	3.2%	6.8%	4.3%	7.0%	1.9%	5.0%	4%	✓	✓	
j Time taken to reach a decision on an application										✓	
Under 14 days		41.1%	31.5%	31.0%	8.8%	18.5%	17.2%			✓	
15 - 28 days		34.5%	40.2%	33.7%	19.7%	25.5%	30.9%			✓	
Subtotal – Under 28 days	70%	75.6%	71.7%	64.7%	28.5%	44.0%	48.1%	70%		✓	✓
over 28 days		24.4%	28.3%	35.3%	71.5%	56.0%	51.9%			✓	

HOUSING PERFORMANCE INDICATORS 2007/8

APPENDIX I

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3 rd Qtr	4 th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
k No of applicants requesting a review of the decision reached on their application		2	3	6	0	0	1			✓	
l No of reviews overturning original decision		1	2	3	0	0	0			✓	
m Avg no of weeks between presentation and completion of duty for those assessed as homeless		15.9	19.5	18.0	24.6	35.1	23.6		✓	✓	
Temporary Accommodation											
m Avg stay in temp accomm in period (days)		55	88	77	81	112	93		✓	✓	
n Avg stay in temp accomm year to date (days)		76	77	77	86	93	93		✓	✓	
o Numbers leaving temp accomm in period		115	107	464	138	140	512		✓	✓	
p Numbers leaving temp accomm year to date		357	464	464	372	512	512		✓	✓	
q No of households in Temporary Accommodation at period end									✓	✓	
B&B		15	23	23	40	49	49		✓	✓	
Hostel		25	53	53	64	64	64		✓	✓	
Temporary Tenancy		23	26	26	27	28	28		✓	✓	
Other		16	16	16	19	18	18		✓	✓	
Total		79	118	118	150	159	159		✓	✓	
r No of households in breach of the Unsuitable Accommodation (Scotland) Order 2004 at period end									✓	✓	✓
%		2	2	2	6	9	9				
		2.53%	1.69%	1.69%	4.00%	5.66%	5.66%				

HOUSING PERFORMANCE INDICATORS 2007/8

APPENDIX I

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3 rd Qtr	4 th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
Rehoused											
s Homeless priority cases permanently rehoused by Moray Council year in period		44	38	162	41	44	162			✓	
t Homeless priority cases permanently rehoused by Moray Council year to date		136	174	174	118	162	162			✓	
u Homeless priority cases permanently rehoused by RSLs in period		6	9	65	16	3	46			✓	
v Homeless priority cases permanently rehoused by RSLs year to date		56	65	65	43	46	46			✓	

HOUSING PERFORMANCE INDICATORS 2007/8

APPENDIX I

97. GYPSY TRAVELLERS

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3 rd Qtr	4 th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
a No of applications for a pitch		0	0	0	0	0	0			✓	
b No of refusals for a pitch		0	0	0	0	0	0			✓	
c Number of requests to Housing Needs Review Group		0	0	0	0	0	0			✓	
d % satisfied with allocation of pitches		0	0	0	0	0	0			✓	
e Pitch occupancy at period end		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			✓	
f No of new encampments during period		9	18	130	11	10	95			✓	
No of new encampments visited within target of 2 days		9	18	121	11	10	94			✓	
% of unauthorised encampments visited with target of 2 days	100%	100.0%	100.0%	93.1%	100.0%	100.0%	97.9%	100%		✓	✓
g No of unauthorised encampments ended during period		8	19	134	20	9	95			✓	
h Avg duration of unauthorised encampments ending during period (days)		13	19	16	45	34	26			✓	

5. COMPLAINTS

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3rd Qtr	4th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
a No of complaints received in period		21	24	100	24	21	105			✓	
b No of complaints acknowledged by Housing		14	22	81	16	17	82			✓	
c % Acknowledged in 3 working days	95%	100.0%	100.0%	97.5%	100.0%	100.0%	99%	100%		✓	
d No of complaints answered in period		26	21	101	30	21	109			✓	
e % Answered in 20 working days	100%	100.0%	100.0%	94.1%	100.0%	100.0%	99%	100%		✓	
f No of complaints upheld/ upheld in part in period		10	6	34	6	3	26			✓	
g % of complaints upheld/ upheld in part in period		38.5%	28.6%	33.7%	20.0%	14.3%	23.9%			✓	

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Upheld in part	Neighbour dispute	Senior Area Housing Manager	Regular checks to be carried out on tenancy	6/3/08
Upheld in part	Repairs	Capital Programmes Manager	Improvement measures to be put in place	22/2/08
Upheld in part	Repairs	Senior Area Housing Manager	AHM to review process for distributing decoration vouchers	25/2/08

6. MSP ENQUIRIES

Performance Indicators	Target	2006/7			2007/8			Proposed Target 2008/9	Indicator Type		
		3rd Qtr	4th Qtr	Annual	3 rd Qtr	4 th Qtr	Annual		Reported Nationally	Local Indicator	Service Standard
a No of enquiries received in period		19	9	63	12	13	59			✓	
b No. of enquiries acknowledged by Housing		0	0	3	1	0	4			✓	
c % acknowledged in 3 working days		-	-	100.0%	100%	-	100%			✓	
d No of enquiries answered in period		17	14	65	13	13	57			✓	
e % Answered in 20 working days	100%	88.2%	85.7%	84.6%	87%	100%	95%	100%		✓	