












## Appendix 2: Housing and Employability-Quality Standards 2019/20 progress report

Action	2019/20			Notes	Managed By
	Status	Value	Target		
% of application outcomes communicated within 28 days		98.2%	100%	Target narrowly missed – A small number of cases did not conclude within the target timescale these were exclusively as a result of delays in the provision of information	John Kerr
% satisfied with the quality of temporary or emergency accommodation		81%	100%	Target missed – our analysis has indicated that the location of our temporary stock was the single main driver in customer dissatisfaction, our annual modelling exercise will determine steps to rectify this.	John Kerr
% of participation request acknowledgements sent within 5 working days of notification		100%	100%	Target met – there were very few participation requests in 2019/20 however all were managed timeously.	Elaine Troup
% of referral acknowledgements sent within 5 working days of notification		100%	100%	Target met -referrals are directed via our online form and an automated response is given on submission.	Stephen Brooks
% of Tenants that have been provided with housing officer contact details		100%	100%	Target met all tenant's were contacted with updated details as well as how to contact their housing officer during the Covid- 19 pandemic.	Edward Thomas
% of ASB reports followed up within 1 working day. <i>Proxy measure - % of ASB cases resolved within local agreed target</i>		94.74 %	100%	Whilst the team have been working to achieve the quality standards the mechanism for reporting on performance has not yet been fully developed. In this instance we have shown a proxy measure that	Edward Thomas

Action	2019/20			Notes	Managed By
	Status	Value	Target		
				demonstrates the commitment to proactively managing ASB reports. Moving forward we are working with the QL project team to build more reporting mechanisms to capture our standards.	
% of tenant enquiries responded to on same working day <i>Proxy measure- % of tenants contacted prior to terminating their tenancy</i>		100%	100%	Whilst the team have been working to achieve the quality standards the mechanism for reporting on performance has not yet been fully developed. In this instance we have shown a proxy measure that demonstrates the commitment to supporting tenants. Moving forward we are working with the QL project team to build more reporting mechanisms to capture our standards.	Edward Thomas
% of housing applications followed up for discussion within 7 working days		100%	100%	Whilst the team have been working to achieve the quality standards the mechanism for reporting on performance has not yet been fully developed. In this instance we have shown a proxy measure that demonstrates the commitment to timeously advising on appropriate housing options. Moving forward we are working with the QL project team to build more reporting mechanisms to capture our standards.	Edward Thomas

PI Status	
	Alert
	Warning
	OK

