

Contents

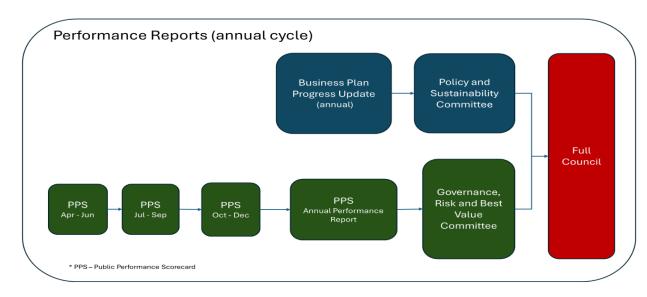
Overview	3
Adult social care	6
Children, Families and Communities	9
Education	9
Children's services	16
Communities	20
Libraries	20
Leisure	23
Involving people	25
Keeping people safe	26
Justice Services	27
Climate change	29
Customer and Corporate Services	32
Customer contact	32
Customer transactions	34
Finance	37
HR and Information compliance	39
Environmental Services	41
Roads	42
Street cleaning	44

	Parks and street lighting	46
	Waste	48
Н	ousing	
	Homelessness	
	Housing management	
	Housing development	
	Planning and building standards	
	I willing alla vallally dariadiadi.	

Overview

This is our annual Public Performance Scorecard Report. It gives an overview of how we are performing across our services between April 2024 and March 2025. We also include data for our key performance indicators over the last five years to give an indication of longer changes in services. We show areas of good performance, highlight areas of concern and provide updates on some of the actions we are progressing to improve our performance and also deliver our Business Plan priorities. This annual report builds on the regular updates we give on our performance through our <u>quarterly Public Performance Scorecard</u>. A more detailed report on our Business Plan actions went to committee in August 2025 [BP progress update report].

This report is one way in which we are meeting our public bodies statutory reporting requirements (as set out in the <u>Audit Scotland statutory direction</u>) and shows how we are delivering <u>Best Value</u>. Our series of reports during the year strengthens how we make performance data more readily available to the public.



The visual on this page sets out where our performance reports have been submitted to committee for scrutiny during 24/25. These reports are available on the performance pages of our website.

More detailed performance reports for services are submitted to the relevant executive committees throughout the year.

In 2025/26, we'll be putting the quarterly Public Performance Scorecard updates straight to our website to reduce the lag time between the quarter end and our performance being made available.

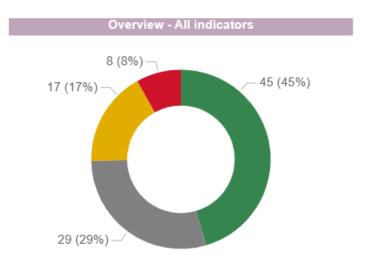
We have split this report into the following six sections:

- Adult Social Care
- · Children, Families and Communities
- Climate Change
- Corporate Services
- Environmental Services
- Housing

Within each section, we monitor:

- our performance against targets we set for our Key Performance Indicators (KPIs);
- track short term changes through a direction of travel calculation (comparing performance for the same time last year);
- and show longer term trends in the charts of each measure.

On the next page are two summaries showing our current performance rated against the current target (where one is set) and direction of travel (performance this year compared to the same time last year):



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%

Grey - Monitoring only or awaiting target

Direction of travel	Definition	Count
Improving	Performance has improved from same period last year (more than 2% change on last year)	39
Maintaining	Performance has remained the same as in the same period last year (within 2% of last year)	27
Declining	Performance has declined from same period last year (more than 2% change on last year)	19
Not applicable	Comparing performance to last year is not possible due to data not being available or not comparable to previous figures (due to change in calculation) or where it's a new indicator	14

Why do some indicators 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.



The Health and Social Care Partnership (HSCP) supports vulnerable people across Edinburgh. This includes older adults and people with disabilities as well as mental health and substance use issues. They help people to identify their social care needs and then support them to live independently for as long as possible. When staying at home

is not possible, the partnership works to find places in care homes which meet the individual's needs.

On the following pages, we show performance and update on progress with some projects over the last year.

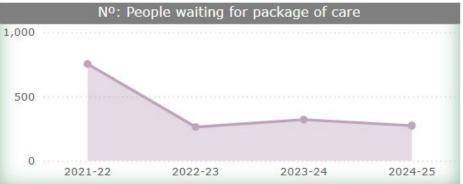
KPI Name	RAG	Value	Target	Direction of travel
Nº: People waiting for discharge from hospital	On target	133	164	Improving
Nº: People waiting for package of care	On target	243	442	Improving
Nº: People receiving a package of care	Monitoring only	5,683		Not applicable
Nº: People supported in care and nursing homes	Monitoring only	2,673		Not applicable
Nº: Duty to Inquire assessments started	Monitoring only	667		Not applicable
% of care services rated 'Good' or above by Care Inspectorate	Monitoring only	94.0%		Improving

People are living longer with more complex or multiple conditions which increases demand for social care support. In the last year, we have seen the number of hours of care commissioned for older people aged 65+ increase by 10% to over 52,000 hours per week.

Two of the HSCP's 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 independently at home. The **number** of people waiting for discharge from hospital decreased to 133 in March 2025 from a peak of 224 in March 2022. While the number of people waiting for a package of care fluctuates during the year, the figure at 243 in March 2025 is just over a third of the number of people waiting at the peak in March 2022 (when people waiting was 754). These reductions in people waiting, both to leave hospital and for packages of care, are linked to a programme using Scottish Government funding to support improvements in unscheduled care. The reablement model, which is a short-term service that helps people to do as much as possible for themselves to identify the right level of support to allow them to keep living safely at home, has now been rolled out in internal home care services, which is supporting flow into long-term care at home.

We track demand for our services and the other indicators shown on this page are service demand metrics and give a view of the social care services provided for the residents of Edinburgh. Roughly 5,700 people are receiving social care in their own homes







2023-24

2024-25

2K

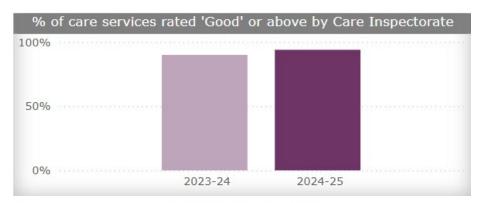
2022-23

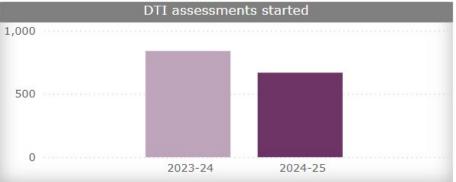
each week, while around 2,600 people are cared for in residential/nursing homes.

The next indicator shows the percentage of care services provided by us in Edinburgh with a minimum grade that is 'Good' (4) or above in their latest Care Inspectorate inspection (with 6 being the highest grade). Our Care Inspectorate gradings have been improving quarter on quarter and in March 2025, 94.0% of our services had a minimum grade of 'Good' or above.

The last indicator shown is on our Adult Support and Protection work. On 26 November 2024, a review of progress since the joint Inspection of Adult Support and Protection was published. Key findings from this report were considered by the Edinburgh Integration Joint Board in December 2024. The joint review has concluded that 'significant progress' has been made in 4 out of the 7 priority areas. In particular, significant progress has been made in ensuring that 'there is consistent, competent, effective adult support and protection practice that keeps adults at risk of harm safe and delivers improvements to their health and wellbeing.'

The findings of the joint review of progress are an endorsement of the value and importance of additional professional governance, leadership and assurance within the Edinburgh Health and Social Care Partnership (HSCP) which has been enhanced through phase 1 of the management re-structure. It is understood from the Care Inspectorate that there is no intention to follow up on the Inspection of Social Work and Social Care. The weaknesses outlined in the 2023 inspections remain a focus of improvement for the HSCP and are embedded in the Strategic Plan.





Over 2024/25 the EIJB drafted and consulted on a new Strategic Plan, which articulates our ambitions and plans over 2025-2028. There is an ongoing challenge to provide the support that people need while managing the budget. A range of activities is being taken forward to promote the financial sustainability of the Integration Joint Board.

A more detailed <u>performance report</u> is produced by the Integration Joint Board on an annual basis and is due to be published in the summer.



Children, Families and Communities

Education

We continue to focus on raising attainment and improving outcomes for all children and young people. We are working hard to engage all children and young people through their curriculum pathways and high-quality learning experiences. We remain committed to ensuring an inclusive education for all and offer support to ensure all children can get the best start in life.

In this section, we show a range of attainment measures from across primary and secondary schools.

.

KPI Name	RAG	Value	Target	Direction of travel
% Primary pupils achieving literacy	▲ Within 5% of target	78.2%	80.0%	Improving
% Primary (deprived areas) achieving literacy	▲ Within 5% of target	64.7%	67.0%	Maintaining
% Primary (looked after) achieving literacy	▲ Within 5% of target	40.7%	41.0%	Improving
% Primary pupils achieving numeracy	▲ Within 5% of target	84.1%	84.7%	Improving
% Primary (deprived areas) achieving numeracy	▲ Within 5% of target	73.5%	75.5%	Improving
% Primary (looked after) achieving numeracy	On target	42.2%	41.0%	Improving
Primary literacy gap	Over 5% from target	22.6	20.5	Maintaining

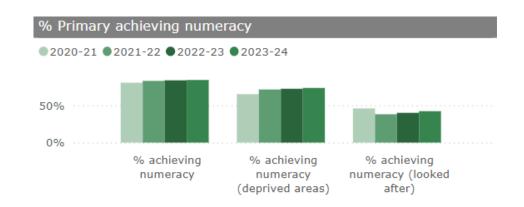
In 2023-24, we had just over 30,000 primary school pupils in our 90 primary schools. Our staff have worked hard to ensure all children are in school and engaged and we provide additional support where it is needed.

We continue to see gradually improving trends in six of our primary school indicators in 2023-24. However, while levels of attainment have increased across the board, our **Primary Literacy Gap**measure widened very slightly from 22.3 in 2022-23 to 22.6 in 2023-24. We expect that the implementation of our refreshed literacy strategy will bring us closer to our stretch aim in session 2024-25. In 2023-24 literacy and numeracy levels have increased at P4 and P7 compared to session 2022-23. The most significant improvements have been in writing at P4 and in numeracy in P7. However, we remain short of our 'stretch aims' across most measures. The 'stretch aims' are not targets in the traditional sense, but a long-term goal designed to transform expectations, with high ambitions for service improvement.

There has been a rigorous approach to tracking and monitoring the Achievement of a Curriculum for Excellence Level (ACEL) data throughout the session, with targeted and intensive support being provided to schools highlighted by our quality assurance processes. Officers have adopted a coaching in context approach to improve the quality of Raising Attainment meetings and local moderation activity.

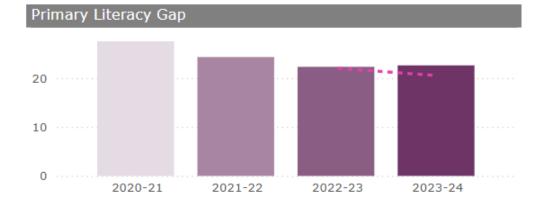
The actions arising from the <u>Literacy Thematic Review</u> continue to inform professional learning and support progress across each of the organisers (Reading, Writing, Listening and Talking).

% Primary achieving literacy 2020-21 2021-22 2022-23 2023-24 50% % achieving literacy (deprived areas) % achieving literacy (looked areas)



The impact of the revised Numeracy and Mathematics Strategy (2020) is reflected in the attainment levels demonstrating sustained improvement over time. Consistently high-quality teaching of Numeracy has been embedded through the Stages in Early Arithmetical Learning (SEAL) approach, the use of Progression Pathways to ensure continuity and progression in learning and better articulation of learning within the Broad General Education and the Senior Phase.

We remain focused on increasing attainment for all primary school years and reducing the poverty related attainment gaps further in the 2024-25 academic year.

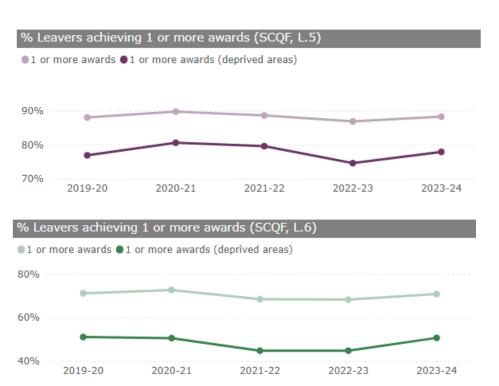


KPI Name	RAG	Value	Target	Direction of travel
% Leavers achieving 1 or more awards (SCQF, L.5)	▲ Within 5% of target	88.2%	89.5%	Improving
% Leavers achieving 1+ awards (L.5, deprived areas)	Mithin 5% of target	77.9%	80.5%	Improving
% Leavers achieving 1 or more awards (SCQF, L.6)	On target	70.8%	70.0%	Improving
% Leavers achieving 1+ awards (L.6, deprived areas)	On target	50.7%	46.5%	Improving
Attainment Gap – 1+ level 5	▲ Within 5% of target	18.1%	16.5%	Improving
Positive destinations for school leavers	On target	95.6%	95.0%	Maintaining

In 2023-24, we had just over 23,800 secondary school pupils in our 23 secondary schools.

The performance of learners in 2024 in secondary schools has been assessed without any of the mitigations that were put in place post pandemic. Unlike previous years, 2023/24 saw the full return of coursework requirements and the removal of additional instructions that had previously asked markers to show sensitivity in their approach. Despite the increased demand of the assessment approaches in 2023-24, the **attainment of leavers** have improved across all five measures in this report.

The performance of the most disadvantaged learners has improved across all three measures in this report and the **gap between most and least disadvantaged** has improved (from 20.8% in 2022-23 to 18.1% in 2023-24). There has been a rigorous approach in tracking SQA attainment data across cohorts and identified groups,

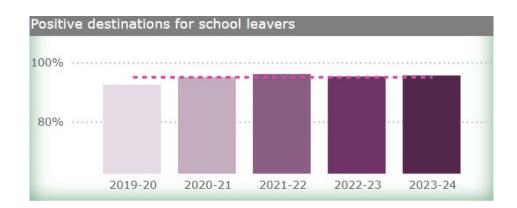


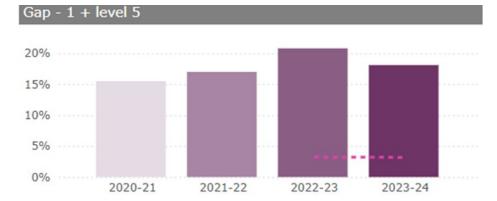
particularly the most disadvantaged, in each school over time. Our Quality Officers provide universal, targeted or intensive support to secondary schools based on a range of evidence from our quality assurance processes.

Improving attendance remains a priority for us. Overall attendance in 2024-25 in Edinburgh is sitting above the national average and progress is being made toward meeting our stretch aims. We monitor attendance data centrally and key messages are shared with stakeholders monthly. Early intervention, regular rigorous tracking, communication with families and a focus on support to address barriers are impactful in maximising attendance and through our policy implementation these practices are beginning to be embedded by all schools. We are committed to improving the outcomes of all our children and young people.

Whilst we are making progress in closing the attainment gap, the attainment of our care experienced is another key priority and as such we have:

- analysed the senior phase SQA attainment performance of our care experienced learners in secondary and special schools to identify strengths and areas of development for schools.
- provided professional learning for colleagues to track and monitor the progress of learners and use this data to plan appropriate interventions to accelerate the learning of care experienced young people.
- opened the Corporate Parent Hub for care experienced learners disengaged from education to deliver national qualifications in literacy, numeracy, Scottish Studies and Wellbeing Awards in partnership with schools.





 and the We Matter Team has provided 1:1 input in our residential placements to improve attainment for care experienced identified young people.

The Pupil Equity Fund is used to support a range of improvement priorities in our schools focussed on closing the gap. The Education Scotland attainment advisor and officers have been supporting targeted schools increasing knowledge and understanding of effective planning and use of data as well as signposting and

building support materials for all schools and settings. Guidance, resources, case studies, toolkits and examples of effective practice is promoted and reviewed regularly.

Secondary schools have been developing their curriculum to include vocational qualifications to ensure that every learner has a pathway that meets their career ambitions. Schools are working to ensure that these vocational pathways are personalised to the intended destinations of the learner and have parity of esteem with other qualifications. Vocational courses are predominately delivered through National Progression Awards (NPAs) at SCQF levels 3-6. In 2023 we had 941 NPA passes and 2024 we have 1,084 (a 15.2% increase). These courses have contributed to the success in improving the poverty related attainment gap measure. We have

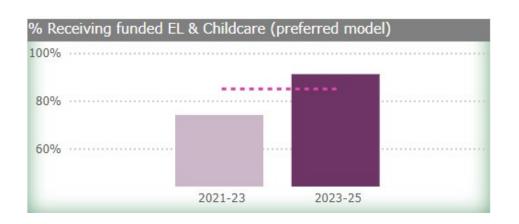
seen a gradually increasing trend in the **proportion of school leavers going to positive destinations** (going into work, training or further education) since 2019-20 (92.5%). There has been a small increase in the figure for 2023-24 (up from 95.3% in 2022-23 to 95.6%) and we remain ahead of our target (95%). We will continue to be relentless in securing appropriate pathways for our young people. We have strengthened the quality assurance of our school based 16+ partnership work and redesigned the JET (Jobs, Employment, Training) programme around the needs of the learners.

KPI Name	RAG	Value	Target	Direction of travel
% Receiving funded EL & Childcare (preferred model)	On target	91.2%	85.0%	Improving

We also monitor services 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. Parents apply to their first choice setting and include their second and third choice on the application form. This allows us to monitor waiting lists and review capacities if required.

In November 2023, we asked parents about their experience of the Early Years service their children received. We have increased flexibility in places offered and how funding is accessed – while some people prefer funding across the whole year, others prefer funding to be focused during school term time only. 91.2% stated they received their first-choice of **preferred model**, which is an increase of around 15% from when we last ran this survey in November 2021.

We continually review the models of Early Learning Centre delivery in our settings to respond to the needs of parents and carers. From August 2024, we introduced the option for purchasing additional hours and from August 2025, we will introduce new models of delivery that will enable families to access their funded hours at times they need them and closed some of our settings when demand is low e.g. over the Christmas holidays. This is complimented by a review of early years provision and staffing which started in April 2025 and will be complete by April 2026.



Children's services

We support families to ensure that children are safe, well and thriving. We aim to ensure that all children and young people should be enabled to live within their own families and communities and protected from harm.

We focus on the rights of the child but sometimes we need to put in place formal measures supporting children and young people through the child protection system or through alternative care arrangements. When we do, we make sure that the welfare of the child is paramount; the child is listened to and that we intervene as little as possible.

Below we have included several measures to show how we support and safeguard young people.

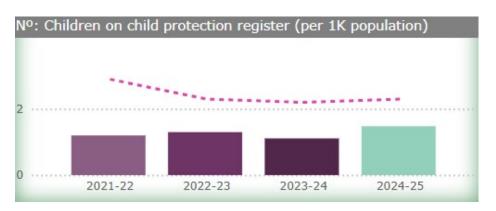
KPI Name	RAG	Value	Target	Direction of travel
Nº: Children on child protection register (per 1K population)	On target	1.5	2.3	Declining
Looked after children (per 1K population)	On target	10	12.1	Improving
% Children's Services cases that are allocated	▲ Within 5% of target	91.0%	95.0%	Improving
% Children with 3 or more placements in a year	▲ Within 5% of target	5.4%	5.0%	Maintaining

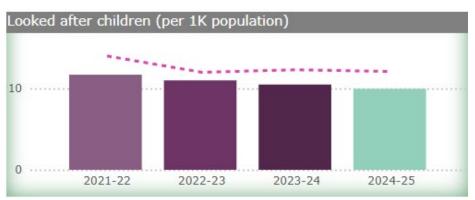
Families are facing increasing challenges in terms of food and fuel poverty, the housing crisis and the general cost of living. These impact on the emotional wellbeing, capacity and resilience of families. We work in partnership with other agencies to support families who are struggling to enable children and young people to remain safely in their own family and community. At any one time we support around 3,000 children and one way to capture how we support these families is by tracking changes in our rates of Looked After Children and children on the Child Protection Register and comparing to national trends.

The rate of children on the Child Protection Register has shown a slight rise from 1.11 in March 2024 to 1.5 in March 2025 but remains ahead of our target (the national average at 2.3) which also saw a rise in the latest figures. The implementation of the child protection resource in January 2024 and the development and embedding of the practice standards may contribute to a rise in the numbers of children and young people being registered on the child protection register. In addition to this single agency and multi-agency audit activity has driven improvement activity across the service with more robust assessment and planning for children who may be at risk of harm.

The **rate of Looked After Children** has also been falling from 13.2 in March 2021 to 10 in March 2025 and remains ahead of our target.

Where a child does need to move into alternative care, we are committed to that care being with extended family, where it is safe, and/or in their local community. This keeps them close to family relationships and all that is familiar to them. Any alternative care





arrangements should be for the shortest possible time unless it is in preparation for a move to a permanent placement.

We are committed to working with our partners and set out our joint priorities in the <u>Edinburgh Children's Services Plan</u> 2023-26. We are taking action to ensure that every child and young person can enjoy

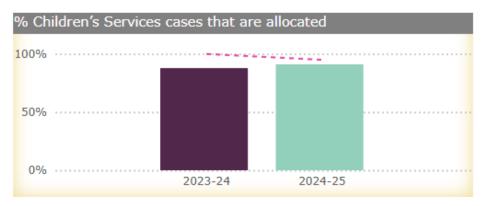
their childhood and achieve their potential in their childhood in an environment that supports good health and wellbeing with any issues being dealt with before they become a crisis.

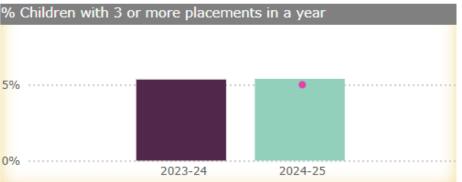
We also track the impact of our actions through two other measures. The percentage of children and young people allocated to a named worker show how we work with and support children and young people.

The percentage of children and young people allocated to a named worker has risen from 88% in March 2024 to 91% in March 2025 so we are making progress but have not yet reached our target of 95%. In January 2024, we increased our resources focused on child protection through implementation of the child protection resource. We have maintained a consistent standard of allocating all cases referred to the CP resource within 24hrs.

All referrals coming into our Children and Families contact centre are allocated to a professional advisor. If additional social work assessment and or intervention is required, then cases are allocated directly to a worker within our assessment team to progress.

The Edinburgh Family Support Partnership (Umbrella Hubs) is a new Whole Family Wellbeing funded project consisting of social work staff and third sector partners. Children, young people and their families who have been assessed as not requiring a statutory social work intervention are offered voluntary support through the Umbrella Hubs. The range of support offered is wide covering financial advice, befriending, support to rebuild family relationships or in the family homes for those struggling to manage the needs of children, as well as working with those exposed to risk online or engaging in risk taking behaviours. This support is aimed at early prevention to





stablilise or improve family life and stop situations escalating to the point where a statutory social work response would be needed.

Moving between placements for children is disruptive, so we aim to minimise this wherever possible. The **percentage of children with three or more placements in a year** remains steady this year and at 5.4% in 2024/25, we are close to our target this year.

We are making good progress in our <u>Children's Services and</u> Edinburgh Residential Services Improvement plans although

recruitment remains a challenge. We have developed service specific training about safe recruitment practice. We have also established a family-support outreach service (Edge of Care). This test of change provides dedicated direct support to children, young people and their families to enable young people to remain living within their family and/or support young people to move back home with family.

This shows how we are delivering on the commitments we made in <u>Edinburgh's Promise</u> to help children and young people, as far as possible, live in their own families and communities. We are also continuing to develop an emergency care resource.

There are some circumstances where moving children and young people into different placements ensures better outcomes for them. For example where children are part of a sibling group taken into care, we try as far as resources allow to keep them together. On occasion larger scale families are accommodated and have to be separated due to capacity issues. We would then revisit this when capacity becomes available. This has an unintended consequence of portraying some children as having several moves where these are planned moves to facilitate the best outcomes for children. We will be better placed to monitor this when MOSAIC (our new information system) is launched.

Communities

We provide a wide range of services to communities in Edinburgh from library resources to keeping people safe. It is key that we ensure equal access for everyone and one of our Business Plan objectives is focused on ensuring that people can access services locally.

Our libraries are at the heart of our communities for many. They provide not only a place to borrow books, but a place for groups to meet, access the internet and engage with services. Our library services adapted during Covid-19 restrictions by expanding the use of digital and online library services.

People's views remain important to us and so we regularly consult and engage on our service proposals to make sure people can be involved in our decision making on the issues that are important to them.

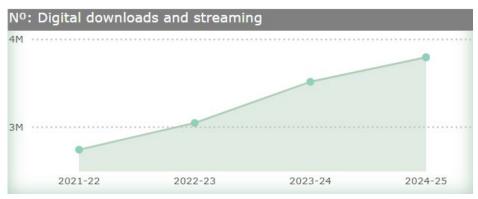
Below we cover a range of measures that show how we are performing across our community services.

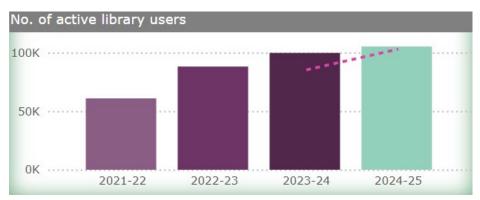
Libraries

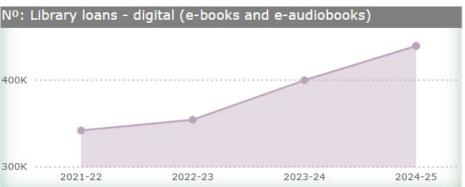
KPI Name	RAG	Value	Target	Direction of travel
No. of active library users	On target	105,263	103,000	Improving
Nº: Library loans - physical	Over 5% from target	1.27M	1.35M	Maintaining
Nº: Library loans - digital (e-books and e-audiobooks)	On target	438,720	400,000	Improving
Nº: Digital downloads and streaming	On target	3.79M	3.51M	Improving

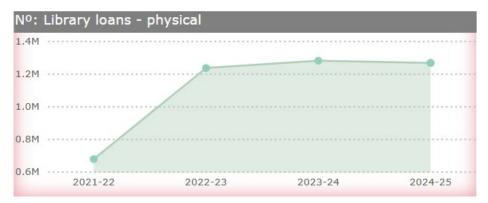
The number of people using our libraries, in person or online, has continued to increase and the **number of active library users** now sits at just over 105,000 in 2024/25 which is ahead of pre-pandemic levels (101,098 in 2018/19). This is especially true for young people aged 12 to 17 with an increase in active borrowers of 34% from precovid figures. **Our physical loans** remains just over 1.25 million for the last three years. However the number of item loans reduced slightly between 2023/24 and 2024/25, and was negatively impacted by an unplanned temporary closure at Wester Hailes Library, delayed reopening of Ratho and MacMillan Hub Libraries and continued closure of Blackhall Library. We continue to see growth in the use of our **digital** (e-books and e-audiobooks) and the **number of downloads** and **streaming**.

Our library services are always looking for ways to broaden their offer and one such initiative this year has been to get musical instruments into public libraries so people can borrow them for free, just like taking out a book. The instrument loan service is now available in five other libraries in the city, Drumbrae, Moredun, Leith, Wester Hailes and Central Music Library.







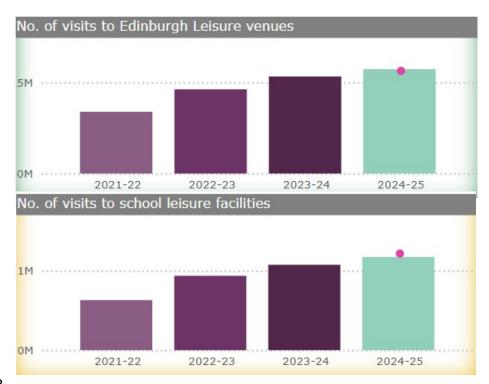


Our Future Libraries Service Review is ongoing as the initial stage of review has completed with the approval of a new <u>Future Libraries</u> <u>Strategy for Edinburgh 2025-2030</u>. The new Strategy has been shaped by over 19,000 responses from individuals and groups through a comprehensive engagement and consultation process and sets out plans for how libraries will respond to the changing needs of the city's population and the ways that people choose to access our library services.

Leisure

KPI Name	RAG	Value	Target	Direction of travel
Nº: of visits to Edinburgh Leisure venues	On target	5,731,907	5,637,294	Improving
Nº: of visits to school leisure facilities	Within 5% of target	1,174,802	1,217,495	Improving
N°: of people supported through Edinburgh Leisure's Active Communities service	Monitoring only	13,586		Improving
Council venues attendance	Monitoring only	1,561,700		Not applicable

Visits and memberships continue to grow beyond target levels set with membership numbers having broken the 30,000 barrier in March 2025 for the first time. The shortfall against the target for school leisure facilities can be explained by long-term unplanned closures at 5 secondary schools impacting swimming pools, sports halls, dance studios, and 3G pitches. A combined 57,500 visits were lost between Broughton HS, Leith Academy, Craigroyston, Queensferry and Balerno. However, it should be noted that usage across the secondary school's estate increased by 9.1% (98,419 visits) compared to last year, aided by the inclusion of non-sport let bookings and the conversion of two outdoor pitch surfaces from 2G to 3G, demonstrating the demand from football clubs for these spaces. Seasonality impact on customer visits followed similar trends to previous years. Quarter 3 and Quarter 4 achieved the highest usage when access to grass pitches is limited, leading to a spike in demand for synthetic surfaces and indoor spaces. Overall customer satisfaction with the service and facilities remained at 90%.



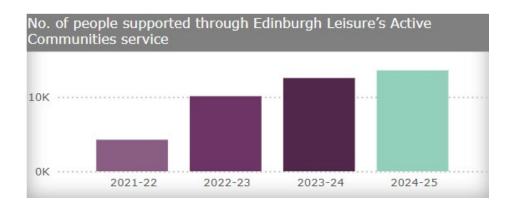
We saw a significant increase in the number of people we supported through the Active Communities service, particularly the Fit for Health service (long-term conditions), funded by the EIJB. We are currently winding down the project, and are starting up a new Falls and Frailty delivery model to support individuals with long-term conditions that have a higher risk factor for falls.

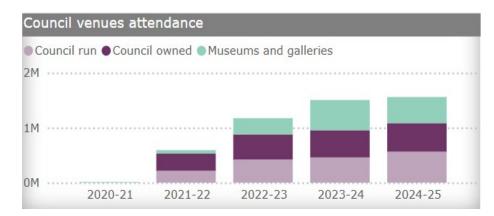
We continue to see the number of visits and attendances at our cultural venues grow following the decision to close these at the start of the COVID-19 pandemic in March 2020. Total attendance increased by nearly 4% between 2023/24 and 2024/25. We are currently implementing a transformation project that is focused on creating museums which are financially sustainable, presenting collections and exhibitions of quality, ensuring that venues are accessible for all, while supporting net zero ambitions. Key part of the project will aim to deliver increased revenue, rationalise building use and deliver a new collections centre.

Edinburgh 900 is a series of events and activities from a wide range of organisations in the city which tells the story of Edinburgh's through the centuries from the 12th century City of David right up to the 21st century, the City of Diversity.

Together with partners and community groups across the city, the City of Edinburgh Council is curating a rich programme of events, talks, tours and tales to paint the picture of what has made Edinburgh into the internationally admired city it now is.

To find out more, go to the Edinburgh 900 webpage.



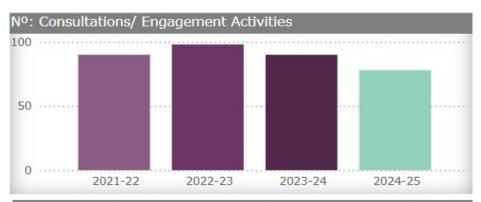


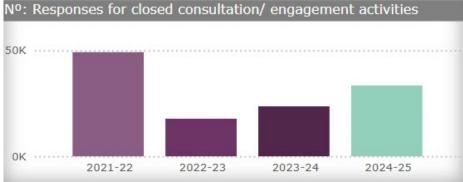
Involving people

KPI Name	RAG	Value T	arget Direction of travel
Nº: Consultations/ Engagement Activities opened in period	Monitoring only	78	Not applicable
Nº: Responses for closed consultation/ engagement activities	Monitoring only	33,491	Not applicable

We continue to involve communities and individuals in our decision making by running consultations and engagement activities. Consultations are the formal time limited way we ask for people's opinions on a specific proposal. Engagements are the various informal ways we gain feedback from communities and ensure people's voices are heard which help us develop services and policies. In 2024/25, we have run 78 consultations and engagement activities and in total have received 33,491 responses.

Topics we have asked about in the last 12 months include: budget engagement, local housing, future libraries, inclusive education, community council boundaries, Climate Ready Edinburgh Plan, the next phase of our communal bin review, British sign language plan, firework control zones, and the Visitor Levy.





Keeping people safe

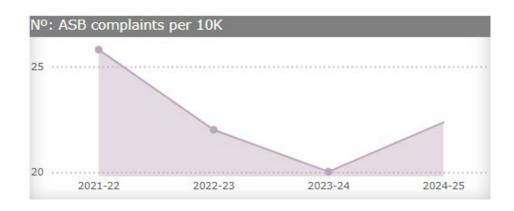
KPI Name	RAG	Value	Target	Direction of travel
Nº: ASB complaints per 10K	Monitoring only	22.4		Declining

After several years of decreasing numbers, the **rate of antisocial behaviour complaints** has risen in 2024/25. We received 22.4 per 10,000 population up from 19.9 per 10,000 population in 2023/24.

Nuisance Behaviour, which includes noise complaints, remain the main reason for ASB complaints. We often find in our investigations that those making the complaint or being complained about are part of a complex household situation that could benefit from a variety of interventions.

Our Family and Household Support service (FHS) has been held as a positive example of how to approach household ASB. This involves approaching ASB through a preventative, holistic, systemic lens that draws on early intervention approaches such as using a mediation approach, formal mediation, and a Housing Support approach to addressing the support needs of households.

We work with a range of partners across the Community Planning Partnership to tackle anti-social behaviours, and work in communities to resolve the concerns of harassment and threatening behaviour. As these are complaints with potential criminality, our closest working partner is Police Scotland, however we also support



some Residential Social Landlord (RSL) colleagues in dealing with these issues where appropriate as part of a partnership response.

Justice Services

KPI Name	RAG	Value	Target	Direction of travel
% Justice orders successfully completed	On target	71%	70%	Declining

We support people who have offended to remain engaged with their justice order until it is completed. Our **percentage of justice orders successfully completed**, at 71% in 2024/25 is ahead of our target of 70% but lower than our 76.3% completion rate in 2023/24. We support people through 1-1 and/or groupwork to engage and comply with the requirements of their orders. Successful completions can vary monthly, as the number of orders completing monthly vary due to start date and length. There are also factors beyond our control which can impact on the number of successful completions each month such as the make up of the cases that are seen in court. For example, one month, there may be more orders revoked following breach compared with successful completions. Initiating breach procedures demonstrates our active management and response to compliance issues.

We concluded the final area of our service review, merging two teams to provide a more integrated model of service delivery for people impacted by substance use, including better links with the Recovery Community and Third Sector. This new team will also establish a more seamless pathway and consistency of response across all our Justice Services, which is both flexible and



proportionate in terms of people's history of involvement in offending and that can reflect and adapt to changing complexity of need/risk.

We continue to develop and adapt our services to better support people to engage with their Orders. This includes offering a range of interventions that not only address immediate needs such as mental health and/or substance use/alcohol dependency, but support people to develop resilience, making longer term positive change in their lives. For example, our Cyrenians garden project actively encourages teamwork through its landscaping and garden maintenance projects and teaches participants transferable skills which can pave the way into employment and volunteering.

We work in partnership with the Third Sector offering a Community Payback Order (CPO) Connect online personal development program to people completing CPOs. The program offers 1:1 and group tailored supports where participants can choose to engage with a variety of topics. Courses offered include benefits and budgeting, job searching and interview skills, and overcoming life's challenges. Those flexible sessions are offered at weekends, daytime, and evenings ensuring participants can access courses that interest them at a time that suits them.

Building on our successful collaboration with Edinburgh Community Food working with women in the justice system, in 2024/25 we began establishing an intervention for men, focusing on the links between healthy eating and wellbeing. Providing nutritional support to men in the justice system through facilitating access to healthy food on a budget and teaching basic cooking skills is designed to encourage men to adopt healthy eating practices and provide further motivation to engage with justice services interventions.



Climate change

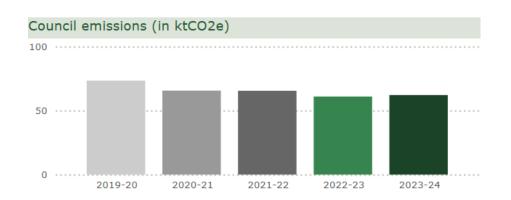
We are making steady progress to reduce our carbon emissions and adapting Edinburgh to make it more resilient and sustainable for the challenges ahead. However we are not moving fast enough to meet our net zero by 2030 ambitions – one of our Business Plan priorities.

We monitor our progress by measuring the level of our greenhouse gas emissions.

KPI Name	RAG	Value	Target	Direction of travel
Council emissions (in thousand tonnes of CO2e)	Monitoring only	62.2		Maintaining
% of bronze + sustainability labels for all new completed buildings	Monitoring only	82.2%		Not applicable
% of electric vehicles in Council fleet	Monitoring only	28.0%		Not applicable
Number of new trees planted	Monitoring only	16,487		Declining

Our emissions amounted to 62.19 ktCO2e in 2023/24 which is an increase of 1.86% from the 2022/23. This increase can be attributed to both internal and external factors such as:

- the higher use of natural gas to generate electricity nationally which impacts on our usage
- an increase in our own natural gas and gas oil consumption
- an increase in waste tonnages compared to last year, even though we sent less waste to landfill.



More detail can be found in our <u>Public Bodies Climate Change</u> Duties Report.

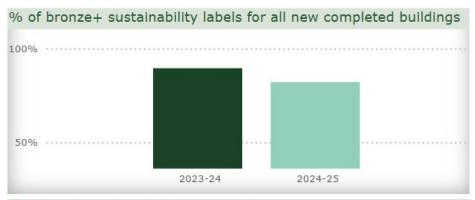
Of the 1,145 new homes completed in 2024/25, 941 (or 82.2%) were **built to bronze+ or above sustainability standards**. The current minimum requirement is to build to a bronze standard so we monitor the proportion of the new homes that are built to a higher level of sustainability.

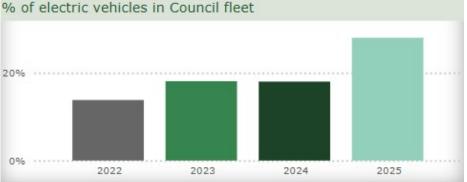
The **proportion of our fleet which is electric** increased to 28% in 2024/25, up 10% from 2023/24.

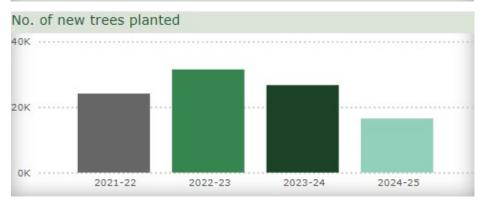
There has been a reduction in the number of trees planted with 16,487 new trees planted over the winter 2024/25. A new i-Tree Eco survey is planned for 2025/26 to assess overall tree numbers in Edinburgh. We currently estimate there are 883,675 trees, which is a positive step towards reaching our long-term target to be a Million Tree City. Our Climate Ready Edinburgh Plan was approved at committee in 2024 and aims to support the City of Edinburgh to be net zero, climate resilient and nature positive.

Despite the 1.86% increase in council emissions between 2022/23 and 2023/24, we have reduced organisational emissions by 57% since 2014. We remain a local authority leader as demonstrated by our continuing A list status in the CDP global non-profit independent environmental disclosure programme.

The <u>Council Emissions Reduction Plan</u> was reviewed and updated in December 2024 with new actions added to help further reduce emissions. Buildings and fleet continue to be our largest emission emitters. Other local authorities are in a similar position. We have







continued to make progress in transitioning our fleet to electric vehicles with 100% of owned cars and small vans now being electric.

In order to accelerate progress with our buildings, we are delivering a programme of deep building retrofits and new buildings built to Passivhaus standards. Maybury Primary School is the first new building built to Passivhaus standards and opened in January 2025. Currie High School will be the second and is due to open in Summer 2025. Although our historic buildings are challenging to retrofit, we are making progress with other new developments such as the net zero ready carbon housing development in Granton. The Local Heat and Energy Efficiency Strategy (LHEES) and delivery plan have been approved and will inform the decarbonisation of heat and energy across the city.

We continue to deliver our services throughout a city with a growing population and therefore growing demand. In 2024 the <u>Mixed Tenure</u> <u>Improvement Service (MTIS) pilot project</u> included repairs and retrofit

improvements to 1,341 homes in Wester Hailes to support alleviation of fuel poverty and emissions reductions.



Customer and Corporate Services

It's important that when people get in touch we respond quickly – whether it is answering their questions, processing their requests for financial assistance or putting them in touch with the most appropriate service.

Modernising and streamlining our processes to deliver better outcomes for people, and a more secure and efficient organisation is one of the objectives in our Business Plan.

Below we report on a range of measures to show how we are performing when people get in touch with us as well as highlighting some of our processing, administrative and service functions that support our public facing activities.

Customer contact

KPI Name	RAG	Value	Target	Direction of travel
Nº: Calls handled	Monitoring only	41,611	N/A	Not applicable
% Calls answered within 60 Seconds (Customer Hub)	On target	66.2%	60.0%	Improving
% Abandoned calls	On target	5.5%	10.0%	Improving
Customer hub satisfaction	▲ Within 5% of target	73.3%	75.0%	Improving

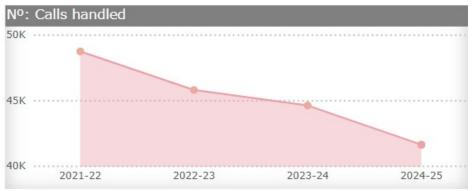
How people get in touch with us continues to change and we offer different ways for them to do so including email, online forms, webchats and other digital interactions. However, people can still call us on the phone or speak to us face to face. We remain committed to ensuring everyone has a suitable method of getting in touch.

The average number of calls per month has been steadily reducing since 2021/22 as people move to getting in touch with us online. During 2024/25, we received over 460k online forms through our dedicated online customer portal. However, we still receive over 40,000 calls each month and answer 66.2% of those calls within 60 seconds against our target of 60%. Our performance for calls answered has improved from since 2021/22 when it was 56%. During 2024/25, 5.5% of calls were abandoned by the caller before they were answered. This is ahead of our 10% target.

Customer contact satisfaction increased to 73.3% in 2024/25 after sitting around 71% for the last four years. Satisfaction survey responses are analysed and used to inform the most effective contact methods, as well as shaping training activities and improvement actions. Recent developments have delivered QR code satisfaction surveys in our registration and local offices. A two tier contact model has also been introduced for key services. Calls are assessed and where further action is required, quickly allocated to a dedicated team responsible to progress. This activity has delivered improvements in call response times and customer satisfaction.

Satisfaction levels are influenced by service outcomes, which are often delivered by other parts of the Council. The Customer team continues to share feedback with the appropriate services, with a focus on enhancing the customer experience.

We are committed to offering flexibility and so technology advancements continue to be explored and rolled out e.g. webchat, automated chatbots, online forms, text links to website, enhanced search capability, accessible forms, and a council app. All of which enable customers to self-serve 24 hours a day.



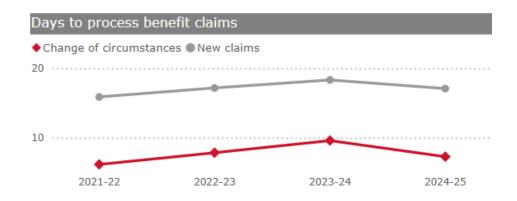




Customer transactions

KPI Name	RAG	Value	Target	Direction of travel
Days to process: New benefit claims	On target	17.1	28	Improving
Days to process: Benefit change of circumstances	On target	7.3	8	Improving
Days to process: Crisis grant scheme applications	On target	1.9	2	Maintaining
Days to process: Community care grant scheme applications	On target	11.9	15	Declining
Days to process: Discretionary Housing Payment claims	On target	22.2	31.4	Declining
Discretionary Housing Payment claims	Monitoring only	£6.8M	£6.3M	Not applicable
Amount paid in Scottish Welfare fund grants	Monitoring only	£2.6M		Not applicable
Net amount paid in housing benefit	Monitoring only	£168.5M		Not applicable
Amount paid in Council Tax (reduction)	Monitoring only	£27.7M	£27.4M	Not applicable

We continue to see high demand for financial support as people struggle to meet day to day living expenses. In 2024/25 we paid out £2.6m in Scottish welfare grants and £6.8m in discretionary housing payments. We also prioritise the processing of other financial support which peak at certain times of year such as free school meals and clothing grants support requests arriving in August at the beginning of a new school year.

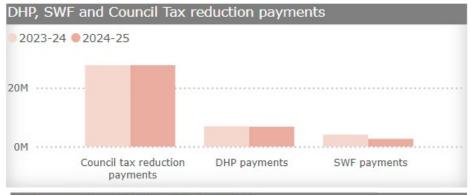


We are committed to delivering support as quickly as possible which is shown in our five processing measures all achieving their targets in 2024/25.

Scottish Welfare Fund performance continues to meet national targets with a processing time of 1.9 days for **crisis grants**, and 11.9 days for **community grants** in 2024/25. Performance has remained reasonably stable over the last 5 years, with the exception of 2021/22 which saw a spike due to Covid 19. Similarly processing of **discretionary housing payment claims** (22 days in 2024/25) has been relatively stable over the last five years, despite the increasing demand. 2024/25 saw an improvement in the time taken to process **new benefit claims at** 17.1 days when compared to 18.3 days in 2023/24. There has also been an improvement in the processing times for **change of circumstances** of 7.3 days compared to 9.6 days in 2023/24.

Given increasing demand levels, additional resource has been identified, along with a range of workforce management initiatives e.g. cross skilling to best meet fluctuating demands and technology/process improvements for 2025/26.

Days to process Crisis and Community care grants and DHP Community care grants Crisis grants Discretionary housing payment clai... 20 2021-22 2022-23 2023-24 2024-25



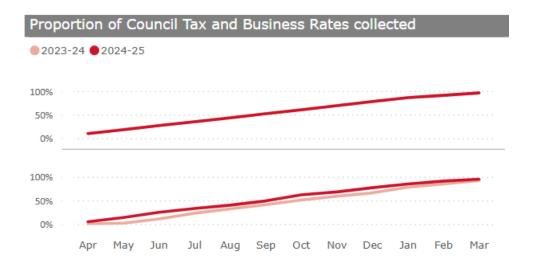


Council Tax and Business Rates collection

KPI Name	RAG	Value	Target	Direction of travel
% Council Tax collected	On target	96.5%	96.0%	Maintaining
% Business Rates collected	On target	95%	93%	Improving

We are committed to collecting all appropriate Council income, which is used to fund a wide range of our services. In 2024/25, £325m in **Council Tax** was successfully collected meeting the in-year target of 96.5%. In 2024/25, £412m (95%) of **Business Rates** were collected a significant increase when compared to 92.5% collection rate in 2023/24.

We continue to engage with customers who fall into arrears or require support to meet new policies or legislation changes. This was the case in 2024/25 where changes were made to second home Council Tax charges and empty property charges for Business Rates. Additional resource is in place to support queries, with related processing improvements, and changes continue to be made to online and billing functionality to enable customers to access their account quickly and easily. These activities are designed to support overall collection levels.



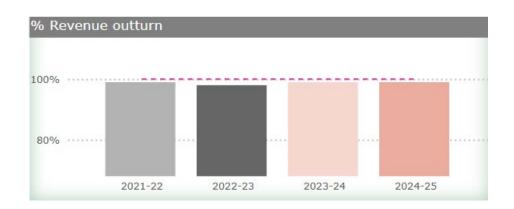
Finance

Managing our finances is vital for us to continue delivery of all of our services. Good governance and financial management continues to ensure that we are managing the pressures from tight budgets and rising costs.

Below we report on measures to show how we are managing our finances; supporting delivery of our Business Plan objectives; enhancing our sustainable working practices and maintaining our financial resilience through developing our Medium Term Financial Plan.

KPI Name	RAG	Value	Target	Direction of travel
% Revenue outturn	On target	99.8%	100.0%	Maintaining
% Revenue spend with contracted suppliers	On target	97.9%	93.0%	Improving
% Invoices paid (30 days)	On target	95.6%	95.0%	Maintaining
% Suppliers committed to Living Wage	On target	93.0%	72.0%	Declining
% New contracts that have applied Fair Work criteria	On target	96.0%	83.0%	Improving

We continued to manage our budget well and our **outturn for 2024/25** was 99.8%. As in recent years, significant demand-led pressures resulted in net pressures of £18.9m. The majority of which related to Council-delegated health and social care services within the Edinburgh Integration Joint Board. These pressures were offset by savings in a number of corporate budgets, including additional Council Tax income and reductions in the level of (devolved) Non-Domestic Rates Empty Property Relief granted, as well as application of the previous year's underspend and a number of



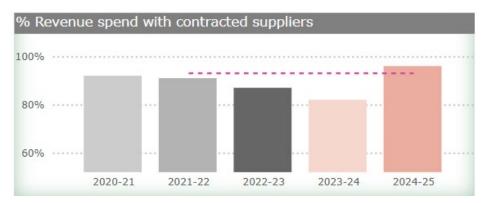
reprioritised reserves. Taken together, these resulted in an overall underspend of £2.7m

In 2024/25 our percentage of revenue spend with contracted suppliers increased to 97.9% compared to 82.3% in 2023/24. We are now ahead of our target of 93%. The main reason for this improvement is improved processes on contract register updates.

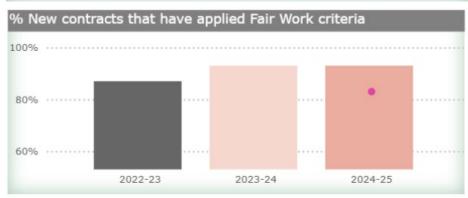
We paid 95.6% of our **invoices within 30 days** in 2024/25 (95.4% in 2023/24) and this above target performance reflects our ongoing commitment to pay invoices accurately and on time.

We use our contracts with suppliers to support delivery of our Business Plan priorities by focusing on commitments to Fair Work, the living wage and sustainability. The percentage of our **suppliers that are committed to Living Wage** has shown a gradual rise since 2019/20 with a dip to 82% in 2022/23. In 2024/25 93% suppliers confirmed they will pay a living wage for Council contracts, slightly lower than 2023/24 and linked to the type of high volume of goods purchased. The percentage of **new contracts** that have applied Fair Work criteria has increased to 96% on council contracts.







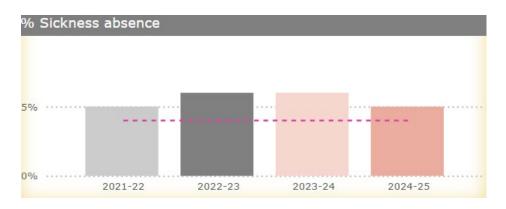


HR and Information compliance

KPI Name	RAG	Value	Target	Direction of travel
% Sickness absence	▲ Within 5% of target	5.7%	4.0%	Maintaining
% Gender pay gap	On target	0.8%	3.0%	Maintaining
% FOIs completed within timescale	▲ Within 5% of target	92.1%	100%	Maintaining

Our staff are at the heart of how we deliver our services for residents, workers and visitors to Edinburgh. We saw a gradual increase in the number of people we employ rising from 19,727 in March 2020 to 20,416 in March 2025. We launched our new MyHR system which incorporates core human resources, payroll and most recently recruitment and has supported the rollout of Workforce Dashboards and improved workforce reporting and data. The system has widened access for all colleagues to be able to self-serve and this will continue to be embedded.

Over 2024/25, **our sickness absence** was 5.7% which is behind our target of 4%, but lower than previous year. We are seeing high levels of absence for stress, depression, anxiety, mental health and as well as musculoskeletal problems. Throughout the year we introduced a new reasonable adjustments toolkit which includes the new health adjustment passport: a resource used to facilitate a conversation about a disability or long term health condition, discussing the impact this has on the individual and how they carry out their role – ultimately with a view to exploring and agreeing suitable adjustments.



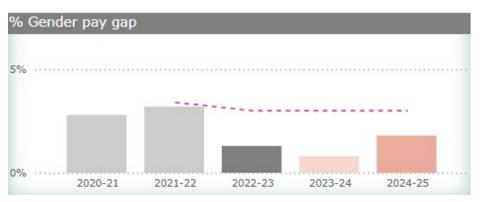
In the last year, we have delivered a series of initiatives, events and learning opportunities for colleagues through the provision of our Wellbeing Focus programme. The programme encourages colleagues to participate in a broad range of events that explore different aspects of health and wellbeing.

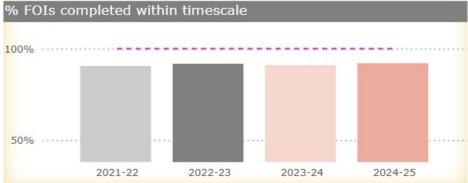
For 2024/25, **our gender pay gap** was 1.8% which is ahead of our target (3%, the national average). By investigating pay gaps and understanding their underlying causes, we can identify areas for improvement. This insight informs the development of targeted initiatives to reduce pay gaps and address potential systemic bias or barriers that can prevent pay equality. Our gender pay gap shows a generally reducing trend since 2018. This trend reflects the success of Equality, Diversity and Inclusion strategy implemented to improve the representation of women at senior levels, and as such, has narrowed the average difference in pay between women and men.

We continued to implement our People Strategy 2024-27 and produced Deep Dives for each of our 5 themes setting out how we are continuing to support our workforce to thrive and activity associated with each of these. The themes are:

- Attracting the best people.
- Develop exceptional leaders.
- Foster a culture of equalities, diversity and inclusion.
- · Grow and retain our talent.
- Nurture a healthy workplace where our people can thrive.

Alongside this is our Strategic Workforce Plan and newly created local Operational Workforce Plans and our behaviours of respect, integrity and flexibility. We are working on an updated Wellbeing Strategy aimed at having a positive impact on colleagues' wellbeing and psychological safety through a trauma informed and responsive approach.





We have received over 4,800 Freedom of Information requests (the highest since the introduction of the legislation in 2005) and continue to complete over 90% within timescale. The statutory target is to complete Freedom of Information within 20 working days and we always aim to meet that timescale whenever possible and have set this as our target for 2025/26. Our response times are also impacted by the complexity of the requests.



Environmental Services

Our environmental services are all around us from our roads, lighting the streets, collecting waste and making our open spaces safe and inviting places to visit.

We have met increased demand within tightening budgets and Covid-19 restrictions added pressure on how our services were being delivered. We have started to reinvest in these services in the last couple of years and we have seen improvements in our performance across roads and street cleansing.

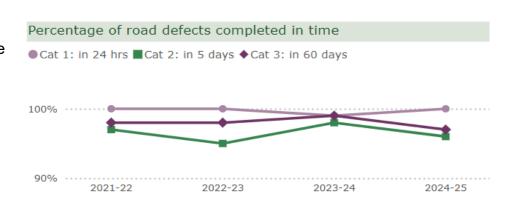
On the following pages we report on a range of measures that show how we are performing across our environmental services and give an update on how we are progressing with some of our projects.

Roads

KPI Name	RAG	Value	Target	Direction of travel
% of Cat 1 road repairs made safe in 24 hrs	On target	100.0%	100.0%	Maintaining
% of Cat 2 road repairs in 5 days	On target	96.0%	85.0%	Declining
% of Cat 3 road repairs in 60 days	On target	97.0%	85.0%	Maintaining
Road Condition Index	On target	29.0%	34.5%	Improving
Fatal injury collisions in Edinburgh	Monitoring only	1.5		Improving
Serious injury collisions in Edinburgh	Monitoring only	32.8		Declining
Slight injury collisions in Edinburgh	Monitoring only	85.3		Declining

Edinburgh has over 940 miles of road for us to maintain and we continue to perform well for all three categories of road repairs. In our Business Plan we set out our ongoing commitment to maximizing the impact of investment in our roads. As part of the budget approved by Council in February 2024, we secured an additional £12.5m annual investment in roads, pavements, lighting and drainage improvements for 2024/25.

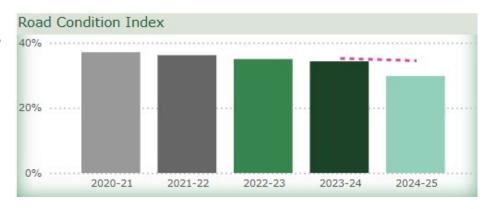
We show strong performance in 2024/25 for all our road defect repairs. These are Category 1 (repairs made safe in 24 hours), Category 2 (repairs complete in 5 days) and Category 3 (repairs complete in 60 days).

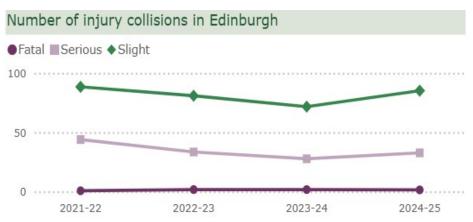


In 2024/25 we treated over 450,000 m2 of roads and 120,000m2 of pavements and paths. The new **roads condition index (RCI) score** of 29.8% represents the largest single year improvement in road condition and the greatest percentage improvement across all Scottish local authorities.

The additional investment in roads, pavement, lighting and drainage continues in 2025/26 and we set out <u>our workplan</u> for the coming year to Transport and Environment Committee in April 2025.

We undertake work to improve the safety of our roads each year and monitor the number of injury collisions that happen in Edinburgh to see progress with the vision for zero casualty targets set nationally. The number of **fatal collisions** in Edinburgh remains low in 2024/25 (at 1.5 collisions on average per quarter), while there were 33 **serious collisions** (on average each quarter) and 85 **slight collisions** (on average each quarter).





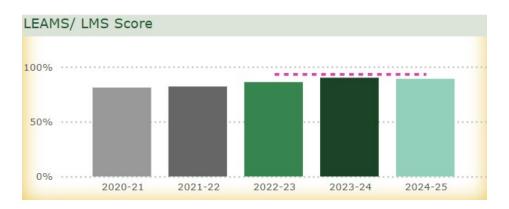
Street cleaning

KPI Name	RAG	Value	Target	Direction of travel
LEAMS Score	▲ Within 5% of target	89.2%	93.0%	Maintaining
Nº: Flytipping and dumping Service Requests	Monitoring only	11,911		Declining
Nº: Street litter Service Requests	Monitoring only	5,455		Declining
Nº: Dog fouling Service Requests	Monitoring only	1,769		Improving
% Flytipping and dumping SRs responded within timescale	Monitoring only	96.9%		Maintaining
% Street littering cleanup SRs responded within timescale	Monitoring only	99.6%		Maintaining
% Dog fouling SRs responded within timescale	Monitoring only	99.6%		Maintaining

Our latest Local Environmental Audit and Management System score (LEAMS) decreased slightly to 89% in 2024/25, after improving scores since 2020/21. We remain behind our target of 93%, however our last 2 audits in the year were only marginally short of this. Benchmarking shows that we are much closer to the national average across Scotland, which is 91.7% and above our benchmarking club, which is 87.5%. We are also higher than both Dundee (83.2%) and Glasgow (86.3%), and very similar to Aberdeen (89.3%).

We are using additional funding on initiatives such as the "Scrub my Streets", which is designed to focus on hard to clean areas. We are also increasing resources and frequency of cleans to target the areas of most need, providing larger capacity litter bins at locations

with persistent issues and trying to reduce the length of time it takes to complete requests, to improve customer satisfaction.



We monitor changes in demand for our services and how we quickly we respond through a number of measures. Over the last five years the number of dog fouling and street litter requests remains low at below 2,000 a year. Meanwhile, the number of flytipping/dumping requests has held steady at just under 12,000 for the last two years. Most of these requests are responded to within the timescales we set ourselves. Over 99% for both dog fouling and street litter requests are responded to within 10 days and almost 97% of flytipping/dumping requests are responded to within 5 days.



Parks and street lighting

KPI Name	RAG	Value	Target	Direction of travel
% of Street lighting emergency repairs complete in 4 hrs	On target	98.0%	95.0%	Maintaining
% of Street lighting urgent repairs complete in 24 hrs	On target	94.0%	70.0%	Declining
% of Street lighting repairs complete in 5 days	On target	53.0%	50.0%	Declining

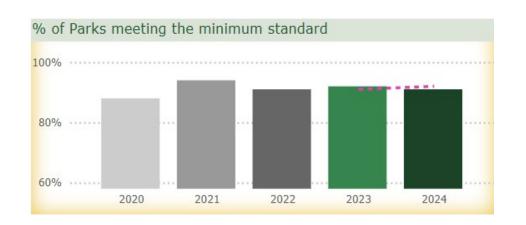
In 2024/25, we replaced 5,849 faulty street light lanterns which completes the lantern replacement programme. We are continuing to perform well for the most urgent street lighting repairs in 2024/25, with 98% and 94% of **emergency and urgent repairs** being completed in time respectively. We will always focus our resources on these repairs first meaning 53% of '5 day repairs' were completed in time. This is however ahead of our target.



KPI Name	RAG	Value	Target	Direction of travel
% of Parks meeting standard	▲ Within 5% of target	91.0%	92.0%	Maintaining

Our parks and open spaces were a key resource during the pandemic as people cherished good quality outside space. People's expectations of our parks can be conflicting and, as noted in our Business Plan, we aim to ensure our parks and greenspaces are safe, well maintained and accessible to all while still being places where wildlife flourishes.

The percentage of parks meeting our minimum parks standard reduced slightly to 91% in 2024 but remains similar to the previous two years. Our investment in our parks and open space continues in 2024/25 and we have delivered a number of improvements to parks throughout the city. This includes new public toilets, play areas and projects to make our parks more accessible. We are also starting our Water of Leith improvements with the additional £150,000 investment in 2024/25. Our Park Lighting projects are also underway as we aim to create safer routes through our parks and open spaces.



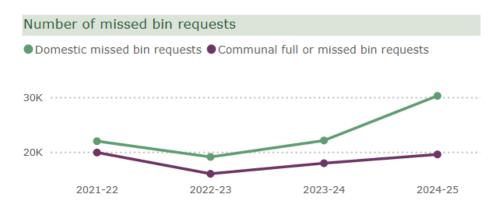
We are adapting our parks and greenspace service to help respond to the Nature Emergency declared in 2023. Our <u>Edinburgh</u> <u>Biodiversity Action Plan programme</u> is being delivered. This year with our partners we have carried out habitat creation, practical conservation work, project delivery and community and volunteer activities all with the aim of increasing resilience in our natural environment.

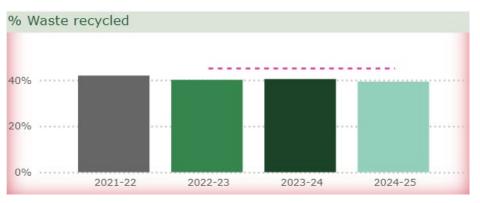
Waste

KPI Name	RAG	Value	Target	Direction of travel
Domestic missed bin requests	Over 5% from target	30,254	21,516	Declining
Communal full or missed bin requests	On target	19,561	22,020	Declining
% Waste recycled	Over 5% from target	39.9%	45.0%	Maintaining

After showing slight fluctuations for the last three years, our domestic kerbside missed bin service requests rose in 2024/25 to over 30,000 and sits behind our target of 21,516. Meanwhile the number of communal missed and full bin service requests showed a smaller rise in 2024/25 to 19,561 (from 17,959 in 2023/24), which is within our target. There were delays in collections in the first quarter of 2024/25 in 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. Once resolved, by the second quarter, there was a large reduction in service requests for missed or overflowing bins.

Our **recycling rate** remains around 40% for the last five years at 39.9% in 2024/25. This is down slightly on last year (at 40.8%) and we remain behind our target of 45%. This is a similar pattern throughout Scotland, where the overall average has remained around 43% for the last 3 years. Our performance compares favourably with the other cities in Scotland, which have similar types





and density of housing, and we generate less waste per person. We are planning a communications campaign targeting behaviour change, by asking residents to reduce waste and increase recycling and are nearing the completion of the Communal Bin Review which has made it easier for residents to recycle. In 2024/25, we completed phase 4 of the Communal Bin Review, as well as the engagement for the next phase covering the Old and New Town, West End and George Street.



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 and grow the

number of affordable houses as well as efficiently processing planning and building applications.

We monitor how we are performing across all these different areas through our Key Performance Indicators shown in the tables and charts below.

Homelessness

KPI Name	RAG	Value	Target	Direction of travel
% Advice only presentations	Over 5% from target	29.5%	35.0%	Maintaining
Avg Homeless case length - housed	Over 5% from target	782	600	Maintaining
Nº: Households in temporary accommodation at month end	Over 5% from target	5,426	4,398	Maintaining
Nº: Households in unsuitable accommodation	Over 5% from target	1,035	594	Improving
Nº: Homeless cases housed	Monitoring only	1,548		Declining

There are unprecedented pressures to meet Edinburgh's growing housing needs and in November 2023 we declared a Housing Emergency. While we continue to see Edinburgh's population grow, we have also seen growth in demand for affordable and social housing due to the impact of world events and the UK and Scottish Government responses to these, and the cost of living crisis.

One way in which we are meeting the rising demands for our housing services is by focusing on prevention. We work to prevent people from becoming homeless through our support and advice services. The percentage of presentations that are advice only has remained fairly steady at 29.5% in 2024/25. Advice only presentations are where we offer support and advice to people to maintain their tenancy to prevent them becoming homeless. As one of our objectives in our Business Plan, we continue to develop services that prevent homelessness and provide support (such as the Multi-Disciplinary Team, the Private Rented Sector Team and the Early Intervention Team). This programme prevented homelessness for 1,340 households in 2024/25. We now have a long-term strategy in place for Temporary Accommodation and this included an agreement to suspend the current policy to increase the supply of suitable temporary accommodation. The first business cases to implement this strategy are due to be considered by Finance and Resources Committee on 9 June 2025.

The increase in numbers of individuals and families presenting as homeless and a high demand for social housing continues. Our average case length has levelled out (at 782 days in 2024/25 and 785 days in 2023/24) after rising from 505 days in 2021/22. However, while the number of households in temporary accommodation







continues to gradually rise (4,657 in 2021/22 rising to 5,426 in 2024/25); the **number of households in unsuitable accommodation** has shown a fall this year (from 1,288 in 2023/24 to 1,035 in 2024/25).

The number of households in temporary accommodation has been impacted by a rise in the number of households who have recently received a positive asylum decision and Ukrainian Displaced Persons. This has increased to 554 households in temporary accommodation this year (as at 31 March 2025), with planning assumptions being an increase to 800 by 31 March 2026. The number of households in unsuitable temporary accommodation has reduced from 1,288 in March 2024 to 1,035 in March 2025. The Council's Letting Policy has been suspended to address this compliance risk.

We have housed between 1,200 and 1,600 households into settled accommodation each year for the last four years with 1,548 in 2024/25.



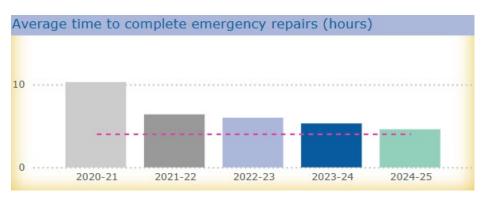
Housing management

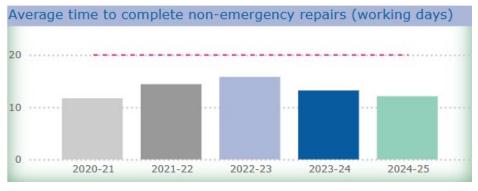
KPI Name	RAG	Value	Target	Direction of travel
Avg Time to complete emergency repairs (hours)	▲ Within 5% of target	4.7	4	Maintaining
Avg Time to complete non-emergency repairs (working days)	On target	12.3	20	Improving
Avg time to re-let properties	Monitoring only	176		Declining
Rent collected as % of total rent due	On target	100.98%	99.0%	Maintaining
Rent lost from empty homes (£)	On target	£2.0M	£2.2M	Improving

The ageing condition of our Council housing stock means there is more work required to bring them up to standard. This increases the time we are taking to prepare houses for people to live in.

We continue to see gradual improvements in the time we are taking to repair our properties. Our **average time to complete emergency repairs** has been reducing over the last five years and at 4.7 hours in 2024/25 we are just behind our target (4 hours). Meanwhile our **average time to complete non-emergency repairs** has reduced over the last two years and at 12.3 days in 2024/25 remains ahead of our target (20 days). The timely closure of jobs, reducing the number of jobs complete but left open on the system and ensuring tenants receive a quality service within service standards are priority areas for improvement.

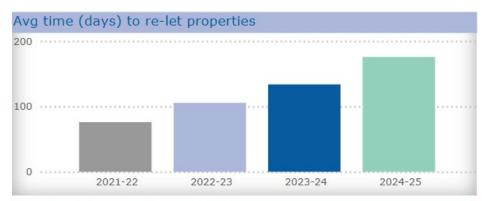
The **average time to re-let our properties** is higher in 2024/25 (176 days) compared to 2023/24 (134 days) and is more than double the





time in 2020/21 (69 days). Our annual **rent loss for empty homes** was £2.0M, which is similar to levels in 2023/24. We are increasing resources to help carry out repairs quicker and bring properties that have been out of use for a long time back up to the lettable standard. This has meant that the average "time to let" and the amount of rent we lose has been high.

We consistently collect a high percentage of the rent that is due to us and our key objective is to maximise the amount of rent collected, whilst at the same time balancing tenancy sustainment and the prevention of homelessness. We collected 100.9% of the rent due in 2024/25. This was mostly due to decreases in both current and former tenancy arrears between 2023/24 and 2024/45, helped by the prevention work being carried out and the addition of an extra rent week.







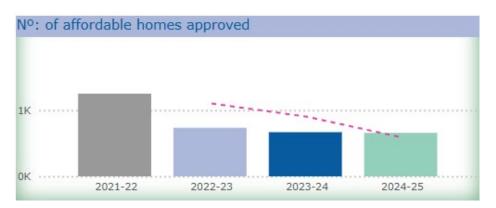
Housing development

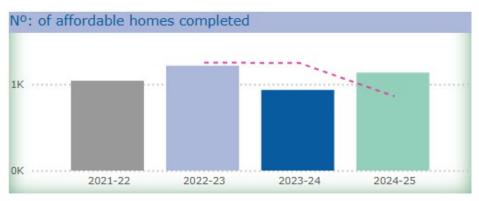
KPI Name	RAG	Value	Target	Direction of travel
Nº: of affordable homes approved	On target	658	587	Maintaining
Nº: of affordable homes completed	On target	1,135	860	Improving

We work with our partners to deliver housing and support services for residents of Edinburgh. Our ambition to provide more affordable housing has been hindered by increasing costs, reduced funding and reduced return on investment meaning developers are less willing to commit to building. We need to ensure the mix of housing in Edinburgh meets the needs of its residents. In particular we are focussed on increasing the number of social and affordable homes.

Since the 20,000 homes commitment was made in 2017 and subsequently revised to a 25,000 target, around 9,600 new affordable homes have been approved and around 9,000 completed.

Despite initial projections of a severely limited number of approvals in 2024/25, the revised phasing of projects from our delivery partners brought forward the use of private finance to fund projects. The additional £14.8M National Acquisition Fund allowed the purchase of new and second-hand homes which helped to deliver a final **approval** figure of 658. This exceeded both the initial projection of and revised in-year target of approvals of 642. The final figure of 1,135 **complete homes** also exceeded targets. This is due to the additional units secured through the National Acquisition Fund and other projects completing ahead of schedule





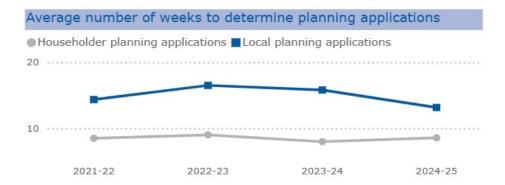
Planning and building standards

KPI Name	RAG	Value	Target	Direction of travel
Avg No: wks to determine local planning applications	On target	13.2	14.4	Improving
Avg No. wks to determine householder planning applications	On target	8.5	8.9	Declining
% Building warrants issued within 10 days	On target	94.3%	90.0%	Improving

The average time to determine local planning applications (at 13.2 weeks in 2024/25) has improved since last year (15.8 weeks in 2023/24) and over the longer term, meeting its target. Householder planning applications determinations in 2024/25 (8.5 weeks) has increased slightly on 2023/24 (8 weeks) but has met our target. We continue to receive a high number of applications for short-term let use requiring a dedicated resource to process these and handle subsequent appeals. Whilst this has an impact on capacity and resources, the service has been able to maintain its targets in determining applications within the national average timescales.

The Planning Service won the title of Planning Authority of the Year at the Royal Town Planning Institute Scotland Awards for Planning Excellence. Further awards were also received for two major projects, Rowanbank Gardens and the Edinburgh Futures Institute.

The percentage of building warrants issued within 10 days has stayed consistently high throughout 2024/25 with an average of 94.3% issued on time, which is ahead of our target of 90%. The service has shown strong performance, which has been increasing





for the last two years. The service also received a high satisfaction rating, beating the national target.