

Central Services – Service Standards

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| Theme: Central Service Strategy: Committee | |
| Service Standard Description | Service Standard Indicator |
| We will issue an offer of sales within 8 calendar weeks from the date of application and complete the sale of a council house within 26 calendar weeks in total | CS099 (SS11) % of offers of council house sales issued within 8 calendar weeks of application |

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| Theme: Central Service Strategy: Estates | |
| Service Standard Description | Service Standard Indicator |
| We will meet with all of the Council's industrial building tenants over a two year period and generally foster good relations with all tenants. | CS011 % of visits made against a two-year rolling programme of tenant visits (cumulative) |

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| Theme: Central Services Objective: Registrars | |
| Service Standard Description | Service Standard Indicator |
| We will assess client satisfaction by issuing surveys to those making a registration and analyse the results returned | % of customers rating the registration service as 'excellent' or 'very good' |
| We will register births, deaths and marriages when requested to do so by the general public | Number and % of Registrations of births, deaths and marriages carried out on request |

Appendix 2

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| We will search for and issue 'Extracts' from the Registrars within 2 working days | % of Birth, Death & Marriage Registry 'Extracts' issued within 2 working days |
| We will facilitate public access to records for research purposes by appointment | Number of Public access to records for research facilitated by appointment |

Chief Executive's Office – Service Standards

| Theme: Chief Executive's Office Strategy: Corporate Policy Unit | |
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| Service Standard Description | Service Standard Indicator |
| We will send a full response within 20 working days and if this is not possible send a letter explaining the reason why. | Percentage receiving a full response within 20 working days and percentage not receiving a full response but a letter explaining why |
| We will forward all corporate Freedom of Information requests to appropriate officers within 1 working day of receiving the request | Percentage of Freedom of Information requests forwarded to appropriate officers within 1 working day |
| Change to: We will respond to all Freedom of Information requests within 20 working days of the request arriving in the Council | |
| We will provide annual Public Performance Reports on the Community Plan, Corporate Plan and other key initiatives | Number of annual Public Performance Reports published against programmed |
| We will respond within 40 calendar days to Data Protection Requests arriving at the Council | % of Data Protection Requests responded to within 40 calendar days |
| We will publish Equality reports annually | Number of annual Equality Reports published |
| We will remove graffiti within 14 days of reporting | % of graffiti removed within 14 days of reporting |

| Theme: Chief Executive's Office Objective: Corporate Service Standards | |
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| Service Standard Description | Service Standard Indicator |
| We will answer all calls within 7 seconds (3 external call rings) | Percentage of calls to public-facing helplines (excluding Moray Contact Centre) answered within seven seconds |
| | Percentage of calls to Moray Contact Centre answered within seven seconds |

Children and Families – Service Standards

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| <p>Theme: Children and Families Objective: Care Placement Services</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>All young people entering residential care will have a Care Plan completed within four weeks of their placement starting</p> <p>We will ensure that all fostering and adoption assessments will be completed within six months of the application form being received.</p> | <p>% of Care Plans prepared within 4 weeks</p> <p>Percentage of fostering and adoption assessments completed within six months of acceptance of application.</p> |
| <p>Theme: Children and Families Objective: Community Support Services</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>All families referred to the Supporting Moray Families Project will receive an initial response within two weeks</p> | <p>Number of responses made within two weeks</p> |

Community Care & Criminal Justice Service – Service Standards

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| Theme: Community Care & Criminal Justice Service Objective: Community Mental Health | |
| Service Standard Description | Service Standard Indicator |
| All service users (18-64) referred to the service will be offered an assessment within 28 days. | Percentage of mental health service users will be offered an assessment within 28 days: 18-64 |
| All service users (65+) referred to the service will be offered an assessment within 28 days. | Percentage of mental health service users will be offered an assessment within 28 days: 65+ |

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| Theme: Community Care & Criminal Justice Service Objective: Drug & Alcohol | |
| Service Standard Description | Service Standard Indicator |
| All service users referred to the service will be offered an assessment within 28 days | Percentage of service users referred to the service will be offered an assessment within 28 days |
| All service users will have a care plan completed within 6 weeks of assessment | Percentage of service users will have a care plan completed within 6 weeks of assessment |

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| Theme: Community Care & Criminal Justice Service Objective: Learning Disability Services | |
| Service Standard Description | Service Standard Indicator |
| All care plans are in place for service users with confirmed learning disabilities, 6 months prior to their planned school leaving date | Percentage of Care Plans in place for service users with confirmed learning disabilities, 6 months prior to planned school leaving date |
| All learning disability service users will have their care plans reviewed on an annual basis. | Percentage of learning disability services users who have their care plans reviewed on an annual basis. |

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| <p>Theme: Community Care & Criminal Justice Service Objective: Occupational Therapy</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>All medium risk OT service user referrals will be offered an assessment within 8 weeks.</p> <p>All high risk OT service user referrals will be offered an assessment with within 2 weeks.</p> | <p>Percentage of medium risk referrals offered an assessment within 8 weeks</p> <p>Percentage of high risk referrals offered an assessment within 2 weeks</p> |
| <p>Theme: Community Care & Criminal Justice Service Objective: Services for Older People</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>All care plans for older people will be agreed within 28 days of assessment</p> <p>All carers of older people (65+) will be offered an assessment.</p> <p>All 65+ service users will receive an annual review within 12 months of their care plan being agreed.</p> | <p>Percentage of Care Plans agreed within 28 days from the completion of the assessment</p> <p>Percentage of carers of older people (65+) offered an assessment</p> <p>Percentage of 65+ service users will receive an annual review within 12 months of their care plan being agreed</p> |
| <p>Theme: Community Care & Criminal Justice Service Objective: Physical & Sensory Disabilities</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>All physical and sensory disability service users will be offered an assessment within 28 days</p> <p>All physical and sensory disability service users will be offered an assessment within 28 days from their assessment</p> | <p>Percentage of service users (physical) and 100% of service users (sensory) will be offered an assessment within 28 days</p> <p>100% of service users (physical) and 100% of service users (sensory) will receive a service within 28 days from their assessment</p> |

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| <p>Theme: Community Care & Criminal Justice Service Objective: Voluntary Grants & Contracts</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>All commissioned services are reviewed and comply with regulations.</p> | |
| <p>Percentage of all commissioned services are reviewed and comply with regulations.</p> | |
| <p>Theme: Community Care & Criminal Justice Service Objective: Criminal Justice</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>Social Enquiry Reports submitted to courts during the reporting period, including pre-trial reports, Supplementary Social Enquiry Reports and Section 203 Reports and submitted by midday on the working day before the case is heard.</p> | |
| <p>% of social enquiry reports submitted to courts by the due date</p> | |
| <p>New probationers to be seen by a supervising officer within one week.</p> | |
| <p>% of new probationers seen by a supervising officer within one week</p> | |

Economic Development and Infrastructure – Service Standards

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| <p>Theme: Direct Services Strategy: Consultancy Objective: Engineering Design Services</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>We will maintain our stock of bridges so that they are safe and contribute to the transport infrastructure of Moray through scheduled inspections and monitoring of % inspections carried out on time.</p> | <p>ENVDR092 Percentage of scheduled bridge inspections carried out on time</p> |
| <p>Theme: Direct Services Strategy: Consultancy Objective: Flood Alleviation Management & Maintenance</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>We will follow an annual planned schedule of inspection and maintenance for watercourses and the coastline.</p> <p>We will recommend to Committee, at the beginning of every financial year, a programme of Flood Maintenance and Coastal Protection revenue work and produce quarterly monitoring statements</p> | <p>ENVDR093a Flood Management - Percentage Scheduled Water Course inspections completed within target</p> <p>ENVDR093b Coastal Protection - Percentage of defended frontage (coastline) inspected</p> |
| <p>Theme: Direct Services Strategy: Environmental Protection Objective: Waste Management</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>We will provide a street sweeping and litter collection service and to ensure that we keep the environs clear of litter and refuse so far as reasonably practicable</p> | <p>ENVDR068a The Cleanliness Index score achieved following inspection</p> |

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| <p>Theme: Direct Services Strategy: Roads Maintenance Objective: Fleet Services</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>We will inspect, service and otherwise maintain the Council's fleet of vehicles, through a scheduled maintenance programme in accordance with Vehicle Operator Services Agency (VOSA) requirements, to ensure they are in a suitable condition for use on public roads.</p> | <p>ENVDR130b Percentage of Vehicles passing Department of Environment test at first time - overall</p> |
| <p>Theme: Direct Services Strategy: Roads Maintenance Objective: Street Lighting</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>We will report to Committee, at the beginning of every financial year, recommending detailed budget allocations to work types, and thereafter produce a programme of road and street lighting maintenance work, based on an analysis of condition and taking into consideration the reserve list of desirable work and the available budget.</p> <p>Emergency - Respond within 2 hours, repair as soon as possible. Priority 1 - Repair within 1 working day. Priority 2 - Repair within 5 working days. Priority 3 - Repair within 28 working days</p> | <p>ENVDR142a Percentage Street Lighting Emergency repairs responded to and on site within 2 hours</p> |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>ENVDR142b Percentage Street Lighting - Priority 1 repairs completed within 1 working day ENVDR142c Percentage Street Lighting - Priority 2 repairs completed within 5 working days</p> | <p>Percentage Street Lighting - Priority 3 repairs completed within 28 days</p> |

| <p>Theme: Direct Services Strategy: Roads Maintenance Objective: Street Lighting</p> | <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
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| | <p>We will report to Committee, at the beginning of every financial year, recommending detailed budget allocations to work types, and thereafter produce a programme of road and street lighting maintenance work, based on an analysis of condition and taking into consideration the reserve list of desirable work and the available budget.</p> <p>Safety defect inspections</p> <p>Carriageways:</p> <p>Category 1 – inspect monthly</p> <p>Category 2 – inspect monthly</p> <p>Category 3 – inspect every 3 months</p> <p>Category 4 (rural) – inspect every 6 months</p> <p>Category 4 (urban) – inspect every 12 months</p> <p>Category 5 (rural) – inspect every 6 months</p> <p>Category 5 (urban) – inspect every 12 months</p> <p>Footways</p> <p>Category 1a – inspect fortnightly</p> <p>Category 1 – inspect monthly</p> <p>Category 2 – inspect every 3 months</p> <p>Category 3 – inspect every 12 months</p> <p>Emergency – Respond within 2 hours, repair as soon as possible.</p> <p>Priority 1 – Repair within 3 working days</p> <p>Priority 2 – Repair within 28 days</p> <p>Priority 3 – Repair within 6 months (subject to resources).</p> | <p>Percentage of inspections completed as scheduled – Carriageways</p> |
| | | <p>Percentage of inspections completed as scheduled – Footways and Cycleways</p> |
| | | <p>Percentage of Emergency repairs made safe within 2 hours</p> |
| | | <p>Percentage of Priority 1 repairs completed within 3 working days</p> |
| | | <p>Percentage of Priority 2 repairs completed within 28 working days</p> |

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| <p>Theme: Direct Services Strategy: Roads Maintenance Objective: Winter Maintenance & Emergency Works</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>We will provide a Winter Service in accordance with the Council Policy and the Winter Service Operation Plan, which are published on the Moray Council website and reviewed annually. Performance against the standards set out in these plans will be monitored on a daily basis during the period 1st October to 15th April.</p> <p>Notwithstanding periods of extreme weather, we will treat :- Priority 1 carriageway routes within 2 ½ hours of start in normal conditions Priority 1 footway routes within 2hours of start in normal conditions</p> | <p>Percentage of Priority 1 carriageway routes treated within 2.5 hours in normal conditions</p> <p>Percentage of Priority 1 footway routes treated within 2 hours of start in normal conditions</p> |
| <p>Theme: Direct Services Strategy: Transportation Objective: Statutory & General Transportation</p> | |
| <p>Service Standard Description</p> | <p>Service Standard Indicator</p> |
| <p>We will acknowledge applications for Construction Consent within 5 working days and process applications within 20 working days of receipt of all necessary documentation.</p> <p>We will process applications for Road Opening permits, temporary road closures, skips, road occupations and scaffolding as requested subject to customers giving us the appropriate minimum notice period.</p> | <p>ENVDR074a Percentage of road construction consent applications responded to with final decision within 20 working days of receipt of all relevant information</p> <p>ENVDR074f Percentage of Category 1 (Householder) planning applications returned to planning department within target time of 10 working days of receiving all relevant information</p> <p>ENVDR074g Percentage of category 2 (minor developments) planning applications returned to planning department within target time of 20 working days of receiving all relevant information.</p> <p>ENVDR074h Percentage of category 3 (major developments) planning applications returned to planning department within target time of 20 working days of receiving all relevant information.</p> <p>ENVDR074j Percentage of request for new and amended house and street names processed within 10 working days of receipt of all relevant information</p> |

| Theme: Direct Services Strategy: Transportation Objective: Traffic Management | |
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| Service Standard Description | Service Standard Indicator |
| We will process disabled parking (non-referral) applications within 10 working days. | ENVDR084i Traffic - Percentage Disabled Parking application forms processed within the specified time(i) non-referral applications within 10 working days |
| We will process disabled parking (referred to others) applications within 25 working days. | ENVDR084ii Traffic - Percentage Disabled Parking application forms processed within the specified time (ii) referred to others (ie Council depts) 25 working days |
| We will respond to traffic enquiries (1 st stage, short investigation) within 14 working days. | ENVDR172a Traffic - Percentage Response time to Traffic Enquiries(i) 1st Stage - short investigation where applicable within 14 days |
| We will respond to traffic enquiries (2 nd stage, full investigation) within 8 weeks. | ENVDR172b Traffic - Percentage Response time to Traffic Enquiries -2nd Stage - Full investigation where necessary within 8 weeks |
| We will complete traffic light repairs within 48 hours. | Percentage of all traffic light repairs completed within 48 hours |

Educational Services – Service Standards

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| Theme: Educational Development Service Strategy: Childcare | |
| Service Standard Description | Service Standard Indicator |
| Every parent/carer has access to the Childcare Information Service website. | |
| All information on childcare is available on website and kept updated. | |
| Theme: Educational Development Service Strategy: Pre-School Education | |
| Service Standard Description | Service Standard Indicator |
| A pre-school education place will be offered to every 3 and 4 year old whose parents wish it. | |
| Percentage of 3 or 4 year olds, whose parents wish it, offered a pre-school education place. | |
| Theme: Educational Development Service Strategy: Primary & Secondary Education | |
| Service Standard Description | Service Standard Indicator |
| Parent / carers will receive at least one annual report on their child's progress. | |
| Eds503.1 Percentage of parents/carers receiving at least one annual report on their child's progress | |
| All school pupils will have computer access and their own e-mail address. | |
| Eds503.2 Percentage of school pupils who have computer access and their own email address | |
| Parent / carers will have access to a School Handbook. | |
| Eds506.2 Percentage schools who make their School Handbook available to parents including on the Internet | |