



# Public Performance Scorecard

2023-24 Q3

# Overview

This is our second 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 will be updated on a quarterly basis.

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
- 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](mailto:its@edinburgh.gov.uk) quoting the unique reference number 24-9917.

# 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.



## 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, setting an ambitious target for the city to become net zero by 2030.

We monitor our progress by measuring 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.



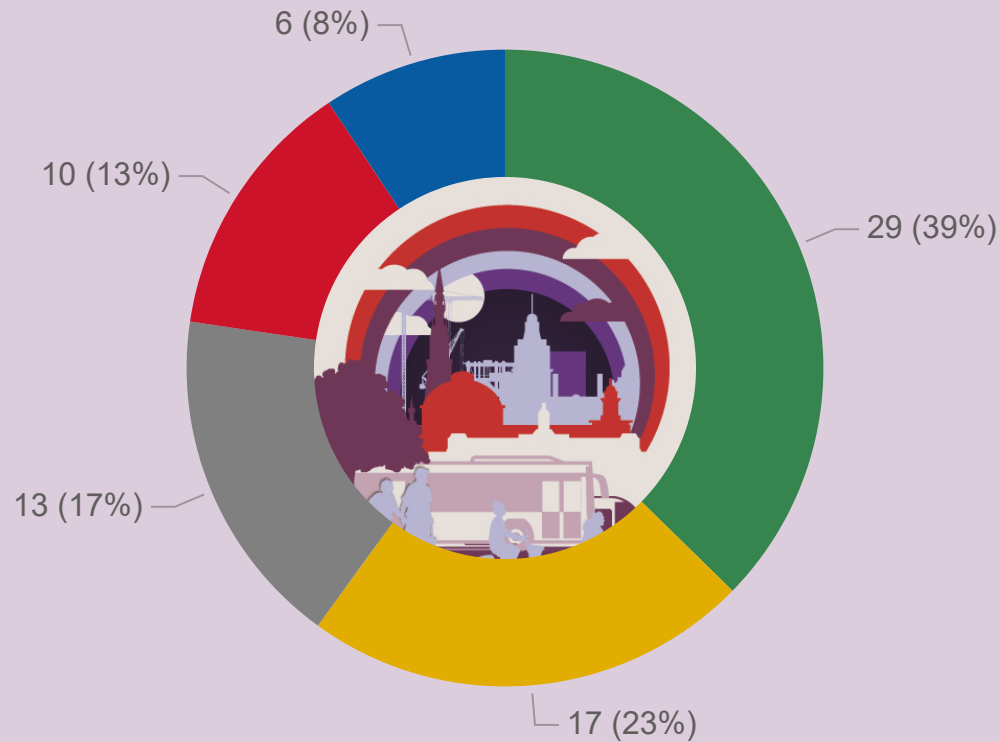
## Housing

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?

2023-24 Q3

## 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

Of the 75 KPIs, we have assigned a direction of travel for 67 of the KPIs comparing performance with the previous reporting period. We have not assigned a direction of travel for 8 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	Definition	Count
Maintaining	Performance has remained the same as the same time last year (within 2% of last year)	15
Improving	Performance has improved from the same period last year (more than 2% change on last year)	29
Declining	Performance has declined from the same period last year (more than 2% change on last year)	24
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	7

### 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

2023-24 Q3

KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: People waiting for package of care	🟡	295	564	Improving ↑	31 December 2023
Nº: People waiting for discharge from hospital	🟡	136	164	Improving ↑	30 November 2023



**Fewer people were waiting in hospital in Dec 2023** than at the same time last year (136 compared to 163), with the trend over the longer term also reducing (pre-pandemic average over 2017-19 was 206).

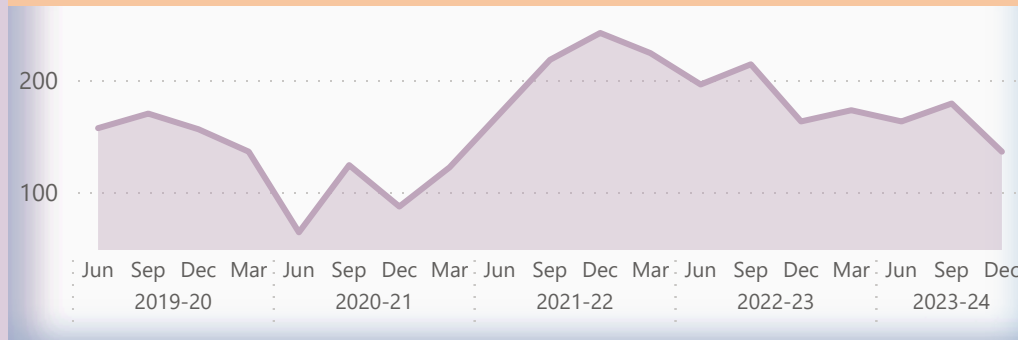
Almost a quarter fewer people were **waiting for a package of care** in December 2023 than the same time last year (295 compared with 388). The **longer term trend is reducing** (pre-pandemic average over 2017-19 was 670). The pre-pandemic average has been used for these two measures to show the longer term trend. This recognises the significant impact of the pandemic on the health and social care sector, with the NHS only moving off emergency footing in April 2022.

Further detail on the Health and Social Care partnership performance can be found in [their performance pages](#).

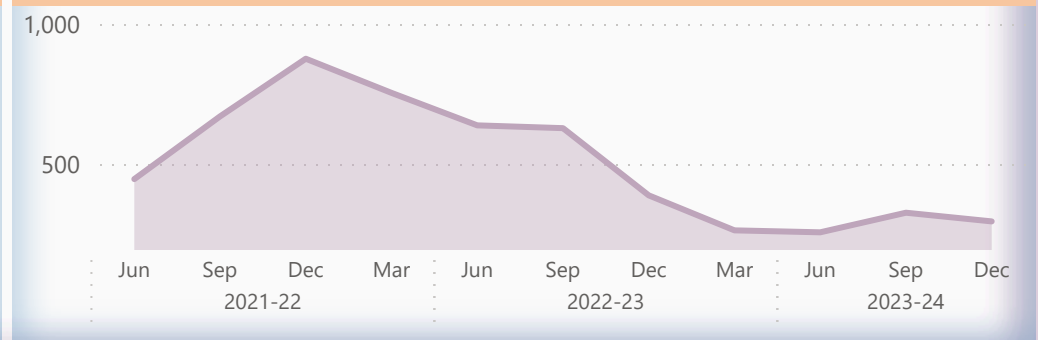
**We provide social care support to over 21,500 people.**

As at figures at quarter end shown in charts

Nº: People waiting for discharge from hospital



Nº: People waiting for package of care



● End of year target

100%



Adult Social Care

# Education



2023-24 Q3



Children,  
Families and  
Community

KPI Name	RAG	Value	Target	Direction of travel	Last update
% Primary pupils achieving literacy	▲	77.3%	78.5%	Maintaining →	31 August 2023
% Primary (deprived areas) achieving literacy	▲	64.4%	65.0%	Improving ↑	31 August 2023
% Primary (looked after) achieving literacy	●	40.0%	38.5%	Improving ↑	31 August 2023
% Primary pupils achieving numeracy	▲	83.7%	84.5%	Maintaining →	31 August 2023
% Primary (deprived areas) achieving numeracy	▲	72.3%	74.0%	Maintaining →	31 August 2023

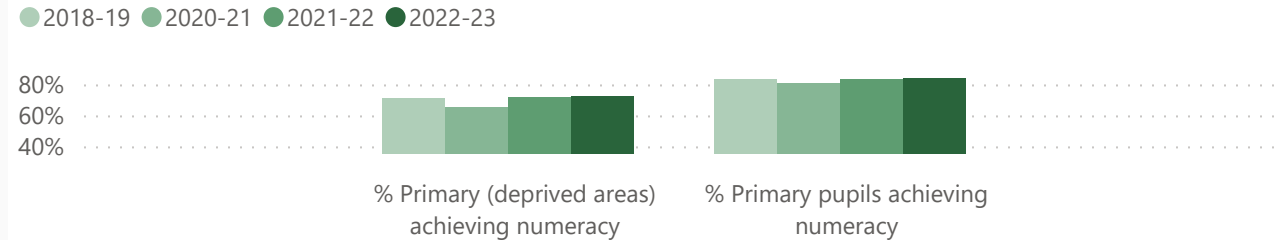
There are just over 30,000 children in our 90 primary schools in Edinburgh.



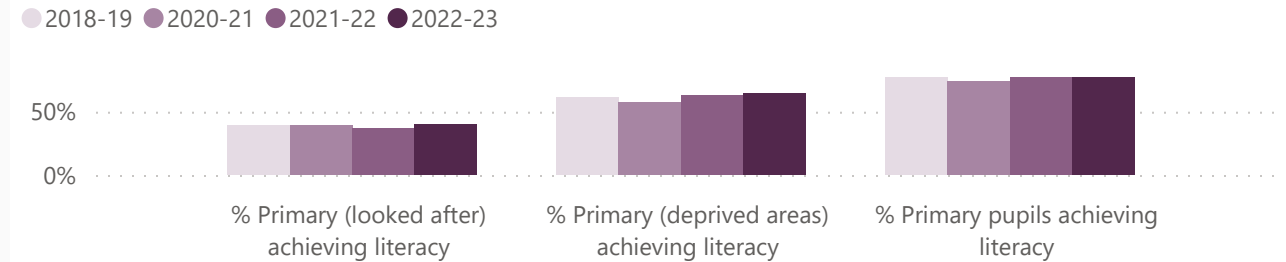
Primary school attainment measures show an **improvement in our 2022/23 performance compared to 2021/22** with the gap narrowing and improved performance for learners living in highest levels of deprivation, down 2 percentage points from 2021/22 to 22% in 2022/23 for literacy and down 1 percentage point in numeracy for the same time period.

Analysis of literacy and numeracy indicated the **need for more intensive support** to improve writing skills in the middle stages of primary education. This work is prioritised in the new Literacy Strategy.

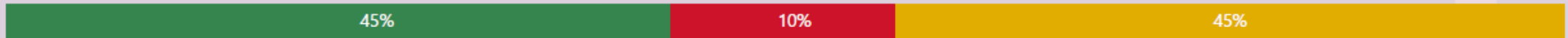
## % Primary achieving numeracy



## % Primary achieving literacy



● On target ● Over 5% from target ● Within 5% of target



# Education (cont.)



2023-24 Q3



Children,  
Families and  
Community

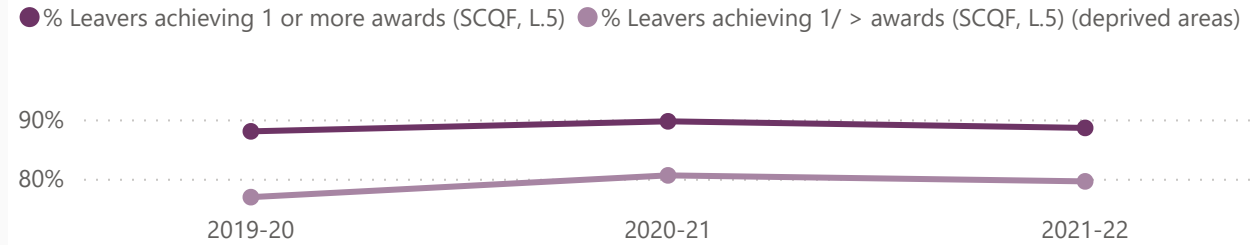
KPI Name	RAG	Value	Target	Direction of travel	Last update
% Leavers achieving 1 or more awards (SCQF, L.6)	▲	68.4%	73.0%	Declining ↓	31 August 2022
% Leavers achieving 1/ > awards (SCQF, L.6) (deprived areas)	◆	44.9%	53.0%	Declining ↓	31 August 2022
% Leavers achieving 1 or more awards (SCQF, L.5)	●	88.6%	88.5%	Maintaining →	31 August 2022
% Leavers achieving 1/ > awards (SCQF, L.5) (deprived areas)	●	79.6%	78.5%	Maintaining →	31 August 2022

There are just over 23,000 young people in our 23 secondary schools in Edinburgh

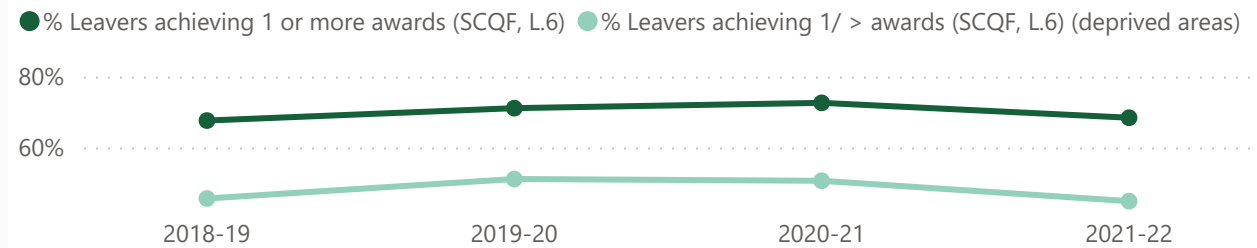
Due to the change in assessment methods during the pandemic, secondary school performance is not comparable between 2019/20, 2020/21, and 2021/22. However, in-year comparisons show a **decreasing gap between 'all pupils' and 'pupils from deprived areas'** - down to 9 percentage points for SCQF level 5 awards (88.6 compared to 79.6). For S4, S5 and S6 pupils, the attainment in our schools has improved relative to the virtual comparator in most measures.

Successful actions taken to reduce the poverty related attainment gap include improving teachers' skills as set out in the Edinburgh Teachers' Charter; appropriate coursing of young people to meet their needs and interests, including SCQF accredited pathways; intensive Quality Improvement support to 'priority' schools; enhanced funding to support play-based and developmentally appropriate pedagogies. **We continue to roll out Leadership for Equity (Poverty) examining culture and equipping staff with core skills for improvement.**

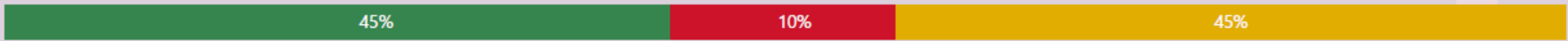
## % Leavers achieving 1 or more awards (SCQF, L.5)



## % Leavers achieving 1 or more awards (SCQF, L.6)



● On target ● Over 5% from target ● Within 5% of target



# Education (cont.)



2023-24 Q5



KPI Name	RAG	Value	Target	Direction of travel	Last update
Positive destinations for school leavers	●	95.3%	95.0%	Maintaining →	31 July 2023
% Receiving funded EL & Childcare (preferred model)	●	91.2%	85.0%	Improving ↑	31 July 2023



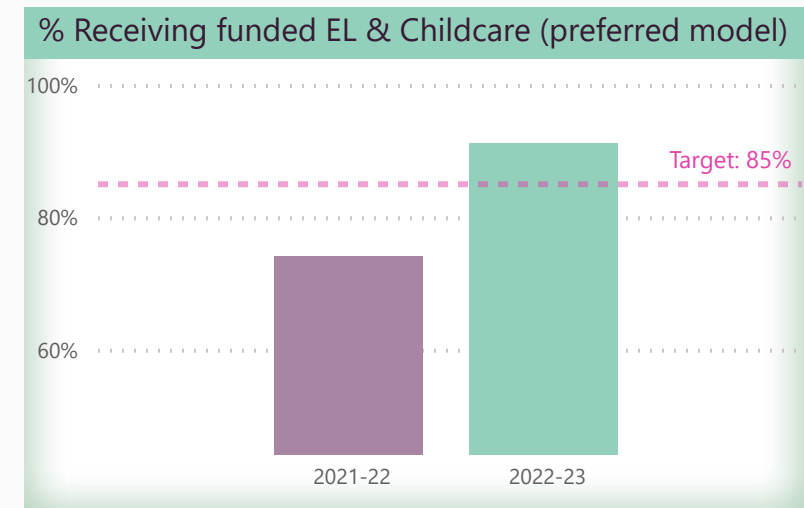
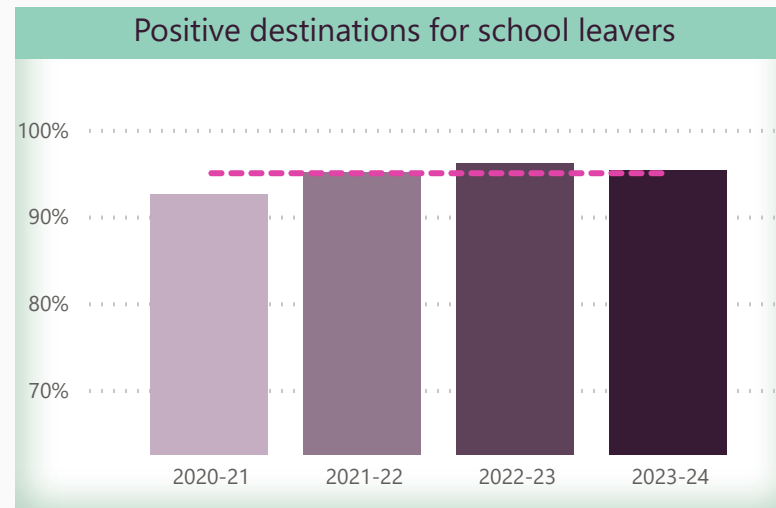
The **number of school leavers going onto study, into work or training has decreased** from 96.1% to 95.3% over the last year but remains over the target of 95%.

Every two years we ask parents and carers of under 5s for views on our early years services to help us shape future delivery. In our last survey in Nov 23, **91.2%** of those responding **said they were accessing early year services through their preferred model.** this is an increase since our last survey (74% in Nov 21) and ahead of our target, 85%.

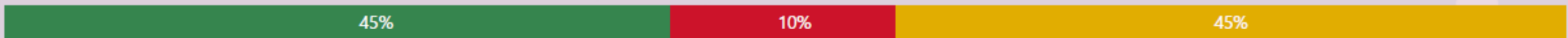


Children,  
Families and  
Community

There are 11 special schools, and 207 early years centres in Edinburgh. You can find out more about funding for early learning and child care here



● On target ● Over 5% from target ● Within 5% of target





# Children Services



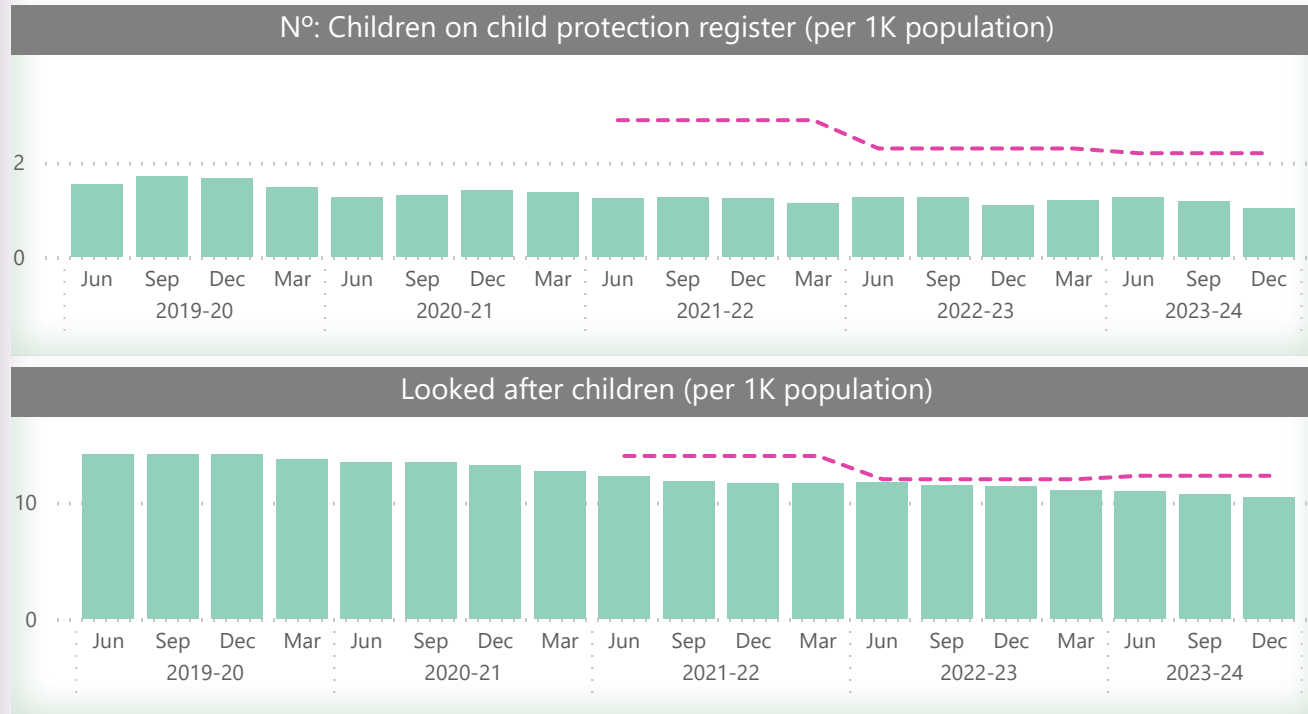
2023-24 Q3



KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: Children on child protection register (per 1K population)	●	1	2.2	Improving ↑	31 December 2023
Looked after children (per 1K population)	●	10.3	12.3	Improving ↑	31 December 2023



Children,  
Families and  
Community



The number of children requiring formal **Child Protection registration has remained stable** across the last four years with the rate at 1.0 in December 2023. This is below the national rate of 2.2.

Our **rate of looked after children** is below the national average rate of 12.3, and continues to show a **download trend**, reducing from 11.3 to 10.3 over the last 12 months.

● On target ● Over 5% from target ● Within 5% of target



# Children Services (cont.)



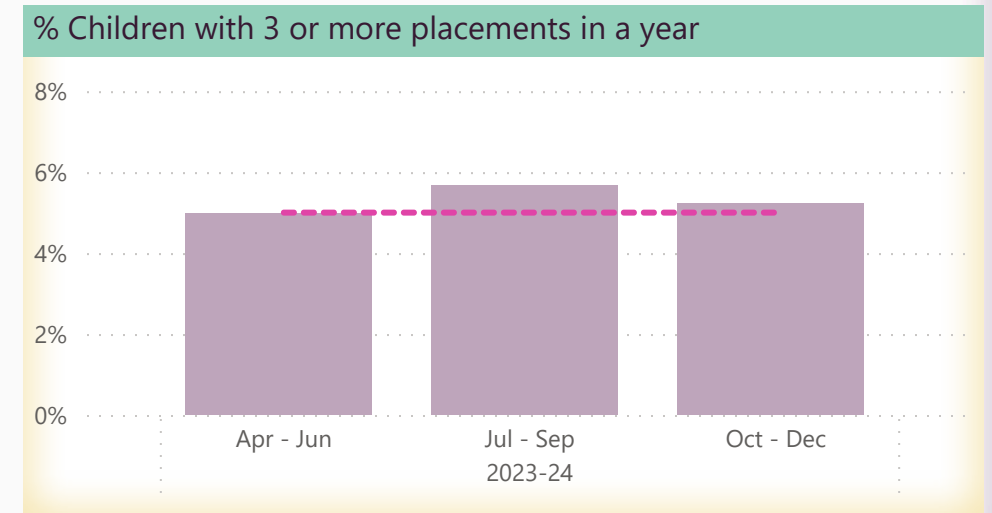
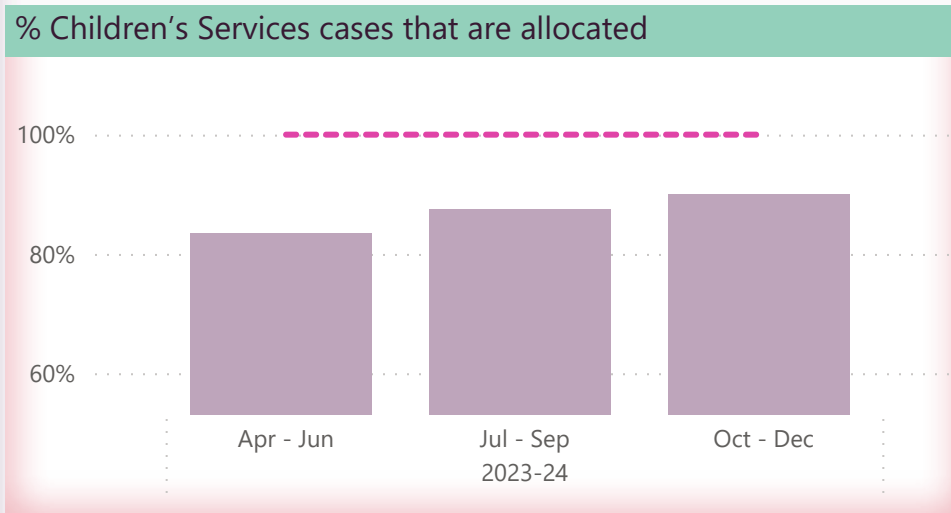
2023-24 Q3

KPI Name	RAG	Value	Target	Direction of travel	Last update
% Children's Services cases that are allocated	◆	91.1%	100.0%	Not applicable	31 December 2023
% Children with 3 or more placements in a year	▲	5.4%	5.0%	Not applicable	31 December 2023

To broaden the picture of how we support children and young people, we have introduced two new measures this year: 'percentage of children's services **cases that are allocated**' which is **gradually increasing** and sits at 91.1% in Dec 23; and '**children with 3 or more placements in a year**', which is showing some fluctuation **around 5%** and was 5.4% in Dec 2023.



Children,  
Families and  
Community



● On target ● Over 5% from target ● Within 5% of target



# Community - libraries



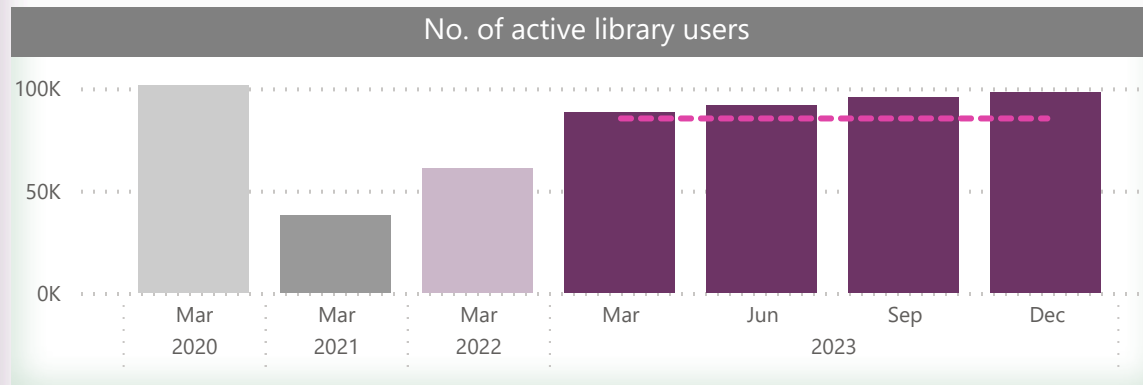
2023-24 Q3



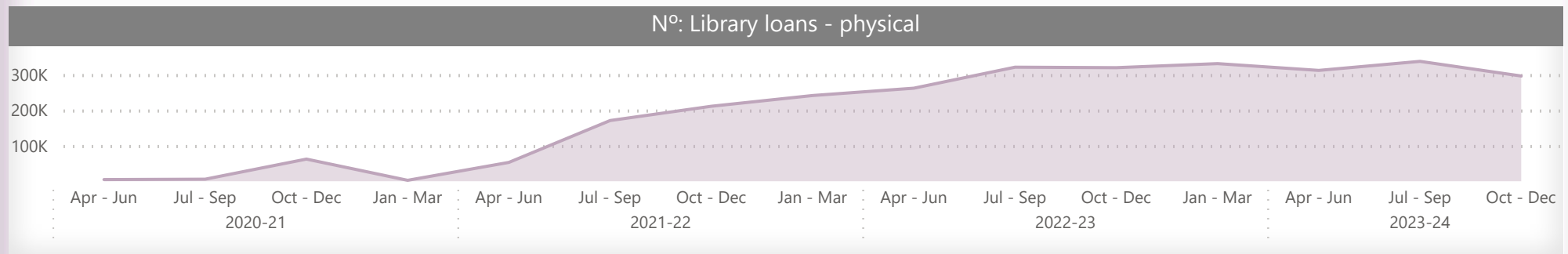
Children,  
Families and  
Community

KPI Name	RAG	Value	Target	Direction of travel	Last update
No. of active library users	●	97,882	85,303	Not applicable	31 December 2023
Nº: Library loans - physical	●	296,511		Declining ↓	31 December 2023

You can find out more about our library services and how to access them by clicking on this box.



Our four library measures show the shift in how people access library services following the physical closure of libraries as part of Covid restrictions. In 2021/22 we start to see the recovery as **people were encouraged to return physically to our libraries**. At the end of Dec 2023, there were over 98,000 active library users, which is the highest it has been since the end of March 2020, when restrictions were first introduced. We have moved from annual to quarterly reporting of active library users and a direction of travel is not available at the end of Dec 2023 as there is no comparative figure for Dec 2022.



● Monitoring only ● On target

75%

25%

# Community - libraries (cont.)

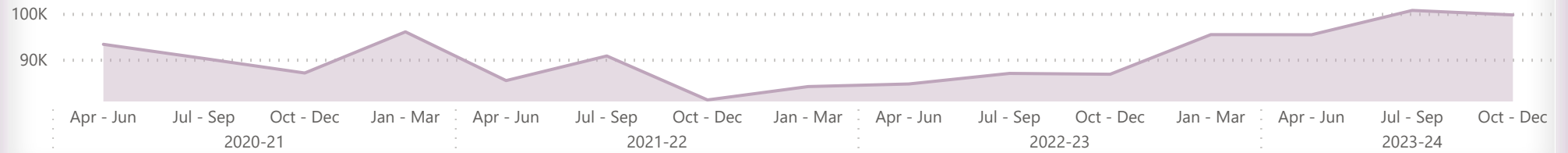


2023-24 Q3

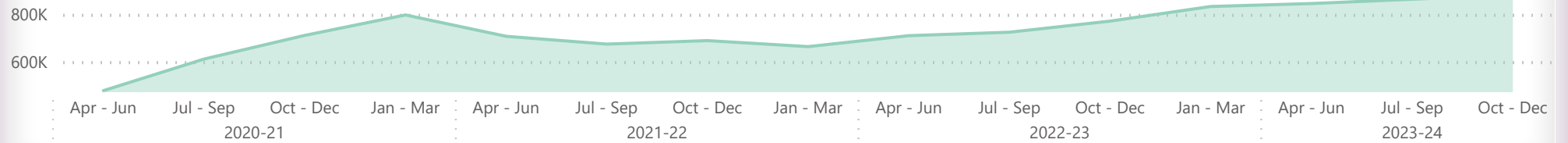
KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: Library loans - digital (e-books and e-audiobooks)	●	99,710		Improving ↑	31 December 2023
Nº: Digital downloads and streaming	●	882,945		Improving ↑	31 December 2023

Although there has been a reduction in the number of direct loans from our libraries, **our digital offering has continually high numbers** with loans near 100,000 and over 880,000 digital downloads/streams in Oct - Dec 2023.

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



Nº: Digital downloads and streaming



● Monitoring only ● On target

75%

25%



Children,  
Families and  
Community



# Community - involving people



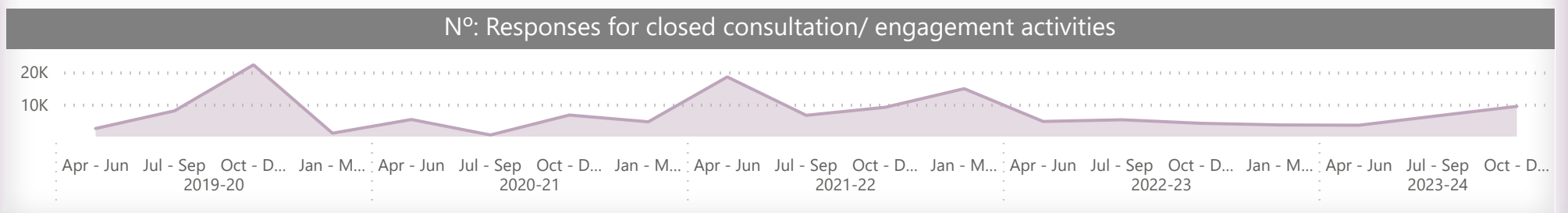
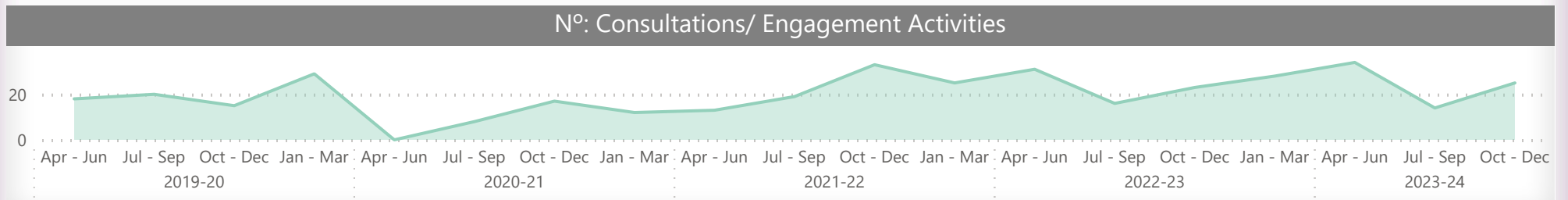
2023-24 Q3

KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: Consultations/ Engagement Activities	🟡	25		Not applicable	31 December 2023
Nº: Responses for closed consultation/ engagement activities	🟡	9,411		Not applicable	31 December 2023



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 2023, we had 25 consultations/engagement activities open** which is a similar number to Oct - Dec 2022 activity (23). To see current consultations, please go to [our consultation hub](#).



● Monitoring only ● On target

75%

25%



# Community - keeping people safe



2023-24 Q3

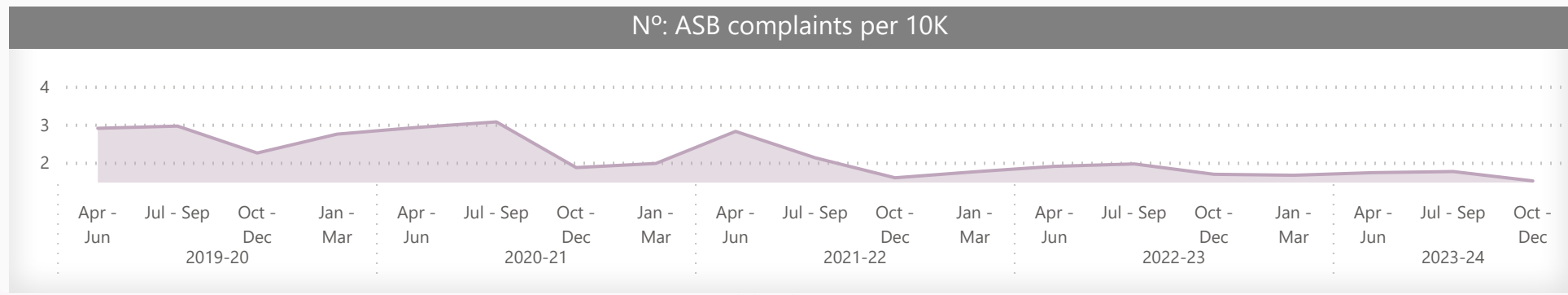


Children,  
Families and  
Community

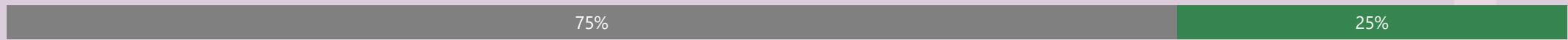
KPI Name	RAG	Value	Target	Direction of travel	Last update
% Community Justice orders successfully completed	●	87.5%	75.0%	Improving ↑	31 December 2023
Nº: ASB complaints per 10K	●	1.4		Improving	31 December 2023

The percentage of **Community justice orders successfully completed** continues to perform well at 78.7% for Oct - Dec 2023 and is **ahead of our target** of 75%.

The level of **antisocial behaviour complaints** we receive on a monthly basis remains low at around 1.4 per 10,000 population, and has been **below 2 since August 2022**.



● Monitoring only ● On target



75%

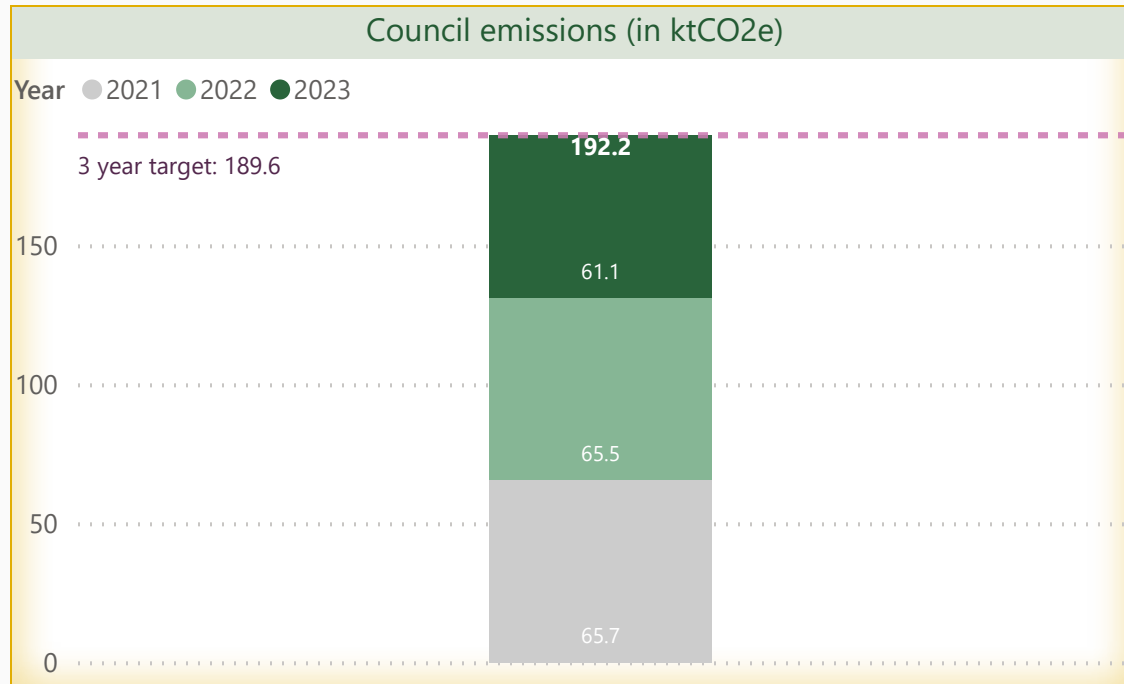
25%

# Climate Change



2023-24 Q3

KPI Name	RAG	Value	Target	Direction of travel	Last update
Council emissions (in ktCO <sub>2</sub> e)	▲	61.1	189.6	Improving ↑	31 March 2023



Our **Council emissions** continue to **slowly decline** with our figure for 2022/23 being 61.1 ktCO<sub>2</sub>e. When we add our emissions together for the last three years, we have a total of 192 ktCO<sub>2</sub>e which is above our target of 190 ktCO<sub>2</sub>e.

More details are available in our [annual progress report on Council Emissions](#).

● Within 5% of target

100%



Climate Change

# Customer Contact



2023-24 Q3



Customer and Corporate Services

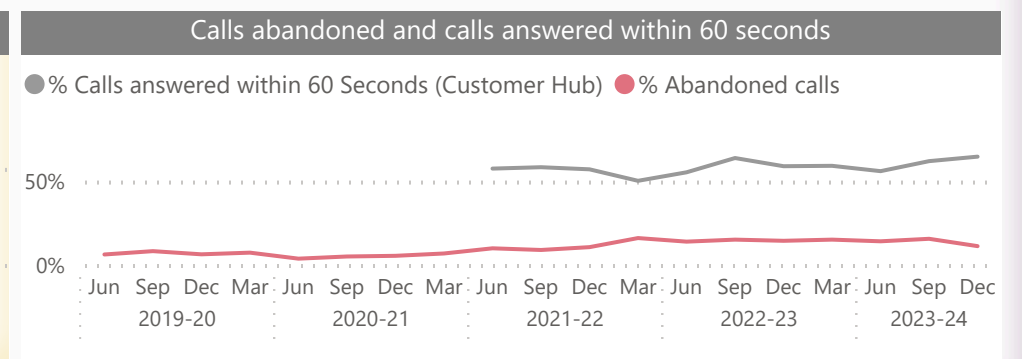
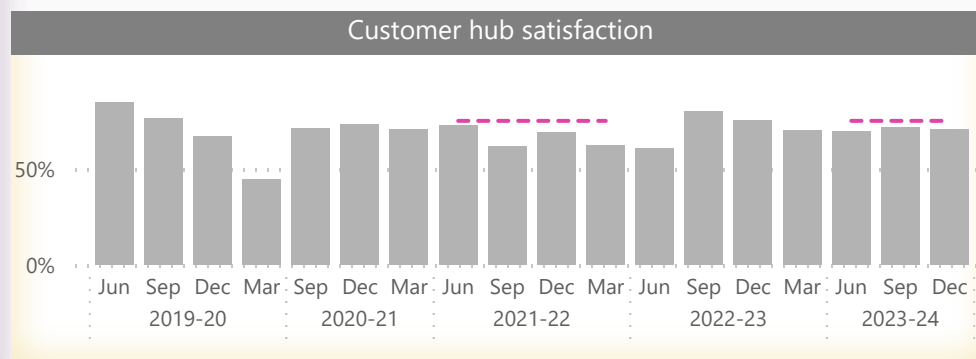
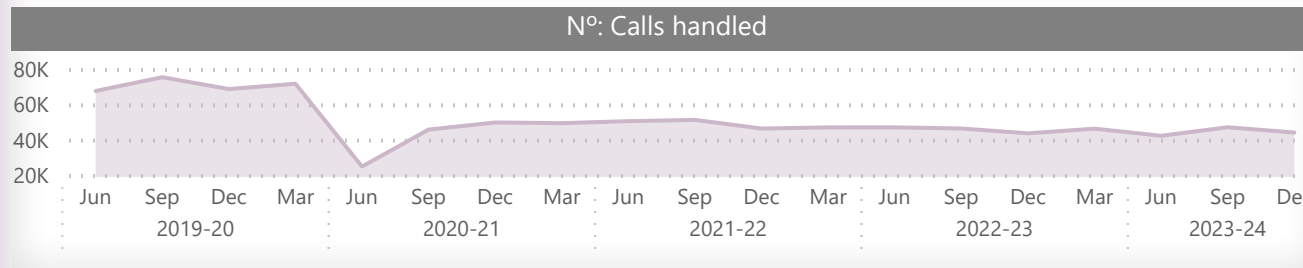
KPI Name	RAG	Value	Target	Direction of travel	Last update
Customer hub satisfaction	▲	71.6%	75.0%	Declining ↓	31 December 2023
% Calls answered within 60 Seconds (Customer Hub)	●	70.0%	60.0%	Improving ↑	31 December 2023
Nº: Calls handled	●	39,197		Not applicable	31 December 2023
% Abandoned calls	▲	11.3%	10.0%	Improving ↑	31 December 2023

We receive around **40,000 calls a month** to our customer contact centre and we **answered 70% of those within 60 seconds** in December 2023.

**People hang up before their call is answered in 11.3% of calls** and we are aiming to reduce that to 10% which would bring us back in line with our four year average (9%).

**Customer contact satisfaction** is fairly steady at around **70%** and was 71.6% in Dec 2023. This is just behind our target of 75%.

The Contact Team actively works with the relevant services and follow up on any calls resulting in a dissatisfied survey result.



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





# Customer Transactions

2023-24 Q3

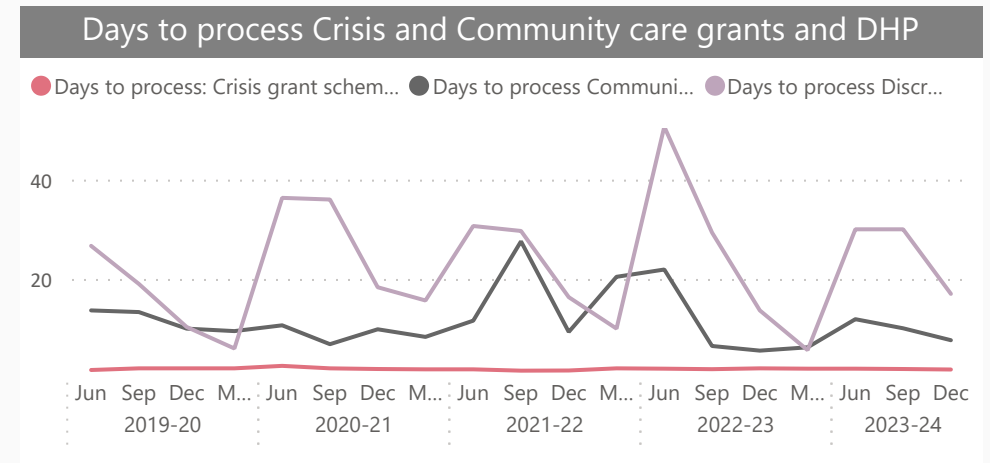
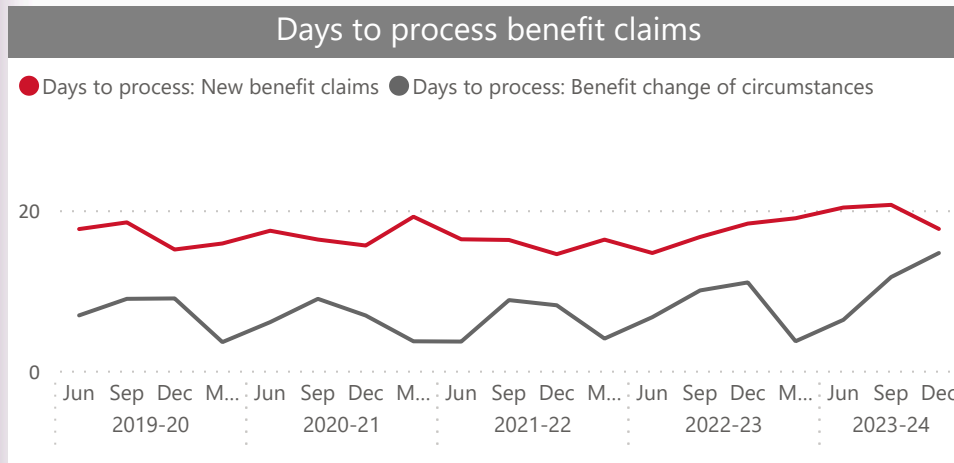


KPI Name	RAG	Value	Target	Direction of travel	Last update
Days to process Discretionary Housing Payment claims	●	11	30	Maintaining →	31 December 2023
Days to process Community care grant scheme applications	●	10.7	15	Declining ↓	31 December 2023
Days to process: Crisis grant scheme applications	●	1.8	2	Improving ↑	31 December 2023
Days to process: Benefit change of circumstances	◆	17	8	Declining ↓	31 December 2023
Days to process: New benefit claims	●	13	28	Improving ↑	31 December 2023

**Discretionary Housing Payments** are trending in line with previous years. Awards are subject to a 6 month review in 2023/24 and this work is under way. It is anticipated that as this work is finalised, performance has started to return to normal levels.

We process grants and benefit claims as quickly as we can and our performance for **three out of our five processing time measures are consistently ahead of target** (new benefit claims, crisis grants and community care grants). Our processing time for benefit change of circumstances shows a decrease in Oct - Dec 2023 as we've completed the free school meals/ clothing grants activities that arises at the start of the new school year.

  
Customer and  
Corporate  
Services



● On target ● Over 5% from target

80%

20%



# Finance



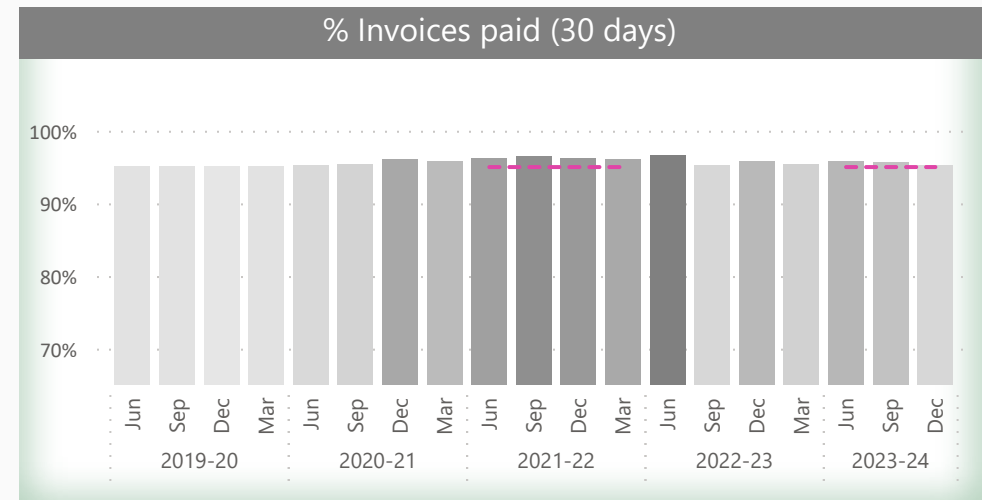
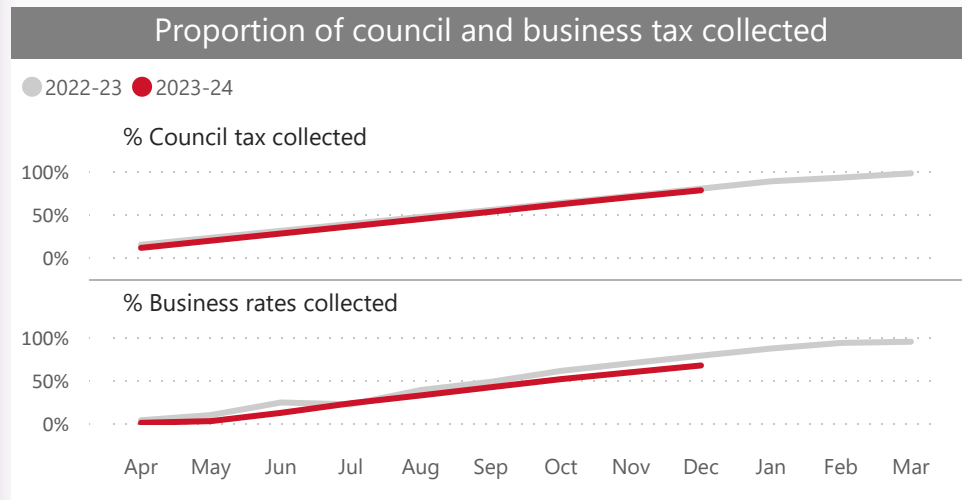
2023-24 Q3

KPI Name	RAG	Value	Target	Direction of travel	Last update
% Business rates collected	▲	66.9%	78.4%	Declining ↓	31 December 2023
% Council tax collected	▲	77.6%	78.4%	Declining ↓	31 December 2023
% Invoices paid (30 days)	●	95.6%	95.0%	Maintaining →	31 December 2023

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 continue to accumulate as we move through 2023. At December 2023 **we had collected 77.6% of Council Tax due this year and 66.9% of Business Rates**. These are similar to last year's level. Late legislative changes in February 2023 to Business Rates impacted collection.

  
Customer and  
Corporate  
Services



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





# Finance



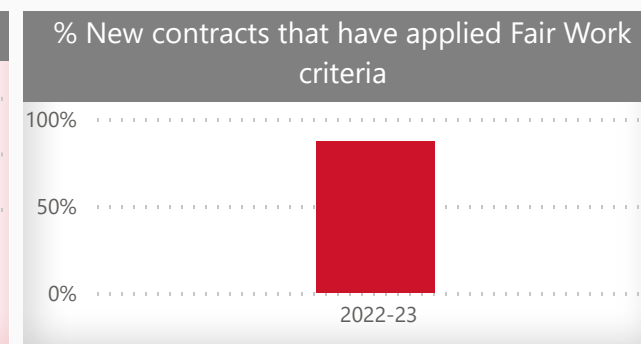
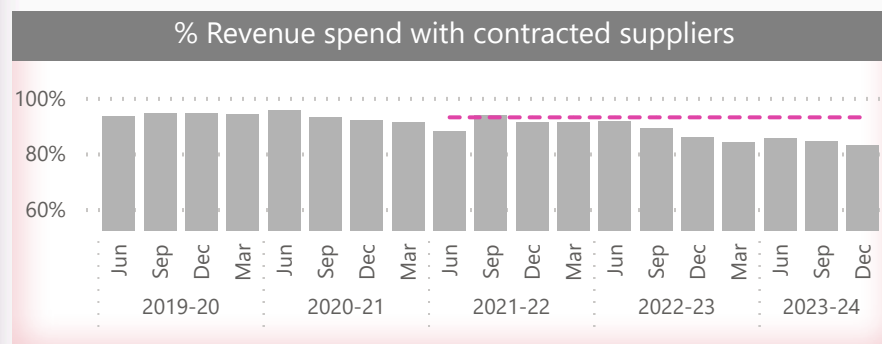
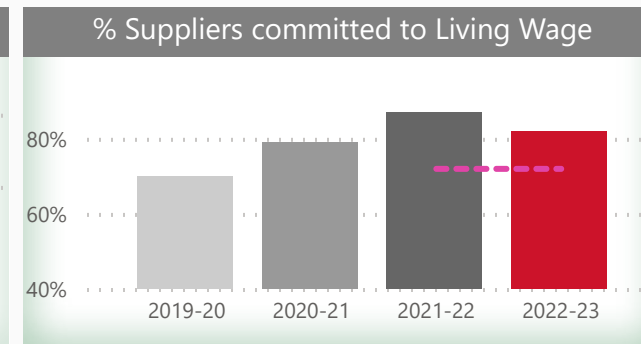
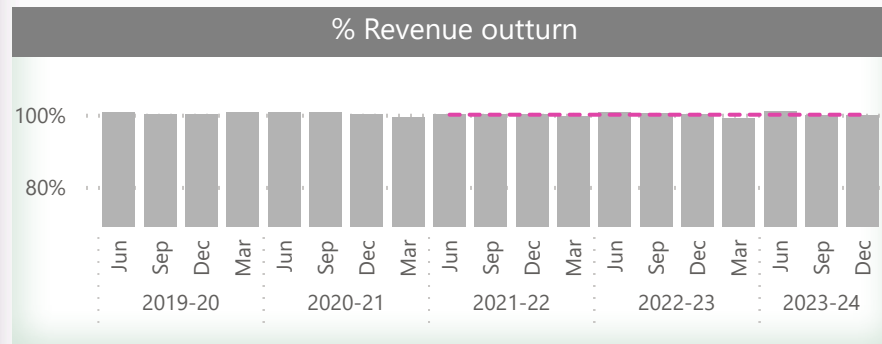
2023-24 Q3

KPI Name	RAG	Value	Target	Direction of travel	Last update
% New contracts that have applied Fair Work criteria	●	87.0%		Not applicable	31 March 2023
% Revenue spend with contracted suppliers	◆	82.7%	93.0%	Declining ↓	31 December 2023
% Revenue outturn	●	99.9%	100.0%	Maintaining →	31 December 2023
% Suppliers committed to Living Wage	●	82.0%	72.0%	Declining ↓	31 March 2023

It is important for us to encourage our suppliers to be sustainable and fair. The proportion of our **suppliers that are committed to Living Wage is high at 82%** but lower than our 2021/22 figure of 87%.

The mandating of **real Living Wage being paid by Council third party suppliers** and their supply chains that meet appropriate conditions was introduced in February and **applied to new procurements from March 2023**. We're assessing the impact of this approach.

We are also monitoring the proportion of our new contracts that have applied Fair Work criteria. In 2022/23, **87% of our new contracts had applied Fair Work criteria**.



  
Customer and  
Corporate  
Services

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



# HR and Information Compliance

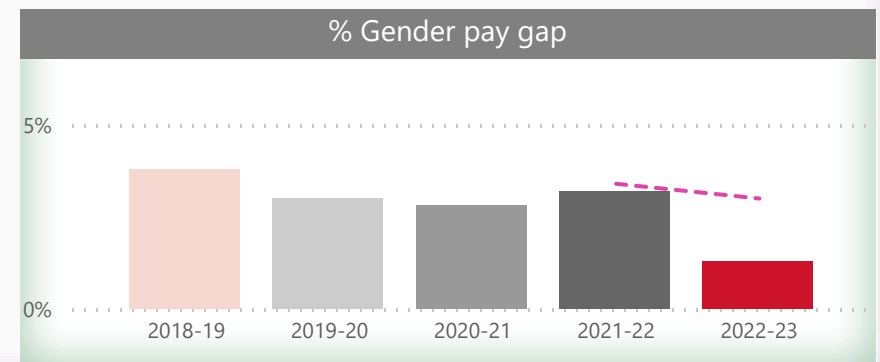
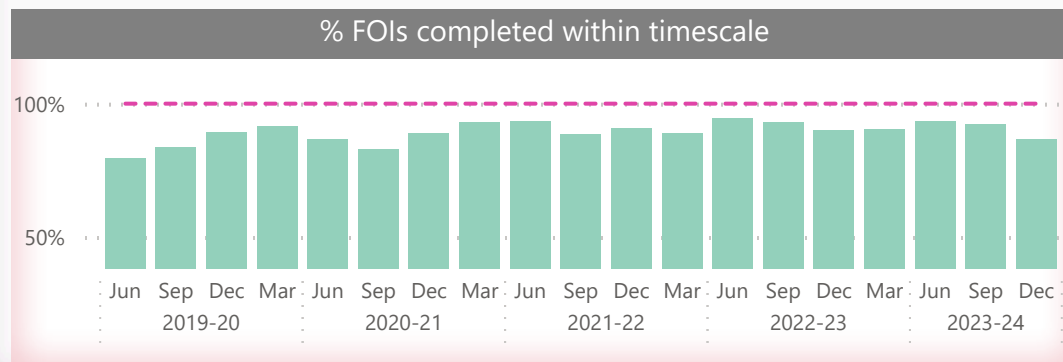
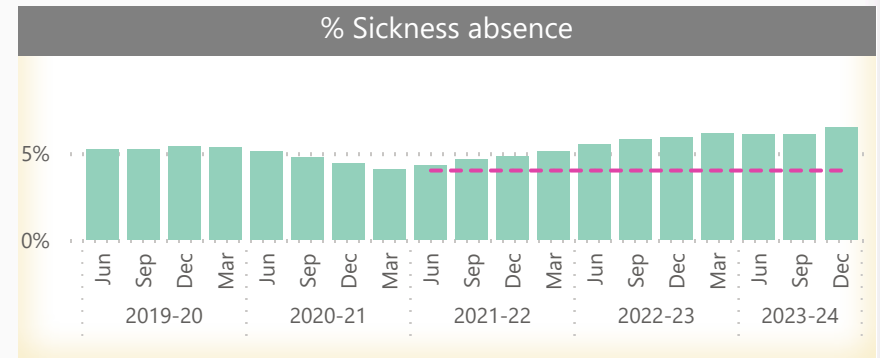
2023-24 Q3



KPI Name	RAG	Value	Target	Direction of travel	Last update
% FOIs completed within timescale	🔴	86.8%	100.0%	Declining ↓	31 December 2023
% Gender pay gap	🟢	1.3%	3.0%	Improving ↑	31 March 2023
% Sickness absence	🟡	6.3%	4.0%	Declining ↓	31 December 2023

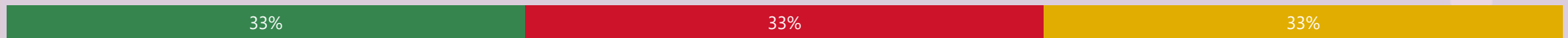
The **statutory target is for us to complete 100% of Freedom of information requests within 20 working days and we have met that standard over 85% of the time**. Challenges in achieving 100% are the increase in the number and complexity of requests we are receiving. We will continue to aim to complete all FOIs within timescale.

Since Jan 2023, our **sickness absence level has been just above 6% and we are behind our target of 4%**. We've changed how we calculate our gender pay gap to include supply and casual workers. This has led to our gender pay gap decreasing to 1.3% in 2022/23 which is ahead of our target (3%).



  
Customer and  
Corporate  
Services

● On target ● Over 5% from target ● Within 5% of target





# Roads

2023-24 Q3

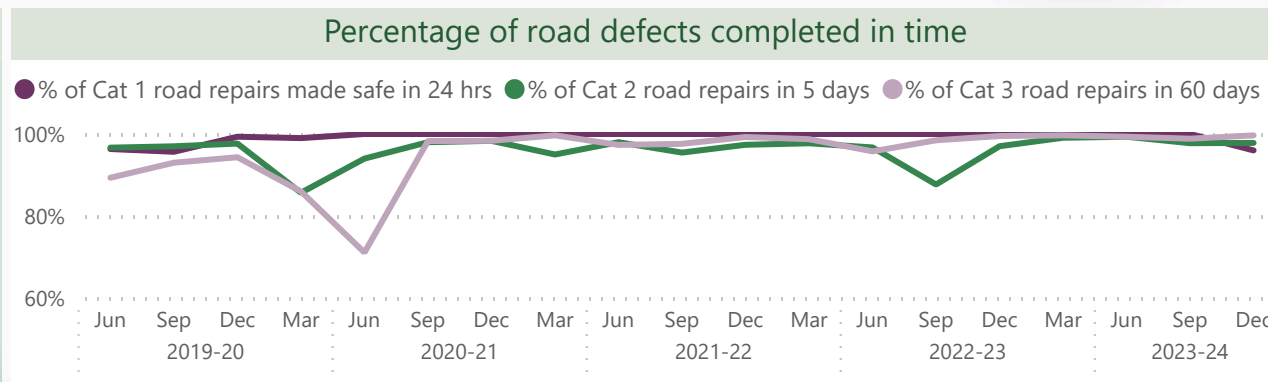
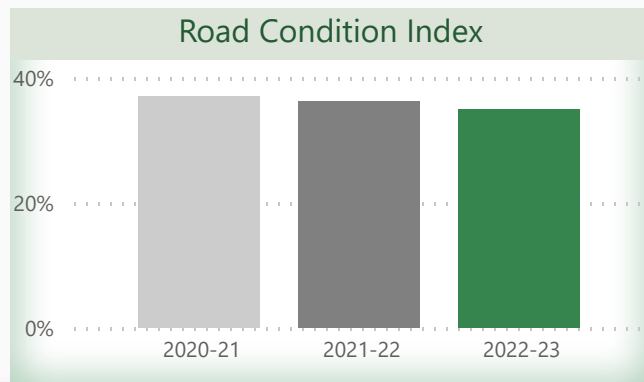
**There are just over 940 miles of roads across Edinburgh.**

KPI Name	RAG	Value	Target	Direction of travel	Last update
% of Cat 1 road repairs made safe in 24 hrs	▲	88.0%	100.0%	Declining ↓	31 December 2023
% of Cat 2 road repairs in 5 days	●	98.0%	85.0%	Improving ↑	31 December 2023
% of Cat 3 road repairs in 60 days	●	100.0%	85.0%	Maintaining →	31 December 2023
Road Condition Index	●	34.3%	35.2%	Improving ↑	31 March 2024

We continue to show high performance for **road defects repairs** and are **consistently above 98% for all three priorities** (emergency Category 1; 5 day Category 2; and 60 day Category 3). We have only **narrowly missed the target** in December 2023 for emergency repairs, as we saw an **increase in the number of defects needing repaired**, due to adverse weather conditions. Performance is expected to improve again in January 2024. The most recent **Road Condition Index survey shows that 34.3% of our network requires maintenance**. This is an improvement compared with the previous year (35%) and we have started to see the benefits of additional investment in our roads.



  
Environmental Services



● On target ● Within 5% of target



# Street cleaning

2023-24 Q3



KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: Dog fouling Service Requests	⊖	351		Declining ↓	31 December 2023
Nº: Street litter Service Requests	⊖	1,056		Declining ↓	31 December 2023
Nº: Flytipping and dumping Service Requests	⊖	2,785		Declining ↓	31 December 2023
LMS/ LEAMS Score	⬢	86.3	93	Improving ↑	31 March 2023



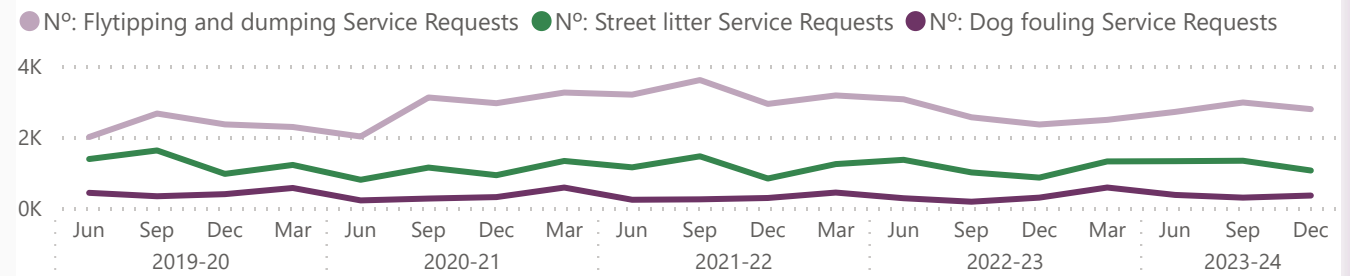
Environmental Services

Our latest **Litter Monitoring Score** (LMS, generated from independent surveys undertaken by Keep Scotland Beautiful) has **improved and was 86.3 in 2022/23**.

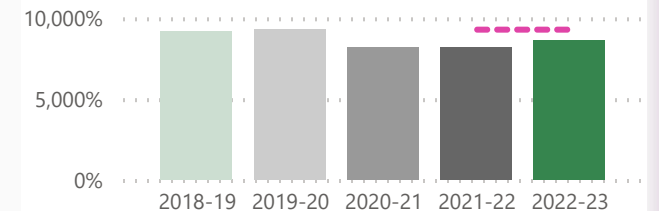
We are **working hard to improve our cleanliness score** and have increased our budget to tackle graffiti, increasing gully/channel cleaning and funding a Rapid Response Service to improve cleanliness in the city centre.

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**.

Number of street cleaning service requests



LMS/ LEAMS Score



● Monitoring only ● Over 5% from target

75%

25%



# Parks and Street lighting

2023-24 Q3

PPS Theme	RAG	Value	Target	Direction of travel	Last update
<b>Parks</b>					
% of Parks meeting standard	●	92.0%	92.0%	Maintaining →	31 December 2023
<b>Street Lighting</b>					
% of Street lighting emergency repairs complete in 4 hrs	●	100.0%	95.0%	Improving ↑	31 December 2023
% of Street lighting urgent repairs complete in 24 hrs	●	83.0%	75.0%	Declining ↓	31 December 2023
% of Street lighting repairs complete in 5 days	●	53.0%	50.0%	Declining ↓	31 December 2023



Environmental Services

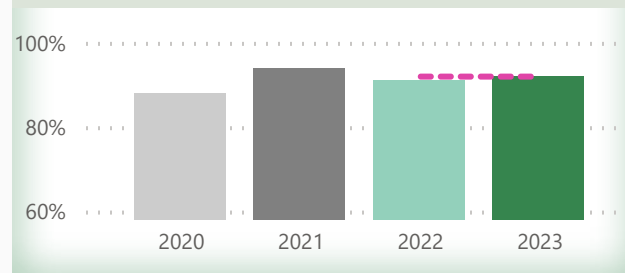
## Parks

We continue to maintain our parks to a high standard with over **92% of our parks meeting the parks standards** in 22/23.

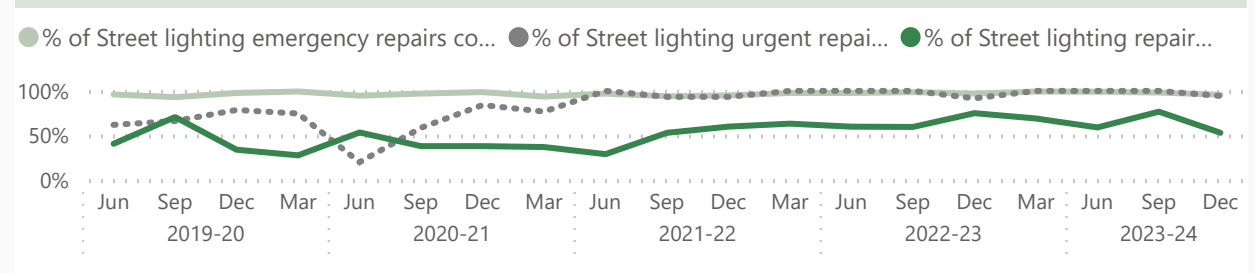
## Street lighting

Our emergency and urgent (24 hrs) **street lighting repairs** continue to show very high performance in 2023/24 at **around 98% each month**. While our more urgent repairs are given priority, our performance for our 5 day repairs is above our target, although it has declined in the last quarter of 2023.

% of Parks meeting standard



Percentage of road defects completed in time



● On target

100%



# Waste

2023-24 Q3

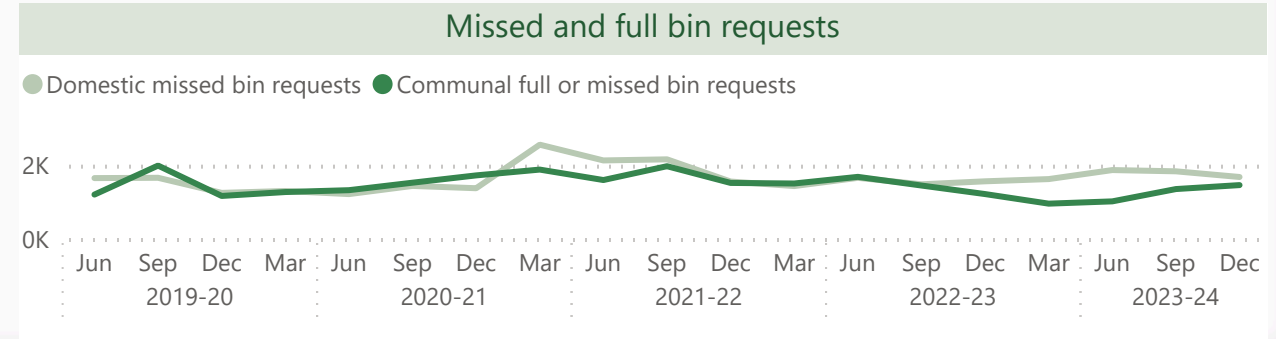
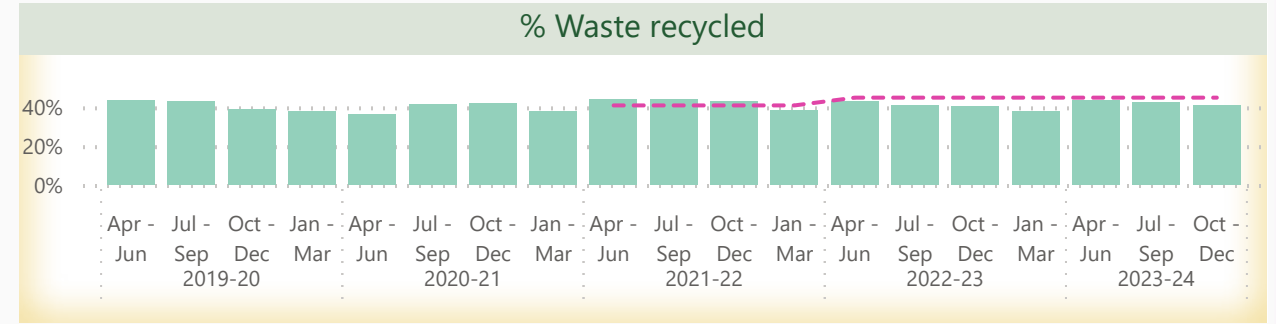
PPS Theme	RAG	Value	Target	Direction of travel		Last update
<b>Waste</b>						
Domestic missed bin requests	●	1,674	1,793	Declining	↓	31 December 2023
Communal full or missed bin requests	●	1,723	2,280	Declining	↓	31 December 2023
% Waste recycled	▲	44.1%	45.0%	Improving	↑	31 December 2023

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

## Environmental Services

The first 9 months of this year show a **small increase in the amount of waste being recycled** when compared to the same period last year. We are currently recycling **around 42%** of our waste each month. The communal bin review continues to be delivered in phases ensuring co-location of recycling and non-recyclable waste to help residents in communal flats recycle more easily.

The number of **reported missed domestic bins** continues to fluctuate each month with the average for the last 9 months being just over 1,800 per month, which is **just above our target** of 1,793. We have however seen a large reduction since Sep 2023, with each months missed collections below target. The number of reported **full or missed communal bins has increased in the last 3 months of 2023**, but remains significantly below the target of 2,280.



● On target ● Within 5% of target



# Homelessness

2023-24 Q3



Housing

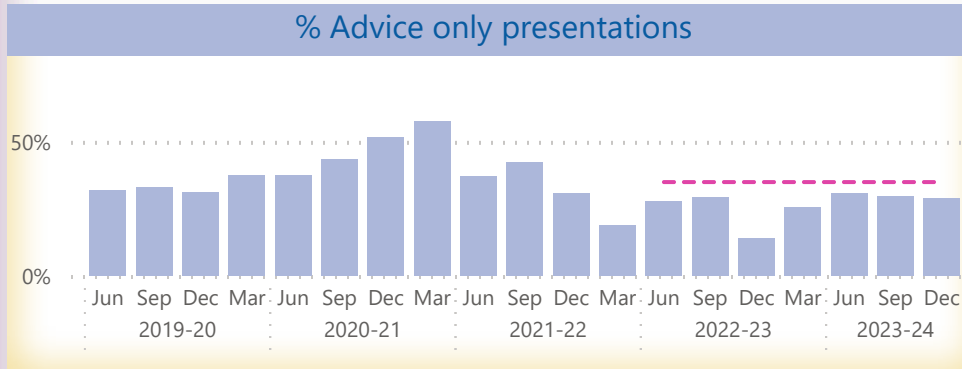
KPI Name	RAG	Value	Target	Direction of travel	Last update
% Advice only presentations	▲	31.8%	35.0%	Improving	31 December 2023
Nº: Homeless cases housed	●	61		Declining	31 December 2023
Avg Homeless case length - housed	◆	739.0	400	Declining	31 December 2023

The **proportion of advice only presentations** to homelessness services in the first three quarters of 2023/24 is higher than the same period in 2022/23, returning to levels seen pre-pandemic whilst being **behind our target** (35%).

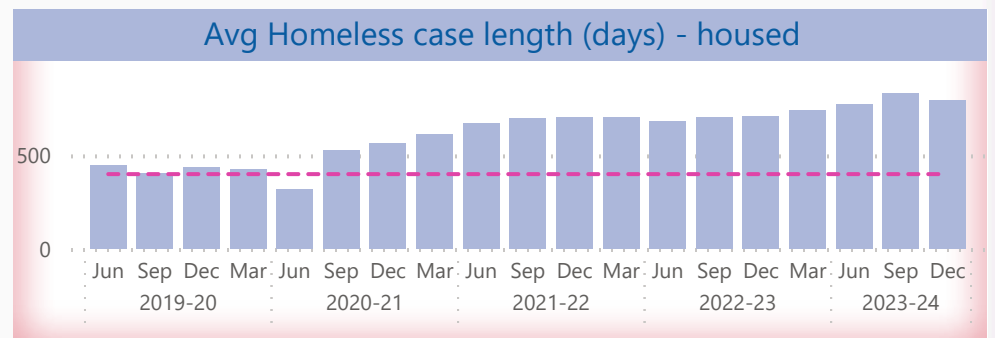
The Council has invested in services to prevent homelessness and support people to move on from temporary accommodation. At the end of quarter three, services have **prevented homelessness for 320 households** and supported 520 households to move on from temporary accommodation.

The **average time for homeless cases to be rehoused** continues to fluctuate but has shown a generally **increasing trend** (795 days for Oct-Dec 2023) but remains higher than last year and behind our target (400 days).

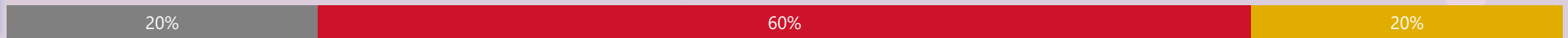
The number of **homeless cases accessing settled housing has been consistent** over the last 3 quarters averaging at 314 per quarter. Monthly data shows more variation with only 113 households securing settled housing in December 23.



This chart shows the total for the quarter



● Monitoring only ● Over 5% from target ● Within 5% of target



# Homelessness



2023-24 Q3

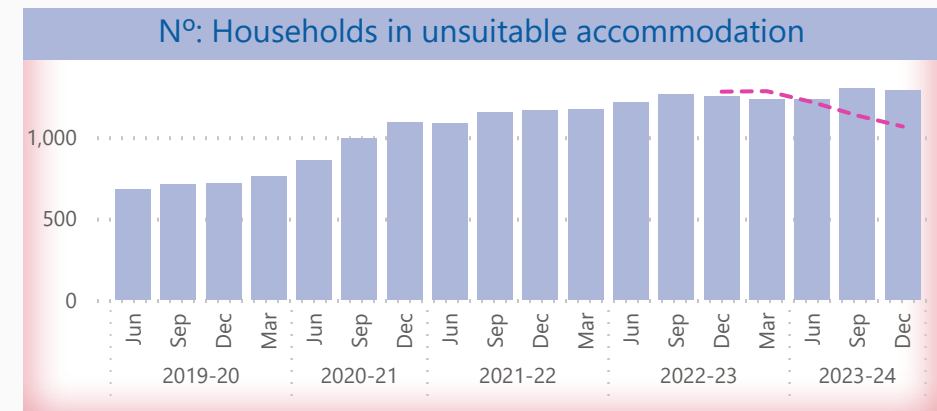
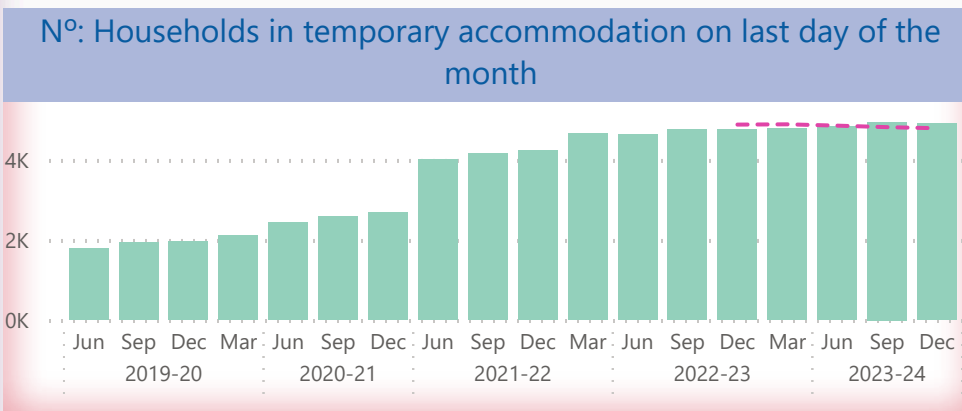
KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: Households in temporary accommodation on last day of the month	◆	4,904	4,792	Declining ↓	31 December 2023
Nº: Households in unsuitable accommodation	◆	1,269	1,066	Maintaining →	31 December 2023

Through the EdIndex Board all **Registered Social Landlords have been asked to increase their allocations to homeless households to at least 70%** to accelerate the reduction in those currently homeless and in unsuitable accommodation.

The **number of households in unsuitable temporary accommodation remains high**, however we have seen small reductions in the last 2 months of 2023. This is **similar to the total number of households in temporary accommodation** which has also seen a small reduction, though it remains higher than the same time last year. A plan to increase the number of properties available to homeless people from our own council homes is focused on reducing the number of void properties and increasing the allocations to homeless people.



## Housing



● Monitoring only ● Over 5% from target ● Within 5% of target



# Housing Management

2023-24 Q3



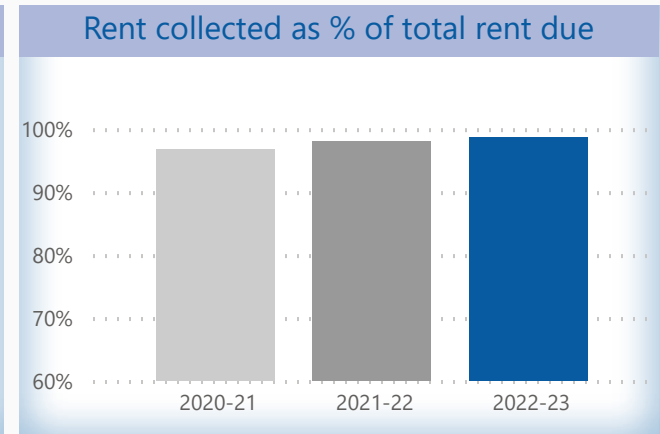
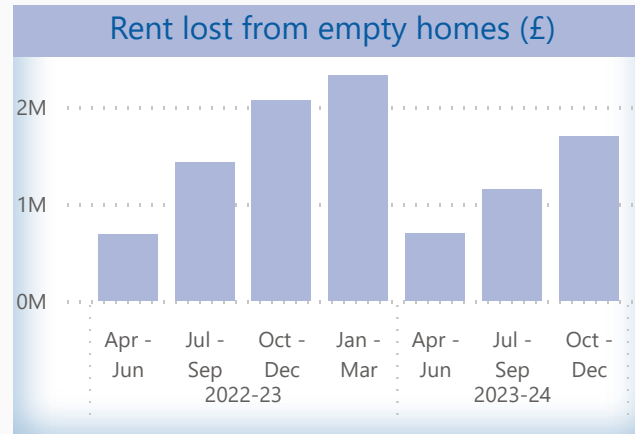
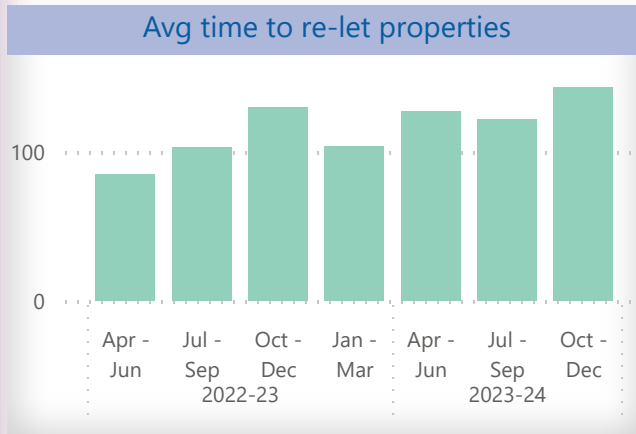
Housing

KPI Name	RAG	Value	Target	Direction of travel	Last update
Avg time to re-let properties	●	143		Declining ↓	31 December 2023
Rent collected as % of total rent due	■	98.6%		Maintaining →	31 March 2023
Rent lost from empty homes (£)	■	£1.7M	£2.2M	Improving ↑	31 December 2023

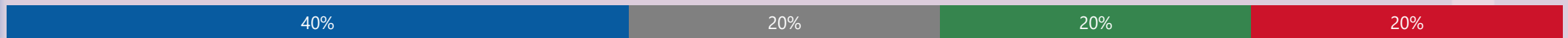


**The average time to re-let our properties is higher in 2023/24 than last year.** Reducing the time it's taking to re-let our homes is a top priority which will also reduce the amount of rent we lose whilst they are empty. We are **increasing resources to help carry out repairs quicker**, however as 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 increase. The total number of voids has reduced from 1,416 on 18 September 2023, to 1,321 at the end of December 2023, however this does include some properties that we are currently unable to re-let, such as those scheduled for demolition or disposal, and those being transferred to temporary accommodation. We are currently forecasting annual rent loss close to the end of year target of £2.2M.

We consistently collect almost all of the rent that is due to us (98.6% in 2022/23) and work hard to support those that may be struggling. We are **aiming to collect 99% of rent due by the end of March 2024.**



● End of year target ● Monitoring only ● On target ● Over 5% from target



# Housing Management

2023-24 Q3



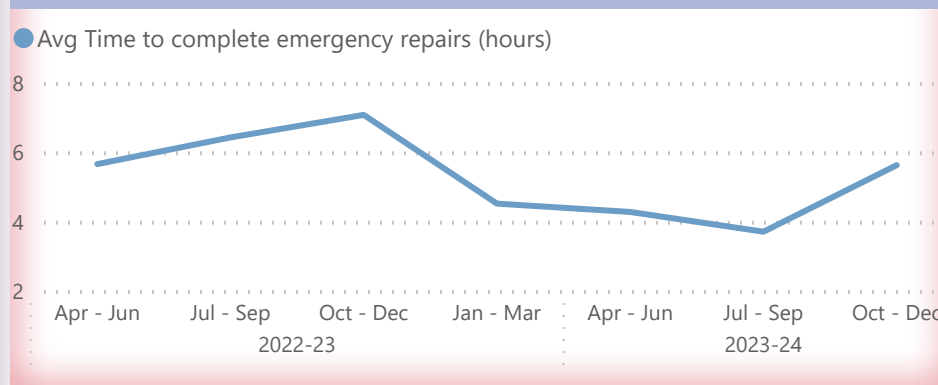
KPI Name	RAG	Value	Target	Direction of travel	Last update
Avg Time to complete emergency repairs (hours)	🔴	5.6	4	Improving ↑	31 December 2023
Avg Time to complete non-emergency repairs (working days)	🟢	10.8	20	Improving ↑	31 December 2023

We are working to ensure that repairs to our properties are completed on time. We have **improved our performance for emergency repairs compared to last year**, though we have seen an increase in the last quarter and have not met our target. Our performance for **non-emergency repairs has shown continuous improvement** since 2022/23.

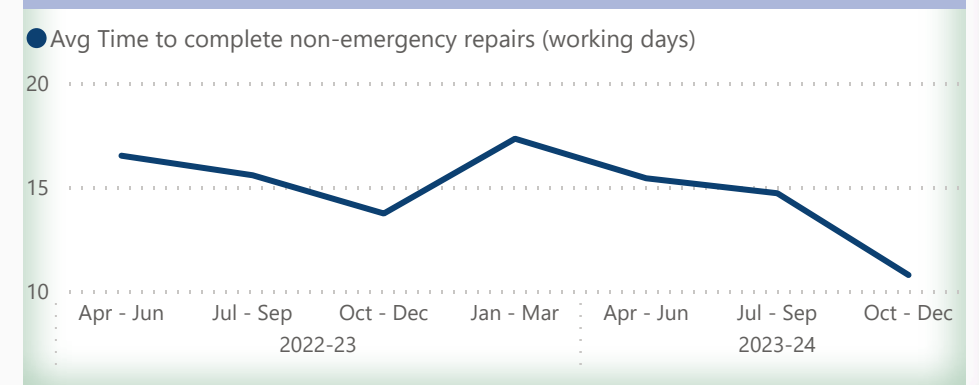


Housing

Avg Time to complete emergency repairs (hours)



Avg Time to complete non-emergency repairs (working days)



● End of year target ● Monitoring only ● On target ● Over 5% from target

40%

20%

20%

20%

# Housing development

2023-24 Q3



KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: of affordable homes approved	🟩	329	902	Improving ↑	31 December 2023
Nº: of affordable homes completed	🟩	493	1,247	Maintaining →	31 December 2023

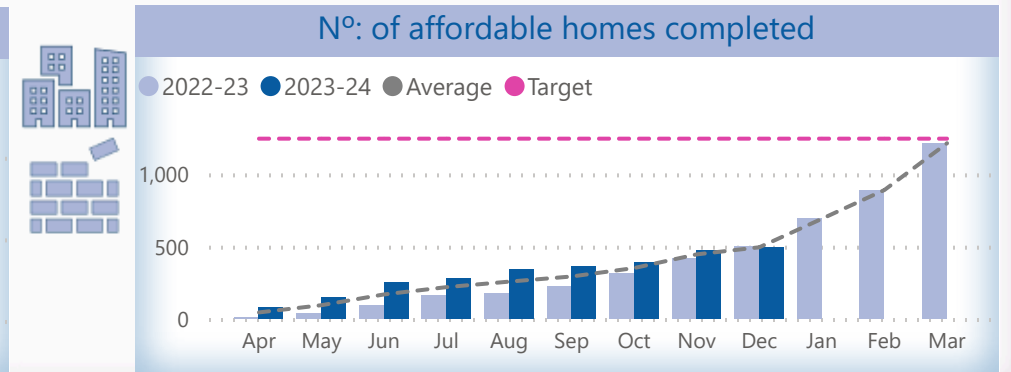
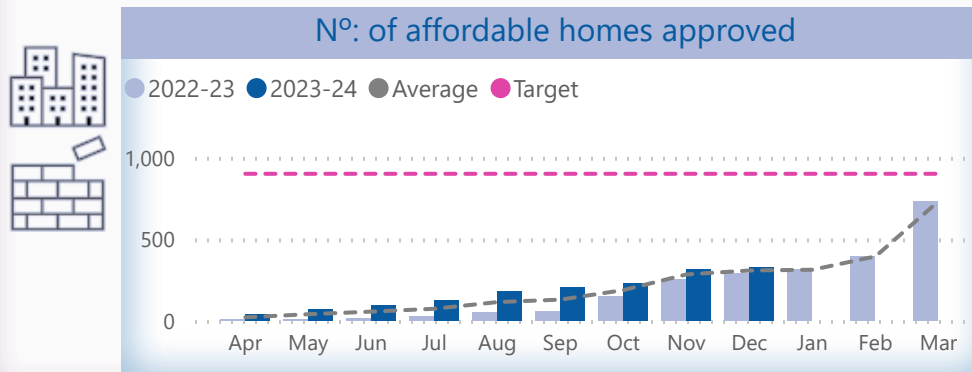


We've approved 329 homes since April 2023 and 493 have been completed so far this year. Completions are likely to be higher than this as we are currently adjusting our data because of late notification of completed projects. **Approvals are higher than they were at this time last year, however completions are slightly lower.**

Increasing the number of new affordable homes remains a key priority with a pipeline of potential new homes being identified for delivery. There are a number of factors that continue to impact on delivering affordable homes in Edinburgh. Ongoing financial uncertainty has resulted in delays in projects being brought forward due to cost increases and delays in planning applications being taken forward has meant some projects will now not be approved until next financial year. For non-grant funded projects, uncertainty in the wider market due to rises in interest rates and risks to rental income streams has resulted in Buy-To-Rent developers not bringing forward projects previously earmarked for approval this financial year. Reports are provided to the Housing, Homelessness and Fair Work Committee regularly to keep them updated on progress with housing developments and refreshed projections of housing approvals and completions.



## Housing



● End of year target

# Planning and Building Standards

2023-24 Q3



KPI Name	RAG	Value	Target	Direction of travel	Last update
Avg No: wks to determine local planning applications	▲	14.7	14.4	Improving ↑	31 December 2023
Avg No. wks for householder planning applications to be determined	●	7.7	8.9	Improving ↑	31 December 2023
% Building warrants issued within 10 days	▲	89.0%	90.0%	Maintaining →	31 December 2023

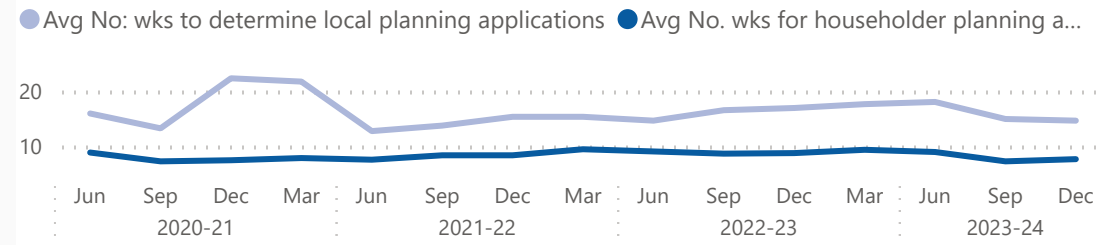


## Planning and Building Standards

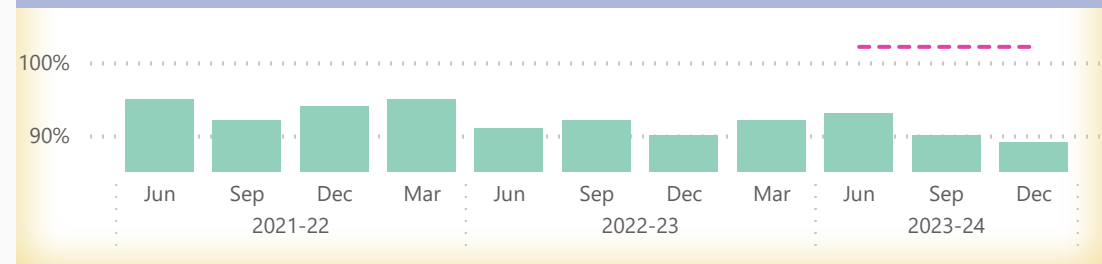
Our average time for **householder planning applications increased marginally to 7.7 weeks in December 2023**, but is lower than the same time last year and below target. The **average time for local (non-householder) applications continues to decrease and is now very close to our target of 14.4 weeks**. We are continuing to close off some older applications with longer determination times, which has affected the overall average.

For building warrants issued within 10 days, we continue to meet our target (90%), with **91% of warrants issued within 10 days in October - December 2023**. This is a similar high level of performance as last year and the four year average.

Weeks for planning applications



% Building warrants issued within 10 days



● On target ● Within 5% of target

33%

67%

# Glossary - page 1

Term ▲	Definition
<b>☰ Children, Families and Communities</b>	
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 Numerary	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.
<b>☰ Climate Change</b>	
Council Emissions	Council emissions are mostly through the following sources: <ul style="list-style-type: none"><li>• energy (buildings and lighting)</li><li>• waste</li><li>• fleet and transport</li></ul>

# Glossary - page 2

Term ▲	Definition
☐ <b>Corporate Services</b>	
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.
☐ <b>Environmental services</b>	
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
<b>☐ Housing</b>	
Affordable Home	Affordable housing in Scotland are generally defined as being:  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.
Emergency/ Non Emergency Housing Repair	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. Emergency - 4 hours Urgent - 24 hours Routine Appointment - 2 weeks  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.
Settled Housing	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

See next page for unsuitable accommodation

# Glossary - page 4

## 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.