

1. BUILDING SERVICES DLO

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
Employment and training opportunities are secured for the benefit of the community									
1) Rate of return on investment	3.44%	6.12%	7.21%	6.44%	-1.06%	✓	✓	✓	
Our tenants are satisfied with the quality and timeliness of planned maintenance works									
2) % of planned maintenance works completed within agreed programme (cumulative)	95% Annual	-	-	15%	36%	✓	✓	✓	
Council employees work in safe environments									
3) No. of reported accidents	5	-	-	0	0	✓	✓	✓	
% of absenteeism									
4) % of absenteeism	3.00%	3.27%	2.96%	2.41%	3.19%	✓	✓	✓	
5) % of overtime expenditure	11.5%	13.64%	12.30%	18.15%	14.54%	✓	✓	✓	

2. PROPERTY MANAGEMENT

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
Our tenants live in housing that meets recognised standards									
1) % of properties that meet the SHQS	68%	67.1%	67.3%	69.4%	69.9%	✓	✓		
2) No. of properties that meet the SHQS		3956	3955	4053	4078	✓	✓		
3) No. of properties		5896	5875	5841	5834	✓	✓		
4) No. of properties meeting the Moray Housing Standard		Annual	Annual	Annual	Annual	✓	✓		
5) % of properties meeting the Moray Housing Standard		Annual	Annual	Annual	Annual	✓	✓		
6) % spend against budget at period end	100% Annual	-	-	14%	31%	✓	✓		
7) % of properties compliant with current Gas Regs (holding valid Landlords Gas Safety Record CP12)	100%	99.9%	99.9%	99.6%	99.8%	✓	✓		✓
8) % of properties serviced within period and within 12 months of previous service	96%	95.2%	96.6%	97.1%	94.1%				✓
9) No. of forced entries carried out		4	3	0	6				✓
10) No. of properties where a quality inspection has been carried out by CORGI		37	38	38	36				✓
11) % of services carried out to CORGI's standard of satisfactory workmanship	80%	81.1%	81.6%	81.6%	88.9%				✓
12) % of service records kept to CORGI's acceptable standard	60%	59.5%	57.9%	57.9%	66.7%				✓
Our tenants are satisfied with the speed and quality of response repairs									
13) Overall % of repairs completed during period within target times (excludes void repairs)	98%	-	-	98.7%	98.3%	✓	✓		
	No.	-	-	4781	4693	✓	✓		
14) % tenants satisfied		98.1%	97.4%	95.8%	96.5%				
15) % repair receipts returned		9.3%	15.3%	13.5%	15.9%				

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Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type				
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator	
<p>Within 24 hrs of issuing a repair order to our contractor, we issue a repairs receipt that details the repair to be carried out, the contractor and the date by which the repair is to be completed</p> <p>16) % repairs receipts issued within 24 hrs of repair being reported</p>	100.0%	100.0%	100.0%	100.0%	100.0%			✓		
<p>We set and publish targets annually for carrying out repairs within timescales</p> <p>% of repairs completed during period within target times by category:</p>										
<p>Emergency (2 hours) No.</p>	99.9%	99.9%	831	867	99.1%	923	1010	99.3%	✓	✓
<p>Urgent (next working day) No.</p>	98.0%	98.0%	985	1271	98.7%	963	899	97.8%	✓	✓
<p>Priority (5 working days) No.</p>	98.0%	98.5%	677	753	98.2%	1108	1242	97.8%	✓	✓
<p>Ordinary (20 working days) No.</p>	98.0%	98.0%	1327	1175	98.5%	1369	1173	98.1%	✓	✓
<p>Appointment (20 working days) No.</p>	100.0%	100.0%	374	421	99.8%	418	369	99.2%	✓	✓
<p>Void (20 working days) No.</p>	98.0%	96.3%	161	121	99.2%	123	133	96.2%	✓	✓
<p>Total number of repairs in period</p>		4355	4608	4904	4826					

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3. ALLOCATIONS AND HOMELESSNESS

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
<p>Housing needs in the community are met</p> <p>1) % allocations by list:</p> <p>Homeless Priority List</p> <p>No. (+/- 5%)</p> <p>Waiting List</p> <p>No. (+/- 5%)</p> <p>Transfer List</p> <p>No. (+/- 5%)</p> <p>Total</p>	60% (+/- 5%) 30% (+/- 5%) 10% (+/- 5%)	54.6% 53 26.8% 26 18.6% 18 97	44.8% 30 29.9% 20 25.4% 17 67	39.2% 29 47.3% 35 13.5% 10 64	54.0% 27 32.0% 16 14.0% 7 44	✓ ✓ ✓ ✓			✓ ✓ ✓ ✓
<p>We relet properties within as short a time as possible</p> <p><u>Not Low Demand:</u></p> <p>Not low demand stock let within the following time bands:</p> <p>2) Houses let within 0-2 weeks</p> <p>3) Houses let within 2-4 weeks</p> <p>4) Houses let within 5-8 weeks</p> <p>5) Houses let within 9-16 weeks</p> <p>6) Houses let in more than 16 weeks</p> <p>7) Total number of not low demand properties relet in period</p> <p>8) Average time to relet not low demand properties (days)</p>	35% 45% 15% 4% 1%	18.8% 19 47.5% 48 19.8% 20 9.9% 10 4.0%	19.2% 14 50.7% 37 21.9% 16 8.2% 6 0.0%	32.5% 26 28.8% 23 25.0% 20 11.3% 9 2.5%	32.7% 17 36.5% 19 25.0% 13 5.8% 3 0.0%	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓			✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
<p><u>Low Demand:</u></p> <p>9) Total number of low demand properties relet in period</p> <p>10) Average time to relet low demand properties (days)</p>	25	- -	- -	1 98	1 63	✓ ✓			✓ ✓

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			Local Indicator
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	
						✓			
11) No. low demand properties unlet at period end		-	-	1	1	✓			
12) Avg period empty low demand dwellings had been unlet at period end (days)		-	-	63	35	✓			
13) No. of applicants on the lists		2689	2798	2912	2906				✓
14) % applications admitted to list within 28 days	90%	40.9%	95.2%	98.1%	97.1%				✓
15) % refusals of offers of housing	26%	30.1%	22.2%	28.3%	15.6%				✓
16) No. of nominations made to RSLs in period		25	27	38	27				✓
17) No. of nominations accepted by RSLs in period		22	12	38	20				✓
18) % of applicants nominated accepted by RSLs (cumulative)		88.0%	65.4%	100.0%	89.2%				✓
19) Homeless priority cases permanently rehoused by RSLs in period		18	5	17	9				✓
All homeless households in Moray are entitled to a permanent tenancy (by 2012)									
20) % of applicants assessed as in priority need (cumulative)	81.5% Annual	-	-	67.4%	62.6%		✓		
21) No. of homeless priority decisions made in period		84	121	89	82				✓
22) % of applicants reassessed as homeless within the year (repeat homeless cases)	4%	3.0%	6.4%	0.8%	7.8%		✓		
23) % of cases assessed within 28 days	70%	53.3%	51.5%	45.5%	68.4%		✓		✓
We provide an interview within 1 working day for applicants who are homeless and within 5 working days for applicants threatened with homelessness									
24) % of interviews carried out within 1 working day for homeless applicants	100%	78.8%	66.7%	98.6%	98.1%			✓	
25) % of interviews carried out within 5 working days for applicants threatened with homelessness	100%	57.8%	85.6%	98.1%	95.7%			✓	

Service Outcomes and Performance Indicators	Target	2008/09				2009/10				Indicator Type			
		1st Qtr		2nd Qtr		1st Qtr		2nd Qtr		Reported Nationally	Service Outcome	Service Standard	Local Indicator
No. of households council had duty to secure permanent accommodation:													
26) No. households assessed during year		-	-	-	-	82	65		✓				
27) % of those with decision issued within 28 days		-	-	-	-	51.2%	69.2%		✓				
28) % of those reassessed within 12 mths of duty discharge		-	-	-	-	0.0%	9.23%		✓				
29) % who are housed (as a proportion of all homeless priority households awaiting housing)		-	-	-	-	12.54%	18.08%		✓				
No. of households council had duty to secure temp accomm, advice and guidance:													
30) No. households assessed during year		-	-	-	-	51	74		✓				✓
31) % of those with decision issued within 28 days		-	-	-	-	41.18%	68.92%		✓				✓
32) % of those reassessed within 12 mths of duty discharge		-	-	-	-	1.96%	6.76%		✓				✓
33) % of those provided with permanent accom in council stock who maintained their tenancy for at least 12 months		-	-	-	-	98.08%	96.30%		✓				✓
34) No. persons seeking advice in period		189	193			188	201						✓
35) No. homeless appls registered in period		189	193			188	201						✓
36) No. of applicants requesting a review of the decision reached on their application		0	0			0	0						✓
37) No. of reviews overturning original decision		0	0			0	0						✓
Homeless households have access to appropriate temporary accommodation and support													
38) No. of breaches of Unsuitable Accommodation at period end	0	-	-	-	-	4	5			✓			
39) No. of households 'not accommodated'	0	-	16			9	15			✓			
40) No. of homeless households leaving supported accommodation		-	-			21	5			✓			
41) No. of homeless households receiving support		-	-			93	125			✓			
42) Avg length of stay of households leaving temp accomm:													
B&B		-	-			76	60			✓			
Hostel		-	-			117	154			✓			
Temporary Tenancy		-	-			192	150			✓			
Other		-	-			234	151			✓			
Total		-	-			114	102			✓			
43) Avg stay in temp accomm year to date (days)		100	98			114	108						

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Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			Local Indicator
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	
44) No. households in temp accomm at period end:		44	39	52	64				✓
	B&B	57	61	71	96				✓
	Hostel	28	32	38	49				✓
	Temporary Tenancy	25	28	26	41				✓
	Other	154	160	187	250				✓
Total									

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4. PLANNING AND DEVELOPMENT

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
The number of affordable houses in Moray increases									
1) No. of affordable houses completion		Annual	Annual	Annual	Annual		✓		
2) Level of Affordable Housing Investment Programme in Moray		Annual	Annual	Annual	Annual		✓		
Private sector owners can access grant assistance to enable the improvement and adaptation of their homes							✓		
3) No. of improvements by type:							✓		
Independent living		-	-	60	38		✓		
Housing works		-	-	9	9		✓		
Other works		-	-	0	0		✓		
Total		-	-	69	47		✓		
4) % spend achieved by type (cumulative):							✓		
Independent living		-	-	15.7%	55.5%		✓		
Housing works		-	-	14.4%	46.1%		✓		
Other works		-	-	0.0%	0.0%		✓		
Total	100%	-	-	15.0%	51.5%		✓		
5) Spend of Private Sector Housing Grant (£ millions)	1.870 Annual	0.060	0.310	0.280	0.403				✓

5. GYPSY/TRAVELLERS

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
We visit unauthorised encampments within 2 days of notification of the encampment	100%								
1) % of unauthorised encampments visited within target of 2 days		100.0%	100.0%	92.9%	100.0%			✓	
2) No. of new unauthorised encampments during period		37	44	28	20				✓
3) No. of new unauthorised encampments visited within target of 2 days		37	44	26	20				✓
4) No. of unauthorised encampments ended during period		30	49	26	22				✓
5) Avg duration of unauthorised encampments ended during period (days)		25	19	23	20				✓

6. COMPLAINTS

Service Outcomes and Performance Indicators	Target	2008/09				2009/10			Indicator Type		
		1st Qtr		2nd Qtr		1st Qtr	2nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1) No. of complaints received in period		16	26	21	14					✓	
2) No. of complaints acknowledged by housing		12	16	19	11					✓	
3) % acknowledged within 3 working days	100%	91.7%	100.0%	100.0%	90.9%					✓	
4) No. of complaints answered in period		16	24	20	17					✓	
5) % answered within 20 working days	100%	100.0%	100.0%	95.0%	88.2%					✓	
6) No. of complaints where time to respond was extended		-	5	1	4					✓	
7) No. of complaints upheld/upheld in part in period		4	4	9	9					✓	
8) % of complaints upheld/upheld in part in period		25.0%	16.7%	30.0%	23.5%					✓	

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Upheld in part	Housing Estate Management	Senior Area Housing Manager	Invoice cancelled	13/04/09
Upheld in part	Repairs/Capital/Planned	Capital Programmes Manager	Assurance given that work will be completed within 14 days	15/04/09
Upheld in part	Repairs/Capital/Planned	Capital Programmes Manager	Right to repair costs refunded along with compensation	28/04/09
Upheld in part	Repairs/Capital/Planned	Capital Programmes Manager	Apology and ex gratia payment given	13/05/09
Upheld in part	Repairs/Capital/Planned	Capital Programmes Manager	Costs of electrician refunded	16/06/09
Upheld in part	Allocations/Homelessness	Housing Needs Manager	Apology given	18/06/09
Upheld in part	Housing Estate Management	Senior Area Housing Manager	Member of staff reminded issues to discuss issues with tenants	13/07/09
Upheld	Repairs/Capital/Planned	Capital Programmes Manager	Arrangements made for carpets to be cleaned	22/07/09
Upheld in part	Housing Estate Management	Senior Area Housing Manager	Standard letter is misleading and steps taken to reword.	29/07/09
Upheld in Part	Other	Senior Area Housing Manager	Adequate OOH cover will now be in place.	11/09/09

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7. MSP ENQUIRIES

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		1 st Qtr	2 nd Qtr	1 st Qtr	2 nd Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1) No. of enquiries received in period		15	10	12	13				✓
2) No. of enquiries acknowledged by housing		3	2	0	1				✓
3) % acknowledged within 3 working days	100%	100.0%	100.0%	-	100.0%				✓
4) No. of enquiries answered in period		11	18	13	6				✓
5) % answered within 20 working days	100%	100.0%	100.0%	100.0%	100.0%				✓
6) No. of enquiries where time to respond was extended		-	8	1	1				✓

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