

## 1. BUILDING SERVICES DLO

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
<b>Employment and training opportunities are secured for the benefit of the community</b>							✓		
1) Rate of return on investment	3.44%	7.21%	5.06%	-1.06%	-0.85%		✓		
<b>Our tenants are satisfied with the quality and timeliness of planned maintenance works</b>							✓		
2) % of planned maintenance works completed within agreed programme (cumulative)	95% Annual	-	-	36%	61%		✓		
<b>Council employees work in safe environments</b>							✓		
3) No. of reported accidents	5	-	-	0	1		✓		
4) % of absenteeism	3.00%	2.96%	3.08%	3.19%	2.80%				✓
5) % of overtime expenditure	11.5%	12.30%	12.77%	14.54%	12.47%				✓

## 2. PROPERTY MANAGEMENT

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
<b>Our tenants live in housing that meets recognised standards</b>									
1) % of properties that meet the SHQS	68%	67.3%	68.2%	69.9%	71.0%	✓	✓		
2) No. of properties that meet the SHQS		3955	3993	4078	4107	✓	✓		
3) No. of properties		5875	5857	5834	5828	✓	✓		
4) % of properties meeting the Moray Housing Standard		Annual	Annual	Annual	Annual		✓		
5) No. of properties meeting the Moray Housing Standard		Annual	Annual	Annual	Annual		✓		
6) % spend against budget at period end	100% Annual	-	-	31%	56%		✓		
7) % of properties compliant with current Gas Regs (holding valid Landlords Gas Safety Record CP12)	100%	99.9%	99.9%	99.8%	99.9%		✓		
8) % of properties serviced within period and within 12 months of previous service	96%	96.6%	93.2%	94.1%	93.1%				✓
9) No. of forced entries carried out		3	7	6	8				✓
10) No. of properties where a quality inspection has been carried out by CORGI		38	33	36	24*				✓
11) % of services carried out to CORGI's standard of satisfactory workmanship	80%	81.6%	90.9%	88.9%	79.2%*				✓
12) % of service records kept to CORGI's acceptable standard	60%	57.9%	48.5%	66.7%	66.7%*				✓
<b>Our tenants are satisfied with the speed and quality of response repairs</b>									
13) Overall % of repairs completed during period within target times (excludes void repairs)	98%	-	-	98.3%	98.3%	✓	✓		
	No.	-	-	4693	5174	✓	✓		
14) % tenants satisfied		97.4%	96.2%	96.5%	96.2%		✓		
15) % repair receipts returned		15.3%	13.7%	15.9%	16.5%				✓

\* Note that from Dec 09 until further notice, inspections are not being carried out while the tendering process is ongoing.

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<b>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</b>								✓	
16) % repairs receipts issued within 24 hrs of repair being reported	100.0%	100.0%	100.0%	100.0%	100.0%			✓	
<b>We set and publish targets annually for carrying out repairs within timescales</b>								✓	
% of repairs completed during period within target times by category:									
17) Emergency (2 hours)	99.9%	99.9%	99.6%	99.3%	99.5%	✓		✓	
No.		867	1046	1010	1117				✓
18) Urgent (next working day)	98.0%	98.3%	97.9%	97.8%	97.7%	✓		✓	
No.		1271	1956	899	907				✓
19) Priority (5 working days)	98.0%	98.9%	97.7%	97.8%	98.1%	✓		✓	
No.		753	1016	1242	1704				✓
20) Ordinary (20 working days)	98.0%	98.9%	98.3%	98.1%	97.5%	✓		✓	
No.		1175	1143	1173	1113				✓
21) Appointment (20 working days)	100.0%	100.0%	100.0%	99.2%	99.4%	✓			✓
No.		421	541	369	333				✓
22) Voids (20 working days)	98.0%	98.4%	96.8%	96.2%	98.7%			✓	
No.		121	125	133	155				✓
Total number of repairs in period		4608	5827	4826	5329				✓

3. ALLOCATIONS AND HOMELESSNESS

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
<b>Housing needs in the community are met</b>									
1) % allocations by list:							✓		
Homeless Priority List	60%	44.8%	50.7%	54.0%	48.1%		✓		
No. (+/- 5%)		30	35	27	37				✓
Waiting List	30%	29.9%	29.0%	32.0%	31.2%		✓		
No. (+/- 5%)		20	20	16	24				✓
Transfer List	10%	25.4%	20.3%	14.0%	20.8%		✓		
No. (+/- 5%)		17	14	7	16				✓
Total		67	69	44	62				✓
<b>We relet properties within as short a time as possible</b>									
<u>Not Low Demand:</u>									
Not low demand stock let within the following time bands:									
2) Houses let within 0-2 weeks	35%	19.2%	14.1%	32.7%	26.0%			✓	
No.		14	10	17	19	✓			
3) Houses let within 2-4 weeks	45%	50.7%	47.9%	36.5%	32.9%			✓	
No.		37	34	19	24	✓			
4) Houses let within 5-8 weeks	15%	21.9%	32.4%	25.0%	35.6%			✓	
No.		16	23	13	26	✓			
5) Houses let within 9-16 weeks	4%	8.2%	5.6%	5.8%	4.1%			✓	
No.		6	4	3	3	✓			
6) Houses let in more than 16 weeks	1%	0.0%	0.0%	0.0%	1.4%			✓	
No.		0	0	0	1	✓			
7) Total number of not low demand properties relet in period		73	71	52	73	✓			
8) Average time to relet not low demand properties (days)	25	26	29	23	28	✓			✓
<u>Low Demand:</u>									
9) Total number of low demand properties relet in period		-	-	1	2	✓			
10) Average time to relet low demand properties (days)		-	-	63	32	✓			

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11) No. low demand properties unlet at period end		-	-	1	0	✓			
12) Avg period empty low demand dwellings had been unlet at period end (days)		-	-	35	0	✓			
13) No. of applicants on the lists		2798	2830	2906	2880				✓
14) % applications admitted to list within 28 days	90%	95.2%	96.7%	97.1%	96.5%				✓
15) % refusals of offers of housing	26%	22.2%	30.7%	15.6%	32.8%				✓
16) No. of nominations made to RSLs in period		27	17	27	18				✓
17) No. of nominations accepted by RSLs in period		12	20	20	31				✓
18) % of applicants nominated accepted by RSLs (cumulative)		65.4%	78.3%	89.2%	51.7%				✓
19) Homeless priority cases permanently rehoused by RSLs in period		5	11	9	9				✓
<b>All homeless households in Moray are entitled to a permanent tenancy (by 2012)</b>							✓		
20) % of applicants assessed as in priority need (cumulative)	81.5% Annual	-	-	62.6%	60.9%		✓		
21) No. of homeless priority decisions made in period		121	70	82	66				✓
22) % of applicants reassessed as homeless within the year (repeat homeless cases)	4%	6.4%	2.7%	7.8%	9.5%		✓		
23) % of cases assessed within 28 days	70%	51.5%	66.3%	68.4%	71.3%		✓	✓	
<b>We provide an interview within 1 working day for applicants who are homeless and within 5 working days for applicants threatened with homelessness</b>								✓	
24) % of interviews carried out within 1 working day for homeless applicants	100%	66.7%	82.8%	98.1%	100.0%			✓	
25) % of interviews carried out within 5 working days for applicants threatened with homelessness	100%	85.6%	82.5%	95.7%	98.9%			✓	

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No. of households council had duty to secure permanent accommodation:									
26) No. households assessed during year		-	-	65	61	✓			
27) % of those with decision issued within 28 days		-	-	69.2%	67.2%	✓			
28) % of those reassessed within 12 mths of duty discharge		-	-	9.23%	8.2%	✓			
29) % who are housed (as a proportion of all homeless priority households awaiting housing)		-	-	18.1%	18.9%	✓			
No. of households council had duty to secure temp accomm, advice and guidance:									
30) No. households assessed during year		-	-	74	47	✓			
31) % of those with decision issued within 28 days		-	-	68.9%	85.1%	✓			
32) % of those reassessed within 12 mths of duty discharge		-	-	6.8%	12.8%	✓			
33) % of those provided with permanent accom in council stock who maintained their tenancy for at least 12 months		-	-	93.3%	97.1%	✓			
34) No. persons seeking advice in period		193	147	201	173				✓
35) No. homeless appls registered in period		193	147	201	173				✓
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				✓
<b>Homeless households have access to appropriate temporary accommodation and support</b>							✓		
38) No. of breaches of Unsuitable Accommodation at period end	0	10	8	5	1		✓		
39) No. of households 'not accommodated'	0	16	8	15	20		✓		
40) No. of homeless households leaving supported accommodation		-	-	5	19		✓		
41) No. of homeless households receiving support		-	-	125	195		✓		
42) Avg length of stay of households leaving temp accomm:							✓		
B&B		-	-	60	67		✓		
Hostel		-	-	154	154		✓		
Temporary Tenancy		-	-	150	157		✓		
Other		-	-	151	174		✓		
Total		-	-	102	113				✓
43) Avg stay in temp accomm year to date (days)		98	105	108	112				✓

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44) No. households in temp accomm at period end:	B&B	39	43	64	48				✓
	Hostel	61	61	96	83				✓
	Temporary Tenancy	32	37	49	55				✓
	Other	<u>28</u>	<u>22</u>	<u>41</u>	<u>43</u>				✓
	Total	160	163	250	229				✓

## 4. PLANNING AND DEVELOPMENT

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
<b>The number of affordable houses in Moray increases</b>							✓		
1) No. of affordable houses completion		Annual	Annual	Annual	Annual		✓		
2) Level of Affordable Housing Investment Programme in Moray		Annual	Annual	Annual	Annual		✓		
<b>Private sector owners can access grant assistance to enable the improvement and adaptation of their homes</b>							✓		
3) No. of improvements by type:									
Independent living		-	-	38	38		✓		
Housing works		-	-	9	7		✓		
Other works		-	-	0	0		✓		
Total		-	-	47	45		✓		
4) % spend achieved by type (cumulative):									
Independent living		-	-	55.5%	64.0%		✓		
Housing works		-	-	46.1%	44.0%		✓		
Other works		-	-	0.0%	0.0%		✓		
Total	100%	-	-	51.5%	54.0%		✓		
5) Spend of Private Sector Housing Grant (£ millions)	Annual 1.870 Annual	0.310	0.557	0.403	0.935				✓

## 5. GYPSY/TRAVELLERS

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
<b>We visit unauthorised encampments within 2 days of notification of the encampment</b>								✓	
1) % of unauthorised encampments visited within target of 2 days	100%	100.0%	100.0%	100.0%	100.0%			✓	
2) No. of new unauthorised encampments during period		44	12	20	5				✓
3) No. of new unauthorised encampments visited within target of 2 days		44	12	20	5				✓
4) No. of unauthorised encampments ended during period		49	12	22	7				✓
5) Avg duration of unauthorised encampments ended during period (days)		19	17	20	32				✓

## 6. COMPLAINTS

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1) No. of complaints received in period		26	24	14	12				✓
2) No. of complaints acknowledged by housing		16	15	11	9				✓
3) % acknowledged within 3 working days	100%	100.0%	93.3%	90.9%	100.0%				✓
4) No. of complaints answered in period		24	27	17	11				✓
5) % answered within 20 working days	100%	100.0%	92.6%	88.2%	81.8%				✓
6) No. of complaints where time to respond was extended		5	7	4	6				✓
7) No. of complaints upheld/upheld in part in period		4	7	4	3				✓
8) % of complaints upheld/upheld in part in period		16.7%	25.9%	23.5%	27.3%				✓

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Upheld	Complaints against staff	DLO General Manager	Appropriate action taken by Manager.	03/10/09
Upheld in part	Neighbour Disputes	Senior Area Housing Manager	Work being carried out to neighbouring property to help alleviate noise.	21/12/09
Upheld in part	Repairs/Capital/Planned	Capital Programmes Manager	Been referred to the Council's insurers.	22/12/09

## 7. MSP ENQUIRIES

Service Outcomes and Performance Indicators	Target	2008/09		2009/10		Indicator Type			
		2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1) No. of enquiries received in period		10	10	13	10				✓
2) No. of enquiries acknowledged by housing		2	1	1	2				✓
3) % acknowledged within 3 working days	100%	100.0%	100.0%	100.0%	100.0%				✓
4) No. of enquiries answered in period		18	7	6	17				✓
5) % answered within 20 working days	100%	100.0%	100.0%	100.0%	88.2%				✓
6) No. of enquiries where time to respond was extended		8	1	1	3				✓