

1. BUILDING SERVICES DLO

Performance Indicators	Target	2006/7	2006/7	2007/8	2007/8	Indicator Type		
		Qtr 2	Qtr 3	Qtr 2	Qtr 3	Reported Nationally	Local Indicator	Service Standard
<b>a</b> Rate of return	3.71%	6.76%	6.82%	5.11% *	5.85%*		√	
<b>b</b> % of absenteeism	2.50%	1.51%	2.36%	2.41%	3.18%		√	
<b>c</b> % of overtime expenditure	10.5%	11.15%	10.96%	10.38%	10.31%		√	√

The rate of return figure is an annual figure. The figure stated for Q3 is the projection for the year, based on budgetary information to date.

## 2. ALLOCATIONS

Performance Indicators	Target	2006/7	2006/7	2007/8	2007/8	Indicator Type		
		Qtr 2	Q3	Qtr 2	Q3	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of applications received		444	356	353	368		√	
<b>b</b> No of applicants on the list		2408	2356	2450	2479		√	
<b>c</b> No of allocations made								
Homeless		38	44	41	41		√	
Transfer		19	8	18	13		√	
General		56	27	34	22		√	
<b>Total</b>		113	79	93	76			
<b>d</b> % refusals of offers of housing	26%	31.2%	23.5%	22.5%	31.3%		√	
<b>e</b> % of applicants admitted to list within target of 28 days	75%	54.7%	67.3%	74.0%	70.3%		√	√
<b>f</b> % allocations to waiting list applicants	80% +/-5%	83.2%	89.9%	80.6%	82.9%		√	√
<b>g</b> % allocations to transfer applicants	20% +/-5%	16.8%	10.1%	19.4%	17.1%		√	√
<b>h</b> % of applications renewed within last 12 months	100%	99.23%	99.76%	99.97%	100.0%		√	√
<b>Mutual Exchanges</b>								
<b>i</b> No of mutual exchange requests agreed		9	4	15	7		√	
<b>j</b> No of mutual exchange requests refused		8	4	9	3		√	
<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		22	13	27	60		√	
<b>m</b> No of nominations accepted by RSLs in period		42	14	12	48			
<b>n</b> % of applicants nominated accepted by RSLs (cumulative)		99.1%	100.0%	58.8%	66.7%		√	

## 3. HOMELESSNESS

Performance Indicators	Target	2006/7	2006/7	2007/8	2007/8	Indicator Type		
		Qtr 2	Qtr 3	Qtr 2	Qtr 3	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of persons seeking advice in period		202	142	237	172		√	
<b>b</b> No of persons seeking advice year to date		492	634	441	613		√	
<b>c</b> % of homeless people interviewed within 1 working day		96%	95%	96%	85%		√	√
<b>d</b> % of applicants threatened with homelessness interviewed within 5 working days		92%	90%	91%	91%		√	√
<b>e</b> No of homeless appls registered in period		206	142	237	172		√	
<b>f</b> Number of homeless appls registered year to date		434	576	441	613		√	
<b>g</b> Number of homeless priority decisions made in period		92	59	96	86	√		
<b>h</b> No of homeless priority decisions made year to date		161	220	192	278	√	√	
<b>i</b> Repeat Homelessness cases	4%	5 3.0%	4 3.2%	6 4.3%	9 7.0%	√	√	√
<b>j</b> Time taken to reach a decision on an application							√	
Under 14 days		35.9%	41.1%	22.2%	8.8%	√	√	√
15 - 28 days		29.0%	34.5%	34.6%	19.7%	√	√	√
Subtotal – Under 28 days	70%	64.9%	75.6%	56.8%	28.5%			
over 28 days		35.1%	24.4%	43.3%	71.5%	√	√	√
<b>k</b> No of applicants requesting a review of the decision reached on their application		0	2	0	0		√	
<b>l</b> No of reviews overturning original decision		-	1	0	0		√	
<b>m</b> Avg no of weeks between presentation and completion of duty for those assessed as homeless		18.1	15.9	22.7	24.6	√		

Performance Indicators	Target	2006/7	2006/7	2007/8	2007/8	Indicator Type		
		Qtr 2	Qtr 3	Qtr 2	Qtr 3	Reported Nationally	Local Indicator	Service Standard
<b>Temporary Accommodation</b>								
<b>m</b> Avg stay in temp accomm in period (days)		78	55	81	81		√	
<b>n</b> Avg stay in temp accomm year to date (days)		84	76	83	86		√	
<b>o</b> Numbers leaving temp accomm in period		116	115	113	138		√	
<b>p</b> Numbers leaving temp accomm year to date		242	357	234	372		√	
<b>q</b> No of households in Temporary Accommodation at period end							√	
	B&B	15	15	32	40		√	
	Hostel	30	25	64	64		√	
	Temporary Tenancy	23	23	24	27		√	
	Other	0	0	29	19			
	Total	68	79	149	150		√	
<b>r</b> No of households in breach of the Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004 at period end		2	2	8	6	√	√	√
	%	2.15%	2.53%	5.37%	4.00%			
<b>Rehoused</b>								
<b>s</b> Homeless priority cases permanently rehoused by Moray Council year in period		38	44	41	41		√	
<b>t</b> Homeless priority cases permanently rehoused by Moray Council year to date		92	136	77	118		√	
<b>u</b> Homeless priority cases permanently rehoused by RSLs in period		19	6	6	16		√	
<b>v</b> Homeless priority cases permanently rehoused by RSLs year to date		49	55	27	43		√	

## 4. GYPSY TRAVELLERS

Performance Indicators	Target	2006/7	2006/7	2007/8	2007/8	Indicator Type		
		Qtr 2	Qtr 3	Qtr 2	Qtr 3	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		√	
<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		57	9	37	11			
No of new encampments visited within target of 2 days		49	9	37	11			
% of unauthorised encampments visited with target of 2 days	100%	85.96%	100.0%	100%	100%		√	√
<b>g</b> No of unauthorised encampments ended during period		64	8	38	20		√	
<b>h</b> Avg duration of unauthorised encampments ending during period (days)		16	13	16	45		√	

## 5. COMPLAINTS

Performance Indicators	Target	2006/7	2006/7	2007/8	2007/8	Indicator Type		
		Qtr 2	Qtr 3	Qtr 2	Qtr 3	Reported Nationally	Local Indicator	Service Standard
<b>a</b> No of complaints received in period		28	21	28	24		√	
<b>b</b> No of complaints acknowledged by Housing		22	15	20	16		√	
<b>c</b> % Acknowledged in 3 Working Days	95%	100.0%	100.0%	95.0%	100.0%		√	
<b>d</b> No of complaints answered in period		25	26	23	28		√	
<b>e</b> % Answered in 20 working days	100%	92.0%	100.0%	100.0%	100.0%		√	
<b>f</b> No of complaints upheld/ upheld in part in period		5	10	6	5		√	
<b>g</b> % of complaints upheld/ upheld in part in period		20.0%	38.5%	26.1%	17.9%		√	

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Upheld in part	Complaint against staff	DLO General Manager	DLO General Manager to remind staff of Customer Care expectations	24/10/07
Upheld in part	Housing Estate Management	Senior Area Housing Manager	AHM will remind staff of tenancy termination procedures to prevent recurrence.	22/10/07
Upheld in part	Complaint against staff and Repairs/Planned Maintenance	DLO General Manager	DLO General Manager to address communication issues.	23/10/07
Upheld in part	Other	Senior Area Housing Manager	Out of Hours phone system to be tested and procedures are being revisited.	03/12/07
Upheld in part	Allocations/Homelessness	Housing Needs Manager	Staff to be reminded of procedures	10/12/07

## 6. MSP ENQUIRIES

Performance Indicators		Target	2006/7	2006/7	2007/8	2007/8	Indicator Type		
			Qtr 2	Qtr 3	Qtr 2	Qtr 3	Reported Nationally	Local Indicator	Service Standard
<b>a</b>	No of MSP enquiries received in period		17	19	19	12		√	
<b>b</b>	No of MSP enquiries acknowledged by Housing		0	0	2	1			
<b>c</b>	% Acknowledged in 3 Working Days		-	-	100.0%	100.0%			
<b>d</b>	No of MSP enquiries answered in period		20	17	18	15		√	
<b>e</b>	% Answered in 20 working days	100%	80.0%	88.2%	100.0%	86.7%		√	