

## 1. BUILDING SERVICES DLO

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>a</b> Rate of return	4.83%	8.92%	3.29%	4.32%	6.12%*		✓	
<b>b</b> % of absenteeism	2.5%	1.98%	2.34%	2.14%	3.27%		✓	
<b>c</b> % of overtime expenditure	10.5%	11.34%	9.21%	11.96%	13.64%		✓	✓

\*This figure is a projection. At this stage of the financial year, it is likely to be an over-estimation.

## 2. ALLOCATIONS

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of applications received		503	497	434	635		✓	
<b>b</b> No of applicants on the list		2303	2429	2502	2594		✓	
<b>c</b> No of allocations made								
Homeless		38	36	44	52		✓	
Transfer		9	19	7	18		✓	
General		26	34	28	26		✓	
<b>Total</b>		73	89	79	96		✓	
<b>d</b> % refusals of offers of housing	26%	30.8%	23.1%	29.6%	30.1%		✓	
<b>e</b> % of applicants admitted to list within target of 28 days	75%	80.3%	72.7%	70.3%	41.2%		✓	✓
<b>f</b> % allocations to waiting list applicants	80% +/- 5%	87.7%	78.7%	91.1%	81.3%		✓	✓
<b>g</b> % allocations to transfer applicants	20% +/- 5%	12.3%	21.3%	8.9%	18.8%		✓	✓
<b>h</b> % of applications renewed within last 12 months	99%	100.0%	99.97%	100.0%	99.86%		✓	✓
<b>Mutual Exchanges</b>								
<b>i</b> No of mutual exchange requests agreed		8	11	13	13		✓	
<b>j</b> No of mutual exchange requests refused		5	11	7	7		✓	
<b>k</b> No of mutual exchange appeals made to the Housing Needs Review Group		0	0	0	0		✓	
<b>RSL Nominations</b>								
<b>l</b> No of nominations made to RSLs in period		19	75	30	25		✓	
<b>m</b> No of nominations accepted by RSLs in period		9	48	26	22		✓	
<b>n</b> % of applicants nominated accepted by RSLs (cumulative)		94.4%	64.0%	80.2%	88.0%		✓	

3. HOMELESSNESS

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of persons seeking advice in period		232	204	247	188		✓	
<b>b</b> No of persons seeking advice year to date		866	204	830	188		✓	
<b>c</b> % of homeless people interviewed within 1 working day			95.0%	89.8%	78.8%			✓
<b>d</b> % of applicants threatened with homelessness interviewed within 5 working days			90.0%	64.5%	57.8%			✓
<b>e</b> No of homeless apps registered in period		232	204	247	188		✓	
<b>f</b> No of homeless apps registered year to date		808	204	860	188		✓	
<b>g</b> No of homeless priority decisions made in period		83	96	111	83	✓		
<b>h</b> No of homeless priority decisions made year to date		301	96	389	83	✓	✓	
<b>i</b> Repeat Homelessness cases	4%	10 6.8%	11 7.6%	3 1.9%	4 3.0%	✓	✓	✓
<b>j</b> Time taken to reach a decision on an application							✓	
Under 14 days		31.5%	19.7%	18.5%	22.7%		✓	
15 - 28 days		40.2%	44.1%	25.5%	30.6%		✓	
Subtotal – Under 28 days	70%	71.7%	63.9%	44.0%	53.3%			
over 28 days		28.3%	36.2%	56.0%	46.8%		✓	

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4th Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>k</b> No of applicants requesting a review of the decision reached on their application		3	1	0	0		✓	
<b>l</b> No of reviews overturning original decision		2	0	0	0		✓	
<b>m</b> Avg no of weeks between presentation and completion of duty for those assessed as homeless		19.5	16.2	35.1	12.6	✓		
<b>Temporary Accommodation</b>								
<b>m</b> Avg stay in temp accomm in period (days)		88	88	112	100		✓	
<b>n</b> Avg stay in temp accomm year to date (days)		77	88	93	100		✓	
<b>o</b> Numbers leaving temp accomm in period		107	121	140	129		✓	
<b>p</b> Numbers leaving temp accomm year to date		464	121	512	129		✓	
<b>q</b> No of households in Temporary Accommodation at period end							✓	
B&B		23	10	49	44	✓	✓	
Hostel		53	60	64	57	✓	✓	
Temporary Tenancy		26	22	28	28	✓	✓	
Other		16	23	18	25	✓	✓	
Total		118	115	159	154	✓	✓	
<b>r</b> No of households in breach of the Unsuitable Accommodation (Scotland) Order 2004 at period end		2	0	9	6			
%		1.69%	0.0%	5.66%	3.90%	✓	✓	✓

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4th Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>Rehoused</b>								
<b>s</b> Homeless priority cases permanently rehoused by Moray Council year in period		38	36	44	52		✓	
<b>t</b> Homeless priority cases permanently rehoused by Moray Council year to date		174	36	162	52		✓	
<b>u</b> Homeless priority cases permanently rehoused by RSLs in period		9	21	3	1		✓	
<b>v</b> Homeless priority cases permanently rehoused by RSLs year to date		65	21	46	1		✓	

## 4. GYPSY TRAVELLERS

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4th Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of applications for a pitch		0	0	0	0		✓	
<b>b</b> No of refusals for a pitch		0	0	0	0		✓	
<b>c</b> Number of requests to Housing Needs Review Group		0	0	0	0		✓	
<b>d</b> % satisfied with allocation of pitches		0.0%	0.0%	0.0%	0.0%		✓	
<b>e</b> Pitch occupancy at period end		0.0%	0.0%	0.0%	0.0%		✓	
<b>f</b> No of new encampments during period		18	37	10	37			
No of new encampments visited within target of 2 days		18	36	10	37			
% of unauthorised encampments visited with target of 2 days	100%	100.0%	97.3%	100.0%	100.0%		✓	✓
<b>g</b> No of unauthorised encampments ended during period		19	28	9	8		✓	
<b>h</b> Avg duration of unauthorised encampments ending during period (days)		19	23	34	25		✓	

## 5. COMPLAINTS

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4th Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of complaints received in period		24	32	21	16		✓	
<b>b</b> No of complaints acknowledged by Housing		22	27	17	12		✓	
<b>c</b> % Acknowledged in 3 working days	95%	100.0%	100.0%	82.4%	91.6%		✓	
<b>d</b> No of complaints answered in period		21	35	21	16		✓	
<b>e</b> % Answered in 20 working days	100%	100.0%	97.1%	100.0%	100.0%		✓	
<b>f</b> No of complaints upheld/ upheld in part in period		6	11	3	4		✓	
<b>g</b> % of complaints upheld/ upheld in part in period		28.6%	31.4%	14.3%	25.0%		✓	

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Upheld in part	Housing Estate Management	Senior Area Housing Manager	1 weeks rent abatement agreed	19/05/08
Upheld	Other	DLO General Manager	Driver reprimanded and other drivers reminded not to park in disabled bays.	22/04/08
Upheld	Repairs/Capital/Planned	Capital Programmes Manager	Compensation paid to tenant for broken ornament	07/04/08
Upheld in part	Repairs/Capital/Planned	Capital Programmes Manager	CHO to discuss issues with DLO General Manager	27/06/08

## 6. MSP ENQUIRIES

Performance Indicators	Target	2006/7	2007/8	2007/8	2008/9	Indicator Type		
		4th Qtr	1 <sup>st</sup> Qtr	4 <sup>th</sup> Qtr	1 <sup>st</sup> Qtr	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of enquiries received in period		9	15	13	15		✓	
<b>b</b> No. of enquiries acknowledged by Housing		0	1	0	3			
<b>c</b> % acknowledged in 3 working days	100%	-	100.0%	-	100.0%			
<b>d</b> No of enquiries answered in period		14	12	13	11		✓	
<b>e</b> % Answered in 20 working days	100%	85.7%	91.7%	100%	100.0%		✓	