Public Performance Scorecard

2024-25 Q1

Overview

This is our fourth 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

HAPPY TO **TRANSLATE**

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 24-1354

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?

Overview - All indicators

- 6 (7%)
- 13 (14%)
- 30 (33%)
- 17 (19%)
- 24 (27%)
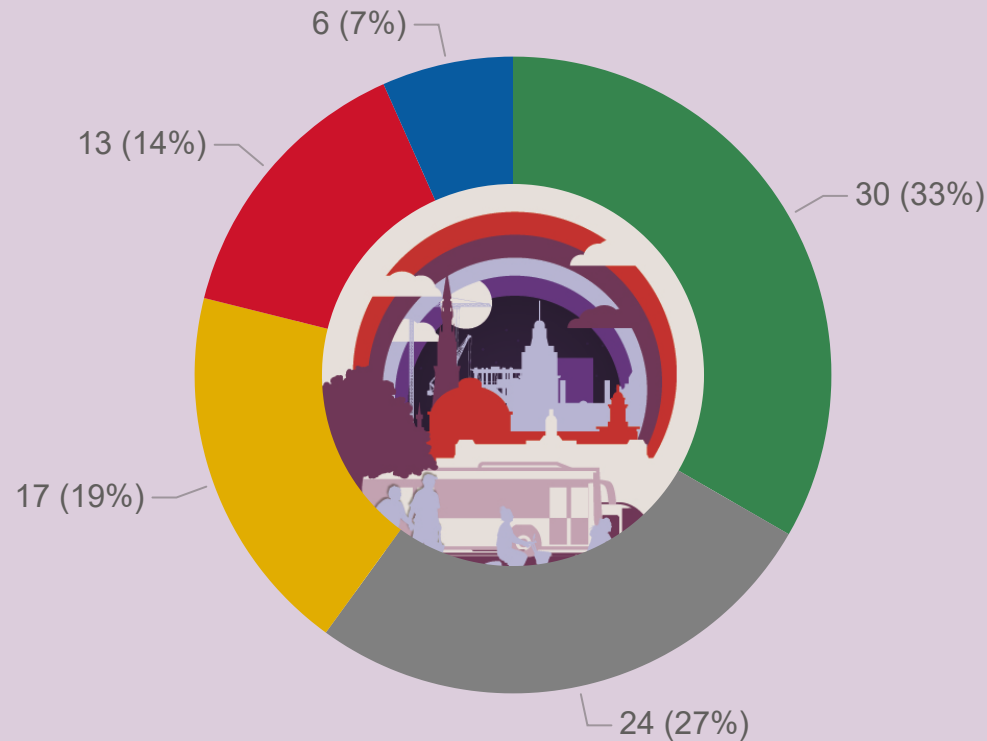
Indicators are assessed against a target and given a RAG status where:

- 🟢 **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 90 KPIs, we have assigned a direction of travel for 77 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)	24
Improving	Performance has improved from same period last year (more than 2% change on last year)	29
Declining	Performance has declined from 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	13

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

Adult Social Care

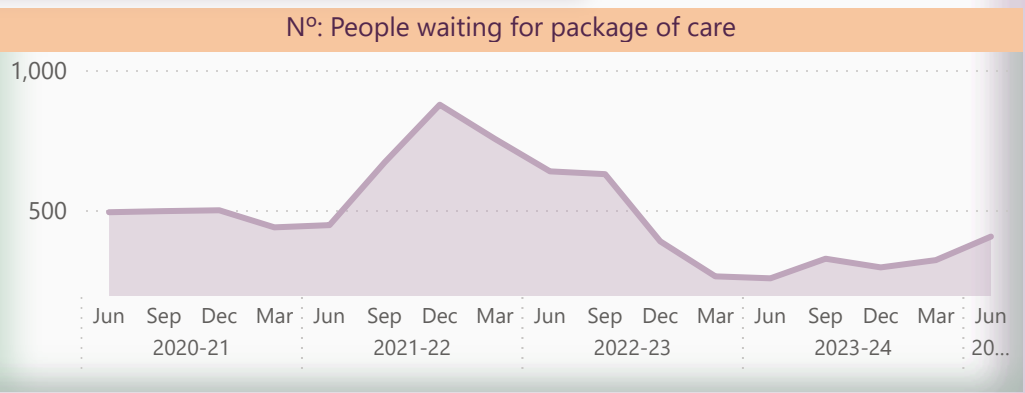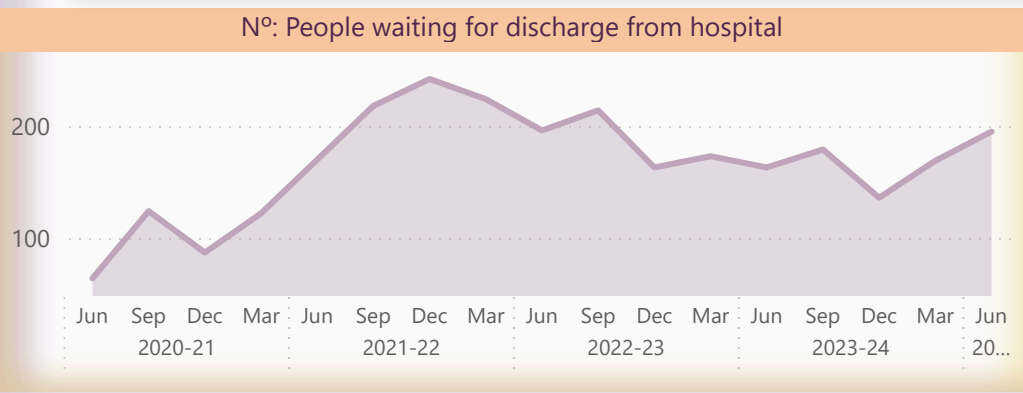| KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: People waiting for package of care	🟢	405	442	Declining	⬇	30 June 2024
Nº: People waiting for discharge from hospital	🟡	195	164	Declining	⬇	30 June 2024

The **number of people were waiting in hospital** has been fairly steady over the last 12 months with the fewest waiting 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 which was 206).

The **number of people waiting for a package of care** has gradually risen over the last 12 months from 243 in May 2023 to 405 in June 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, 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

	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun
	2020-21				2021-22				2022-23				2023-24				20...

Nº: People waiting for package of care

	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun	Sep	Dec	Mar	Jun
	2020-21				2021-22				2022-23				2023-24				20...

🟢 On target 🟡 Within 5% of target

50%	50%

Education

Children, Families and Community

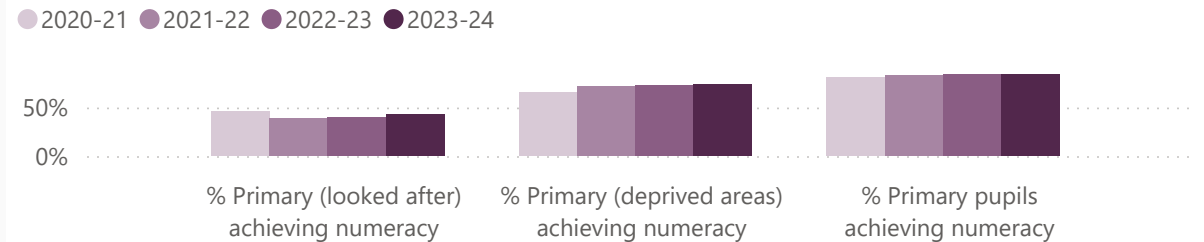| KPI Name	RAG	Value	Target	Direction of travel	Last update
% Primary pupils achieving literacy	🔺	78.2%	80.0%	Improving ⬆	31 July 2024
% Primary (deprived areas) achieving literacy	🔺	64.7%	67.0%	Improving ⬆	31 July 2024
% Primary (looked after) achieving literacy	🔺	40.7%	41.0%	Maintaining ➡	31 July 2024
% Primary pupils achieving numeracy	🔺	84.1%	84.7%	Improving ⬆	31 July 2024
% Primary (deprived areas) achieving numeracy	🔺	73.5%	75.5%	Improving ⬆	31 July 2024
Primary Literacy Gap	🔴	22.6	20.5	Declining ⬇	31 July 2024
% Primary (looked after) achieving numeracy	🟢	42.2%	41.0%	Improving ⬆	31 July 2024

Primary Literacy Gap
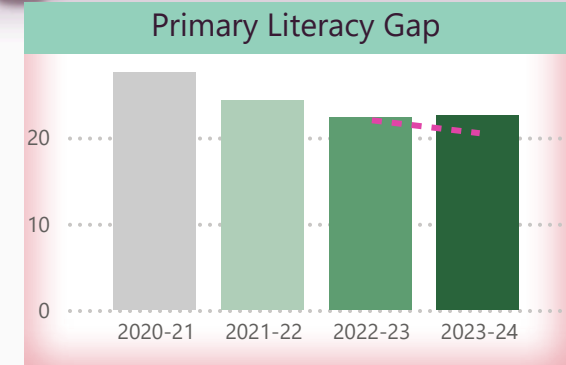
The latest data, shown for 2023/24, are undergoing final review by Scottish Government. Publication of the finalised national dataset is due in early 2025.

Six of our Primary school attainment measures show continued gradual **improvement in performance in the latest data for 2023/24.** However the final indicator, **the Primary Literacy gap, has widened slightly** from 22 pp in 2022/23 to 23 pp in 2023/24.

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

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

% Primary achieving numeracy

● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24

% Primary achieving literacy
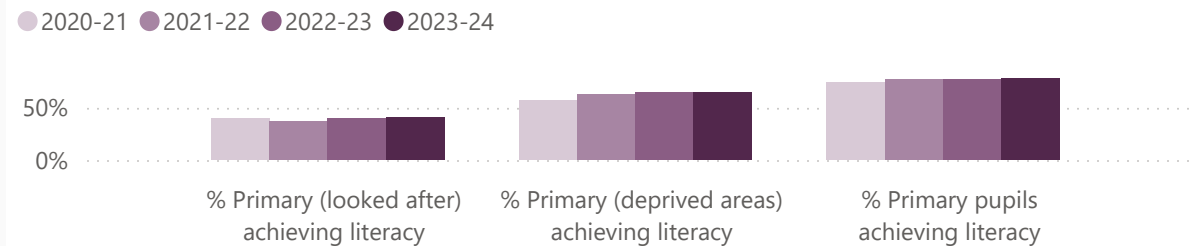
● 2020-21 ● 2021-22 ● 2022-23 ● 2023-24

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

21%	14%	64%

Children, Families and Community

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Leavers achieving 1 or more awards (SCQF, L.6)	🔺	68.2%	69.0%	Maintaining	➡	31 July 2023
% Leavers achieving 1/ > awards (SCQF, L.6) (deprived areas)	🔺	44.9%	45.5%	Maintaining	➡	31 July 2023
% Leavers achieving 1 or more awards (SCQF, L.5)	🔺	86.8%	88.5%	Declining	⬇	31 July 2023
% Leavers achieving 1/ > awards (SCQF, L.5) (deprived areas)	🔺	74.6%	78.5%	Declining	⬇	31 July 2023
Gap - 1 + level 5	🔶	20.8	16.8	Declining	⬇	31 July 2023
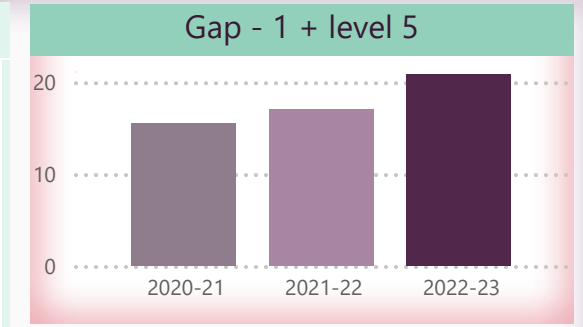
Gap - 1 + level 5

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

● 1 or more awards ● 1 or more awards (deprived areas)

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

● 1 or more awards ● 1 or more awards (deprived areas)
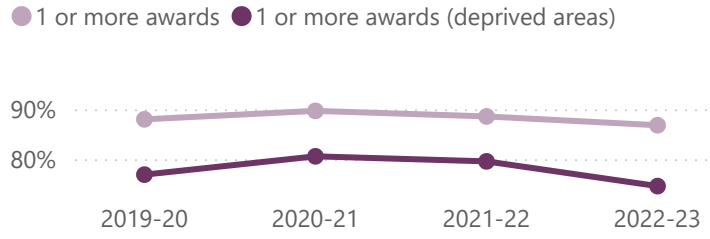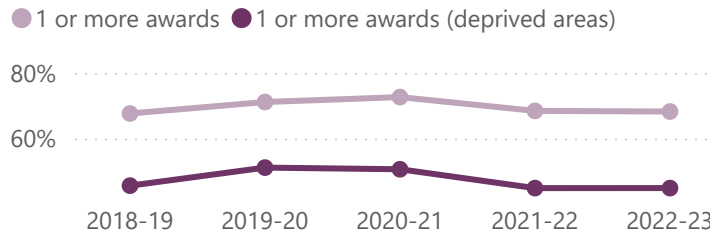
The figures shown are for school term 2022/23 and show the leavers (follow up) data. This data will be updated when the Scottish Government release the 2023/24 data in early 2025. However Leavers (initial) data for 2023/24 has been reported in the Standards & Quality report that was considered at the Education, Children & Families Committee in September.

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). However the **gap between pupils from the least and most deprived areas** has grown in 2022/23 (shown in the Gap -1 + level 5 figure). For S4, S5 and S6 pupils, the attainment in our schools has improved relative to the virtual comparator in most measures.

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.**

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

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

21%	14%	64%

Children, Families and Community

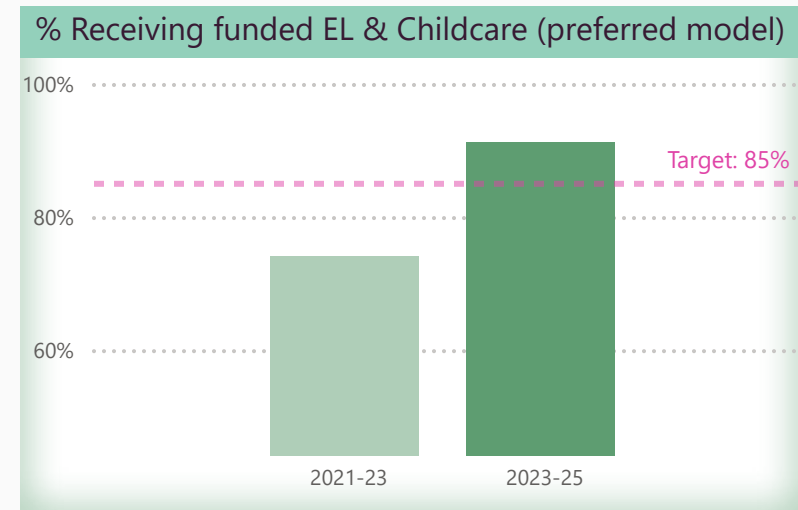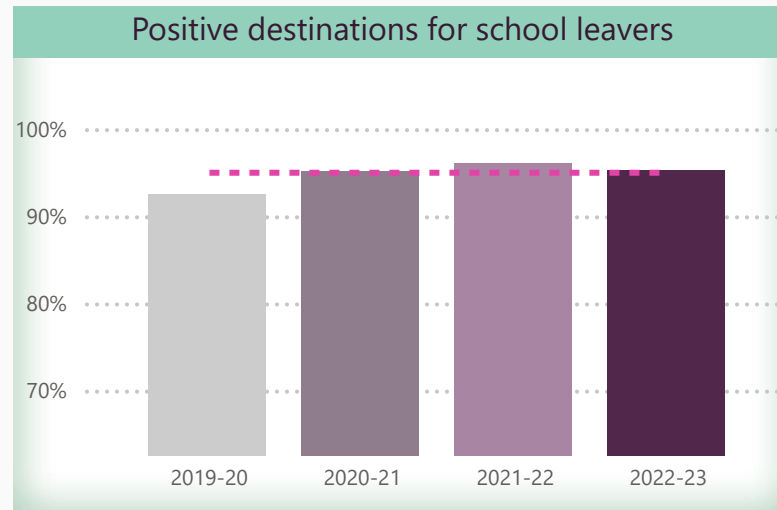| KPI Name	RAG	Value	Target	Direction of travel	Last update
Positive destinations for school leavers	🟢	95.3%	95.0%	Maintaining →	31 July 2023
% Receiving funded EL & Childcare (preferred model)	🟢	91.2%	85.0%	Not applicable	31 July 2025

Since 2019/20, there has been a gradual rise in the proportion of **school leavers going onto study, into work or training** from 92.5% to 96.1% in 2021/22. However there was a slight decrease in the latest figure (to 95.3**%** in 2022/23). We continue to expand the opportunities available to our leavers, such as foundation apprenticeships and additional vocational courses, to ensure all pupils leave school with a destination that is right from them.

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 latest survey in Nov 23, **91%** of those responding **said they were accessing early year services through their preferred model**. This is an increase from 74% reported in our last survey (Nov 21).

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

Positive destinations for school leavers

(Bar chart)
- 2019-20
- 2020-21
- 2021-22
- 2022-23

% Receiving funded EL & Childcare (preferred model)

(Bar chart)
Target: 85%
- 2021-23
- 2023-25

🟢 On target 🔴 Over 5% from target 🟡 Within 5% of target

21%	14%	64%

Children Services

KPI Name ▲	RAG	Value	Target	Direction of travel		Last update
Nº: Children on child protection register (per 1K population)	🟢	1.3	2.3	Declining	⇓	30 June 2024
Looked after children (per 1K population)	🟢	10.5	12.1	Improving	⇑	30 June 2024

Children, Families and Community

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 1.34 in June 2024. This remains 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 10.5 over the last 12 months.

🟢 On target 🔴 Over 5% from target 🟡 Within 5% of target

50%	25%	25%

Children, Families and Community

KPI Name	RAG	Value	Target	Direction of travel	Last update
% Children's Services cases that are allocated	🔴	88.7%	95.0%	Not applicable	30 June 2024
% Children with 3 or more placements in a year	🔺	5.7%	5.0%	Declining ⬇	30 June 2024

To broaden the picture of how we support children and young people, we also track two other measures. The '**percentage of children's services cases that are allocated**' has been gradually increasing since we started to report this measure in April 2023 and is now steady at around 89%. The second measure is '**children with 3 or more placements in a year**', which is showing some fluctuation around 5% and was 5.7% in June 2024.

% Children's Services cases that are allocated

% Children with 3 or more placements in a year

🟢 On target   🔴 Over 5% from target   🟡 Within 5% of target

50%	25%	25%

Children, Families and Community

KPI Name ▲	RAG	Value	Target	Direction of travel		Last update
No. of active library users	🔺	100,539	103,000	Improving	⬆	30 June 2024
Nº: Library loans - physical	🔲	307,763	1,350,000	Maintaining	➡	30 June 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
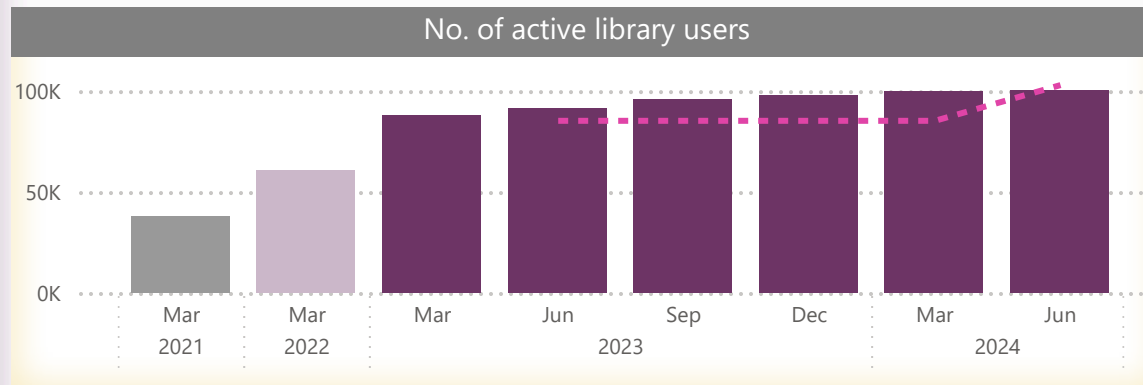
Our four library measures show the shift in how people access library services following the physical closure of libraries as part of Covid restrictions.

At the end of June 2024, there were over 100,000 active library users, which is the highest it has been since the end of March 2020, when Covid restrictions were first introduced.
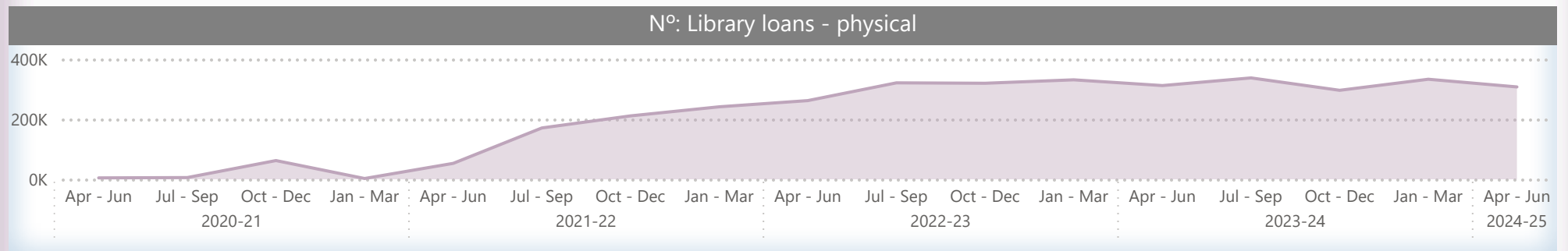
Nº: Library loans - physical

🔵 End of year target   ⚫ Monitoring only   🟢 On target   🟡 Within 5% of target

25%	58%	8%	8%

Children, Families and Community

KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: Library loans - digital (e-books and e-audiobooks)	⊞	103,778	400,000	Improving	⬆	30 June 2024
Nº: Digital downloads and streaming	⊞	923,412	3,510,000	Improving	⬆	30 June 2024

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)
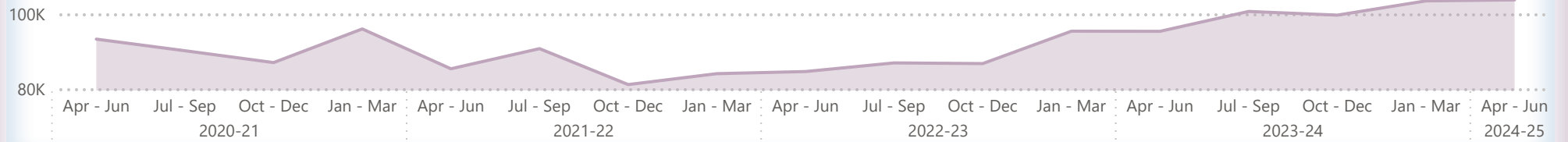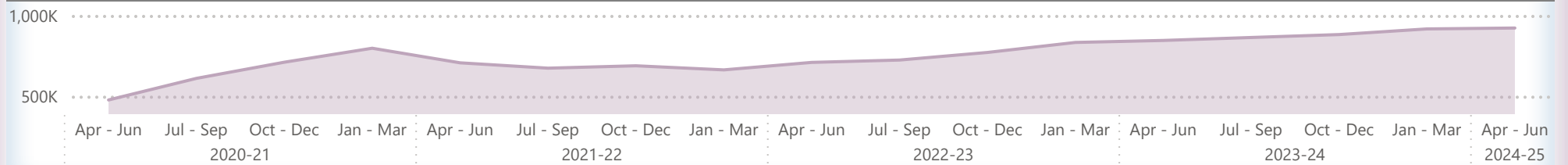
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun
	2020-21				2021-22				2022-23				2023-24				2024-25

(y-axis: 100K, 80K)

Nº: Digital downloads and streaming

	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun
	2020-21				2021-22				2022-23				2023-24				2024-25

(y-axis: 1,000K, 500K)

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

25%	58%	8%	8%

Community – involving people

Children, Families and Community

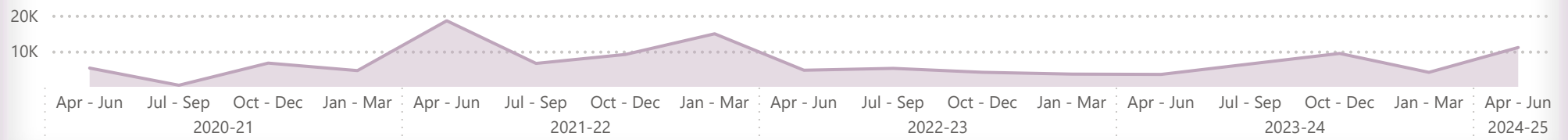| KPI Name	RAG	Value	Target	Direction of travel	Last update
Nº: Consultations/ Engagement Activities	◑	24		Not applicable	30 June 2024
Nº: Responses for closed consultation/ engagement activities	◑	11,069		Not applicable	30 June 2024

We continue to try to involve communities and residents in our decision making by running consultations and engagement activities. **Between Apr - Jun 24, we had 24 consultations/engagement activities open**. We also saw a rise in the number of responses we received in this quarter. We received a high number of responses (over 6000) to our Future Libraries consultation which closed in April. To see current consultations, please go to our consultation hub.

Nº: Consultations/ Engagement Activities
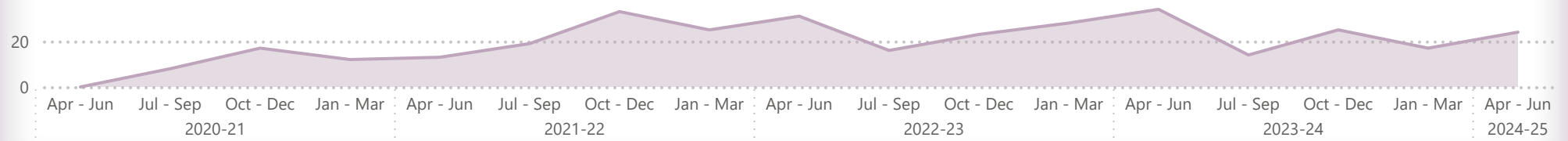
	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun
		2020-21				2021-22				2022-23				2023-24			2024-25

Nº: Responses for closed consultation/ engagement activities

	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun
		2020-21				2021-22				2022-23				2023-24			2024-25

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

25%	58%	8%	8%

Children,
Families and
Community

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Community Justice orders successfully completed	🟢	71.8%	70.0%	Declining	⇓	30 June 2024
Nº: ASB complaints per 10K	◐	1.7		Improving	⇑	30 June 2024

% Community Justice orders successfully completed

100%
50%

Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2020-21
Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2021-22
Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2022-23
Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2023-24
Apr - Jun
2024...

Nº: ASB complaints per 10K

10

5

Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2020-21
Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2021-22
Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2022-23
Apr - Jun | Jul - Sep | Oct - Dec | Jan - Mar
2023-24
Apr - Jun
2024-25

The percentage of **Community justice orders successfully completed** continues to perform well at 71.8% for Apr - Jun 24 and is **ahead of our target** of 70%.

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.**
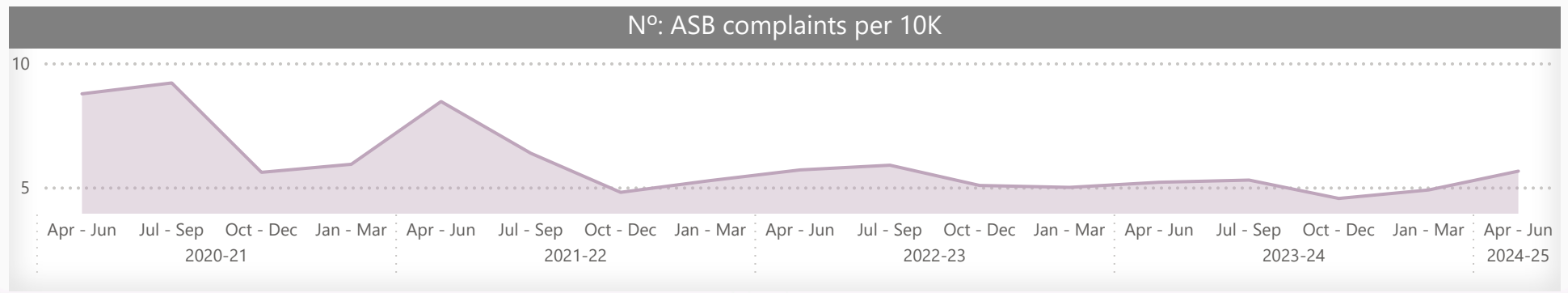
🔵 End of year target ⚫ Monitoring only 🟢 On target 🟡 Within 5% of target

| 25% | 58% | 8% | 8% |

Children, Families and Community

KPI Name	RAG	Value	Target	Direction of travel ▲	Last update
Council venues attendance	◑	1,505,954		Not applicable	31 March 2024

We are beginning to see visitor numbers return to pre COVID-19 levels amongst **all our council venues**. All venues were affected by the pandemic, either closing entirely or moving online. Overall visitor numbers reached over 1.5M in 2023/24.

We will add counts of visits to Edinburgh Leisure facilities to this scorecard in future.

Council venues attendance
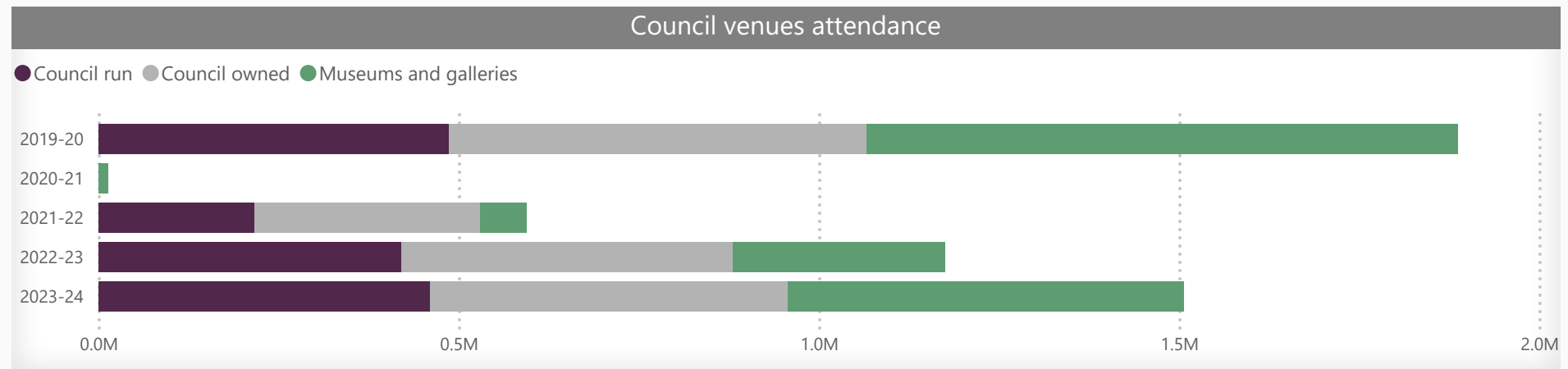
● Council run ● Council owned ● Museums and galleries

Horizontal bar chart showing council venues attendance by year (2019-20 to 2023-24), scale 0.0M to 2.0M.

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

| 25% | 58% | 8% | 8% |

Climate Change

KPI Name	RAG	Value	Target	Direction of travel		Last update
Council emissions (in ktCO2e)	⚠️	61.1	189.6	Improving	⬆️	31 March 2023

Council emissions (in ktCO2e)

Year ● 2021 ● 2022 ● 2023

3 year target: 189.60

- 192.2
- 61.1
- 65.5
- 65.7
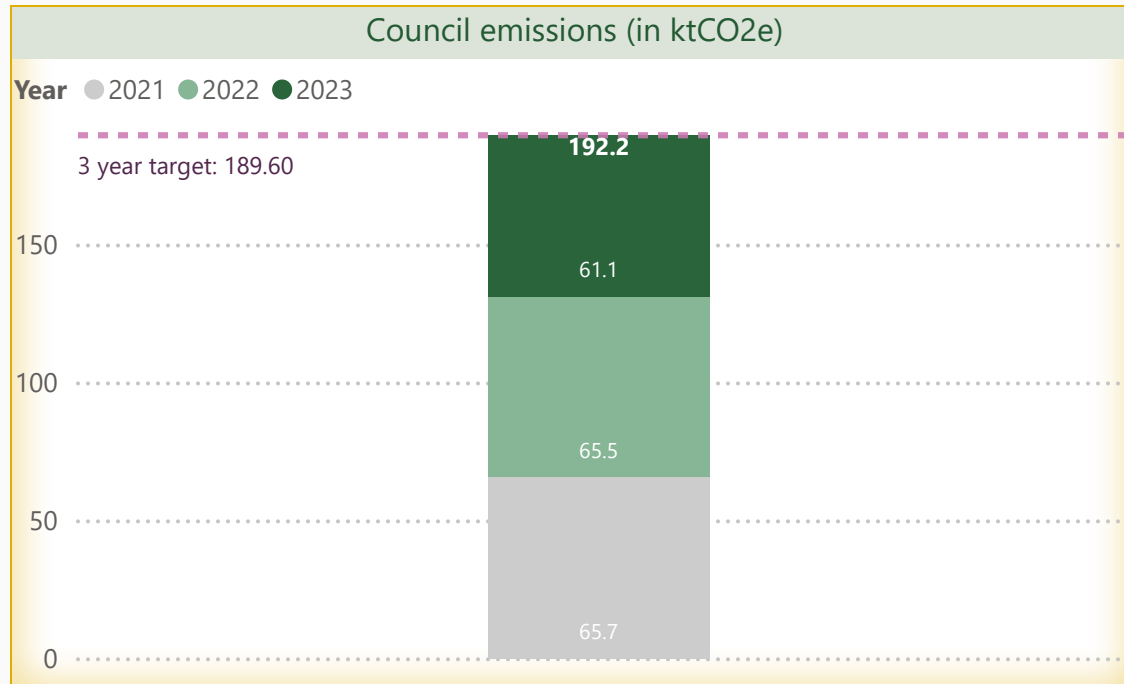
Our **Council emissions** continue to **slowly decline** with our figure for 2022/23 being 61.1 ktCO2e. When we add our emissions together for the last three years, we have a total of 192 ktCO2e which is above our target of 190 ktCO2e.

More details are available in our annual progress report on Council Emissions.

● Monitoring only ● Within 5% of target

50%   50%

Climate Change

KPI Name	RAG	Value	Target	Direction of travel	Last update
% of electric vehicles in Council fleet	◐	18.1%		Not applicable	31 December 2023

% of electric vehicles in Council fleet
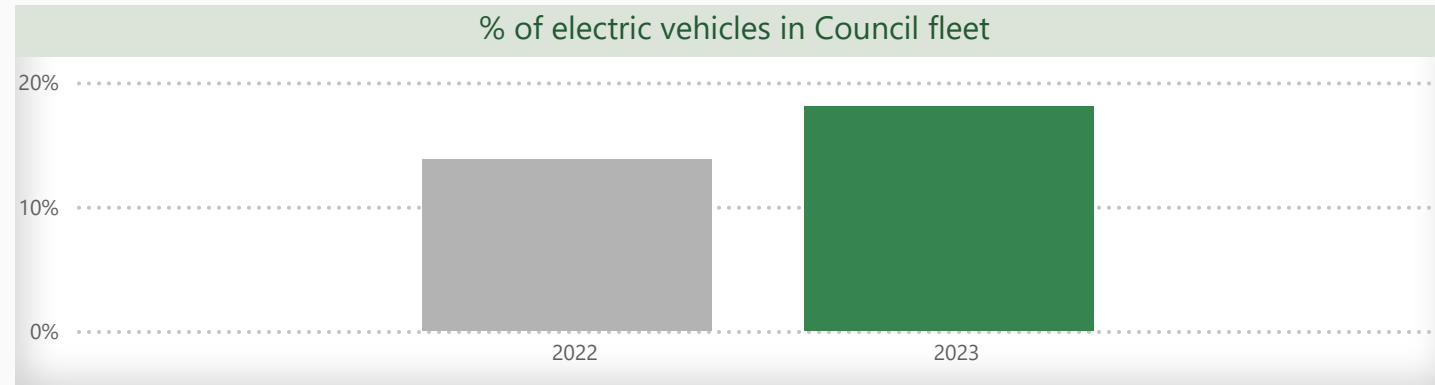
Our Climate Ready Edinburgh (CRE) plan 2024-2030 identifies the short, medium and long-term actions that need to be taken to adapt the city. Some of the ways we are working to transition to a net zero city is through increasing trees in our city through a programme of tree planting, improving the sustainability rating of buildings being built and transition our fleet to electric vehicles.

The **percentage of electric vehicles** has increased to 18.1% by the end of December 2023. We will add figures for the other two indicators in future.

● Monitoring only ● Within 5% of target

| 50%	50%

Customer Contact

Customer and Corporate Services

KPI Name ▲	RAG	Value	Target	Direction of travel		Last update
Customer hub satisfaction	🔺	71.8%	75.0%	Maintaining	→	30 June 2024
% Calls answered within 60 Seconds (Customer Hub)	🟢	60.5%	60.0%	Improving	⇑	30 June 2024
Nº: Calls handled	◐	42,334		Maintaining	→	30 June 2024
% Abandoned calls	🟢	5.8%	10.0%	Improving	⇑	30 June 2024

Nº: Calls handled

Jun 2020-21 · Sep · Dec · Mar · Jun 2021-22 · Sep · Dec · Mar · Jun 2022-23 · Sep · Dec · Mar · Jun 2023-24 · Sep · Dec · Mar · Jun 2024...

Customer hub satisfaction

Sep 2020-21 · Dec · Mar · Jun 2021-22 · Sep · Dec · Mar · Jun 2022-23 · Sep · Dec · Mar · Jun 2023-24 · Sep · Dec · Mar · Jun 20...

Calls abandoned and calls answered within 60 seconds

● % Calls answered within 60 Seconds (Customer Hub) ● % Abandoned calls

Jun 2020-21 · Sep · Dec · Mar · Jun 2021-22 · Sep · Dec · Mar · Jun 2022-23 · Sep · Dec · Mar · Jun 2023-24 · Sep · Dec · Mar · Jun 20...

We receive around **40,000 calls a month** to our customer contact centre and we **answered 60% of those within 60 seconds** in June 2024.

The proportion of people hanging up before their call is answered has fallen for a second quarter in a row and at 5.8% of calls in Apr to Jun 24 is under our target of 10%.

Customer contact satisfaction is fairly steady at **just over 70%** and was 71.8% in Jun 2024. 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

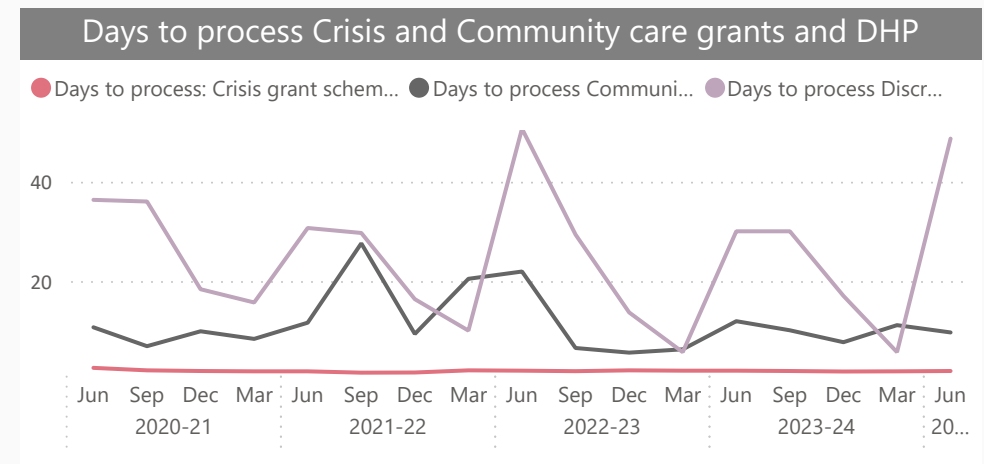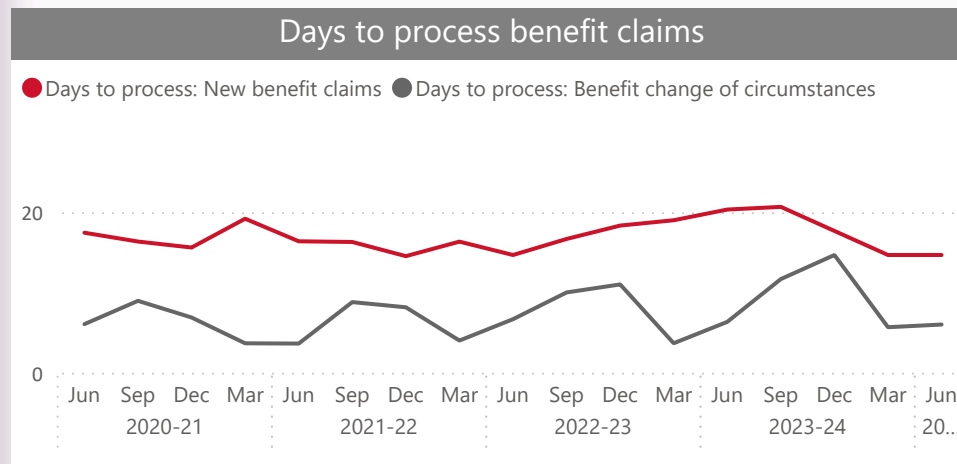| 25%	50%	25%
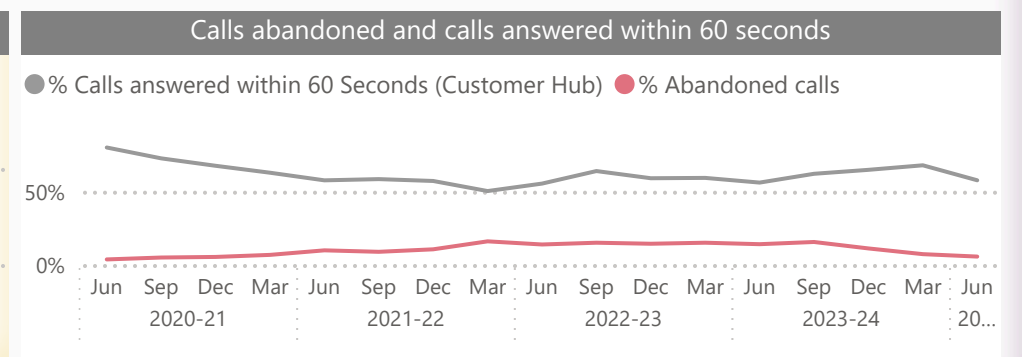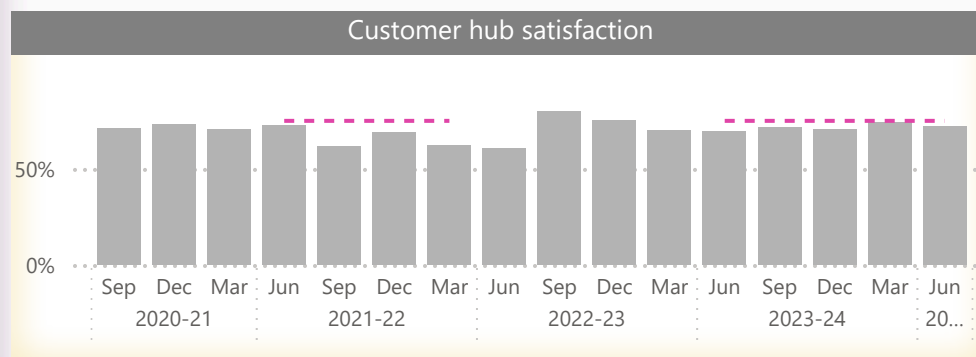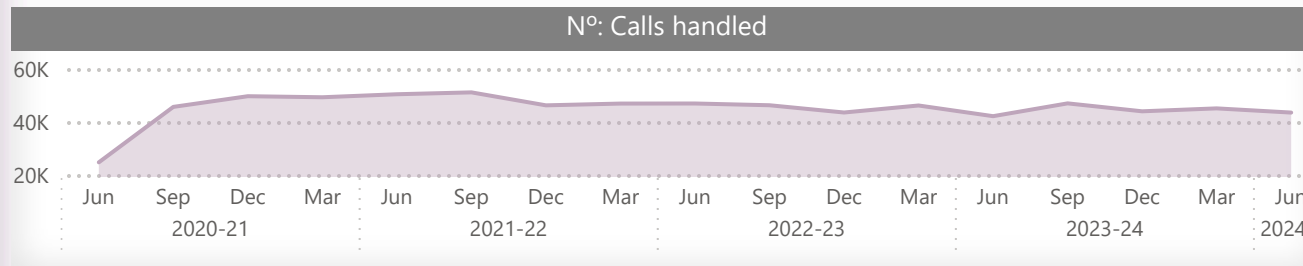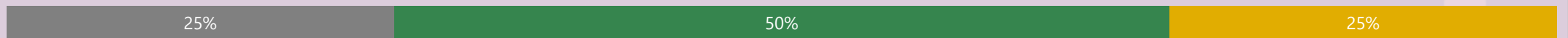
Customer Transactions

KPI Name	RAG	Value	Target	Direction of travel		Last update
Days to process: New benefit claims	🟢	12	28	Improving	⬆	30 June 2024
Days to process: Benefit change of circumstances	🟢	8	8	Improving	⬆	30 June 2024
Days to process: Crisis grant scheme applications	🟢	1.9	2	Maintaining	➡	30 June 2024
Days to process Community care grant scheme applications	🟢	8.2	15	Improving	⬆	30 June 2024
Days to process Discretionary Housing Payment claims	🟢	56	60	Declining	⬇	30 June 2024

We process grants and benefit claims as quickly as we can and our performance for **four out of our five processing time measures are consistently ahead of target** (new benefit claims, change of circumstances, crisis grants and community care grants).

Discretionary Housing Payments are trending in line with previous years with a spike seen in the first quarter (Apr - June) when large numbers of annual awards are processed. This requires input from third parties, with inherent delays. By August 2024, the figure had reduced to 20 days.

Days to process benefit claims

🔴 Days to process: New benefit claims ⚫ Days to process: Benefit change of circumstances

Days to process Crisis and Community care grants and DHP

🔴 Days to process: Crisis grant schem... ⚫ Days to process Communi... 🟣 Days to process Discr...

⚫ Monitoring only 🟢 On target

Customer and Corporate Services

44% 56%

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel	Last update
DHP payments	◑	£1.1M	£6.3M	Not applicable	30 June 2024
Amount paid in Scottish Welfare fund grants	◑	£769,767		Not applicable	30 June 2024
Net amount paid in housing benefit	◑	£162.4M		Not applicable	31 March 2024
Amount paid in Council Tax (reduction)	◑	£27.3M	£27.4M	Not applicable	30 April 2024
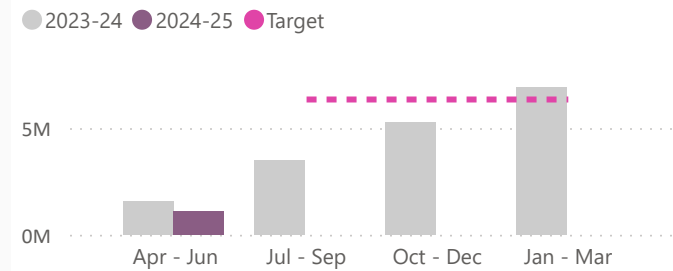
DHP payments
● 2023-24 ● 2024-25 ● Target

Amount paid in Scottish Welfare fund grants
● 2023-24 ● 2024-25
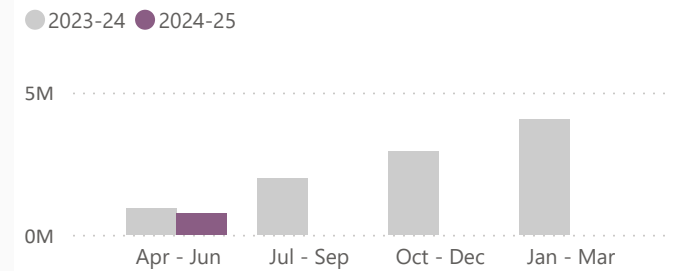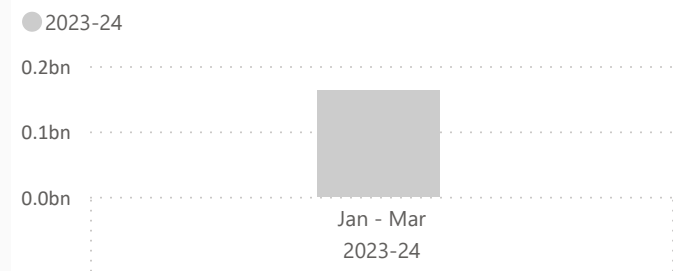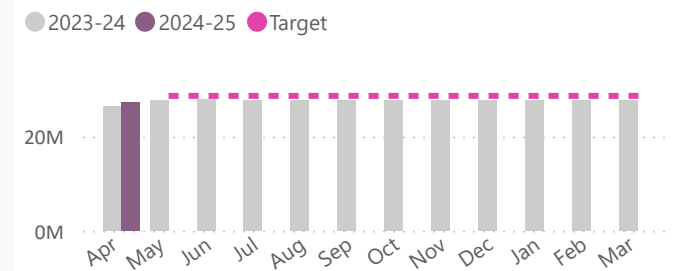
We provide a range of financial support for people when they are struggling to meet day to day living expenses through various grants and funds.

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
● 2023-24

Amount paid in Council Tax (reduction)
● 2023-24 ● 2024-25 ● Target

● Monitoring only ● On target

44%   56%

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Business rates collected	🟢	25.9%	23.6%	Improving	⬆	30 June 2024
% Council tax collected	🟢	27.2%	27.0%	Maintaining	➡	30 June 2024
% Invoices paid (30 days)	🟢	95.1%	95.0%	Maintaining	➡	30 June 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 June 2024 **we had collected 27.2% of Council Tax due this year and 25.9% of Business Rates**. These are similar to last year's level.
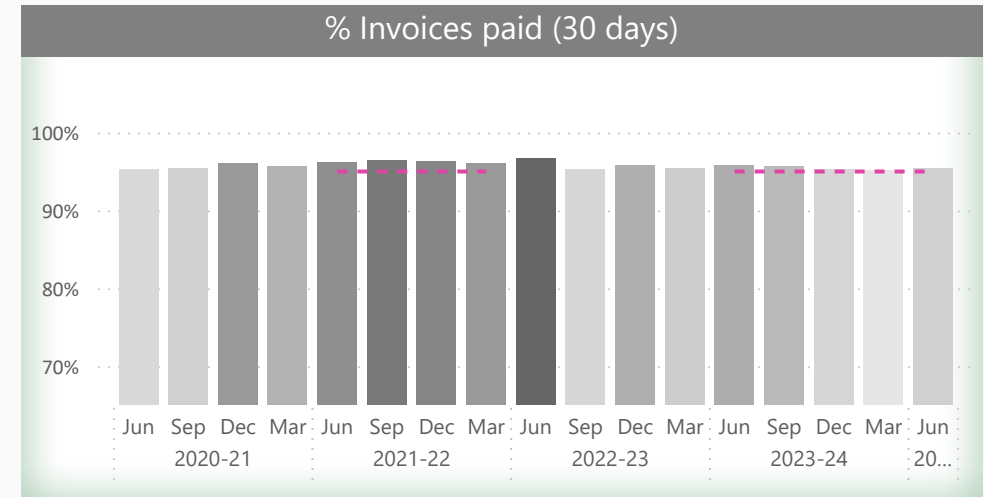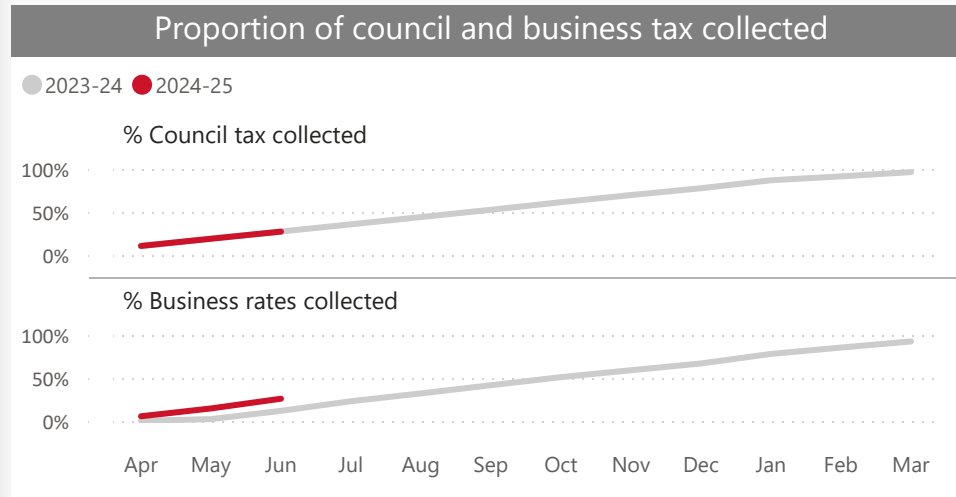
Proportion of council and business tax collected

🔘 2023-24 🔴 2024-25

% Council tax collected

% Business rates collected

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

% Invoices paid (30 days)

Jun Sep Dec Mar | Jun Sep Dec Mar | Jun | Sep Dec Mar | Jun Sep Dec Mar | Jun
2020-21 | 2021-22 | | 2022-23 | 2023-24 | 20...

🔘 Monitoring only 🟢 On target 🔴 Over 5% from target

| 14% | 57% | 29% |

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel	Last update
% Suppliers committed to Living Wage	🟢	96.0%	72.0%	Improving ⇑	31 March 2024
% Revenue spend with contracted suppliers	🔴	82.3%	93.0%	Declining ⇓	31 March 2024
% New contracts that have applied Fair Work criteria	◗	81.0%		Declining ⇓	31 March 2024

% Suppliers committed to Living Wage

(bar chart: 2019-20, 2020-21, 2021-22, 2022-23, 2023-24)

% Revenue spend with contracted suppliers

(bar chart: Mar 2019-20, Mar 2020-21, Mar 2021-22, Mar 2022-23, Mar 2023-24)

% New contracts that have applied Fair Work criteria

(bar chart: 2022-23, 2023-24)
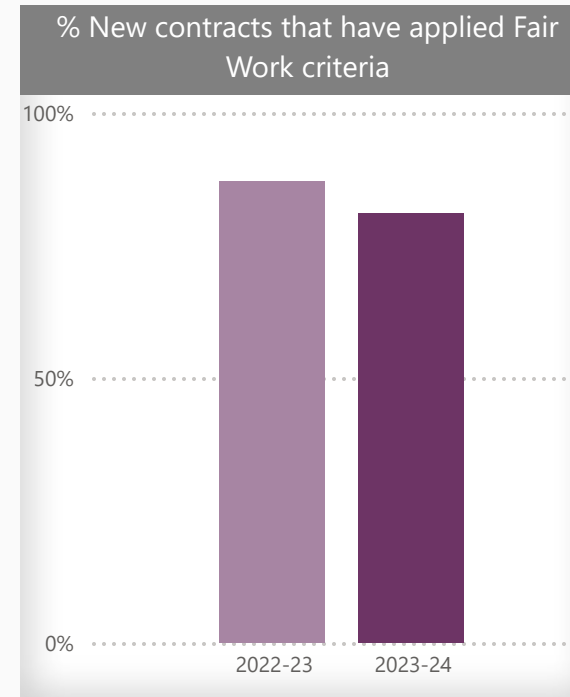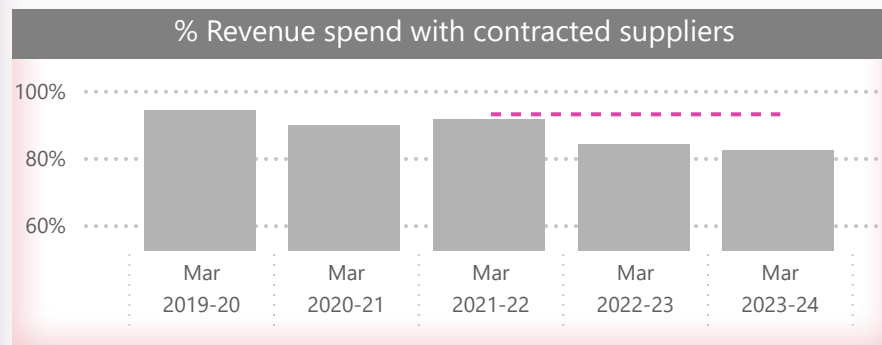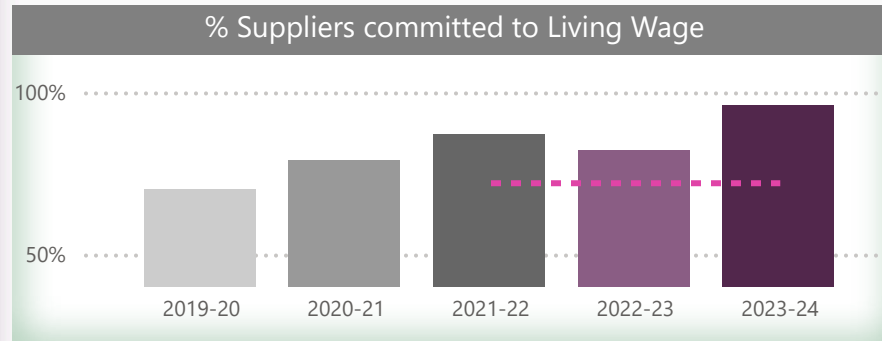
It is important for us to encourage our suppliers to be sustainable and fair. The proportion of our **suppliers that are committed to Living Wage is high at 82%** but lower than our 2021/22 figure of 87%.

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.**
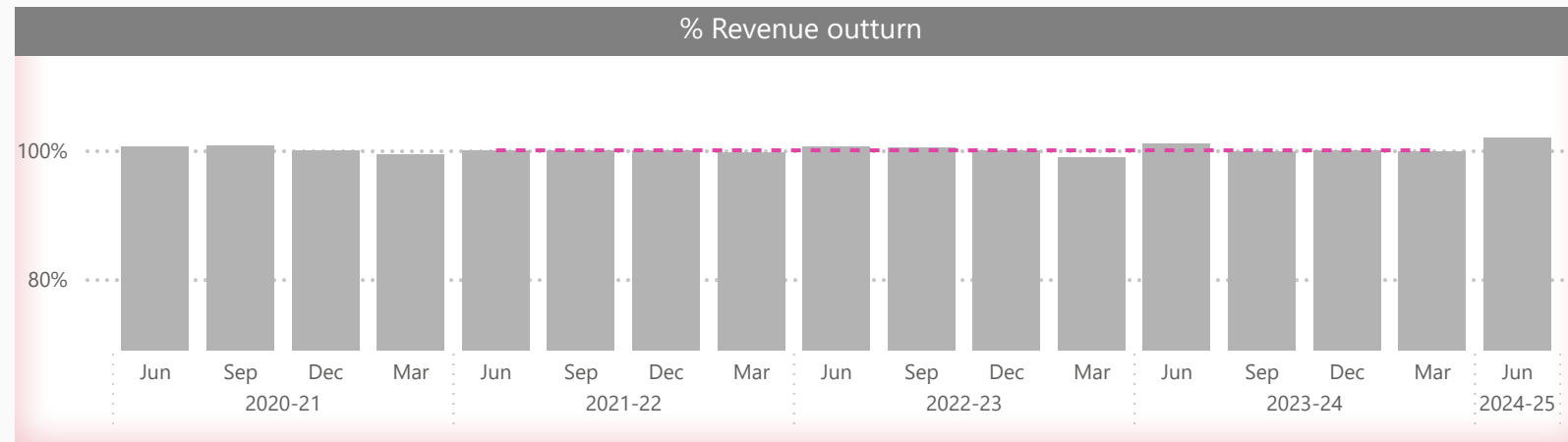
⚫ Monitoring only 🟢 On target 🔴 Over 5% from target

| 14% | 57% | 29% |

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel	Last update
% Revenue outturn	🔴	101.9%		Maintaining →	30 June 2024

% Revenue outturn

As of month three and without the identification of further mitigating actions, an **overall overspend of £26.4m is being forecast,** comprising £34m of net pressures within Directorates (some £25m of which are in the EIJB and Homelessness Services), **offset by £7.6m of savings in corporate budgets.** In light of this position, a series of urgent actions to control expenditure has been introduced by the Corporate Leadership Team, including action plans in overspending areas and wider expenditure controls, with an **update to be reported to the next meeting of the Finance and Resources Committee in November.**

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

| 14% | 57% | 29% |

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel		Last update
% FOIs completed within timescale	🔶	91.6%	100.0%	Maintaining	→	30 June 2024
% Gender pay gap	🟢	0.8%	3.0%	Improving	⬆	31 March 2024
% Sickness absence	🔺	6.2%	4.0%	Declining	⬇	30 June 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 over 90% of the time since Jan 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.

In 11 out of the 12 previous months, **our sickness absence level has been above 6%**. The only exception was June 2023 when our sickness absence was 5.9%. 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%).

% Sickness absence

% FOIs completed within timescale

% Gender pay gap

🟢 On target 🔴 Over 5% from target 🟡 Within 5% of target

| 33% | 33% | 33% |

Roads

Environmental Services
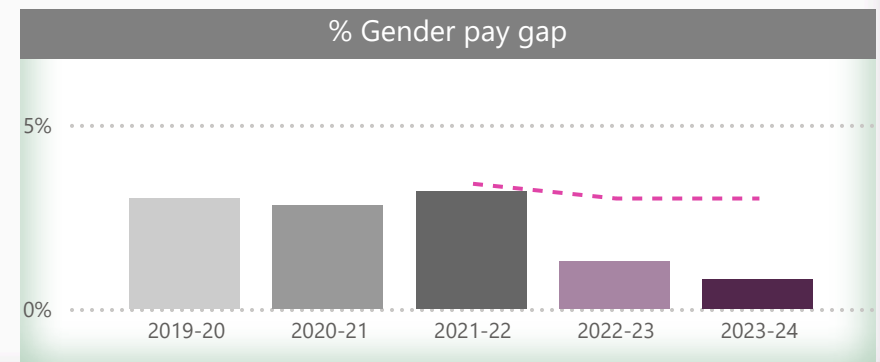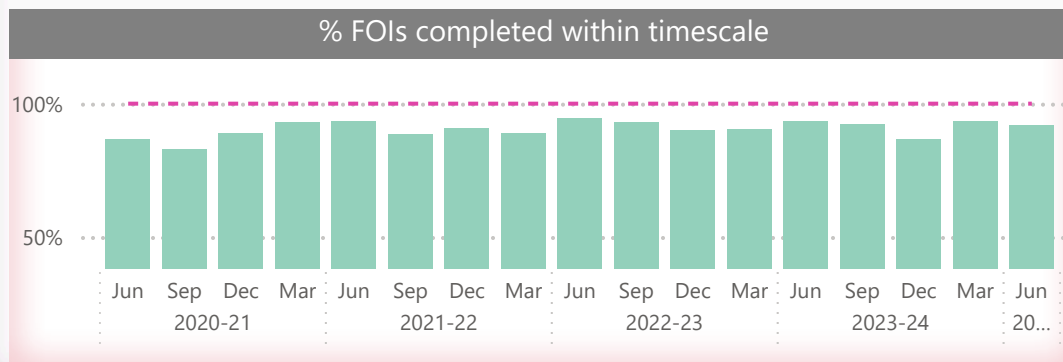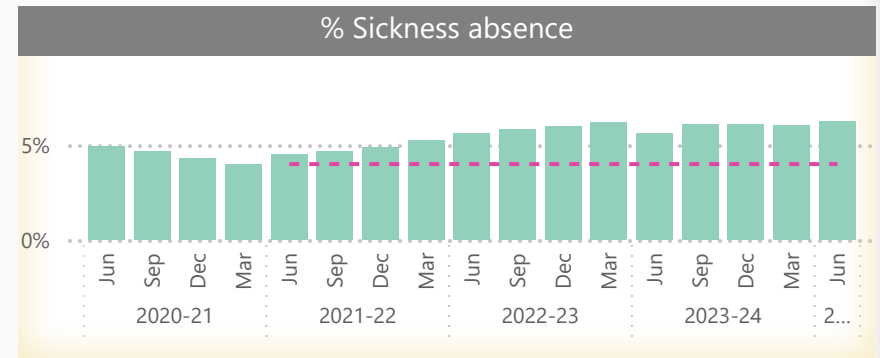
There are just over 940 miles of roads across Edinburgh.

KPI Name	RAG	Value	Target	Direction of travel		Last update
% of Cat 1 road repairs made safe in 24 hrs	🟢	100.0%	100.0%	Maintaining	→	30 June 2024
% of Cat 2 road repairs in 5 days	🟢	93.9%	85.0%	Maintaining	→	30 June 2024
% of Cat 3 road repairs in 60 days	🟢	94.8%	85.0%	Declining	⬇	30 June 2024
Road Condition Index	🟢	34.3%	35.2%	Maintaining	→	31 March 2024

We continue to show high performance for **road defects repairs** and are **consistently above 90% for all three priorities** (emergency Category 1; 5 day Category 2; and 60 day Category 3).

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.

Road Condition Index

Years: 2020-21, 2021-22, 2022-23, 2023-24

Percentage of road defects completed in time

- % of Cat 1 road repairs made safe in 24 hrs
- % of Cat 2 road repairs in 5 days
- % of Cat 3 road repairs in 60 days
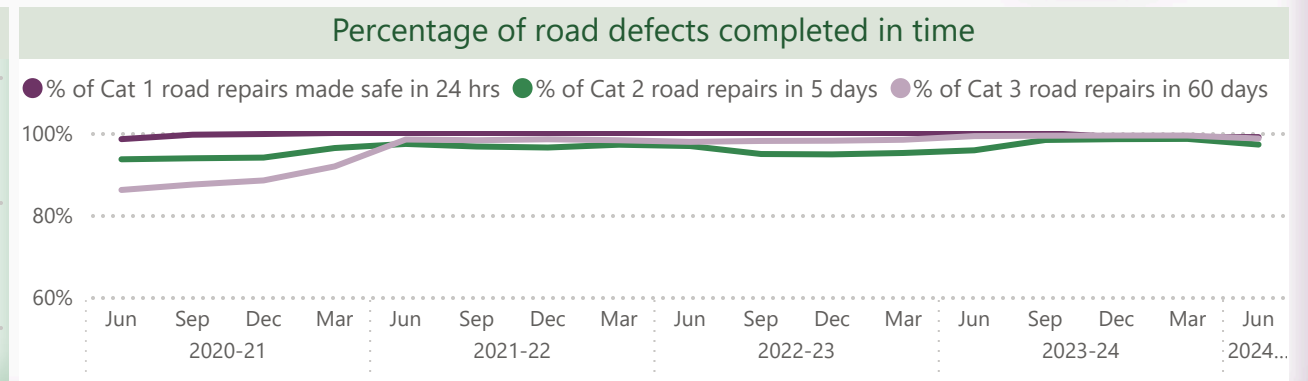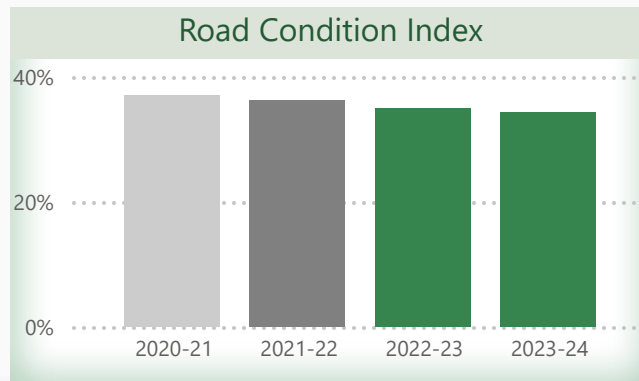
🟢 On target

100%

Roads - collisions

KPI Name	RAG	Value	Target	Direction of travel	Last update
Fatal injury collisions in Edinburgh	◐	3		Not applicable	31 March 2024
Serious injury collisions in Edinburgh	◐	38		Not applicable	31 March 2024
Slight injury collisions in Edinburgh	◐	72		Not applicable	31 March 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 and **slight injuries have been gradually decreasing** over the last three years. The trend for serious injuries has also been generally decreasing up to the last quarter

Fatal injury collisions in Edinburgh

Serious injury collisions in Edinburgh

Slight injury collisions in Edinburgh
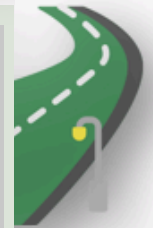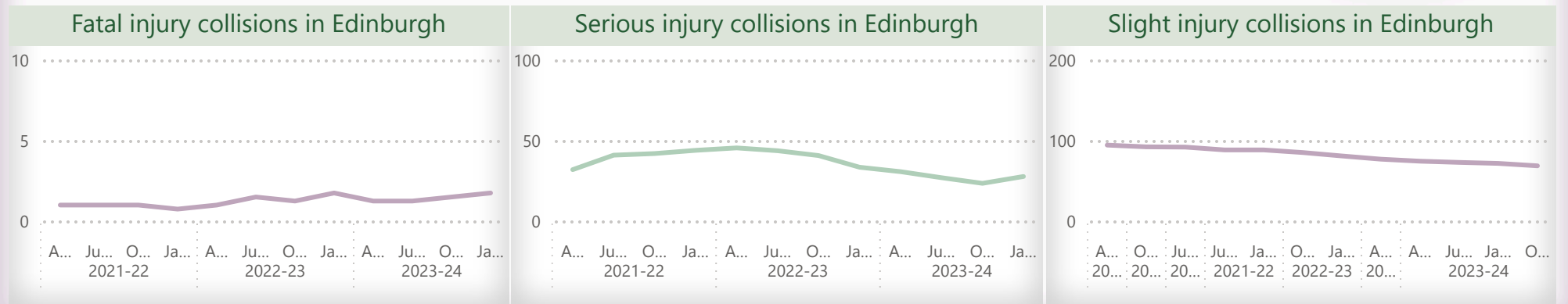
● Monitoring only ● On target

43%   57%

Street cleaning

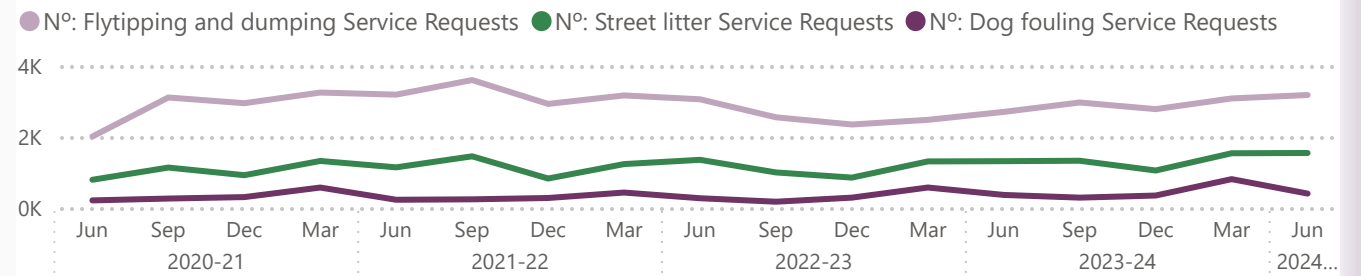| KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: Dog fouling Service Requests	◑	406		Declining	⇊	30 June 2024
Nº: Street litter Service Requests	◑	1,550		Declining	⇊	30 June 2024
Nº: Flytipping and dumping Service Requests	◑	3,183		Declining	⇊	30 June 2024
LMS/ LEAMS Score	▲	90.6%	93.0%	Improving	⇈	31 March 2024

Our latest **Litter Monitoring Score** (LMS, generated from independent surveys undertaken by Keep Scotland Beautiful) has **improved and was 90.6 in 2023/24.**

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

● Nº: Flytipping and dumping Service Requests ● Nº: Street litter Service Requests ● Nº: Dog fouling Service Requests

LMS/ LEAMS Score
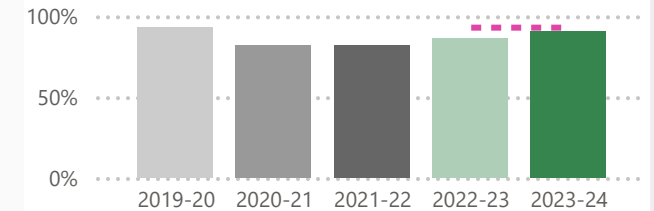
● Monitoring only ● Within 5% of target

Environmental Services

86%   14%

Environmental Services

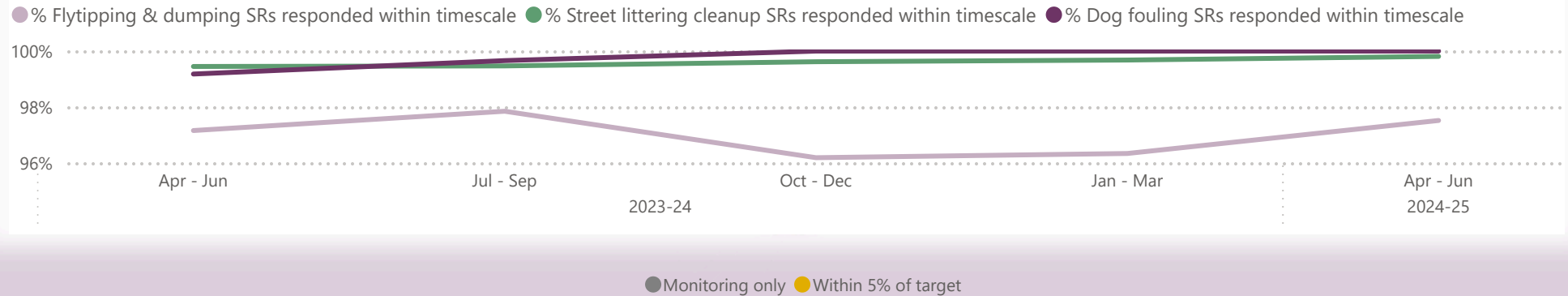| KPI Name	RAG	Value	Target	Direction of travel		Last update
% Dog fouling SRs responded within timescale	◐	100.0%		Maintaining	→	30 June 2024
% Street littering cleanup SRs responded within timescale	◐	99.8%		Maintaining	→	30 June 2024
% Flytipping & dumping SRs responded within timescale	◐	97.5%		Maintaining	→	30 June 2024

We respond to requests about dog fouling, street littering and flytipping and dumping and have set timescales for our response times. 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 request.**

We 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**.

Street cleaning requests responsed within timescale

● % Flytipping & dumping SRs responded within timescale ● % Street littering cleanup SRs responded within timescale ● % Dog fouling SRs responded within timescale

	Apr - Jun	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun
			2023-24		2024-25

100%
98%
96%

● Monitoring only ● Within 5% of target

86%   14%

Environmental Services

PPS Theme	RAG	Value	Target	Direction of travel		Last update
Parks						
% of Parks meeting standard	🟢	92.0%	91.0%	Maintaining	➡	31 December 2023
Street Lighting						
% of Street lighting emergency repairs complete in 4 hrs	🟢	100.0%	95.0%	Maintaining	➡	30 June 2024
% of Street lighting urgent repairs complete in 24 hrs	🟢	100.0%	70.0%	Improving	⬆	30 June 2024
% of Street lighting repairs complete in 5 days	🔴	31.0%	50.0%	Declining	⬇	30 June 2024

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 with 100% repaired within timescale for Apr - Jun 2024. While our more urgent repairs are given priority, our performance for **5 day repairs** shows more fluctuation and we see a dip in June 2024 to 31%. However, performance in July shows an increase returning us to more normal levels. There are several factors outwith our control that impact on the repairs completion time. For some repairs, the fault can only be resolved by Scottish Power. 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 and led to some of the fluctuations we see in the '5 day repairs' performance.

% of Parks meeting standard

Percentage of street lighting repairs completed in time

% of Street lighting emergency repairs co... ● % of Street lighting urgent repai... ● % of Street lighting repair...
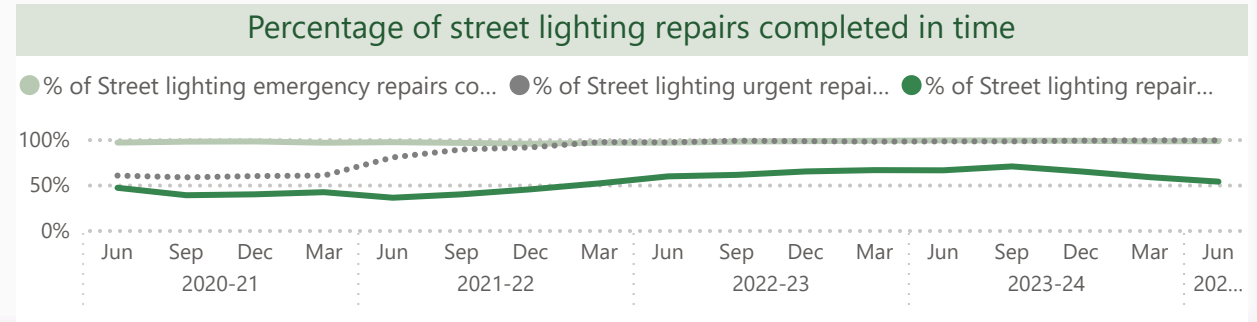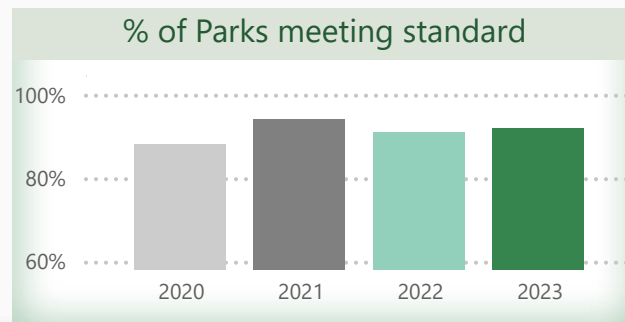
● On target ● Over 5% from target

75%	25%

Environmental Services

PPS Theme	RAG	Value	Target	Direction of travel		Last update
Waste						
Domestic missed bin requests	🔴	6,344	1,793	Declining	⬇	30 June 2024
Communal full or missed bin requests	🔴	2,254	1,500	Declining	⬇	30 June 2024
% Waste recycled	🔶	43.9%	45.0%	Maintaining	➡	30 June 2024

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

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 missed and overflowing bins in both kerbside and communal collections** increased in the first quarter of the year. Delays were experienced in collections at areas of the city serviced by the Seafield Depot due to unexpected staffing issues caused by a small number of staff. We suspended all blue box glass collections to prioritise household waste and other recycling building up. These issues have now in the main been resolved and improvements in performance were beginning to show by the end of June 2024.
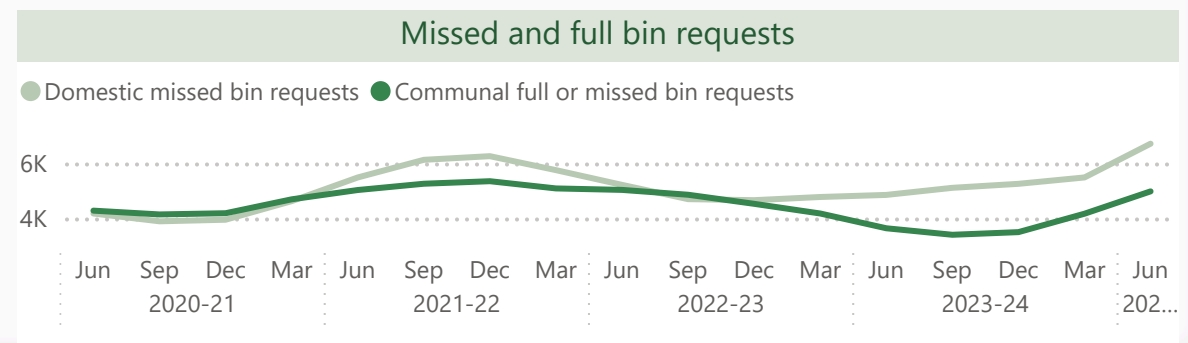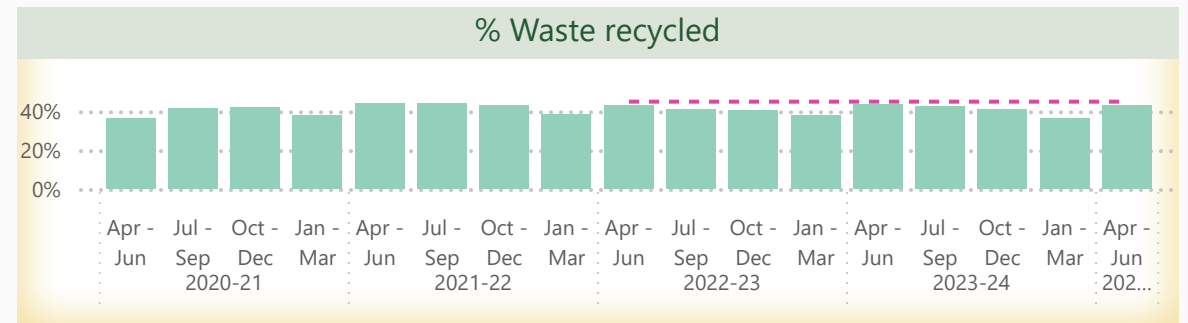
% Waste recycled

Missed and full bin requests

- Domestic missed bin requests
- Communal full or missed bin requests

🔴 Over 5% from target 🟠 Within 5% of target

67%   33%

Homelessness

Housing

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Advice only presentations	🟢	35.4%	35.0%	Improving	⬆	30 June 2024
Nº: Homeless cases housed	◑	142		Improving	⬆	30 June 2024
Avg Homeless case length (days) - housed	◆	767.6	600	Improving	⬆	30 June 2024

% Advice only presentations

The number of **homeless cases accessing settled housing** shows fluctuations month on month but **has been** over 100 every month since Apr 23.
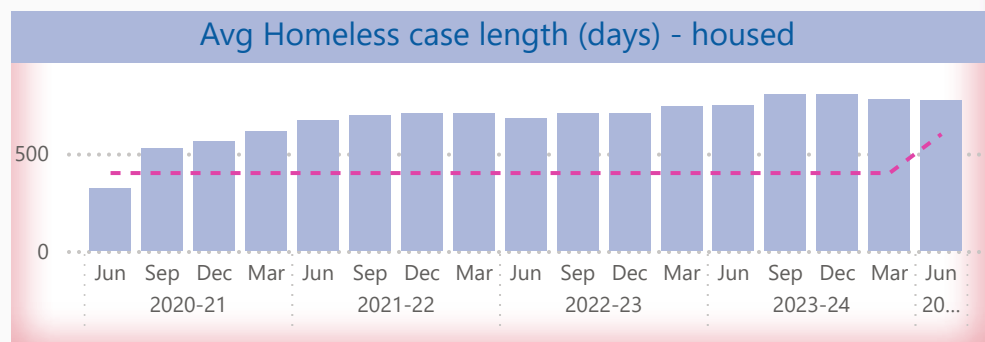
The **proportion of advice only presentations** to homelessness services has been showing a gradual rise since Dec 23 and was ahead of our target in Jun 24 at 36%.

The Council has invested in services to prevent homelessness and support people to move on from temporary accommodation. In the first quarter of 2024/25, these services have **prevented homelessness for 253 households**.

The **average time for homeless cases to be rehoused** continues to fluctuate but has been below 800 days for the last six months but remains behind our target (600 days).

Nº: Homeless cases housed

This chart shows the total for the quarter

Avg Homeless case length (days) - housed

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

20%	20%	60%

Homelessness

Housing

KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: Households in temporary accommodation on last day of the month	🔴	5,123	4,796	Declining	⬇	30 June 2024
Nº: Households in unsuitable accommodation	🔴	1,430	1,121	Declining	⬇	30 June 2024

There is **high demand for social rented homes** from homeless households, however Edinburgh has one of the lowest proportions of social housing in Scotland with **only 16% of homes for social rent** compared to the national average of 24%. Currently a minimum of 70% of Council social rented homes and 50% of RSL social rented homes are let to homeless households. 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**, and following a slight dip in the last two months of 2023, we see a gradual increase to 1430 in Jun 2024. This is **similar to the total number of households in temporary accommodation** which also shows a gradual increase over the last two quarters. A plan to increase the number of properties available to homeless people from our own council homes is focussed on reducing the number of void properties and increasing the allocations to homeless people.
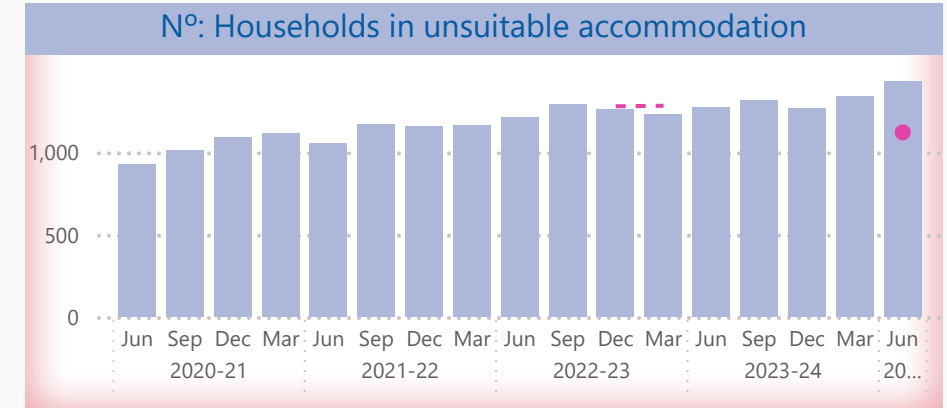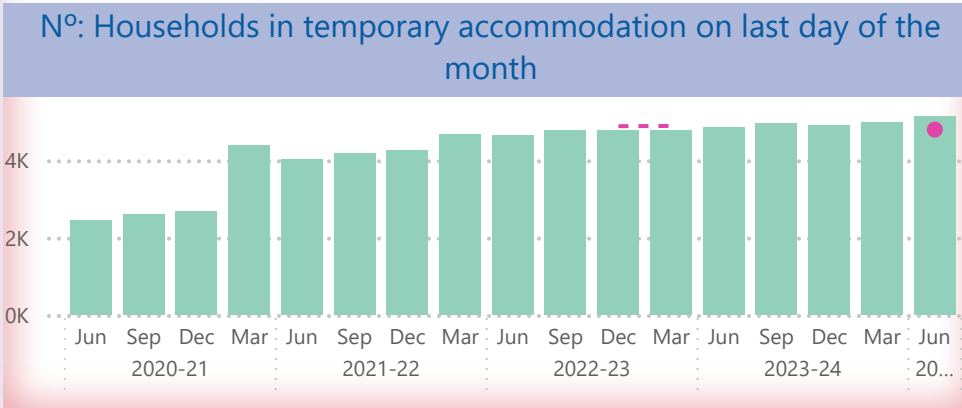
Nº: Households in temporary accommodation on last day of the month

Nº: Households in unsuitable accommodation

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

| 20% | 20% | 60% |

Housing Management

KPI Name	RAG	Value	Target	Direction of travel		Last update
Avg time (days) to re-let properties	◖	158		Declining	⇓	30 June 2024
Rent collected as % of total rent due	🟢	99.2%	99.0%	Maintaining	⇒	31 March 2024
Rent lost from empty homes (£)	▦	£591,012		Improving	⇑	30 June 2024

Housing

The average time to re-let our properties is higher in the first quarter of 2024/25 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 1,464, on 5 June 2023 (our baseline date), to 1, 114 at the end of June 2024, 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 have lost over half a million pounds in **rent from empty homes** in the first quarter of 2024/25, which is £100,000 less than this time last year. We consistently collect almost all of the rent that is due to us and **collected 99% of rent due by end of March 2024**. We work hard to support those that may be struggling.
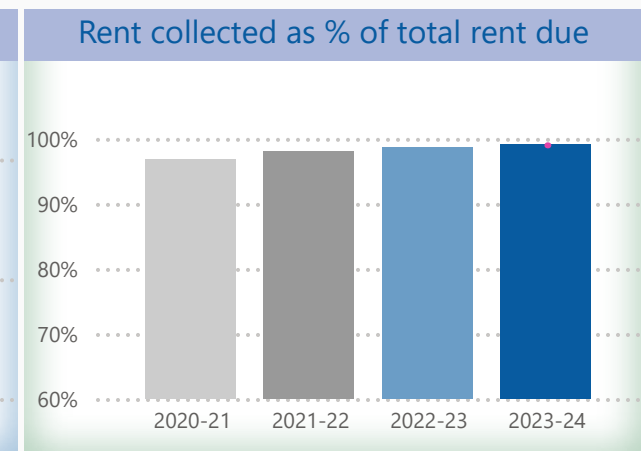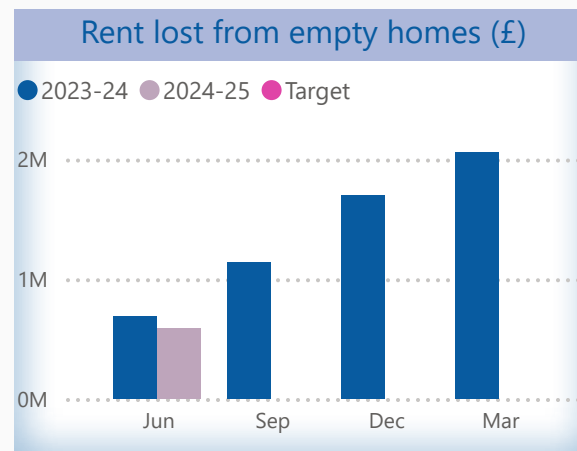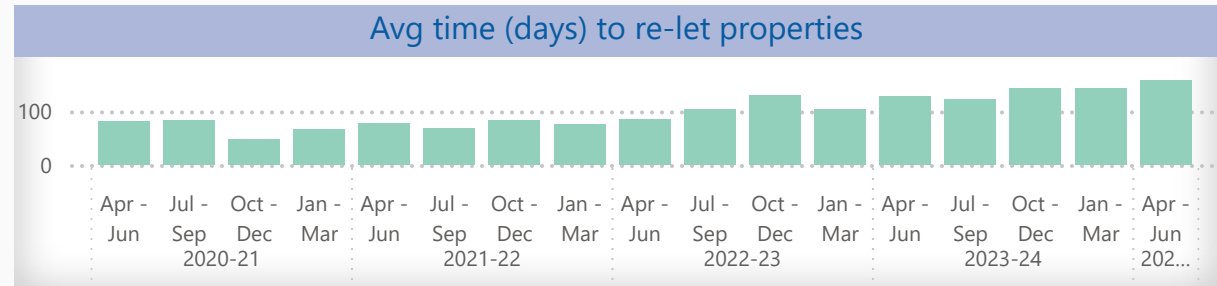
Avg time (days) to re-let properties

Rent lost from empty homes (£)

● 2023-24 ● 2024-25 ● Target

Rent collected as % of total rent due

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

20%	20%	40%	20%

Housing Management

Housing

KPI Name	RAG	Value	Target	Direction of travel		Last update
Avg Time to complete emergency repairs (hours)	🔴	4.3	4	Maintaining	→	30 June 2024
Avg Time to complete non-emergency repairs (working days)	🟢	12.1	20	Improving	⬆	30 June 2024

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,** and at 4.3 days in the first quarter of 2024/25 have almost met our target. Our performance for **non-emergency repairs continues to show improvement** since Oct - Dec 23.
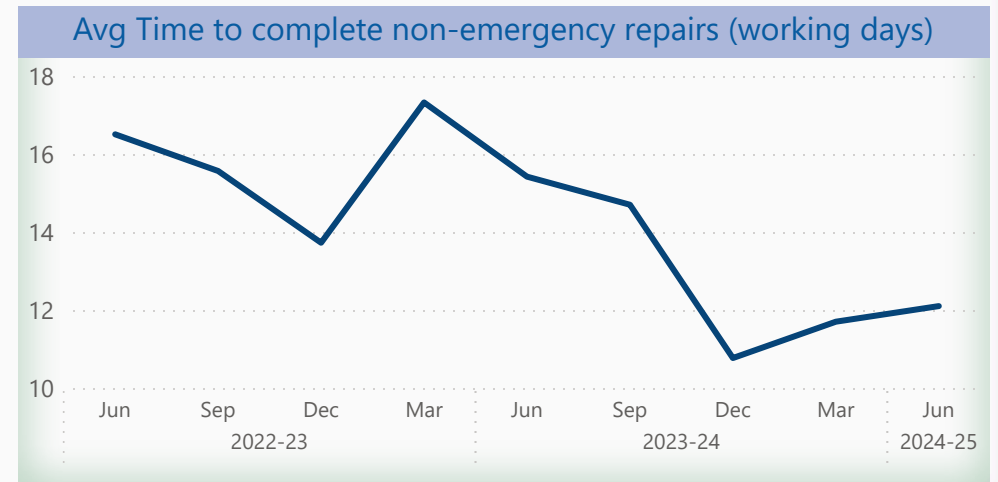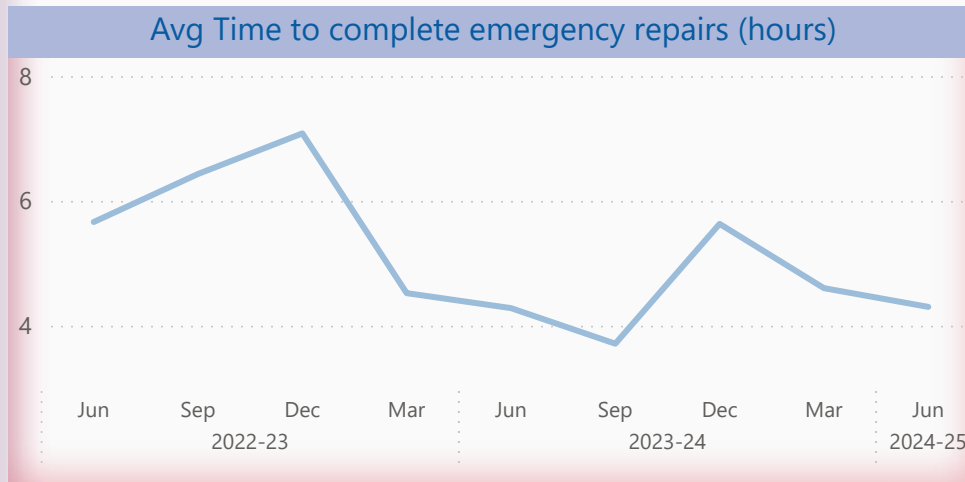
Avg Time to complete emergency repairs (hours)

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

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

20%	20%	40%	20%

Housing development

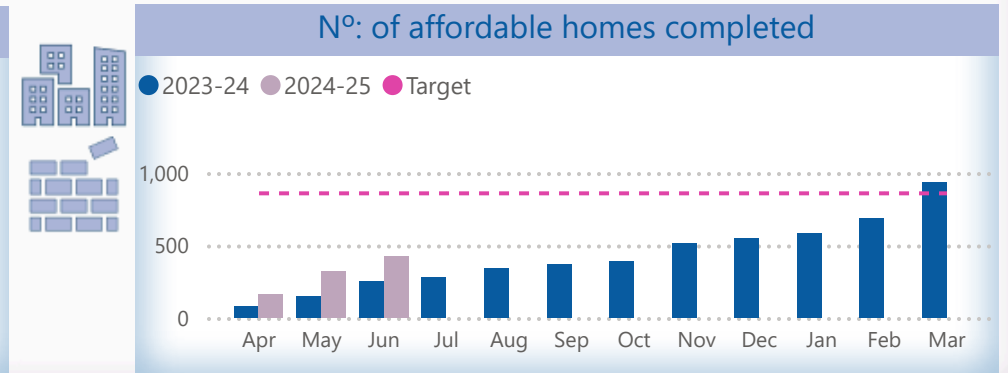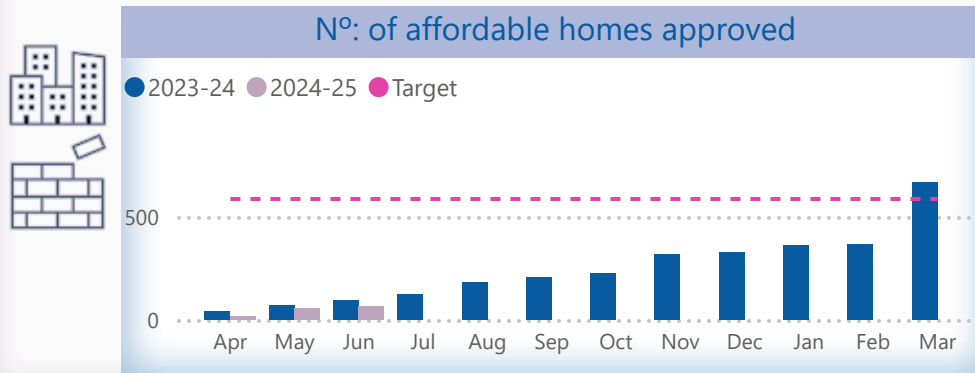| KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: of affordable homes approved	⊞	65	587	Declining	⬇	30 June 2024
Nº: of affordable homes completed	⊞	427	860	Improving	⬆	30 June 2024

We've approved 65 homes in the first three months of 2024/25 and 427 have been completed. **Approvals are lower than they were at this time last year, however completions are higher**.

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.

Nº: of affordable homes approved

● 2023-24 ● 2024-25 ● Target

Nº: of affordable homes completed

● 2023-24 ● 2024-25 ● Target

● End of year target

100%

Housing

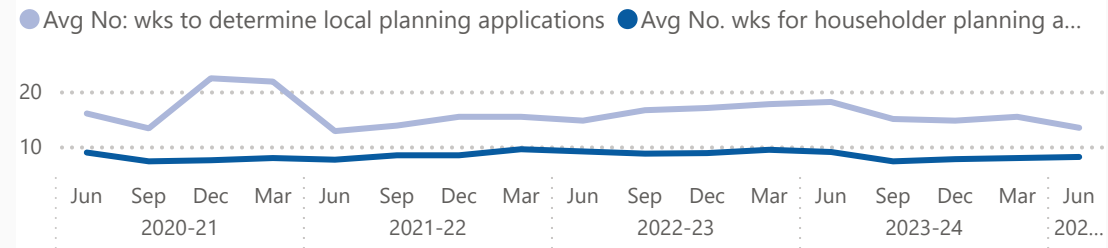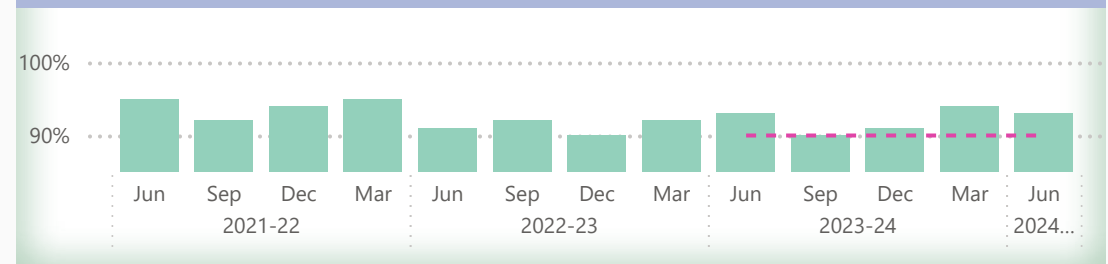| KPI Name	RAG	Value	Target	Direction of travel		Last update
Avg No: wks to determine local planning applications	◐	13.4		Improving	⬆	30 June 2024
Avg No. wks for householder planning applications to be determined	◐	8.1		Improving	⬆	30 June 2024
% Building warrants issued within 10 days	●	93.0%	90.0%	Maintaining	➡	30 June 2024

Our average time for **householder planning applications increased marginally to 8.1 weeks in June 2024**, but is lower than the same time last year and below target. The **average time for local (non-householder) applications continues to gradually decrease and is now very close to our target of 14.4 weeks**.

For building warrants issued within 10 days, we continue to meet our target (90%), with **93% of warrants issued within 10 days in April to June 2024**. This is a similar high level of performance as last year and the four year average.

Weeks for planning applications

● Avg No: wks to determine local planning applications ● Avg No. wks for householder planning a...

Jun Sep Dec Mar | Jun Sep Dec Mar | Jun Sep Dec Mar | Jun Sep Dec Mar | Jun
2020-21 | 2021-22 | 2022-23 | 2023-24 | 202...

% Building warrants issued within 10 days

Jun Sep Dec Mar | Jun Sep Dec Mar | Jun Sep Dec Mar | Jun
2021-22 | 2022-23 | 2023-24 | 2024...

● Monitoring only ● On target

67%   33%

Glossary - page 1

Term	Definition
⊟ Children, Families and Communities	
Achieving Literary	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 Mulitple 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.
⊟ Climate Change	
Council Emissions	Council emissions are mostly through the following sources: • energy (buildings and lighting) • waste • fleet and transport

Glossary - page 2

Term	Definition
Corporate Services	
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 assesment 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 acount 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
⊟ Housing	
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 houseold who is rehoused in either a Local Authority (LA) or Registered Social Landlord (RSL) tenancy

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.