



Public Performance Scorecard

2024-25 Q3

Overview

This is our sixth Public Performance Scorecard and it gives an overview of how we are performing. It focuses on giving a picture of the day to day running of Council services and contains a range of indicators. These cover services that a large proportion of the residents of Edinburgh use or where there is a high level of public interest. This report is updated on a quarterly basis. Some indicators are annual and only appear in our annual performance report. For reference these annual indicators are shown in a list on the last page of this report.

For each indicator, we show:

- the latest data available
- current target – allowing us to give each indicator a RAG status
- performance during the previous years (to show long term changes in performance)

The indicators are shown under the following six themes:

- Adult Social Care
- Children, Families and Communities
- Climate Change (annual report only)
- Corporate Services
- Environmental Services
- Housing

This report is one way in which we are meeting our public bodies statutory reporting requirements (as set out in the Audit Scotland statutory direction) and showing how we are delivering Best Value.

[Data, Performance and Business Planning](#)



If you would like this document in another language or format such as Braille, large print or a translation, please email the Interpretation and Translation Service at its@edinburgh.gov.uk quoting the unique reference number 25.0497.

Overview - themes



Adult Social Care

We support adults and older people to live well and independently through our health and social care services. Two of our priorities are to support people to move on from hospital once they are ready, and to provide people with the care and support they need to live safely at home. We show our performance for two measures which we use to monitor these priorities as well as providing counts showing the number of people supported.



Children, Families and Communities

Our schools are focusing on improving attainment for all pupils, and we track pupils' achievements throughout their school years. In this section, we show a range of attainment measures from across primary and secondary schools. We know that children and young people who live in areas of deprivation, and those who have been looked after (i.e. cared for by their local authority) tend to have lower levels of attainment and so we have included results for these groups of children separately. We also monitor provision for children under school age, and whether parents and carers get their preferred model (e.g. forest kindergarten, childminder, full year or term time settings), as this can affect their own employment.

We support families to ensure that children are safe, well and thriving but there are times when we have to put in place statutory support to safeguard children – through the child protection system the child or young person becomes care experienced as part of our Corporate Parenting role. We have included several measures to show how we support and safeguard young people.

We provide a wide range of support to people in communities from library resources to keeping people safe. We gather data about how people are using our libraries. We engage with residents to help shape what kinds of supports are needed and how to deliver them. We also monitor the number of complaints we receive about antisocial behaviour orders and how well we are supporting the community justice process.



Climate Change

We declared a Climate Emergency in 2019 and a Nature Emergency in 2023. We are taking a number of actions to work towards our ambitious target for the city to become net zero by 2030. We monitor our progress by measuring four different areas of climate work in Edinburgh including the level of our greenhouse gas emissions.



Customer and Corporate Services

It's important that when people get in touch we respond quickly – be it in answering their questions, processing their requests for financial assistance or putting them in touch with the most appropriate Council services. This section covers various measures to show how we are performing when people get in touch with us as well as highlighting some of the 'back office' functions we need to run well to support our public facing services.



Environmental Services

We run a number of services maintaining the environment we live in. This section shows our performance for collecting your rubbish, and maintaining our roads and parks.

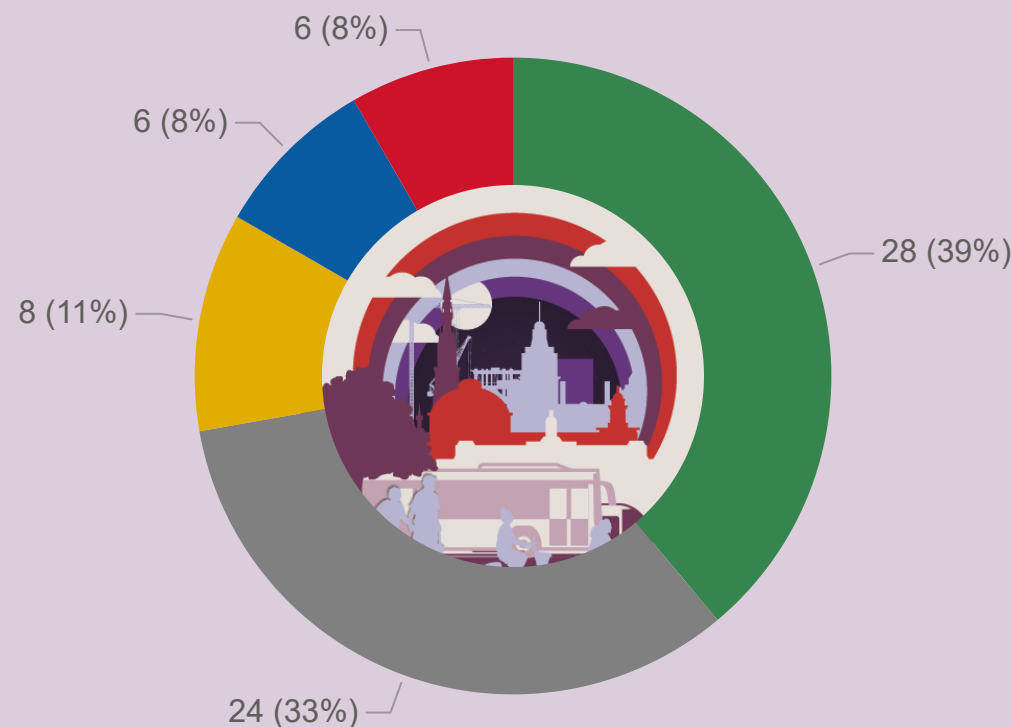


Housing

We support people with their various housing needs. From helping people who are homeless into settled accommodation, renting our council housing, and ensuring repairs to our properties are completed quickly and to a high quality. We are working with developers to support house building in this city through our active work to grow the number of affordable houses as well as efficiently processing planning and building applications. This section contains measures we use to monitor how we are performing across all these services.

How are we performing this quarter?

Overview - All indicators



Indicators are assessed against a target and given a RAG status where:

- **Green** - Performance is on or ahead of target
- ▲ **Amber** - Performance is behind target by 5% or less
- ◆ **Red** - Performance is behind target by more than 5%
- **Blue** - End of year target
- **Grey** - Monitoring only or awaiting target

2024-25 Q3

Of the 73 monthly or quarterly KPIs, we have assigned a direction of travel for 60 of the KPIs comparing performance with the previous reporting period. We have not assigned a direction of travel for 13 KPIs due to either the data not being comparable to previous year figures (due to changes in recording or calculation) or where it is a new indicator.

Direction of travel	Definitions	Count
Maintaining	Performance has remained the same as in the same period last year (within 2% of last year)	14
Improving	Performance has improved from same period last year (more than 2% change on last year)	28
Declining	Performance has declined from same period last year (more than 2% change on last year)	19
Not applicable	Comparing performance to last year is not possible due to data not being available or not comparable to previous figures (due to change in calculation) or where it's a new indicator	11

Why some indicators do not have a target?

Grey RAGs are shown for measures that are tracking demand for a service so setting a target is not appropriate; where it is a new measure and a target will be set for next year; or where there is no current target but work to set a target is underway.

Adult Social Care

2024-25 Q3

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
1.1	Nº: People waiting for discharge from hospital	●	139	164	Declining ↓	31 December 2024
1.2	Nº: People waiting for package of care	●	408	442	Declining ↓	31 December 2024
1.5	DTI assessments started	●	597		Not applicable	31 December 2024



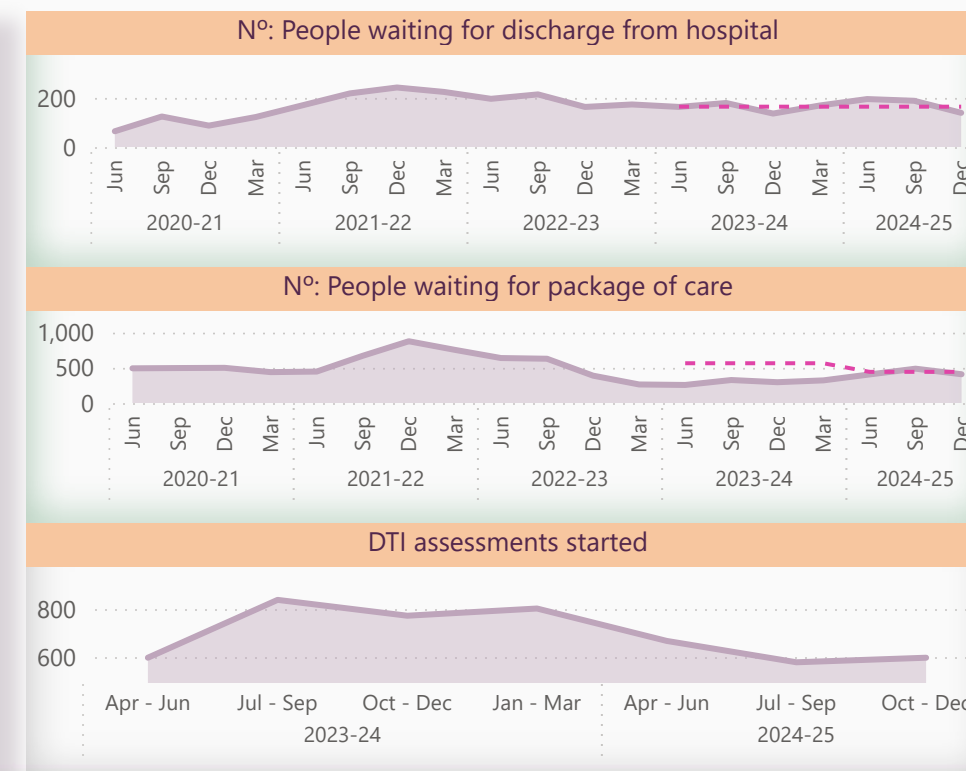
Adult Social Care

The **number of people who were waiting in hospital for discharge** has shown variation over the last 12 months, at 139 at the end of Dec 24 it is similar to the level seen the same time last year (136 at Dec 23). The fewest people waiting was as at 31 Dec 2023 (136) and the highest number waiting in June 2024 (195). These figures remain lower than the pre-pandemic average over 2017-19 (206).

The **number of people waiting for a package of care at home** rose to a peak at 487 in Sep 2024 and has decrease to 408 in Dec 2024. These figures remain lower than the pre-pandemic average over 2017-19 which was 670.

The pre-pandemic average has been used for these two measures to show the longer term trend. This recognises the significant impact of the pandemic on the health and social care sector. Further detail on the Health and Social Care partnership performance can be found in [their performance pages](#).

When concerns are raised with us about the safety of an individual, we make **adult support and protection inquiries** to establish risk and need. Our revised systems and practices are embedded with earlier preventative signposting. This has resulted in a reduction of these duty to inquire assessments from 838 in Jul to Sep 2023. Numbers of inquiries have levelled out sitting at just below 600 in Jul to Sep and Oct to Dec 2024.



● Monitoring only ● On target

33%

67%

Adult Social Care (cont.)

2024-25 Q3



Adult Social Care

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
1.3 People receiving a package of care	●	5,637		Not applicable	31 December 2024
1.4 People supported in care and nursing homes	●	2,614		Not applicable	31 December 2024
1.6 % of care services rated 'Good' or above by Care Inspectorate	●	92.3%		Improving ↑	31 December 2024

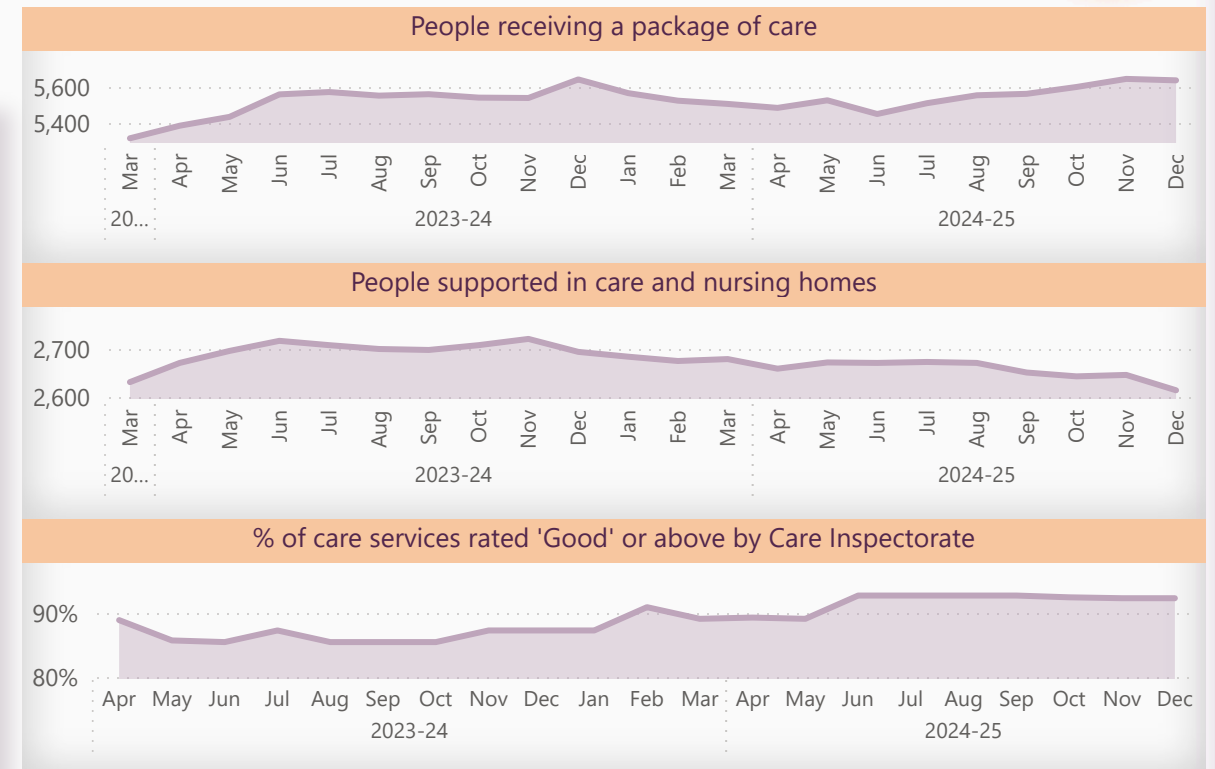


We provide social care support to over 21,500 people.

The top two indicators shown on this page are service demand metrics and give a view of the social care services provided for the residents of Edinburgh.

Roughly 5,500 people are **receiving social care in their own homes** each week, while around 2,600 people are care for in **residential/nursing homes**.

The third indicator shows the percentage of care services provided by us in Edinburgh with a minimum grade that is 'Good' (4) or above in their latest Care Inspectorate inspection (with 6 being the highest grade). Our **Care Inspectorate gradings have been improving quarter on quarter** and in Dec 2024, 92.3% of our services had a minimum grade of 'Good' or above.



● Monitoring only

100%

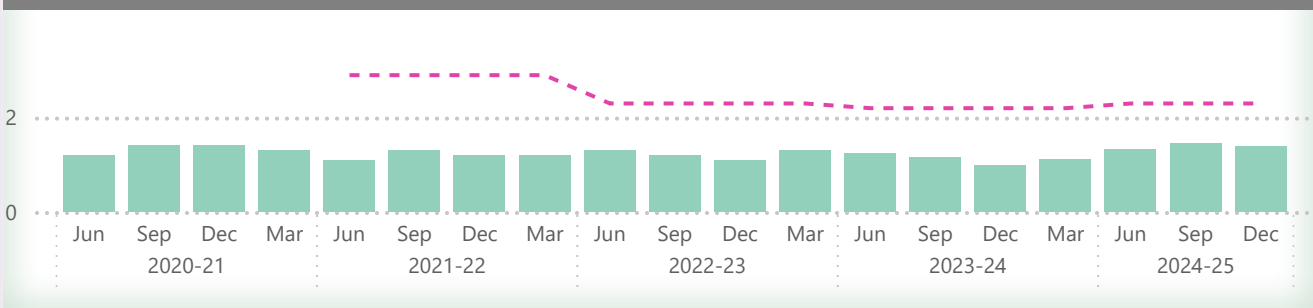
Children Services



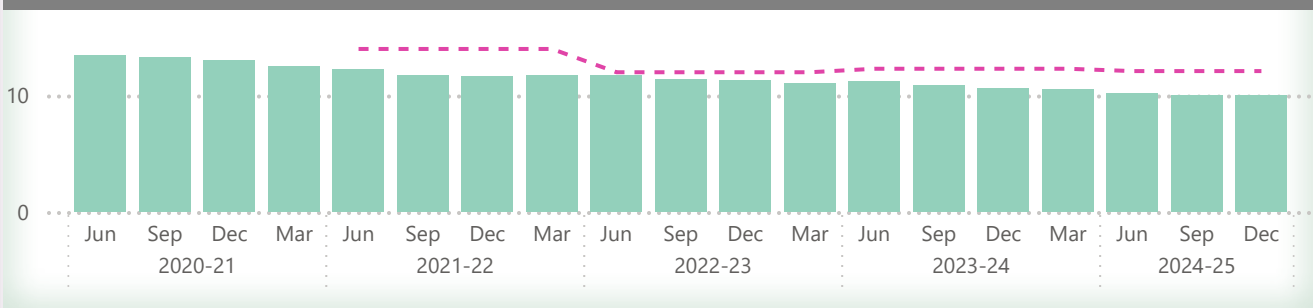
2024-25 Q3

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
3.1	Nº: Children on child protection register (per 1K population)	●	1.4	2.3	Declining ↓	31 December 2024
3.2	Looked after children (per 1K population)	●	10.0	12.1	Improving ↑	31 December 2024

Nº: Children on child protection register (per 1K population)



Looked after children (per 1K population)



The number of children requiring formal **Child Protection registration** has shown a **gradual rise** since December 2023 and is 1.4 in Dec 2024. This remains below the national rate of 2.3.

Our **rate of looked after children** is below the national average rate of 12.1, but after a downward trend since Jun 2020 **has been steady** at just above 10.0 for the last six months.

The rates for Apr 23 onwards have been revised to reflect the new mid year estimates published by National Records of Scotland. This recalculation does not significantly change the rates compared to what was reported in previous quarterly scorecards.

● On target ● Within 5% of target

50%

50%

Children,
Families and
Community

Children Services (cont.)



2024-25 Q3

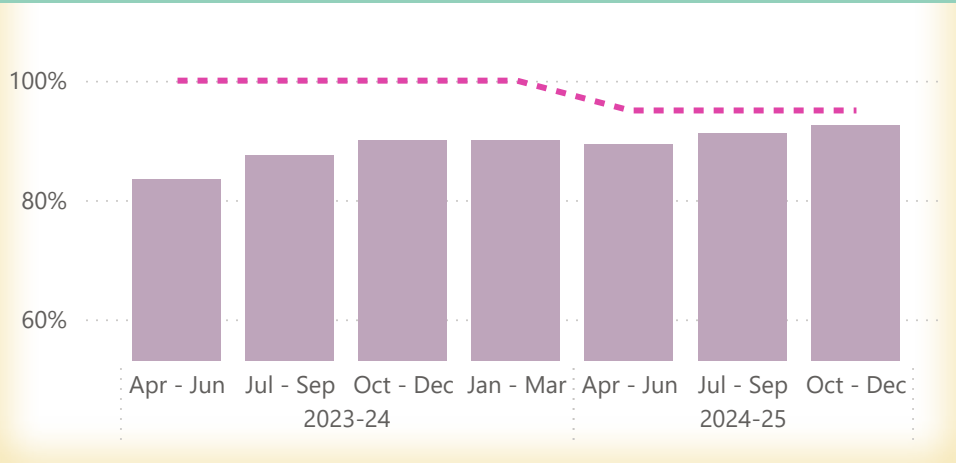
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
3.3	% Children’s Services cases that are allocated	▲	93.3%	95.0%	Improving ↑	31 December 2024
3.4	% Children with 3 or more placements in a year	▲	5.5%	5.0%	Declining ↓	31 December 2024

The two measures on this page give a broader picture of how we support children and young people. The ‘**percentage of children’s services cases that are allocated**’ has been above 90% since Aug 24, which is just behind our target of 95%. The second measure is ‘**children with 3 or more placements in a year**’, which is showing slight fluctuations around 5% and at 5.5% in Dec 2024, was just behind our target of 5%.

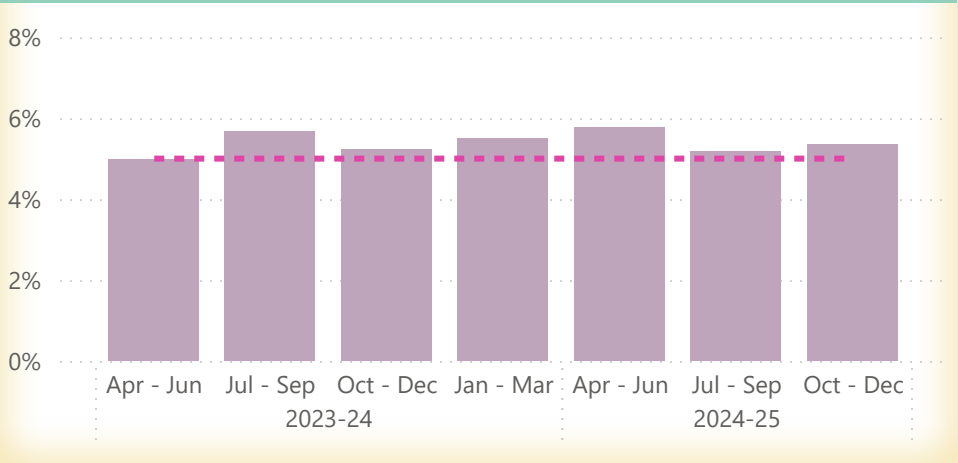


Children,
Families and
Community

% Children’s Services cases that are allocated



% Children with 3 or more placements in a year



● On target ● Within 5% of target

50%

50%

Community - libraries

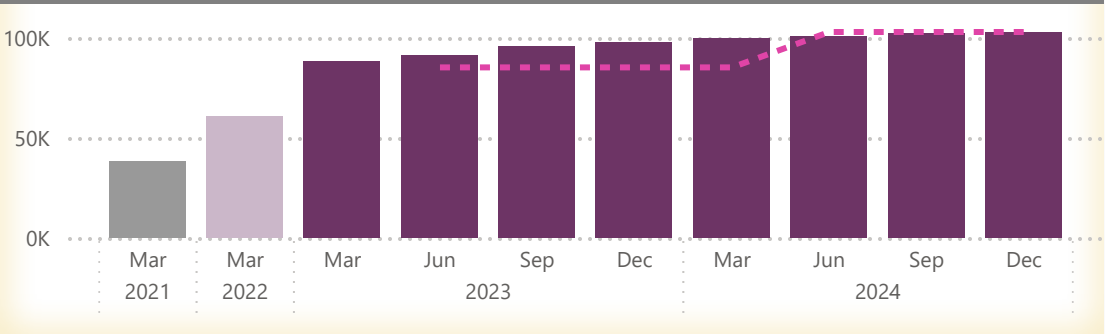


2024-25 Q3

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.2	No. of active library users	▲	102,898	103,000	Improving	31 December 2024
4.4	Nº: Library loans - physical	■	937,654	1,350,000	Improving	31 December 2024

You can find out more about our library services and how to access them by clicking on the following link - [library services](#)

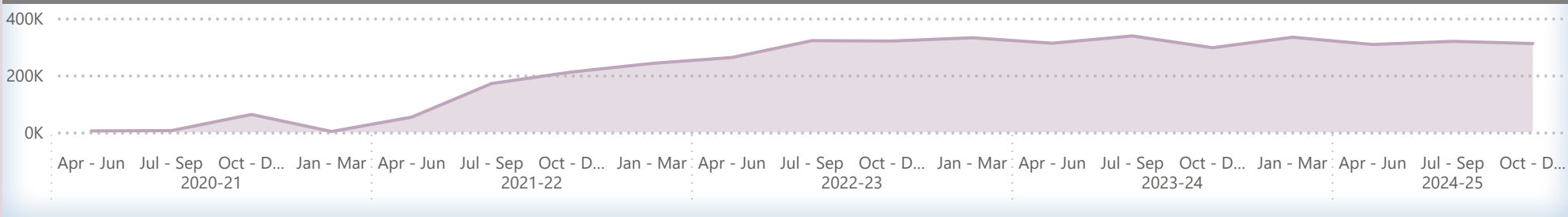
No. of active library users



Our four library measures show the shift in how people access library services following the physical closure of libraries as part of Covid restrictions.

We continue to see a gradual rise in the number of active library users. At the end of Dec 2024, there were almost 103,000 active library users, which is the highest it has been since the end of March 2020, when Covid restrictions were first introduced.

Nº: Library loans - physical



● End of year target ● Monitoring only ● On target ● Within 5% of target

27%

36%

18%

18%

Children,
Families and
Community

Community - libraries (cont.)

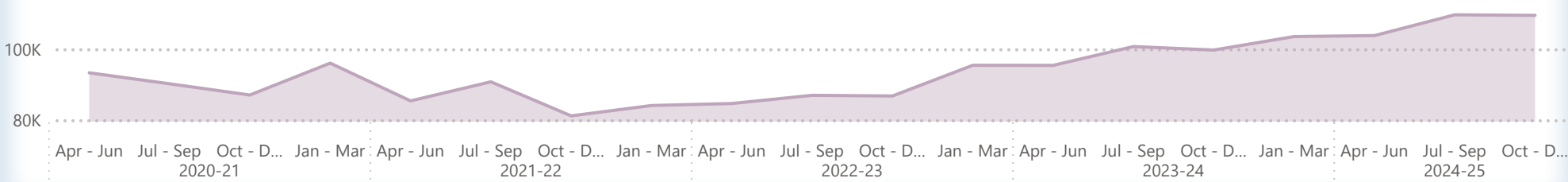


2024-25 Q3

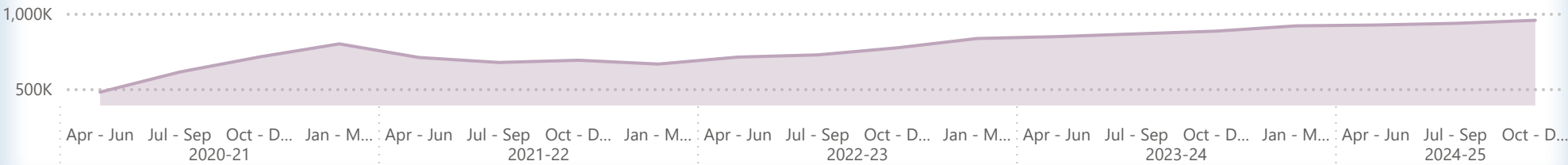
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.5	Nº: Library loans - digital (e-books and e-audiobooks)	<div><div></div><div></div><div></div></div>	322,896	400,000	Improving <div><div></div><div></div><div></div></div>	31 December 2024
4.6	Nº: Digital downloads and streaming	<div><div></div><div></div><div></div></div>	2,812,626	3,510,000	Improving <div><div></div><div></div><div></div></div>	31 December 2024

While we continue to see a gradual increase in the number of **downloads** since 2022/23, the number of **digital loans** have levelled out at around 325,000 by Dec 2024. We are also seeing the number of **physical library loans remaining around the same** as they have since 2022/23 at just under one million

Nº: Library loans - digital (e-books and e-audiobooks)



Nº: Digital downloads and streaming



● End of year target ● Monitoring only ● On target ● Within 5% of target

27%

36%

18%

18%

Children,
Families and
Community



Community - leisure

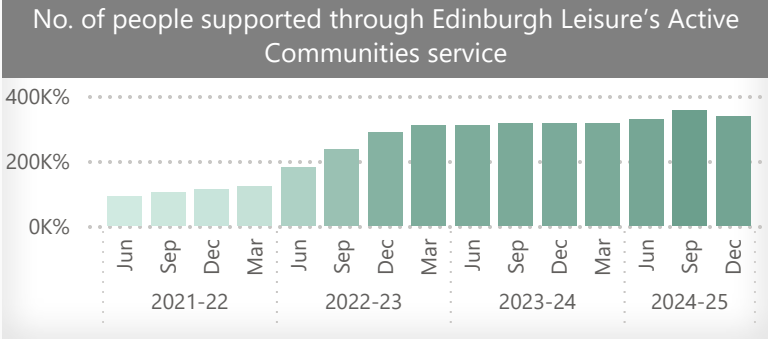
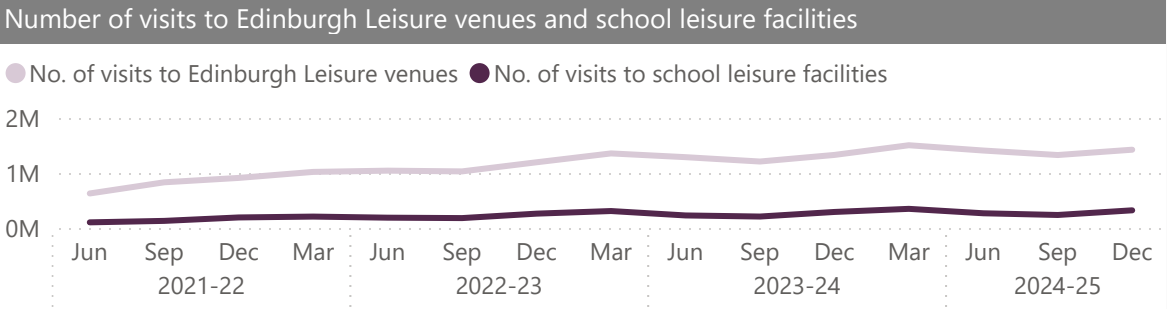


2024-25 Q3

KPI/ Service metric		RAG	Value	Target	Direction of travel	Last update
4.13	No. of visits to Edinburgh Leisure venues	On target	1,423,530	1,379,176	Improving	31 December 2024
4.16	No. of people supported through Edinburgh Leisure’s Active Communities service	Monitoring only	3,361		Not applicable	31 December 2024
4.14	No. of visits to school leisure facilities	Within 5% of target	321,503	325,913	Improving	31 December 2024



Children,
Families and
Community



Edinburgh Leisure operates over **fifty sport and leisure facilities across Edinburgh**. The range of facilities include sport and leisure centres, swim centres, golf courses, tennis courts, sports pitches, and pavilions. Edinburgh Leisure also deliver **coaching activities, health and wellbeing programmes, and initiatives for people of all ages and abilities**.

Edinburgh Leisure visitors and the **number of memberships is continually growing with EL venue tracking 2% above our stretch target for 2024-25 at Q3**. Demand for our Active Communities provision is continually outstripping supply with waiting lists in place for the majority of programmes. These programmes specifically target Prevention and Early Intervention, tackle inequalities, inactivity and support those with barriers to keep active and well.

● End of year target ● Monitoring only ● On target ● Within 5% of target





Community - involving people



2024-25 Q3

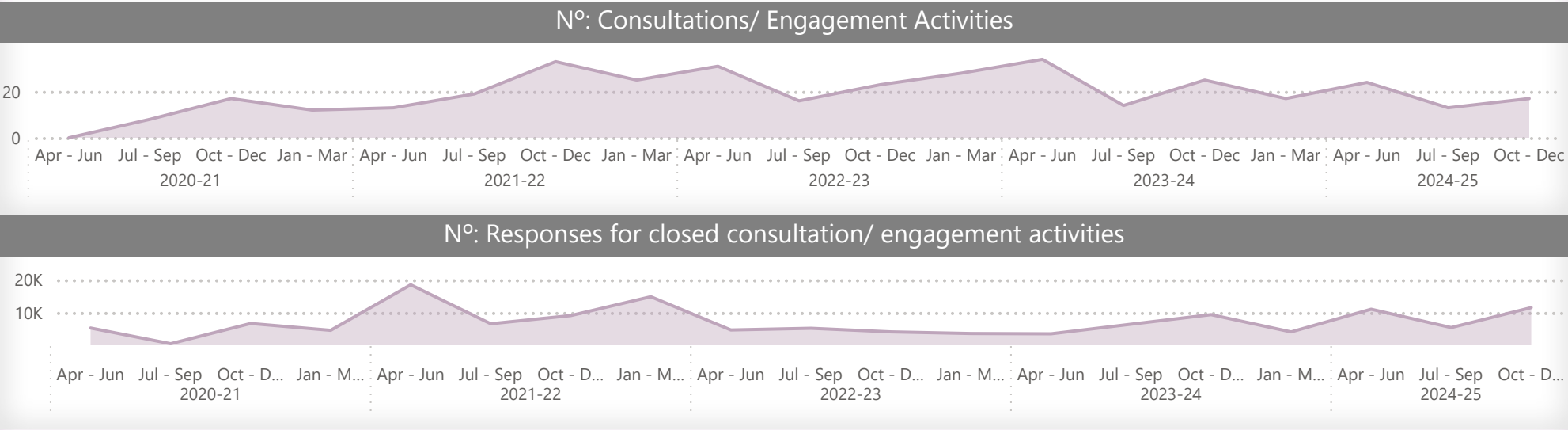


	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.7	Nº: Consultations/ Engagement Activities	●	17		Not applicable	31 December 2024
4.8	Nº: Responses for closed consultation/ engagement activities	●	11,565		Not applicable	31 December 2024



Children,
Families and
Community

We continue to try to involve communities and residents in our decision making by running consultations and engagement activities. **Between Oct -Dec 24, we had 17 consultations/engagement activities open.** Responses were high this quarter with a number of activities closing in the period covering areas of high public interest such as Edinburgh Future Libraries Strategy consultation, a Visitor Levy for Edinburgh consultation, Council Housing Rent Consultation, Short-Term Lets 2024 engagement, and Ross Bandstand events and activities engagement. To see current consultations, please go to [our consultation hub](#).



● End of year target ● Monitoring only ● On target ● Within 5% of target





Community - keeping people safe



2024-25 Q3

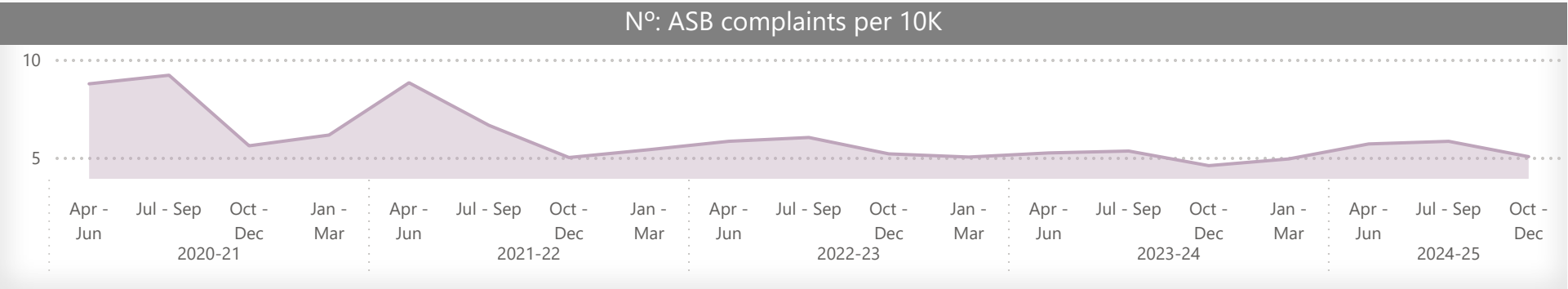


Children,
Families and
Community

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.1	% Community Justice orders successfully completed	●	75.4%	70.0%	Declining ↓	31 December 2024
4.3	Nº: ASB complaints per 10K	●	1.2		Improving ↑	31 December 2024

The percentage of **Community justice orders successfully completed** continues to perform well at 75.4% for Dec 24 and is **ahead of our target** of 70%.

The level of **antisocial behaviour complaints** we receive on a monthly basis remains low across 2024 and was 1.2 per 10,000 population in Dec 2024.



● End of year target ● Monitoring only ● On target ● Within 5% of target



Customer Contact



2024-25 Q3



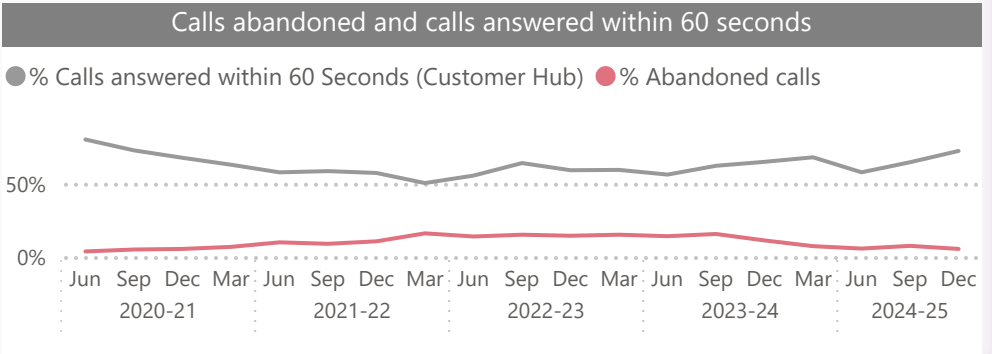
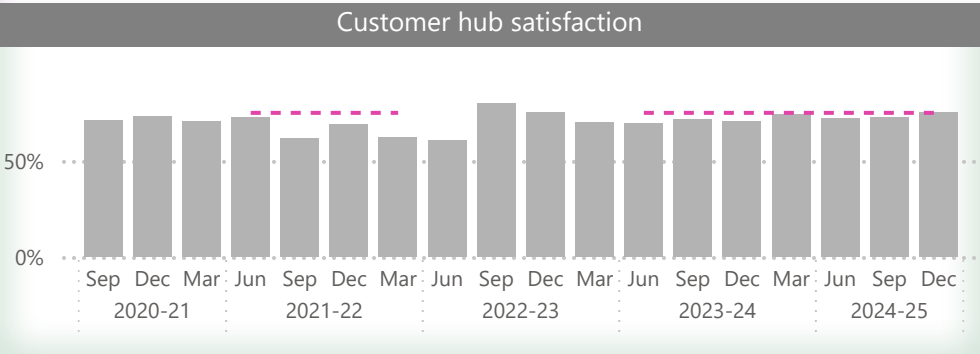
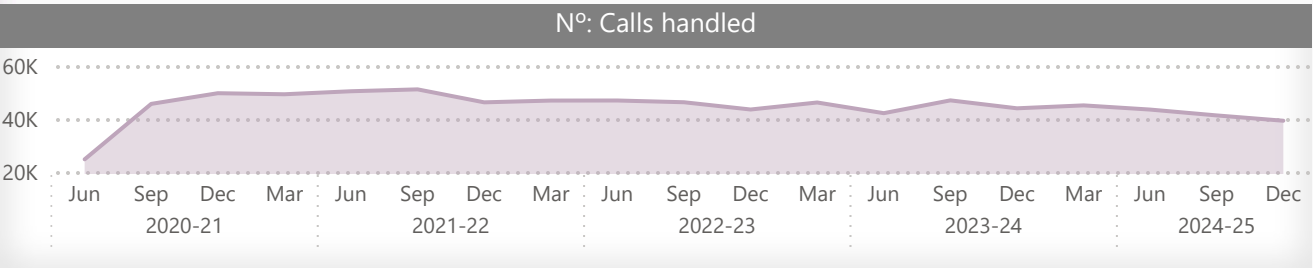

Customer and
Corporate
Services

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
6.3	Nº: Calls handled	Monitoring only	34,291		Not applicable	31 December 2024
6.1	Customer hub satisfaction	On target	75.9%	75.0%	Improving	31 December 2024
6.2	% Calls answered within 60 Seconds (Customer Hub)	On target	77.9%	60.0%	Improving	31 December 2024
6.4	% Abandoned calls	On target	5.5%	10.0%	Improving	31 December 2024

We receive around **40,000 calls a month** to our customer contact centre and we **answered almost 78% of those within 60 seconds** in Dec 2024. We deal with a further 55,000 online or digital transactions each month.

The proportion of people hanging up before their call is answered remains low at 5.5% in Dec 2024, and remains under our target of 10%.

Customer contact satisfaction rises in Oct to Dec to just under 76%. We actively work with services to follow up on any calls resulting in a dissatisfied survey. This activity focuses on process improvements to reduce failure demand and avoidable contact.



Monitoring only On target

25%

75%

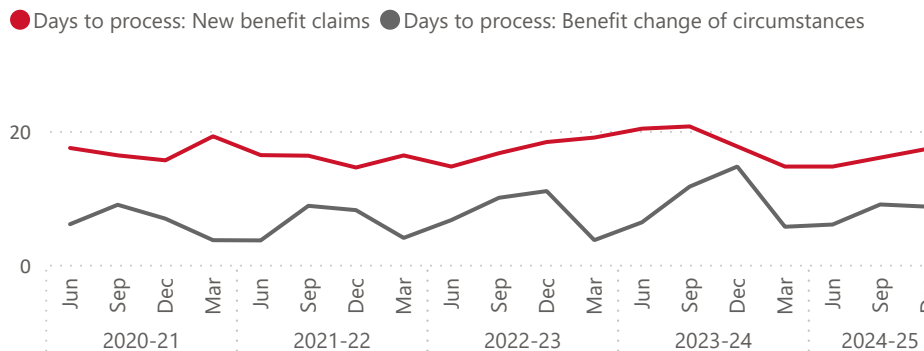
Customer Transactions

2024-25 Q3

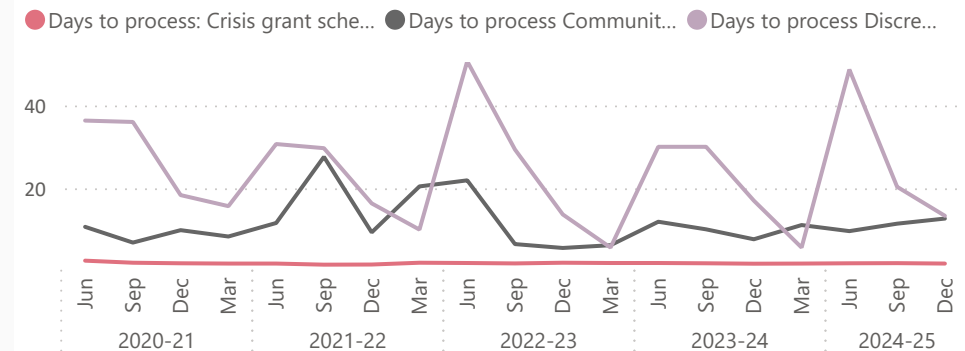
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
7.1	Days to process: New benefit claims	●	16	28	Declining ↓	31 December 2024
7.2	Days to process: Benefit change of circumstances	●	8	8	Improving ↑	31 December 2024
7.3	Days to process: Crisis grant scheme applications	●	1.8	2	Maintaining →	31 December 2024
7.4	Days to process Community care grant scheme applications	●	12.8	15	Declining ↓	31 December 2024
7.5	Days to process Discretionary Housing Payment claims	◆	17	15	Declining ↓	31 December 2024

Grants and benefit claims continue to be prioritised and our performance for **four out of our five processing time measures are ahead of target** (new benefit claims, change of circumstances, crisis grants and community care grants). SWF grants continue to be paid at the high/most compelling criteria. This has resulted in increased processing times and internal resource pressures which are being managed. Benefits resource continues to be reallocated to best support emerging pressures and national initiatives. **Discretionary Housing Payments** continues to show the trend of previous years - with a spike seen in the first quarter (Apr - June) when large numbers of annual awards are processed, followed by a sharp fall in processing time in July as processing times level out. However there is a slight increase in days to process these payments due to the budget being realigned, and other short term priority activities within the Assessment and Finance team. Normal processing levels have been in place since the start of 2025 and the days to process was 5 days at the end of January 2025.

Days to process benefit claims



Days to process Crisis and Community care grants and DHP



● Monitoring only ● On target ● Over 5% from target

44%

44%

11%

Customer and
Corporate
Services

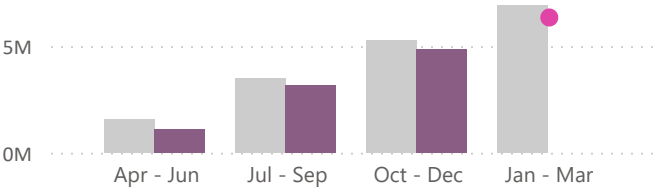
Customer Transactions

2024-25 Q3

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
7.6	DHP payments	●	£4.8M	£6.3M	Not applicable	31 December 2024
7.7	Amount paid in Scottish Welfare fund grants	●	£1.9M		Not applicable	31 December 2024
7.8	Net amount paid in housing benefit	●	£129.4M		Not applicable	31 December 2024
7.9	Amount paid in Council Tax (reduction)	●	£20.8M	£27.4M	Not applicable	31 December 2024

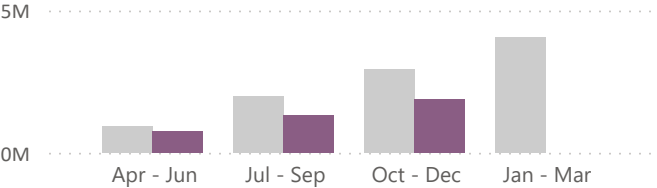
DHP payments

● 2023-24 ● 2024-25 ● Target



Amount paid in Scottish Welfare fund grants

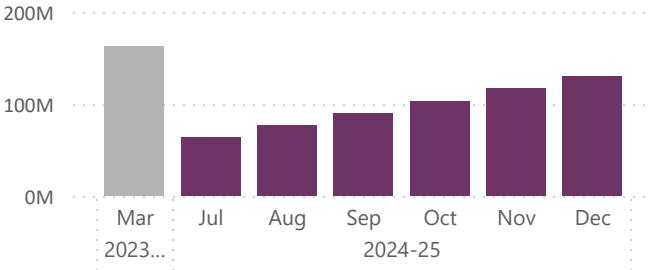
● 2023-24 ● 2024-25



We provide a range of financial support for people when they are struggling to meet day to day living expenses through various grants and funds.

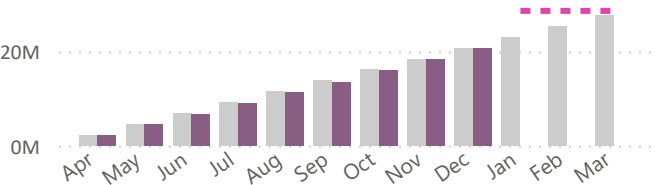
We continue to manage activities to ensure awards levels are consistent with the specific budgets provided by the Scottish Government and Department of Work and Pensions. This data compares what has been paid out against these budgets throughout the year.

Net amount paid in housing benefit



Amount paid in Council Tax (reduction)

● 2023-24 ● 2024-25 ● Target



The SWF and DHP spend to the end of December 2024 is consistent with the original budget awarded for 2024/25. In late 2024 additional funds were identified by the Scottish Government and award spend will grow during the 1st quarter of 2025.

● Monitoring only ● On target ● Over 5% from target

44%

44%

11%

Customer and
Corporate
Services



Finance



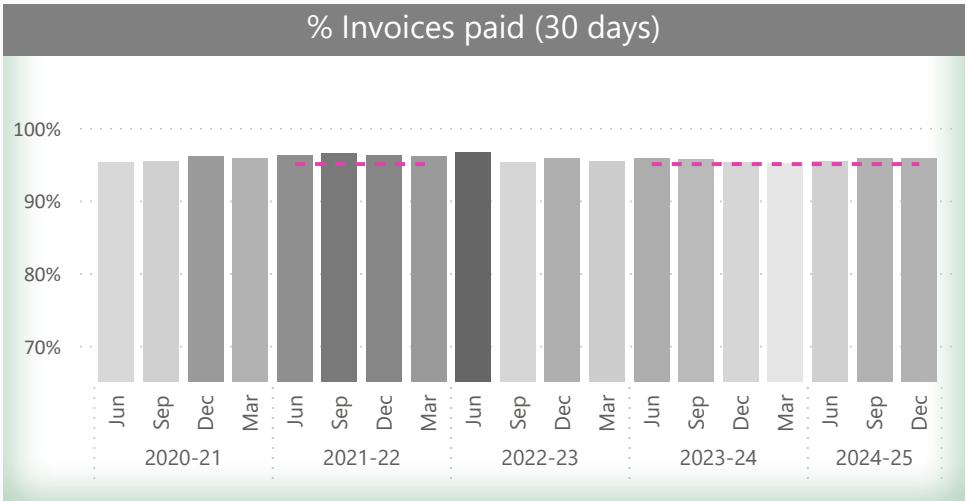
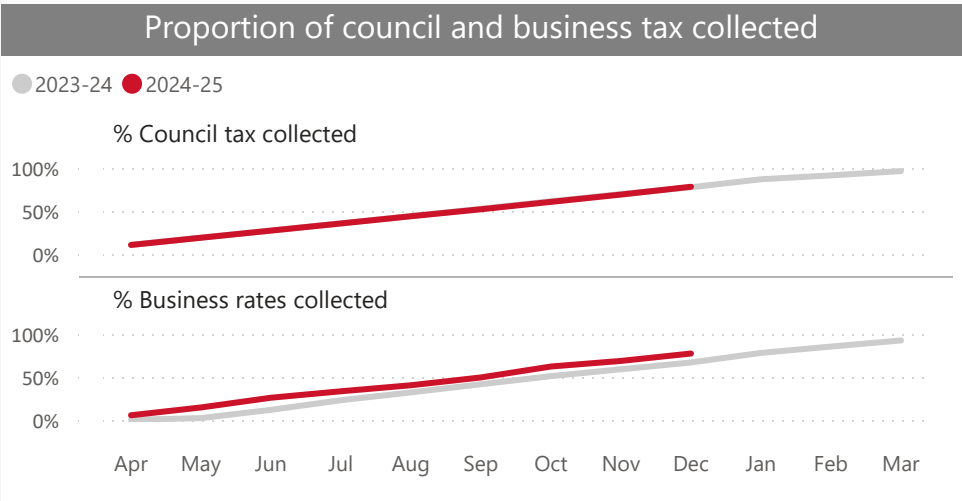
2024-25 Q3

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
8.5	% Business rates collected	▲	77.3%	77.5%	Improving ⬆️	31 December 2024
8.4	% Council tax collected	●	78.2%	76.8%	Maintaining ➡️	31 December 2024
8.3	% Invoices paid (30 days)	●	95.8%	95.0%	Maintaining ➡️	31 December 2024

We know it's important for local suppliers to be paid on time, and we have high performance, **above 95% of invoices paid within 30 days**.

Both our Council Tax and Business Rate collections will continue to accumulate as we move through 2024. At Dec 2024 **we had collected 78% of Council Tax due this year and 77% of Business Rates**. These collection rates are similar to last year's levels and work continues to collect these important Council income streams.


Customer and
Corporate
Services



● On target ● Within 5% of target

75%

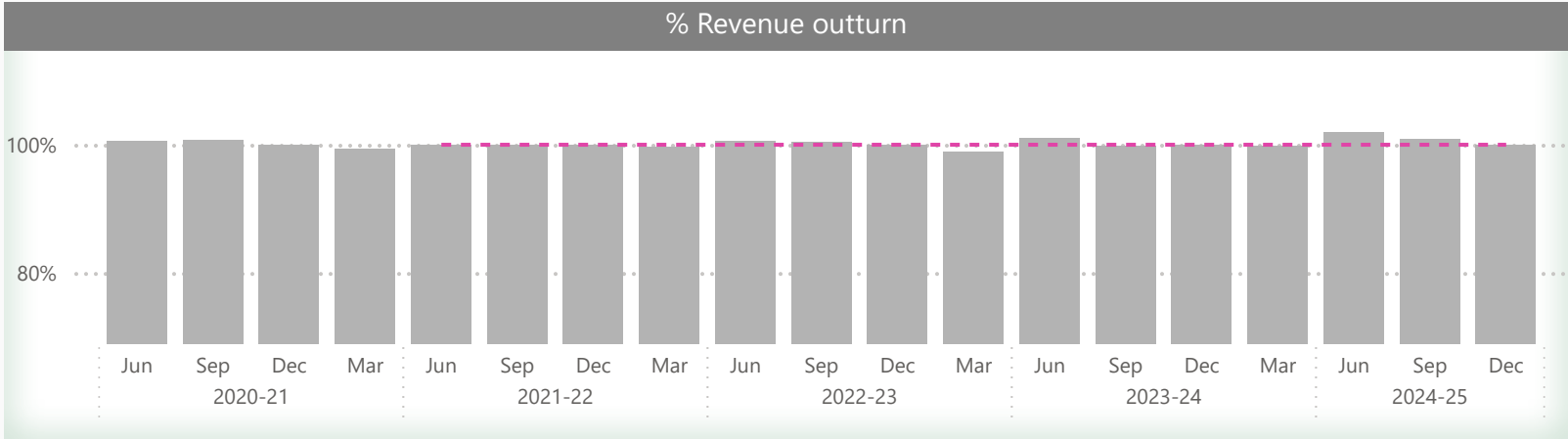
25%

Finance (cont.)



2024-25 Q3

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
8.2 % Revenue outturn	●	100.0%	100.0%	Maintaining ➡	31 December 2024



While **£32.6m of net pressures within frontline services** are apparent at month seven, an increase of £5.3m since the equivalent position at month five, savings in corporate budgets, now additionally reflecting reprioritisation of corporately held reserves, are allowing a balanced overall position to be forecast. These pressures will, however, require to be managed on a sustainable basis going forward if the integrity of the budget framework is not to be compromised.

● On target ● Within 5% of target

75%

25%


Customer and
Corporate
Services

HR and Information Compliance

2024-25 Q3

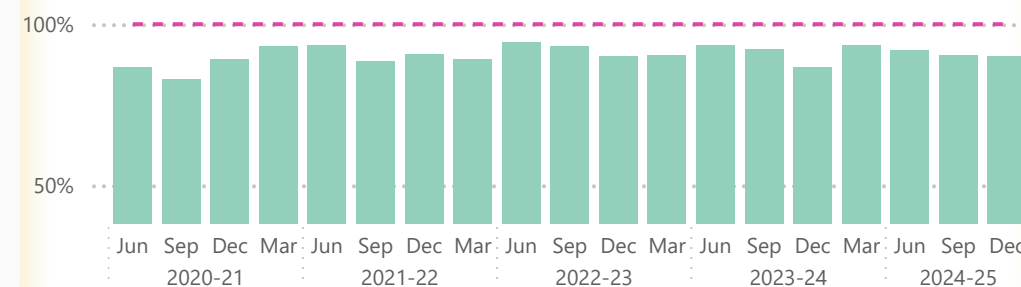
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
9.1	% Sickness absence	▲	6.0%	4.0%	Maintaining ➡	31 December 2024
10.1	% FOIs completed within timescale	▲	94.2%	100.0%	Improving ⬆	31 December 2024

The **statutory target is for us to complete 100% of Freedom of information requests within 20 working days** and we have met that standard 94% of the time in Dec 2024. Challenges in achieving 100% are the increase in the number and complexity of requests we are receiving. We will continue to aim to complete all FOIs within timescale.

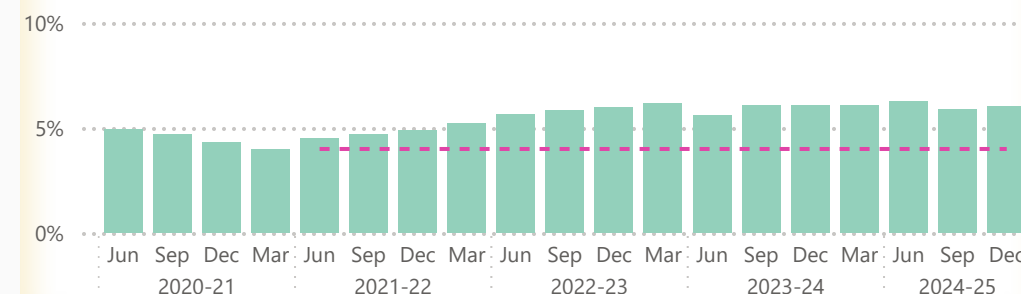
We moved to a new HR and Payroll system (Oracle) in October 2024. Recording in the old system (itrent) was stopped in mid-September and we migrated our data across. Therefore, for September 2024 onwards, we are reporting absence using data from the new system. There is a difference in the absence rate reported between the two systems (6.4% in Aug compared to 5.9% in Sept). We would expect slight differences in rates to arise due to the different configurations of the two systems feeding into the absence data calculation.

Going forward we will be able to track trends in absence levels over the longer term as the timeseries of data from the new system grows. So far, we see **little variation in the month-by-month rolling absence rates** for the period September to December 2024.

% FOIs completed within timescale



% Sickness absence



● Within 5% of target

100%



Customer and
Corporate
Services



Roads

2024-25 Q3

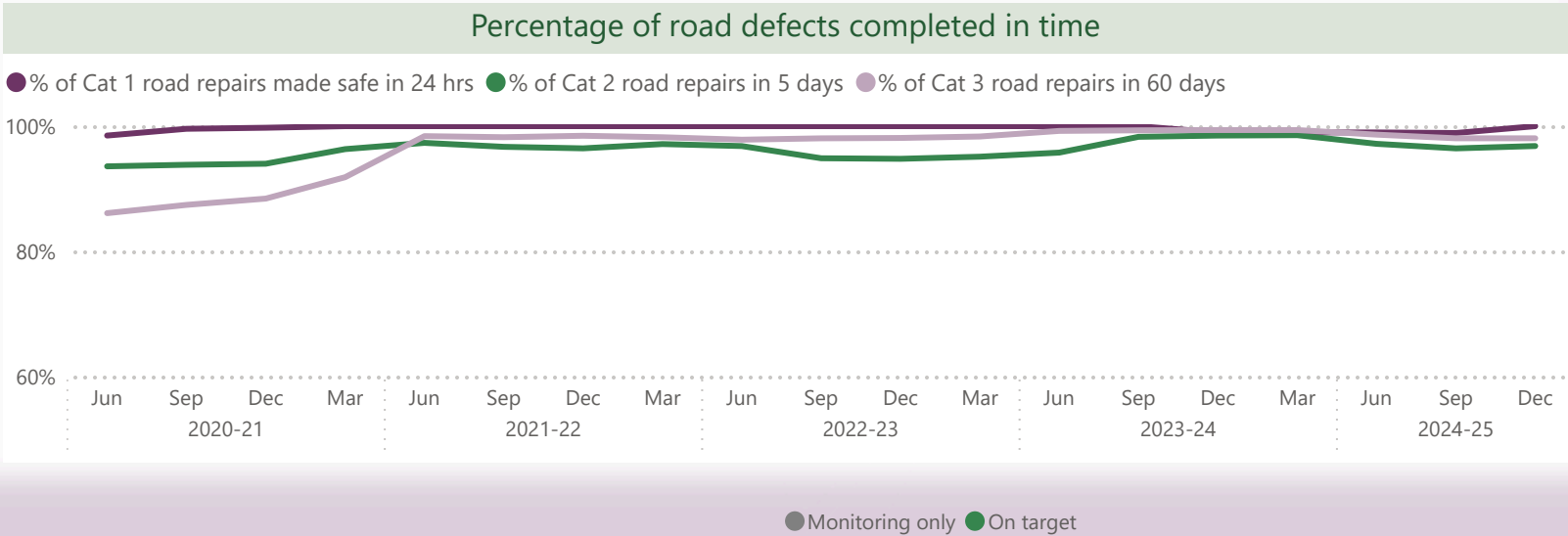
There are just over 940 miles of roads across Edinburgh.

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
11.1	% of Cat 1 road repairs made safe in 24 hrs	●	100.0%	100.0%	Maintaining ➡	31 December 2024
11.2	% of Cat 2 road repairs in 5 days	●	98.0%	85.0%	Maintaining ➡	31 December 2024
11.3	% of Cat 3 road repairs in 60 days	●	100.0%	85.0%	Maintaining ➡	31 December 2024

We continue to show high performance for **road defect repairs** and are consistently above 90% for all three priorities. This performance as well as the additional investment for Roads and Infrastructure has contributed to the biggest single year improvement ever in Edinburgh for our Road Condition Index at 29.8%. It is the lowest RCI since it was introduced in 2005/06.



Environmental Services



50%

50%

Roads - collisions

2024-25 Q3

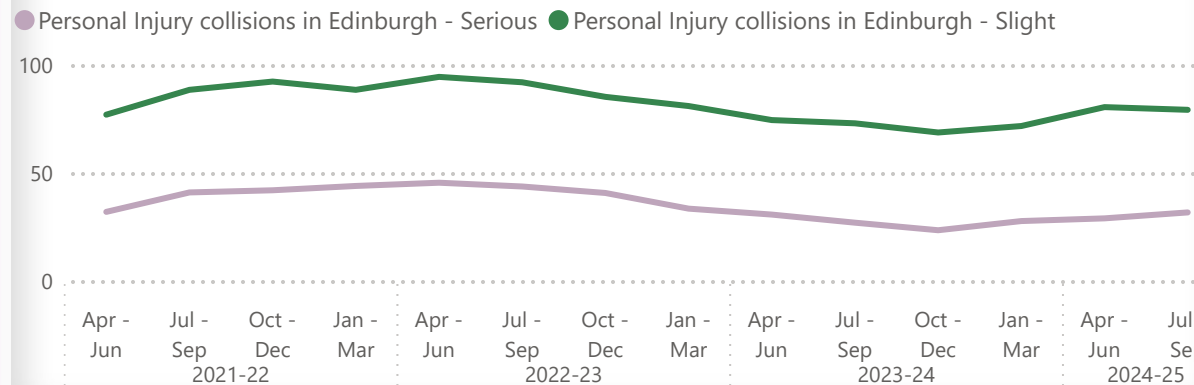


	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
11.7	Slight injury collisions in Edinburgh	●	79		Declining	30 September 2024
11.6	Serious injury collisions in Edinburgh	●	39		Declining	30 September 2024
11.5	Fatal injury collisions in Edinburgh	●	0		Improving	30 September 2024

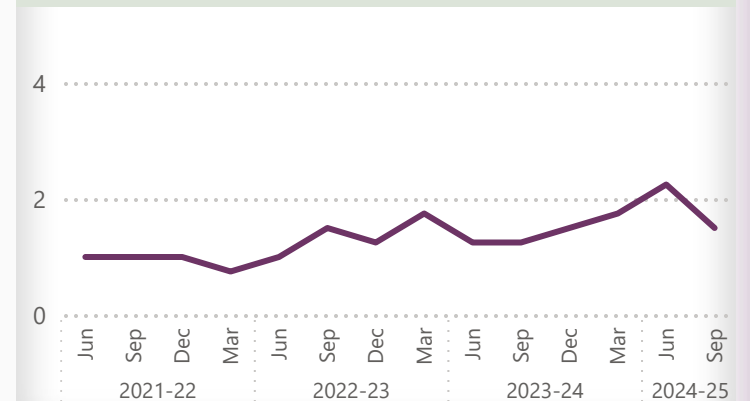
We have a responsibility to promote road safety and to take steps to reduce and prevent road collisions. Each year we undertake various actions, working alongside our partners, to promote the safety of our roads. Our long term aim is to reduce fatal and serious injuries to 0 by 2030.

We monitor the number and type of personal injuries that are reported in Edinburgh. We see **few fatal injuries** in Edinburgh. Slight and serious injuries had been gradually decreasing over the past years but the numbers started to slowly raise again from the start of 2024.

Slight and serious injury collisions in Edinburgh



Fatal injury collisions in Edinburgh



● Monitoring only ● On target

50%

50%



Environmental
Services

Street cleaning

2024-25 Q3

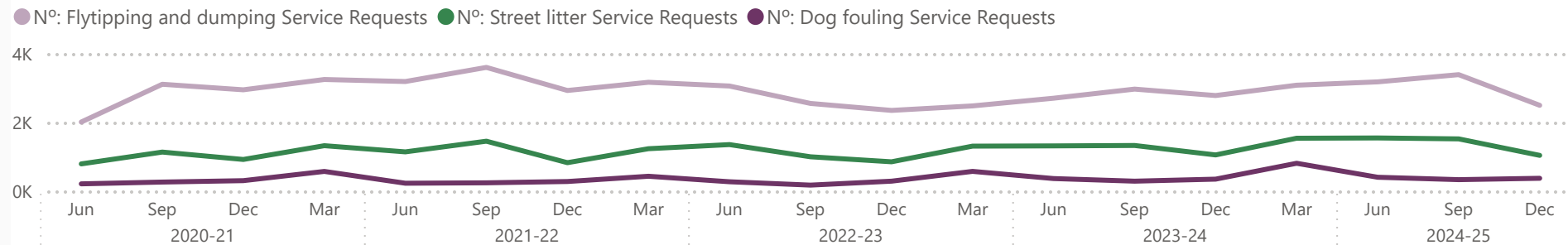
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
12.4	Nº: Dog fouling Service Requests	●	376		Declining	31 December 2024
12.3	Nº: Street litter Service Requests	●	1,043		Maintaining	31 December 2024
12.2	Nº: Flytipping and dumping Service Requests	●	2,500		Improving	31 December 2024



We are **working hard to improve** how clean our streets are and have increased our budget to tackle graffiti, increasing gully/ channel cleaning and funding a Rapid Response Service to improve cleanliness in the city centre.

We also monitor demand for our services and so report on the number of **requests** we receive to respond to **fly-tipping, street littering, and dog fouling**. All three measures show **fluctuations across the last 4 years**. However **Dog fouling requests** are consistently low with just over 300 requests for Jul - Sep 2024; while flytipping requests are showing a gradual increase from just over 2300 for Oct to Dec 2022 to 3300 in Jul to Sep 2024.

Number of street cleaning service requests



● Monitoring only

100%



Environmental
Services

Street cleaning (cont.)

2024-25 Q3

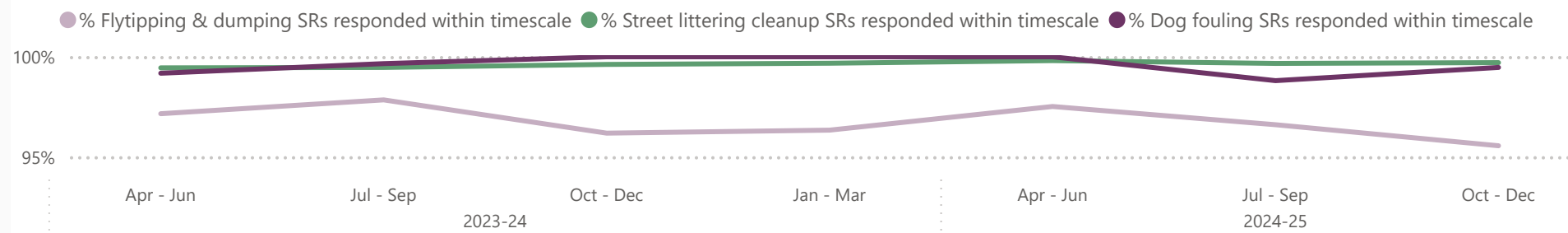


Environmental
Services

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
12.7 % Dog fouling SRs responded within timescale	●	99.5%		Maintaining →	31 December 2024
12.6 % Street littering cleanup SRs responded within timescale	●	99.7%		Maintaining →	31 December 2024
12.5 % Flytipping & dumping SRs responded within timescale	●	95.6%		Maintaining →	31 December 2024



Street cleaning requests responded within timescale



We have set timescales for responding to requests about dog fouling, street littering and flytipping and dumping. We continue to show high performance for all of these types of request and are **consistently above 95% for our response times for all three types of requests.**

On the previous page, we reported on the number of **requests** we receive to respond to **fly-tipping, street littering, and dog fouling**. All three measures show **fluctuations across the last 4 years.**

● Monitoring only

100%

Street Lighting

2024-25 Q3



Environmental
Services

KPI/ Service metric		RAG	Value	Target	Direction of travel	Last update
14.1	% of Street lighting emergency repairs complete in 4 hrs	●	98.0%	95.0%	Maintaining ➡	31 December 2024
14.2	% of Street lighting urgent repairs complete in 24 hrs	●	100.0%	70.0%	Maintaining ➡	31 December 2024
14.3	% of Street lighting repairs complete in 5 days	●	55.2%	50.0%	Declining ↓	31 December 2024

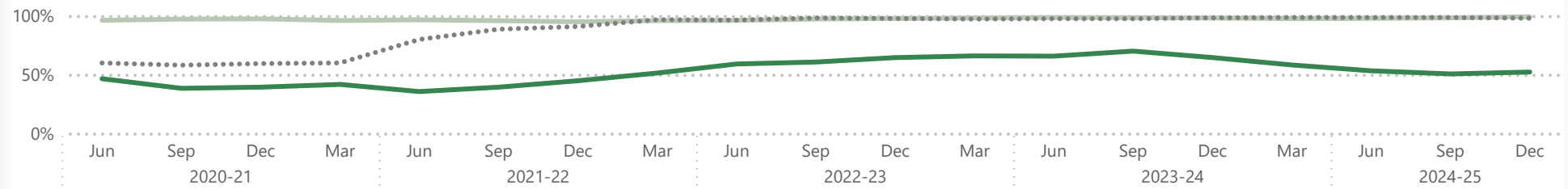


Our **emergency and urgent (24 hrs) street lighting repairs** continue to show very high performance with over 98% and 96% respectively repaired within timescale for Oct - Dec 2024. While our more urgent repairs are given priority, our performance for **5 day repairs** holds steady at just over 50% in 2024.

There can be factors out with our control that impact on the repairs completion time. For some repairs, the fault can only be resolved by Scottish Power Energy Networks (SPEN) and we are therefore bound to their timescales. The number of jobs reported to SPEN varies each month and over the last year has averaged around 7.5% of all jobs completed. There also some faults which are located in underground cables where additional time is required to gain the appropriate access to fix. Both these factors can add time to a repair.

Percentage of street lighting repairs completed in time

● % of Street lighting emergency repairs complete in 4 hrs ● % of Street lighting urgent repairs complete in 24 hrs ● % of Street lighting repairs complete in 5 days



● On target

100%



Waste

2024-25 Q3

Environmental Services

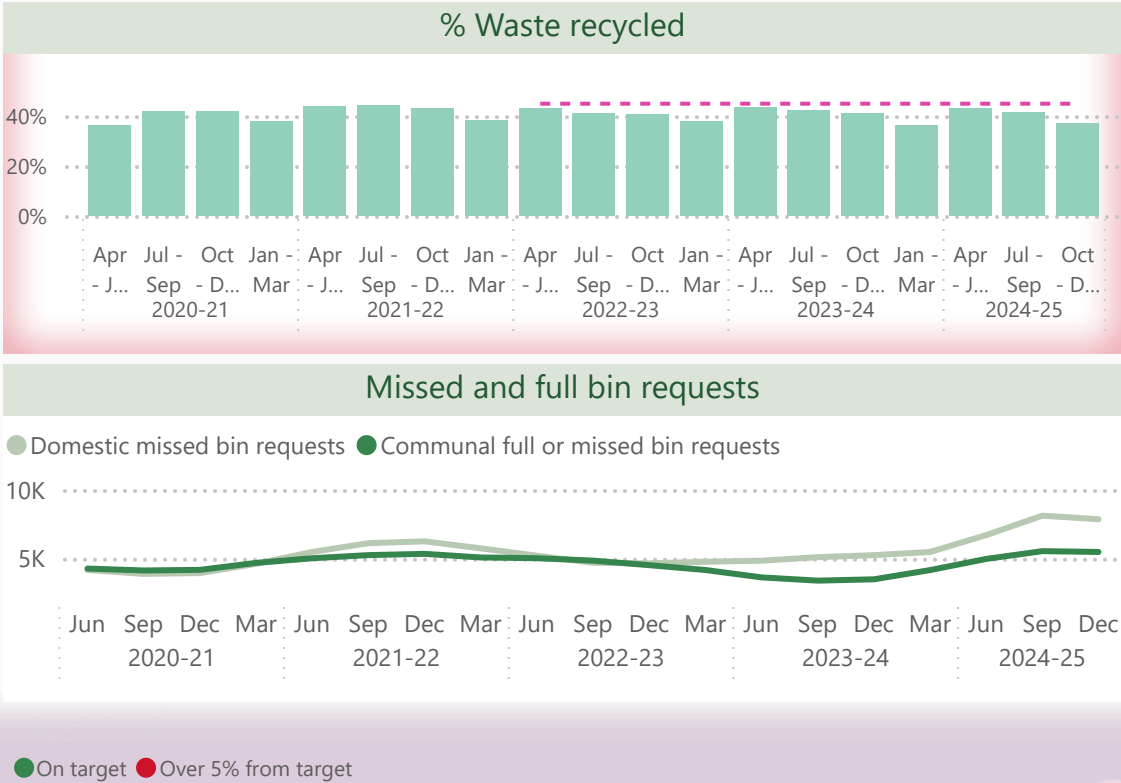
KPI/ Service metric		RAG	Value	Target	Direction of travel	Last update
15.1	Domestic missed bin requests	●	1,568	1,793	Improving ↑	31 December 2024
15.2	Communal full or missed bin requests	●	1,632	2,280	Declining ↓	31 December 2024
15.3	% Waste recycled	◆	32.5%	45.0%	Declining ↓	31 December 2024

Did you know that around 450,000 bins are collected each week?

The percentage of **Waste we recycle** averages around 40% for the year, which is similar to last year but behind our target of 45%. The communal bin review continues to be delivered in phases, bringing co-location of recycling and non-recyclable waste facilities and we are planning to increase communications to residents on what can and can't be recycled.

The latest benchmarking data for recycling (2023/24) shows Edinburgh with the second highest recycling rate out of the four cities (Dundee, Aberdeen and Glasgow), but below the Scottish average of 43.5%.

The **number of missed and overflowing bins in both kerbside and communal collections** continues to reduce from the high levels we experienced in May and June 2024 and are lower than at the same period in 2023/24.



67%

33%

Homelessness

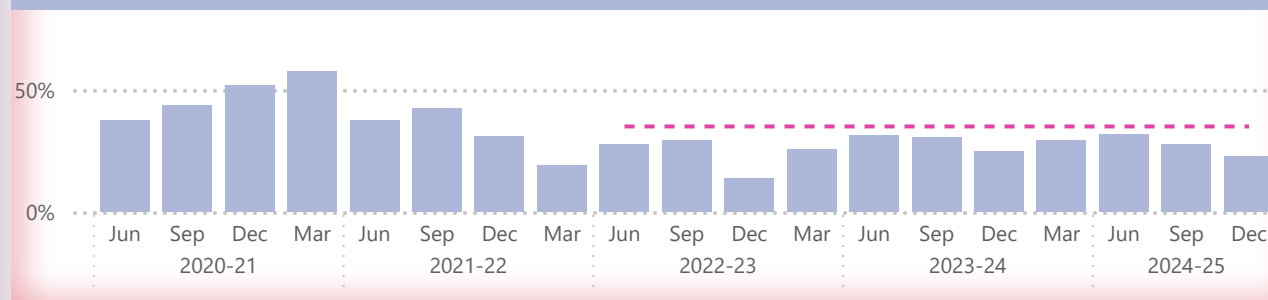
2024-25 Q3



Housing

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
16.2 Avg Homeless case length (days) - housed	🔴	697.6	600	Improving ⬆️	31 December 2024
16.3 N°: Homeless cases housed	🟡	82		Declining ⬇️	31 December 2024
16.5 % Advice only presentations	🔴	27.3%	35.0%	Improving ⬆️	31 December 2024

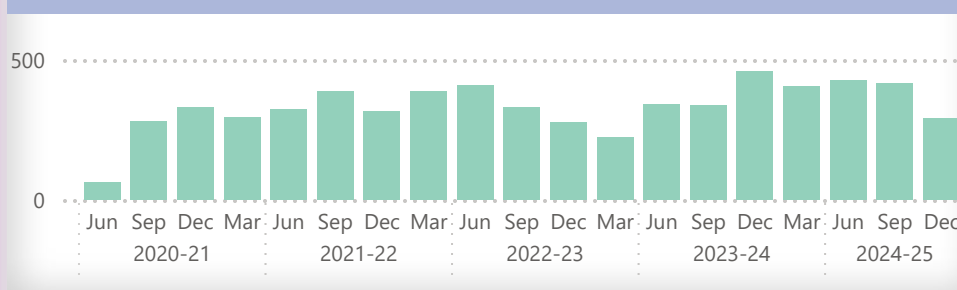
% Advice only presentations



We continue to invest in services to prevent homelessness and support people to move on from temporary accommodation. Performance in Oct to Dec 2024 shows the **consistent high demand for social rented homes** from homeless households.

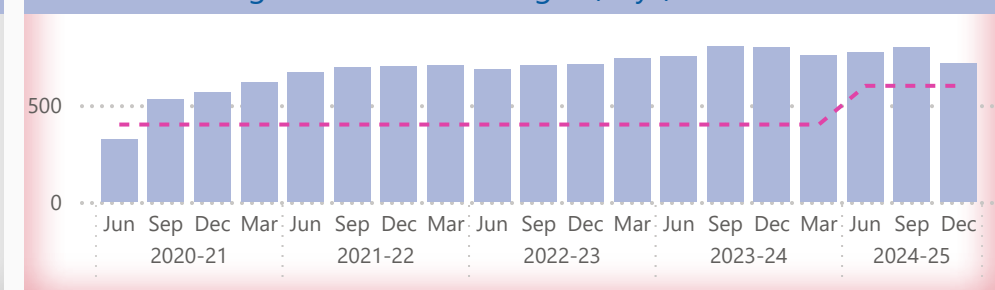
We continue to **prioritise moving homeless households out of unlicensed HMO accommodation** and into suitable temporary accommodation and have temporarily suspended our letting and housing repairs policies. In the short term this has resulted in a reduction in households finding permanent council accommodation, increasing the average case length and the time it takes to re-let council properties, however it is necessary.

N°: Homeless cases housed



This chart shows the total for the quarter

Avg Homeless case length (days) - housed



● Monitoring only ● Over 5% from target

20%

80%



Homelessness



2024-25 Q3

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
16.1	Nº: Households in temporary accommodation on last day of the month	🔴	5,203	4,501	Declining ↓	31 December 2024
16.4	Nº: Households in unsuitable accommodation	🔴	1,097	719	Improving ↑	31 December 2024

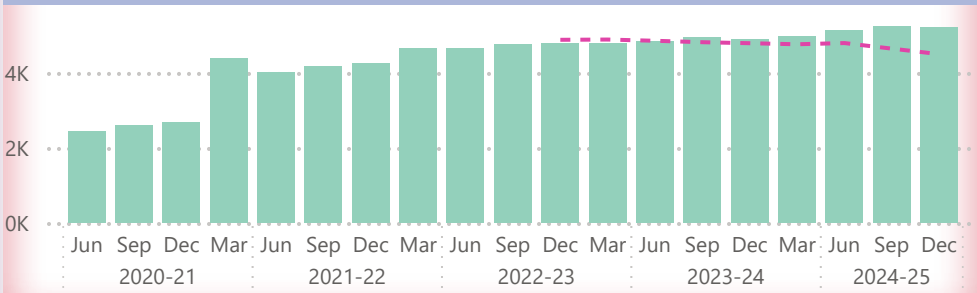
The total number of households in **temporary accommodation** has remained above 5,000 since Apr 2024. A plan to increase the number of properties available to homeless people is **focussed on reducing the number of void council properties** and increasing the allocations to homeless people in council, RSL and private properties.

The number of **households in unsuitable temporary accommodation** remains high, however the continued focus on moving households out of unlicensed HMO properties has seen this drop from a peak of 1,518 in Oct 2024 to 1,097 by Dec 2024.

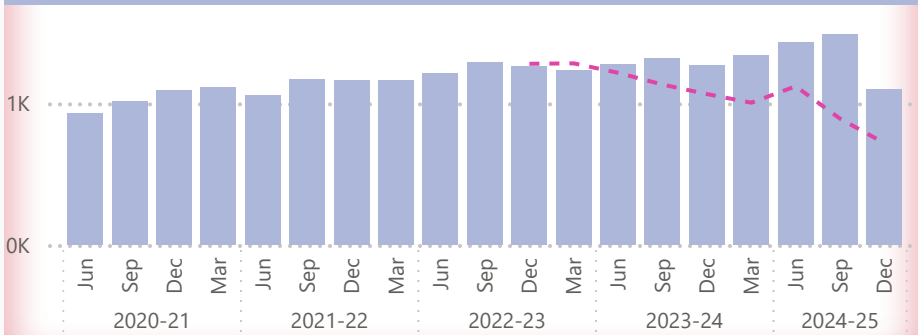


Housing

Nº: Households in temporary accommodation on last day of the month



Nº: Households in unsuitable accommodation



● Monitoring only ● Over 5% from target

20%

80%

Housing Management

2024-25 Q3



Housing

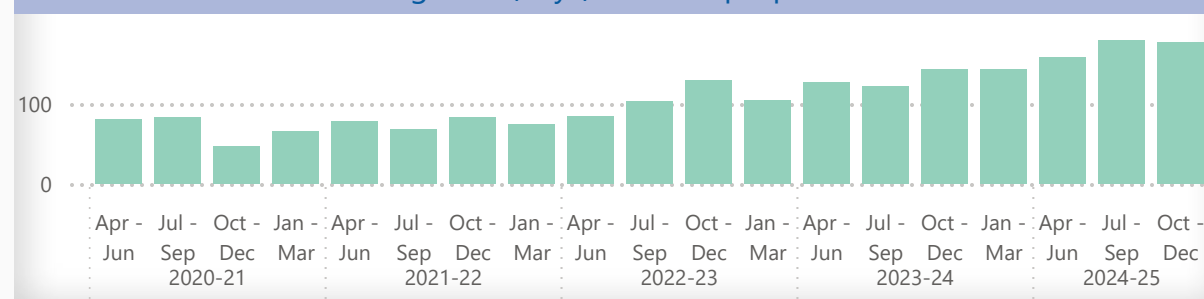
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
17.3	Avg time (days) to re-let properties	●	177		Declining ↓	31 December 2024
17.5	Rent lost from empty homes (£)	■	£1.6M		Improving ↑	31 December 2024



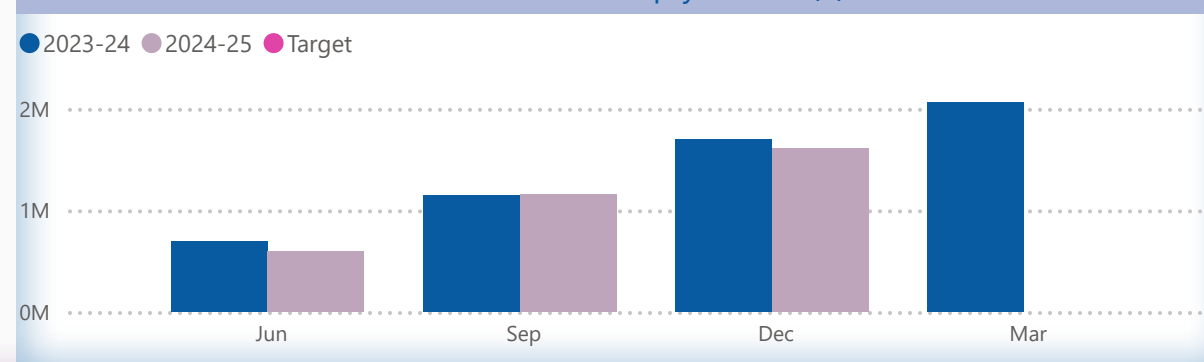
The average time to re-let our properties shows a **slight decrease** in the third quarter of 2024/25 to 177 days. Reducing the time it takes to re-let our homes is a top priority which will also reduce the amount of rent we lose whilst they are empty. We are **increasing resources to help carry out repairs quicker**, however as we bring properties that have been out of use for a long time back up to lettable standard, the average "time to let" will continue to be high.

The total number of voids has reduced from 1,464, on 5 June 2023 (our baseline date) to 654 at the end of Dec 2024. We have lost just over £1.6M in **rent from empty homes** in the first nine months of 2024/25. This is £90,000 less than this time last year.

Avg time (days) to re-let properties



Rent lost from empty homes (£)



● End of year target ● Monitoring only ● On target ● Within 5% of target

25%

25%

25%

25%



Housing Management

2024-25 Q3

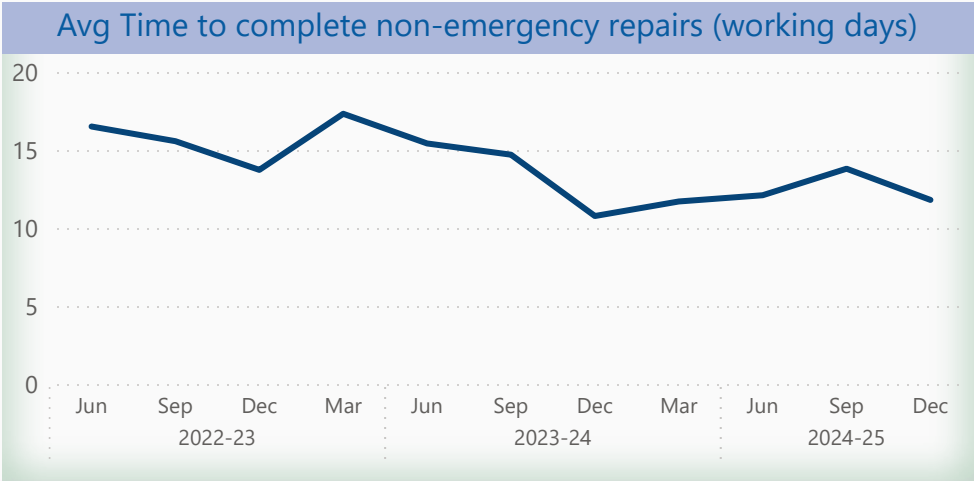
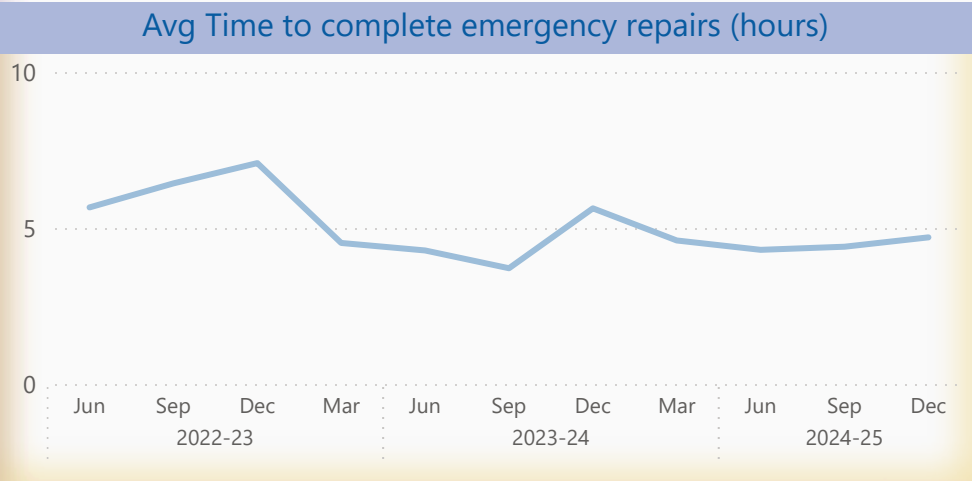


	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
17.1	Avg Time to complete emergency repairs (hours)	▲	4.7	4	Improving ↑	31 December 2024
17.2	Avg Time to complete non-emergency repairs (working days)	●	11.8	20	Declining ↓	31 December 2024

We are working to ensure that repairs to our properties are completed on time. Although we have **improved our performance for emergency repairs compared to last year**, at 4.7 days in Dec 2024 we are just behind our target of 4 hours. Our performance for **non-emergency repairs continues to be ahead of our target** and has fluctuated between 10 - 14 days over the last 12 months.



Housing



● End of year target ● Monitoring only ● On target ● Within 5% of target



Housing development

2024-25 Q3



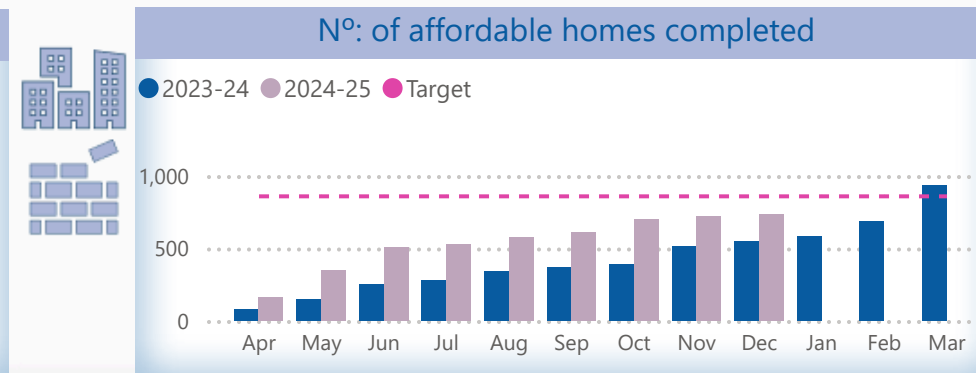
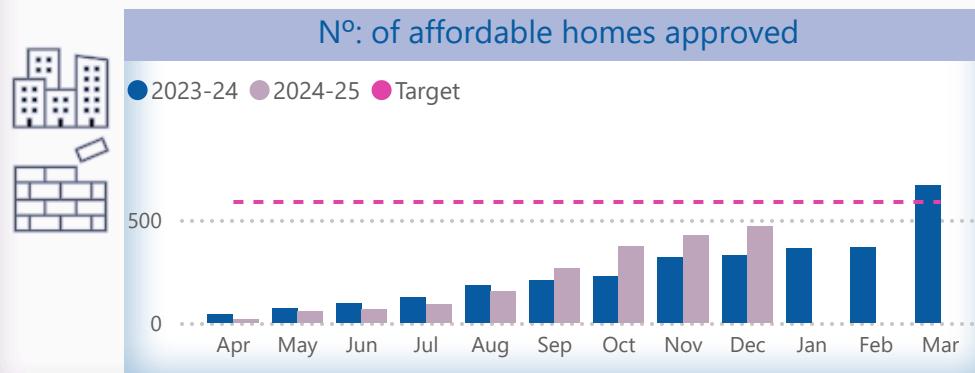
Housing

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
18.1	Nº: of affordable homes approved	🟡	470	587	Improving ⬆️	31 December 2024
18.2	Nº: of affordable homes completed	🟡	736	860	Improving ⬆️	31 December 2024



We have approved 468 homes in the first nine months of 2024/25 and 734 have been completed. We are currently projecting that both approvals and completions will be higher at year end than the targets we set at the start of the year. Increasing the number of new affordable homes remains a key priority with a pipeline of potential new homes being identified for delivery through our Strategic Housing Investment Plan (SHIP) 2025-30. The SHIP 2025-30 notes that without unprecedented uplifts in grant funding to mirror increasing costs, the AHSP programme will be significantly restricted in the number of new homes it can deliver going forward. We await confirmation of our Affordable Housing Supply Programme (AHSP) budget for 2025/26.

We continue to provide regular reports to the Housing, Homelessness and Fair Work Committee to keep them updated on progress with housing developments and refreshed projections of housing approvals and completions.



● End of year target

100%

Planning and Building Standards

2024-25 Q3

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
19.1 Avg No: wks to determine local planning applications	●	14.3	14.8	Improving ↑	31 December 2024
19.2 Avg No. wks for householder planning applications to be determined	●	8.3	8.3	Declining ↓	31 December 2024
19.3 % Building warrants issued within 10 days	●	95.0%	90.0%	Improving ↑	31 December 2024

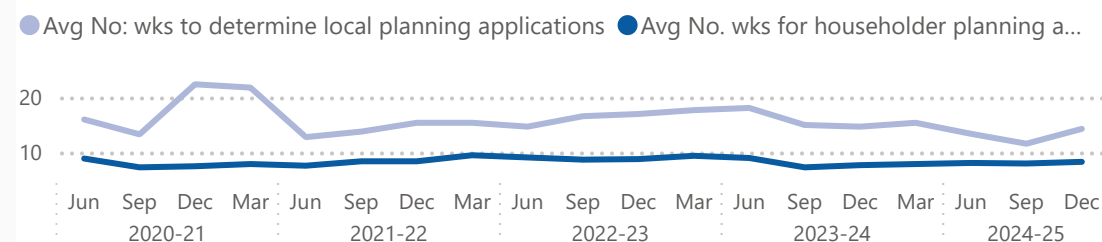


Planning and Building Standards

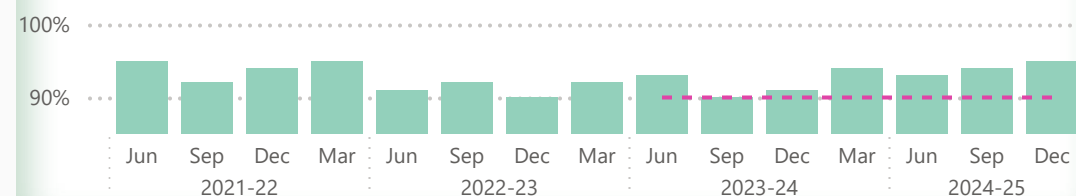
Our average time for **householder planning applications** remains at just over 8 weeks across Oct to Dec 2024. The **average time for local (non-householder) applications** shows an increase from the first two quarters of 2024/25 but remains ahead of our target. Recently released Scottish Government planning statistics for 2023/24 show Edinburgh has a better than average performance for householder applications and comparable performance for local (non-householder) applications.

For building warrants issued within 10 days, we continue to meet our target (90%), with **95% of warrants issued within 10 days in Oct to Dec 2024**. This is an increase on our performance at the same time last year.

Weeks for planning applications



% Building warrants issued within 10 days



● On target

100%

Annual indicators summary

2024-25 Q3

KPI/ Service metric	Value	Last update
Children, Families and Community		
Positive destinations for school leavers	95.6%	31 July 2024
% Primary pupils achieving literacy	78.2%	31 July 2024
% Primary (deprived areas) achieving literacy	64.7%	31 July 2024
% Primary (looked after) achieving literacy	40.7%	31 July 2024
% Primary pupils achieving numeracy	84.1%	31 July 2024
% Primary (deprived areas) achieving numeracy	73.5%	31 July 2024
% Leavers achieving 1 or more awards (SCQF, L.6)	70.8%	31 July 2024
% Leavers achieving 1/ > awards (SCQF, L.6) (deprived areas)	50.7%	31 July 2024
% Receiving funded EL & Childcare (preferred model)	91.2%	31 July 2025
% Leavers achieving 1 or more awards (SCQF, L.5)	88.2%	31 July 2024
% Leavers achieving 1/ > awards (SCQF, L.5) (deprived areas)	77.9%	31 July 2024
Primary Literacy Gap	22.6	31 July 2024
Gap - 1 + level 5	18.1	31 July 2024
% Primary (looked after) achieving numeracy	42.2%	31 July 2024
Council venues attendance	1,505,954	31 March 2024
% of customers satisfied with Edinburgh Leisure school venues	81.0%	31 March 2025
Climate Change		
Council emissions (in ktCO2e)	61.1	31 March 2023
% of bronze+ sustainability labels for all new completed buildings	66.9%	31 December 2024
% of electric vehicles in Council fleet	18.0%	31 December 2024
No. of new trees planted	26,664	31 March 2024
Customer and Corporate Services		
% Suppliers committed to Living Wage	96.0%	31 March 2024
% Gender pay gap	0.8%	31 March 2024
% Revenue spend with contracted suppliers	84.1%	31 March 2024
% New contracts that have applied Fair Work criteria	81.0%	31 March 2024
Environmental Services		
LMS/ LEAMS Score	90.6%	31 March 2024
% of Parks meeting the minimum standard	91.0%	31 December 2024
Road Condition Index	29.8%	31 March 2025
Housing		
Rent collected as % of total rent due	99.2%	31 March 2024

Some indicators provide a snapshot measurement that is considered valid and representative over a broader time period, potentially extending into the future. The end of this time period is reflected in the field 'Last update'. for example that is the case for '% Receiving funded EL & Childcare (preferred model)'.

Glossary - page 1

Term ▲	Definition
Adult Social Care	
Duty to Inquire Assessments (DTI)	When concerns are raised with us about the safety of an individual, we make adult support and protection inquiries to establish risk and need as per the The Adult Support and Protection (Scotland) Act 2007. These inquiries can be with or without investigatory powers, depending on which criteria are met by the concern.
Children, Families and Communities	
Achieving Literacy	Literacy is based on three individual components: Listening and Talking, Reading and Writing. A pupil has achieved the expected level of literacy (dependent on their stage) if they have achieved the expected level in each of the three individual components.
Achieving Numeracy	A pupil has achieved numeracy (dependent on their stage) if they have achieved the expected level numeracy and mathematics.
Children with 3 or more placements in a year	Looked After children can either remain at home or be cared for away from their normal place of residence. Children can move between such placements during their episode of care.
Community payback orders	A Community Payback Order (CPO) is a sentence served in the community rather than prison by a person convicted of a lower level (or lower tariff) crime in a court.
Deprived Areas	For the purposes of measurement in Educational attainment, deprivation is defined as any pupil or pupils who live in an area where the Scottish Index of Multiple Deprivation (SIMD) value is within the lowest 20%.
Looked After Children	A 'Looked after child' is a child or young person who is in the care of the Local Authority is termed Looked After. Many Looked After children are subject to a Supervision Requirement through the Children's Hearings system though some may, for example, be cared for through a voluntary agreement.
Positive Destination	A positive destination includes work, training or further study.
SCQF Level 5 or higher	Scottish Credit and Qualifications Framework (SCQF) at level 5 or above.
SCQF Level 6 or higher	Scottish Credit and Qualifications Framework (SCQF) at level 6 or above.
Virtual Comparator	Schools around Scotland which have the same backgrounds as those of our schools. This gives a fair way of comparing our own performance to that of a similar group so that we can see where there is strength and weaknesses.

Glossary - page 2

Term	Definition
Climate Change	
Council Emissions	Council emissions are mostly through the following sources: <ul style="list-style-type: none"> • energy (buildings and lighting) • waste • fleet and transport
Corporate Services	
Benefits	The Council Tax Reduction Scheme (CTRS) replaced Council Tax Benefit in 2013. The reduction scheme is to help make payments towards Council tax payments if you have savings of less than £16,000, are responsible for paying the Council Tax bill or have a low income from benefits or work, including self employment.
Gender Pay Gap	This is calculated as the difference between average hourly rate of pay for male staff and average hourly rate of pay for female staff divided by the average hourly rate of pay for male staff.
Living Wage	The real Living Wage is an independently calculated rate based on the cost of living and is paid voluntarily by employers. The rate is currently £10.90 and is calculated annually by The Resolution Foundation on an analysis of the wage that employees need to earn in order to afford the basket of goods required for a decent standard of living. This basket of goods includes housing, childcare, transport and heating costs.
Revenue Outturn	The amount of money spent in the year compared to what was available in the budget. The aim is to be as near to 100% spend as possible.
Environmental services	
Litter Monitoring System Score	The Local Environmental Audit and Management System (also known as Litter Monitoring Score/LMS) involves audits to collect information on litter levels, types and the source. Other indicators such as servicing of public use bins, weeds, detritus, graffiti, flytipping and vandalism, are also recorded to provide an overall picture of every site that is inspected. Audits are carried out by each local authority as well as by keep Scotland Beautiful.
Parks minimum standard	Edinburgh's parks are assessed on an annual basis and a Parks Quality Score is produced for each site. These scores are compared to the Edinburgh Minimum Standard which has been developed to benchmark our parks and record how they are improving. Parks are assessed on a number of criteria and must pass assessment minimum level of 60%.
Road Condition Index	The Road Condition Index (RCI) provides information about which sections of a network should be considered for planned maintenance soon, which sections should be investigated to determine the optimum time for maintenance and which sections are generally in a good state of repair. The Road Condition Index in Scotland is the proportion of the network falling within Red and Amber. Red - in poor overall condition which are likely to require planned maintenance soon. Amber - Lengths where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment.
Road Repairs	Road repairs are diagnosed through inspection using a risk based approach. The inspection takes in to account the potential likelihood of an incident if the defect is untreated and the consequences of that. This then determines how quickly the defect should be repaired using the Cat 1, 2 and 3 repair timescales.
Street lighting repairs	Street lighting repairs are categorised by the nature of the repair required and the potential severity of it not being repaired. Emergency repairs, which include missing panels, exposed wiring and hanging light covers that may cause a threat to safety, will aim to be repaired within 4 hours.

Glossary - page 3

Term	Definition
⊞ Roads - collisions	
Fatal injury	A road traffic collision that results in the death of someone involved.
Serious injury	A collision that results in serious injury is one which does not cause death less than 30 days after the accident, and which can be categorised in one (or more) of the following: <ul style="list-style-type: none">• an injury for which a person is detained in hospital as an in-patient; or• any of the following injuries (whether or not the person is detained in hospital): fractures, concussion, internal injuries, crushing, severe cuts and lacerations, severe general shock requiring treatment; or• any injury causing death 30 or more days after the accident.
Slight injury	A collision that results in minor injury such as whiplash, bruising, shock or a sprain.

Glossary - page 4

Term ▲	Definition
☐ Housing	
Affordable Home	<p>Affordable housing in Scotland are generally defined as being:</p> <p>Homes for social rent provided by councils and Registered Social Landlords (RSLs) ; Homes for mid-market rent (MMR), which have higher rents than social rented housing, but lower rents than privately rented properties in the surrounding area.; Homes for affordable home ownership, aimed at people who would not be able to buy a home without further financial support.</p>
Emergency/ Non Emergency Housing Repair	<p>The Councils repairs policy sets out which repairs are categorised to be an emergency, urgent or routine repair. The category determines how quickly the council will aim to complete the repair.</p> <p>Emergency - 4 hours Urgent - 24 hours Routine Appointment - 2 weeks</p> <p>Emergency repairs include leaks you cannot stop or contain, loss of heating or hot water, loss of power or lights or a front door that will not close or lock.</p>
Settled Housing	<p>Settled housing refers to secure, medium to long term accommodation. The principle characteristic is that the occupier has security of tenure/residence in their usual accommodation in the medium to long term, or is part of a household whose head holds such security or tenure/residence. In homeless terms, it is a household who is rehoused in either a Local Authority (LA) or Registered Social Landlord (RSL) tenancy</p>

See next page for unsuitable accommodation

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Unsuitable temporary accommodation

Accommodation will be deemed 'unsuitable' under the Order if it does not meet the following standards:

1. Basic standards:

- it is not wind and watertight
- it is not suitable for occupation by homeless households, taking into account their needs
- it does not meet the minimum safety standards

A local authority cannot avoid complying with its duty for reasons such as a lack of available housing stock or reliance on third party providers. The minimum safety standards cover health and safety, hygiene, fire, furniture and electrical equipment standards. Further details are covered in Annex A of the Homelessness: code of guidance. There is no time limit, and no exceptions to the requirement to meet the basic standards above.

2. Location standards (subject to exceptions):

- is outwith the local authority area, and the household has not agreed to be accommodated there
- is not near schools or health facilities that are used or might reasonably be expected to be used by members of the family. These facilities should be accessible from the accommodation, taking account of the distance of the travel, by public transport or transport provided by the local authority
- is not in the locality of the place of employment of a member of the household, taking into account the distance of travel by public transport or transport provided by a local authority

The purpose of this is to allow households to access the same types of services that they have used in the past or can be expected to use in the near future. Local authorities should ensure that the facilities that are being counted as being accessible must be genuinely accessible to the household. It is no good ensuring that a household is near a GP if that particular GP will not allow the household onto their list.

3. Physical standards (subject to exceptions):

- lacks adequate bedrooms, toilet and personal washing facilities for the exclusive use of the household. These must all be accessible to the needs of the household
- does not have use of adequate and accessible cooking facilities and a living room These do not have to be for the exclusive use of the family
- is not usable by the household 24 hours a day
- is not suitable for visitation by a child who is not a member of the household and in respect of whom a member of the household has parental rights.

4. Exceptions to the standard (basic still to be met):

- the applicant is homeless or threatened with homelessness as the result of an emergency such as fire or flood
- the local authority makes suitable accommodation available but the applicant wishes to stay in unsuitable accommodation
- the accommodation is a domestic abuse refuge
- the accommodation provides support services for health, childcare or welfare - for example, supported accommodation or addiction services

5. Exceptions (but only for up to 7 days, basic still to be met):

- the applicant made the application outside office hours, or
- the local authority did not have suitable accommodation available

The maximum amount of time a household can stay in unsuitable accommodation is 7 days.

The 'basic standards' must always be met, and there is no 7 day exemption to those.

6. Other exceptions

The Unsuitable Accommodation Order now makes provisions for specific types of accommodation to be 'unsuitable'.

Community hosting, rapid access accommodation and shared tenancy accommodation will not be in breach of the order even where they have shared toilet and washing facilities. Community hosting will be suitable even where it is not usable by a household 24 hours a day. Community hosting, rapid access accommodation and shared tenancy accommodation are always unsuitable for pregnant women, children and people with parental rights of a child. The only exception to this would be where a household including one or more of those persons has agreed to be placed in these accommodation types.