

COMMITTEE	Communities
DEPARTMENT/SECTION	Strategy and Enabling

Service Standard	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4
1. We meet the assessment standards published by the Scottish Executive and Communities Scotland for strategies that we produce.	Standards met	Achieved			
2. We consult and involve tenants when we develop strategies. This may be through public meetings, consultation letters etc.	Involve tenants	Achieved			
3. We publish a progress report once a year on the achievement of plans set out within strategies.	Publish progress report	Achieved			

Comments/ Opportunities for Improvement

COMMITTEE	Communities
DEPARTMENT/ SECTION	Building Services/DLO

Service Standard –	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	2007/08 Annual
1. We publish performance targets each year for Building Services, Housing and Property Services and we report on performance once a year.	Absenteeism - 2.5%	2.34%	2.41%	3.18%	2.14%	2.52%
	Overtime – 10.5%	9.21%	10.38%	10.31%	11.96%	10.47%
2. We make sure that the Building Services DLO breaks even over a three-year rolling period.	Surplus achieved	4.32%				

Comments/ Opportunities for Improvement
2. This figure is provisional, based on allowances still to be confirmed for FRS17 and CSS Charges. Final figure expected by the end of June 2008.

COMMITTEE	Communities
DEPARTMENT/SECTION	Private Sector Housing Grants

Service Standard	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4
1. We aim to spend 100% of the Private Sector Housing Grant awarded to the Council each year.	£1.245M (100%)			£1.112M (90%)	
2. We monitor our performance quarterly	Quarterly performance monitoring			Achieved	
3. We ask for customer feedback on the service given by the Council or the Care and Repair service. We measure satisfaction on the procedure for applying for a grant and on grant aided works.	Satisfaction levels			100% agreed (of which 61% strongly agreed) - staff were helpful, information given was clear, given in a pleasant and courteous manner and dealt with timeously.	

Comments/ Opportunities for Improvement
1. Target missed due to additional funding in Q4 2006/7 impacting on the number of approvals in 2007/8.

COMMITTEE	Communities
DEPARTMENT/ SECTION	Gypsy Travellers

Service Standard	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	2007/08 Annual
1. We visit unauthorised camps within 2 working days of being told about the camp.	100%	97.3% (37 encampments)	100% (37 encampments)	100% (11 encampments)	100% (10 encampments)	97.9% (95 encampments)

Comments/ Opportunities for Improvement

COMMITTEE	Communities
DEPARTMENT/SECTION	Allocations

Service Standard	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	2007/08 Annual
1. We publish our Allocations Policy in full and leaflet format, available on request, or on our website	Publish	Achieved				
2. We accept at least 70% of applications on to our housing list within 28 days.	70%	72.7%	74.0%	70.3%	70.3%	72.7%
3. We contact applicants each year to make sure that their applications are kept up to date.	100%	99.97%	99.97%	100.00%	100.00%	100%


Service Standard	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	2007/08 Annual
4. We set targets each year on re-let times in time bands, for example percentage of houses let within 2 weeks. We publish these targets and publish our performance against them.	0-2 weeks 35%	24.7% (21 houses)	33.7% (29 houses)	35.1% (27 houses)	21.7% (15 houses)	28.9% (102 houses)
	2-4 weeks 45%	43.5% (37 houses)	41.9% (36 houses)	33.8% (26 houses)	40.6% (28 houses)	40.5% (143 houses)
	5-8 weeks 15%	21.2% (18 houses)	16.3% (14 houses)	27.3% (21 houses)	18.8% (13 houses)	21.0% (74 houses)
	9-16 weeks 4%	8.2% (7 houses)	4.7% (4 houses)	2.6% (2 houses)	18.8% (13 houses)	7.6% (27 houses)
	more than 16 weeks - 1%	2.4% (2 houses)	3.5% (3 houses)	1.3% (1 houses)	0% (0 houses)	2.0% (7 houses)

Comments/ Opportunities for Improvement

4. A review has taken place resulting in proposed changes to the policy and procedures. Performance overall on reletting empty houses is good.

COMMITTEE	Communities
DEPARTMENT/SECTION	Homelessness

Service Standard	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	2007/08 Annual
1. We publish and are following an effective five yearly homelessness strategy for preventing and alleviating homelessness in Moray. We publish a progress report once a year	Publish progress report.	Progress report presented in June 2007				
2. We give an interview						
i) within one working day for applicants who are homeless	100%	95%	96%	85%	89.8%	89.9%
ii) within five working days for applicants threatened with homelessness.	100%	90%	91%	91%	64.5%	72.1%
3. We ask users for their views about the homeless service through satisfaction surveys when they leave the service.	100% survey	213 surveys 13.6% return rate	185 surveys 12.9% return rate	193 surveys 10.9% return rate	216 surveys 18.5% return rate	807 surveys 14.4% return rate
4. We carry out an assessment of homelessness applications within 28 days. Where we cannot meet this target, we will tell applicants.	100%	63.85% (within 28 days)	56.75%	28.50%	44.0%	48.1%

Service Standard	Target 07/08	2007/08 Q1	2007/08 Q2	2007/08 Q3	2007/08 Q4	2007/08 Annual
5. We arrange for the provision of independent information and advice through Moray Citizens Advice Bureau (CAB). We publicise the availability of this service in letters to and interviews with homelessness applicants.	Provide provision	Achieved				
6. We give information in decision letters detailing the right to appeal against any of our decisions.	100%	100%	100%	100%	100%	100%
7. We try to make sure that families spend no more than 14 days in bed and breakfast accommodation.	100%	0 breaches of the Unsuitable Accommodation Order	8 breaches of Order	6 breaches of Order	9 breaches of Order	

Comments/ Opportunities for Improvement

2. Data collation issues have been identified with this indicator during the last quarter of 2007/08. The data suggests that there is further progress to be made in meeting the timescales for interview within 5 working days. Reasons for current performance levels relate to workload issues which are being addressed through the recruitment of additional staff and through actions to address issues identified in homelessness procedures.
4. Performance levels on this indicator are being targeted for immediate improvement. Case management measures have been introduced to monitor and track performance.
7. 9 breaches of the Order occurred as at the end of Quarter 4. This is due to the pressure on temporary accommodation. This is being addressed through the development of a Temporary Accommodation Strategy to increase the supply of temporary accommodation in Moray.