

Appendix 2

By the end S4, all young people will have been offered a work experience placement.	Eds507.2 Percentage of S4 pupils who have been offered a work experience placement
All of our schools will be health promoting schools.	Eds503.6 Percentage of schools that are health promoting schools
Parent / carers will have access to the annual school improvement priorities.	Eds503.8 Percentage of schools that have produced a plan giving their priorities and targets for the coming year
Parent / carers will have access to a Standards and Quality Report.	Eds503.7 Percentage of schools that have produced a report outlining their performance against priorities and targets
All schools, as part of their self evaluation process will seek the views of a sample of pupils and parents.	Eds503.9 Percentage of schools that have sought the views of a sample of pupils and parents – (annual indicator Q4)

Theme: Educational Development Service
Strategy: Primary & Secondary Education

	Service Standard Description	Service Standard Indicator
We will ensure that the number of pupils in each of our classes does not exceed the statutory maximum.		Eds503.5 Percentage of classes not exceeding statutory maximum
All admissions to Primary 1 will be confirmed by 30th April each year		Eds506.1 Percentage of admissions to Primary 1 confirmed by 30th April each year

Theme: Educational Support Service
Strategy: Community Learning and Development

	Service Standard Description	Service Standard Indicator
As a partner of NEAT (North East Arts Touring) Moray Council will promote a range of live performances across Moray.		Eds501.1 Percentage of live performances promoted across Moray through NEAT (North East Arts Touring)
Every school will have opportunities to engage in high quality arts/creative/cultural learning experiences.		Eds501.2 Percentage of schools in Moray in contact with the Arts Team at least once per year Annual indicator - reported in Q4
Structured sports programmes for school-aged children during school terms and the summer holiday will be published and provided.		Eds508.1 Percentage of term-time and holiday sport coaching programmes for school-aged children published per year
Annual forums to support the development of tennis, rugby, cricket badminton, hockey and girls football in Moray will be arranged.		Eds508.2 Percentage of forums held each year (tennis, rugby, cricket, badminton, hockey and girls football)

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Annual training to ensure appropriately trained coaching staff in possession of the relevant national governing body coaching awards will be provided.	Eds508.3 Percentage of sports coaching staff receiving annual in-service training
Annual Community Sports Leader Award training will be organised for those that lead sports groups to provide them with the necessary leadership skills.	Eds508.4 Percentage of Community Sport Leader Award training provided for those wishing to develop their leadership skills

**Theme: Educational Resource Service
Strategy: Leisure Management**

Service Standard Description	Service Standard Indicator
Customers' will have access to Council managed swimming pools maintained at a temperature of between 29 and 30 degrees C.	Eds504.1 Percentage of council managed swimming pools where water temperature is maintained between 29 and 30 degrees
Customers' will be supervised by the recommended numbers of qualified and trained staff supervise in our leisure and community centre facilities.	Eds504.2 Percentage of leisure facilities and community centres that are supervised by the required number of qualified and trained staff
Customers' will have access to indoor facilities that are kept in a warm, clean, safe and hygienic condition.	Eds504.3 Percentage of leisure facilities and community centres carrying out regular customer comfort inspections (i.e. temperature, cleanliness, safety and hygiene)
Customers' will have access to facilities which are furnished with equipment that is checked and maintained regularly.	Eds504.4 Percentage of leisure facilities and community centres carrying out regular equipment inspections
Customers' will have access to up-to-date and accurate customer information for all activities published and displayed in the appropriate locations.	Eds504.5 Percentage of leisure facilities and community centres publishing and displaying up-to-date customer information on activities on offer
Customers' will have access to pavilions which are well maintained and fit for purpose.	Eds504.6 Percentage of football pitches cut and marked and associated sports pavilions fit for purpose for use by customers who have pre-booked (conditions permitting)

**Theme: Educational Resource Service
Strategy: Libraries and Museums Service**

Service Standard Description	Service Standard Indicator
The public will have free access to books for lending and study.	Eds505.1 Percentage of libraries providing free access to books for lending and study
The public will have free access to the internet.	Eds505.2 Percentage of libraries providing free access to the internet
The public will have free access to a range of reference and information resources.	Eds505.3 Percentage of libraries providing free access to a range of reference and information resources

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<p>The public will have access to Learndirect Scotland Centres at our libraries in Aberlour, Buckie, Elgin, Forres and Keith and learning access at all other libraries.</p>	<p>Eds505.4 Learndirect Scotland Centres provided at Aberlour, Buckie, Elgin, Forres and Keith libraries</p>
<p>The public will have free access to council museums</p>	<p>Eds505.5 Percentage of libraries that are not Learndirect Scotland Centres providing learning access</p>
<p>To ensure the quality of service to customers, our libraries meet the requirements of the Public Library Quality Improvement Matrix for Scotland</p>	<p>Eds505.6 Percentage of museums providing free access Eds505.7 Percentage of libraries meeting the requirements of the Public Library Quality Improvement Matrix for Scotland</p>
<p>Theme: Educational Support Service Strategy: Additional Support Needs</p>	
<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>Parent / carers will have access to, on request, written policies reflecting statutory requirements relating to Additional Support for Learning.</p>	<p>Percentage of schools which have a written statement about their policy and practices in relation to ASFL</p>

Finance and ICT Services – Service Standards

<p>Theme: Finance and ICT Objective: Accountability</p>	<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>We will issue Budget status Reports to all Council Budget Holders within 12 working days of each month end.</p>		<p>FICT195 % of budget monitoring reports issued to Budget Managers within target timescales</p>
<p>Theme: Finance and ICT Objective: Audit</p>	<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>We will follow a pre-planned programme of Service Department Audits and will produce a report showing findings and recommendations within the quarter that the Audit takes place.</p>		<p>FICT056 % of Audit Reports issued within target timescale following audit completion</p>
<p>Theme: Finance and ICT Objective: ICT Development</p>	<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>We will have our Website and all electronic services accessible at least 95% of the time with 24 hour a day, 7 day a week availability.</p>		<p>FICT174 % availability of the Moray Council Website</p>

<p>Theme: Finance and ICT Objective: Payments</p>	
<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>We will pass details of Insurance Claims to the Council Insurers within 5 working days of receiving claim forms from the public or from Council Service Departments and will pro-actively monitor the Insurers performance in responding to the claim.</p>	<p>FICT145 %/Number of Insurance Claims passed within 5 days</p>
<p>We will pay Suppliers promptly and pay a minimum of 85% of Invoices within 30 days of receipt.</p>	<p>SCM8b % of invoices sampled paid within 30 days</p>
<p>Theme: Finance and ICT Objective: Revenues</p>	
<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>We will ensure that all customers are notified within a maximum period of six weeks if a payment has been missed.</p>	<p>FICT150 %/Number of customers with Missing Payments who are notified within 6 weeks</p>
<p>We will administer claims for benefits for Council tax and housing Rent charges. We will process new claims within 48 days and cases where circumstances have changed within 20 days.</p>	<p>FICT207 "The average time taken in calendar days to process all new claims and change events in HB/CTB (the Right Time Indicator)."</p>

Housing Services – Service Standards

<p>Theme: Housing Objective: Gypsy Travellers</p>	<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>We visit unauthorised encampments within 2 days of notification of the encampment.</p>		<p>CommS170a % of unauthorised encampments visited within 2 days of notification</p>
<p>Theme: Housing Objective: Homelessness and Allocations</p>	<p>Service Standard Description</p>	<p>Service Standard Indicator</p>
<p>We relet properties within as short a time as possible.</p>		<p>CommS156a Relet period: 0-2 weeks - Not low Demand</p>
		<p>CommS156b Relet period: 2-4 weeks. Not low demand</p>
		<p>CommS156c Relet periods: 5-8 weeks. Not low demand</p>
		<p>CommS156d Re-let Period: 9-16 weeks. Not low demand</p>
		<p>CommS156e Re-let period: more than 16 weeks. Not low demand</p>
<p>We carry out an assessment of homelessness applications within 28 days. Where we cannot meet this target, we inform applicants.</p>		<p>CommS161b Percentage of homelessness applications assessed within 28 days</p>
<p>We provide an interview within 1 working day for applicants who are homeless and within 5 working days for applicants threatened with homelessness.</p>		<p>CommS372 Percentage of interviews provided within 1 working day for applicants who are homeless</p>
<p>We provide an interview within 1 working day for applicants who are homeless and within 5 working days for applicants threatened with homelessness.</p>		<p>CommS373 Percentage of interviews provided within 5 working days for applicants threatened with homelessness</p>

Theme: Housing Objective: Housing Management		Service Standard Indicator
<p>We prioritise neighbour complaints according to the severity of the complaint. We respond in timescales set for each category -</p> <p>A – extreme behaviour/assault etc. – 2 working days.</p>	<p>Comms174a Percentage of category A complaints responded to within 2 working days</p>	
<p>We prioritise neighbour complaints according to the severity of the complaint. We respond in timescales set for each category -</p> <p>B – threats, abuse, serious disturbance – 5 working days.</p>	<p>Comms174b Percentage of category B complaints responded to within 5 working days</p>	
<p>We prioritise neighbour complaints according to the severity of the complaint. We respond in timescales set for each category -</p> <p>C – lifestyle disputes – 10 working days.</p>	<p>Comms174e Percentage of category C complaints dealt with within 10 working days</p>	
<p>We prioritise neighbour complaints according to the severity of the complaint. We respond in timescales set for each category -</p> <p>D – minor disputes – 10 working days.)</p>	<p>Comms174f Percentage of category D complaints dealt with within 10 working days</p>	

Theme: Housing Objective: Housing Management		Service Standard Indicator
<p>We remove graffiti from housing property within 7 working days (within 24 hours where graffiti is offensive).</p>	<p>Comms174c Percentage of graffiti removed within 7 working days</p>	
<p>We remove flytipping from council land within 7 working days.</p>	<p>Comms174d Percentage of flytipping removed within 7 working days</p>	
<p>We carry out a pre-tenancy interview at the lease sign up in which the rights and responsibilities of the tenancy agreement are clearly explained.</p>	<p>Comms378 Percentage of pre-tenancy interviews carried out</p>	

Theme: Housing Objective: Property Management	
Service Standard Description	Service Standard Indicator
We set and publish targets annually for carrying out repairs within timescales – Emergency – within 2 hours - 99.9% of all repairs	Comms175 Statutory Repairs - Percentage of Emergency repairs
We set and publish targets annually for carrying out repairs within timescales – Urgent - next working day - 98% of all repairs	Comms176 Statutory Repairs - Percentage of Urgent repairs
We set and publish targets annually for carrying out repairs within timescales – Priority - within 5 working days- 98% of all repairs	Comms177 Statutory Repairs - Percentage of Priority repairs
We set and publish targets annually for carrying out repairs within timescales – Ordinary - within 20 working days- 98% of all repairs	Comms178 Statutory Repairs - Percentage of Ordinary repairs
We set and publish targets annually for carrying out repairs within timescales – Empty houses - within 20 working days- 98% of repairs	Comms179 Statutory Repairs - Percentage of Void repairs

Theme: Housing Objective: Property Management	
Service Standard Description	Service Standard Indicator
Within 24 hours of issuing a repair order to our contractor (for priority, ordinary, by appointment repairs), 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.	Comms383 Percentage of Repairs receipts issued within 24 hours

Planning & Regulatory Services – Service Standards

Theme: Development Services Strategy: Building Standards	
Service Standard Description	Service Standard Indicator
We will respond to a request for a Completion Certificate, with either a Site Visit or an appointment for a Site Visit, within 10 working days.	ENVDV038 BS - Percentage of Completion Certificates dealt with within 10 working days or such longer period as agreed
We will respond to at least 90% of requests for a Building Warrant falling within the 'Fast Track' criteria, with either a Building Warrant or a request for further information, within 10 working days.	ENVDV039 BS - Percentage of building warrant applications falling within the Fast Tracked criteria responded to within 10 working days during quarter
We will respond to at least 80% of requests for a Building Warrant falling within the mid-range criteria, with either a Building Warrant or a request for further information, within 25 working days.	ENVDV041 BS - Percentage of building warrant applications falling within the Mid Range criteria responded to within 25 working days during quarter
We will respond to at least 80% of requests for a Building Warrant falling within the major criteria, with either a Building Warrant or a request for further information, within 25 working days.	ENVDV043 BS - Percentage of building warrant applications falling within the Major criteria responded to within 25 working days during quarter
We will issue a Building Warrant or request for further information on at least 80% of Amended plans that require to be rechecked for compliance with Building Regulations within 15 working days.	ENVDV046 BS - Percentage of amended plans responded to within 15 working days during quarter

Theme: Development Services Strategy: Environmental Health	
Service Standard Description	Service Standard Indicator
<p>We will carry out all programmed food hygiene inspections of commercial premises within 12 months for premises classified as high risk. (Premises are classified following a Risk Assessment conducted by Environmental Health staff).</p>	<p>ENVDV068 EH - Food Safety - percentage of high-risk (categories A and B) premises inspected within time during quarter</p>
<p>We will try to make contact with all notified cases of infectious disease that require investigation within 24 hours of receipt.</p>	<p>ENVDV085 EH - Percentage of reports of infectious disease where contact is made within 24 hours of receipt</p>
<p>We will carry out all programmed workplace safety inspections of commercial premises within 12 months for premises classified as high risk. (Premises are classified following a Risk Assessment conducted by Environmental Health staff).</p>	<p>SPSz05 EH - Health & Safety - percentage of high-risk (12 months) premises inspected within time during quarter</p>
Theme: Development Services Strategy: Trading Standards	
Service Standard Description	Service Standard Indicator
<p>We use an appointment system and offer a first interview within 21 days. We will assist immediately when required; for example, if you are threatened with eviction.</p>	<p>ENVDV067 TS - Percentage of Money Advice clients offered a first interview within 15 working days</p>
<p>We will investigate, respond to and complete at least 80% of consumer complaints within 14 days of receipt.</p>	<p>SPS3ai TS - Percentage of consumer complaints investigated, responded to and completed within 10 working days of receipt during quarter</p>
<p>We will respond to and complete at least 98% of business advice requests within 14 days of receipt.</p>	<p>SPS3bi TS - Percentage of business advice requests responded to and completed within 10 working days of receipt during quarter</p>