

COMMITTEE	Community Services - Housing
DEPARTMENT/SECTION	Strategy and Enabling

Service Standard	Target 07/08	2007/8 Q1	2007/8 Q2	2007/8 Q3	2007/8 Q4
1. We meet the assessment standards published by the Scottish Executive and Communities Scotland for strategies that we produce.	Standards met	Achieved	Achieved	Achieved	
2. We consult and involve tenants when we develop strategies. This may be through public meetings, consultation letters etc.	Involve tenants	Achieved	Achieved	Achieved	
3. We publish a progress report once a year on the achievement of plans set out within strategies.	Publish progress report	Achieved	Achieved	Achieved	

Comments/ Opportunities for Improvement

COMMITTEE	Community Services - Housing
DEPARTMENT/ SECTION	Building Services/DLO

Service Standard –	Target 07/08	2007/8 Q1	2007/8 Q2	2007/8 Q3	2007/8 Q4
1. We publish performance targets each year for Building Services, Housing and Property Services and we report on performance once a year.	Performance targets: Absenteeism - 2.50%	2.34%	2.41%	3.18%	
	Overtime – 10.5%	9.21%	10.38%	10.31%	
2. We make sure that the Building Services DLO breaks even over a three-year rolling period.	Surplus achieved	Annual target			

Comments/ Opportunities for Improvement
Service Standard 1: the absence level rose as a result of a number of short term absences during Q3.

COMMITTEE	Community Services - Housing
DEPARTMENT/ SECTION	Private Sector Grants

Service Standard –	Target 07/08	2007/8 Q1	2007/8 Q2	2007/8 Q3	2007/8 Q4
1. We aim to spend 100% of the Private Sector Housing Grant awarded to the Council each year.	£1.245m (100%)	£0.056m (4.5%)	£0.110m (8.8%)	£0.497m (39%)	
2. We monitor our performance quarterly.	Quarterly performance monitoring	Achieved	Achieved	Achieved	
3. We ask for customer feedback on the service given by the Council or Care and Repair service. We measure satisfaction on the procedure for applying for a grant and on grant aided works.	Satisfaction levels	100% of respondents found staff helpful, clear information given and dealt with timeously in a pleasant manner.	100% of respondents found staff helpful, clear information given and dealt with timeously in a pleasant manner.	100% of respondents found staff helpful, clear information given and dealt with timeously in a pleasant manner.	

Comments/ Opportunities for Improvement
Service Standard 1: The target figure is an annual target. Spend in the early part of the financial year tends to be low.

COMMITTEE	Community Services - Housing
DEPARTMENT/ SECTION	Gypsy Travellers

Service Standard	Target 07/08	2007/8 Q1	2007/8 Q2	2007/8 Q3	2007/8 Q4
1. We visit unauthorised camps within 2 working days of being told about the camp.	100%	97.3% (37 encampments)	100% (37 encampments)	100% (11 encampments)	

Comments/Opportunities for Improvement

COMMITTEE	Community Services Committee - Housing
DEPARTMENT/SECTION	Allocations

Service Standard	Target 07/08	2007/8 Q1	2007/8 Q2	2007/8 Q3	2007/8 Q4
1. We publish our Allocations Policy in full and leaflet format, available on request, or on our website	Publish	Achieved			
2. We accept at least 70% of applications on to our housing list within 28 days.	75%	72.7%	74.0%	70.3%	
3. We contact applicants each year to make sure that their applications are kept up to date.	100%	99.97%	99.97	100.0%	
4. We set targets each year on re-let times in time bands, for example percentage of houses let within 2 weeks. We publish these targets and publish our performance against them.	0-2 weeks 35%	24.7% (21 houses)	34.6% (38 houses)	35.1% (27 houses)	
	2-4 weeks 45%	43.5% (37 houses)	38.2% (42 houses)	33.8% (26 houses)	
	5-8 weeks 15%	21.2% (18 houses)	20.9% (23 houses)	27.3% (21 houses)	
	9-16 weeks 4%	8.2% (7 houses)	3.6% (4 houses)	2.6% (2 houses)	
	more than 16 weeks - 1%	2.4% (2 houses)	2.7% (3 houses)	1.3% (1 house)	

Comments/ Opportunities for Improvement

Service Standard 2: close monitoring of this standard will continue.

Service Standard 4: This standard will continue to be closely monitored as some timescale targets are not being fully achieved. A review of the operation of the Council's Void Management Policy is underway and will be reported to the Housing Sub Committee in March 2008.

COMMITTEE	Community Services - Housing
DEPARTMENT/SECTION	Homelessness

Service Standard	Target 07/08	2007/8 Q1	2007/8 Q2	2007/8 Q3	2007/8 Q4
1. We publish and are following an effective five yearly homelessness strategy for preventing and alleviating homelessness in Moray. We publish a progress report once a year	Publish progress report.	Progress report presented in June 2007.			
2. 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% 100%	95% 90%	96% 91%	85% 91%	
3. We ask users for their views about the homeless service through satisfaction surveys when they leave the service.	100% survey	213 surveys 13.6% return rate	185 surveys 12.9% return rate	193 surveys 10.9% return rate	
4. We carry out an assessment of homelessness applications within 28 days. Where we cannot meet this target, we will tell applicants.	100%	63.9%	56.8%	28.5%	

Service Standard	Target 07/08	2007/8 Q1	2007/8 Q2	2007/8 Q3	2007/8 Q4
5. We arrange for the provision of independent information and advice through Moray Citizens Advice Bureau (CAB). We publicise the availability of this service in letters to and interviews with homelessness applicants.	Provide provision	Achieved	Achieved	Achieved	
6. We give information in decision letters detailing the right to appeal against any of our decisions.	100%	100%	100%	100%	
7. We try to make sure that families spend no more than 14 days in bed and breakfast accommodation.		0 breach of the Unsuitable Accommodation Order	8 breaches of the Unsuitable Accommodation Order	6 breaches of the Unsuitable Accommodation Order	

Comments/ Opportunities for Improvement

Service Standard 2: Performance reflects the number of homeless applications. Workload pressures being assessed.

Service Standard 4: Immediate steps have been taken to address this area of performance. These are being monitored closely to ensure that improvement is achieved.

Service Standard 7: Breaches reflect the increase of homeless applications and resultant pressure on temporary accommodation. Work is progressing on a Temporary Accommodation Strategy, which will provide indications of future requirements for temporary accommodation in Moray.