

COMMITTEE	Communities
DEPARTMENT/ SECTION	Building Services/DLO

Service Standard –	Target 08/09	2008/09 Q1	2008/09 Q2	2008/09 Q3	2008/09 Q4	2008/09 Annual
1. We make sure that the Building Services DLO breaks even over a three-year rolling period.	Surplus achieved	Surplus projected				

Comments/ Opportunities for Improvement

COMMITTEE	Communities
DEPARTMENT/SECTION	Private Sector Housing Grants

Service Standard	Target 08/09	2008/09 Q1	2008/09 Q2	2008/09 Q3	2008/09 Q4
1. We aim to spend 100% of the Private Sector Housing Grant awarded to the Council each year.	£1.305m	£0.164m (12.15%)			

Comments/ Opportunities for Improvement
1. Expenditure is historically low in the first part of the financial year, compounded by budget carry forward from 2007/08 to the current year. Close monitoring of spend against budget will be carried out during the current year.

COMMITTEE	Communities
DEPARTMENT/ SECTION	Gypsy Travellers

Service Standard	Target 08/09	2008/09 Q1	2008/09 Q2	2008/09 Q3	2008/09 Q4	2007/08 Annual
1. We visit unauthorised camps within 2 working days of being told about the camp.	100%	100% (37 encampments)				

Comments/ Opportunities for Improvement

COMMITTEE	Communities
DEPARTMENT/SECTION	Allocations

Service Standard	Target 08/09	2008/09 Q1	2008/09 Q2	2008/09 Q3	2008/09 Q4	2007/08 Annual
1. We accept at least 70% of applications on to our housing list within 28 days.	75%	41.2%				
2. We re-let properties in accordance with quotas agreed annually by the Council <ul style="list-style-type: none"> - % to waiting list - % to allocations 	80% +/-5% 20% +/-5%	81.3% to waiting list 18.8% to transfer applicants				

Comments/ Opportunities for Improvement
1. Performance over Q1 fell short of the agreed targets, particularly due to low performance in May 2008. In June 2008, the service achieved 73% acceptance to the Housing List within 28 days. Improvement actions are being implemented.

COMMITTEE	Communities
DEPARTMENT/SECTION	Homelessness

Service Standard	Target 08/09	2008/09 Q1	2008/09 Q2	2008/09 Q3	2008/09 Q4	2007/08 Annual
1. We give an interview i) within one working day for applicants who are homeless ii) within five working days for applicants threatened with homelessness	100%	78.8%				
2. We carry out an assessment of homelessness applications within 28 days. Where we cannot meet this target, we will tell applicants.	70%	53.3% (within 28 days)				
3. We try to make sure that families spend no more than 14 days in bed and breakfast accommodation	0 breaches	6 breaches of the Order				

Comments/ Opportunities for Improvement
1. Performance in relation to interview timescales fell short of agreed targets. Further investigation to be carried out to ensure recording practices do not distort performance.
2. Performance on this Service Standard has improved slightly since Q4 in 2007/08. Further improvements are projected with the appointment of additional staff.
3. Breaches of the Order continue, reflecting the pressure on temporary accommodation. Work continues on the development of a Temporary Accommodation Strategy.