# Public Performance Scorecard

# 2023-24 Q3

## Overview

This is our second Public Performance Scorecard and it gives an overview of how we are performing. It focuses on giving a picture of the day to day running of Council services and contains a range of indicators. These cover services that a large proportion of the residents of Edinburgh use or where there is a high level of public interest. This report will be updated on a quarterly basis.

For each indicator, we show:

• the latest data available

• current target – allowing us to give each indicator a RAG status

• performance during the previous year (to show short term changes in performance)

• previous performance through a four year average (to show longer 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.

Please contact Data, Performance and Business Planning if you require to see the data tables for any of the indicators.

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## 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

* 28 (37%) are on or ahead of target.
* 17 (23%) are behind target by 5% or less.
* 10 (13%) are behind target by more than 5%.
* 13 (17%) are monitoring only indicators.
* 7 (9%) will have an end of year target.

“Monitoring only “is for those 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.

Of the ﻿75﻿ KPIs, we have assigned a direction of travel for 67 of the KPIs comparing performance with the previous reporting period. We have not assigned a direction of travel for 8 KPIs due to either the data not being comparable to previous year figures (due to changes in recording or calculation) or where it is a new indicator.

### Direction of travel

* 15 are maintaining: performance has remained the same as in the same period last year (within 2% of last year).
* 28 are improving: performance has improved on last year (more than 2% change on last year).
* 24 are declining: performance has declined on last year (more than 2% change on last year).
* 8 do not have an applicable direction of travel: 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.

## Adult Social Care

#### Number of people waiting for a package of care

* RAG: End of year target
* Value: 295
* Target: 564
* Direction of travel: Improving
* Last update: 31 December 2023

#### Number of people waiting for a package of care

* RAG: End of year target
* Value: 136
* Target: 564
* Direction of travel: Improving
* Last update: 30 November 2023

#### Commentary

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

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

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

Further detail on the Health and Social Care partnership performance can be found in [their](https://www.edinburghhsc.scot/the-ijb/performance/) [performance pages](https://www.edinburghhsc.scot/the-ijb/performance/).

## Children, Families and Community

### Education

#### Percentage of Primary pupils achieving literacy

* RAG: Within 5% of target
* Value: 77.3%
* Target: 78.5%
* Direction of travel: Maintaining
* Last update: 31 July 2023

#### Percentage of Primary pupils from deprived areas achieving literacy

* RAG: Within 5% of target
* Value: 64.4%
* Target: 65%
* Direction of travel: Improving
* Last update: 31 July 2023

#### Percentage of Primary pupils who are Looked After achieving literacy

* RAG: On target
* Value: 40%
* Target: 38.5%
* Direction of travel: Improving
* Last update: 31 July 2023

#### Percentage of Primary pupils achieving numeracy

* RAG: Within 5% of target
* Value: 83.7%
* Target: 84.5%
* Direction of travel: Maintaining
* Last update: 31 July 2023

#### Percentage of Primary pupils from deprived areas achieving numeracy

* RAG: Within 5% of target
* Value: 72.3%
* Target: 74%
* Direction of travel: Maintaining
* Last update: 31 July 2023

#### Percentage of all leavers achieving 1 or more awards at SCQF Level 6 or higher

* RAG: Within 5% of target
* Value: 68.4%
* Target: 73%
* Direction of travel: Declining
* Last update: 31 July 2023

#### Percentage of all leavers from deprived areas achieving 1 or more awards at SCQF Level 6 or higher

* RAG: Over 5% from target
* Value: 44.9%
* Target: 53%
* Direction of travel: Declining
* Last update: 31 July 2023

#### Percentage of all leavers achieving 1 or more awards at SCQF Level 5 or higher

* RAG: On target
* Value: 88.6%
* Target: 88.5%
* Direction of travel: Maintaining
* Last update: 31 July 2023

#### Percentage of all leavers from deprived areas achieving 1 or more awards at SCQF Level 5 or higher

* RAG: On target
* Value: 79.6%
* Target: 78.5%
* Direction of travel: Maintaining
* Last update: 31 July 2023

#### Positive Destinations for School Leavers

* RAG: On target
* Value: 95.3%
* Target: 95%
* Direction of travel: Maintaining
* Last update: 31 July 2023

#### Percentage of parents receiving funded Early Learning and Childcare through their preferred model of delivery

* RAG: On target
* Value: 91.2%
* Target: 85%
* Direction of travel: Improving
* Last update: 31 July 2023

#### Commentary

There are just over 30,000 children in our 90 primary schools in Edinburgh. Primary school attainment measures show an improvement in our 2022/23 performance compared to 2021/22 with the gap narrowing and improved performance for learners living in highest levels of deprivation, down 2 percentage points from 2021/22 to 22% in 2022/23 for literacy and down 1 percentage point in numeracy for the same time period.

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

There are just over 23,000 young people in our 23 secondary schools in Edinburgh. Due to the change in assessment methods during the pandemic, secondary school performance is not comparable between 2019/20, 2020/21, and 2021/22. However, in-year comparisons show a decreasing gap between ‘all pupils’ and ‘pupils from deprived areas’ - down to 9 percentage points for SCQF level 5 awards (88.6 compared to 79.6). For S4, S5 and S6 pupils, the attainment in our schools has improved relative to the virtual comparator in most measures.

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

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

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

### Children services

#### Children on the Child Protection Register as a rate per 1,000 population

* RAG: On target
* Value: 1
* Target: 2.2
* Direction of travel: Improving
* Last update: 31 December 2023

#### Looked After Children as a rate per 1,000 population

* RAG: On target
* Value: 10.3
* Target: 12.3
* Direction of travel: Improving
* Last update: 31 December 2023

#### Percentage of Children’s Services cases that are allocated

* RAG: Over 5% from target
* Value: 91.1%
* Target: 100%
* Direction of travel: Not applicable
* Last update: 31 December 2023

#### Percentage of children with 3 or more placements in a year

* RAG: Within 5% of target
* Value: 5.4%
* Target: 5%
* Direction of travel: Not applicable
* Last update: 31 December 2023

#### Commentary

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

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

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

### Community – Libraries

#### Number of active library users

* RAG: On target
* Value: 97,882
* Target: 85,303
* Direction of travel: Not applicable
* Last update: 31 December 2023

#### Number of library loans – physical

* RAG: Monitoring only
* Value: 296,511
* Target: Not applicable
* Direction of travel: Declining
* Last update: 31 December 2023

#### Number of library loans - digital (e-books and e-audiobooks)

* RAG: Monitoring only
* Value: 99,710
* Target: Not applicable
* Direction of travel: Improving
* Last update: 31 December 2023

#### Number of digital downloads and streaming (excluding e-books and e-audiobooks)

* RAG: Monitoring only
* Value: 882,945
* Target: Not applicable
* Direction of travel: Improving
* Last update: 31 December 2023

#### Commentary

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

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. You can find out more about our library services and how to access them by clicking on the following link - [library services](https://www.edinburgh.gov.uk/libraries)

### Community – involving people

#### Number of consultation or engagement activities that went live in the last quarter

* RAG: Monitoring only
* Value: 25
* Target: Not applicable
* Direction of travel: Not applicable
* Last update: 31 December 2023

#### Number of responses in total for closed consultation or engagement activities each quarter

* RAG: Monitoring only
* Value: 9,411
* Target: Not applicable
* Direction of travel: Not applicable
* Last update: 31 December 2023

#### Commentary

We continue to try to involve communities and residents in our decision making by running consultations and engagement activities. Between Oct – Dec 2023, we had 25 consultations/ engagement activities open which is a similar number to Oct - Dec 2022 activity (23). To see current consultations, please go to [our consultation hub](https://consultationhub.edinburgh.gov.uk/).

### Community – keeping people safe

#### Percentage of community payback orders successfully completed

* RAG: On target
* Value: 87.5%
* Target: 75%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Number of Antisocial Behaviour complaints received per 10K population

* RAG: Monitoring only
* Value: 87.5%
* Target: 75%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Commentary

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

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

## Climate Change

#### Council’s emissions (in ktCO2e)

* RAG: Within 5% of target
* Value: 61.1
* Target: 189.6 (3 years target)
* Direction of travel: Improving
* Last update: 31 March 2023

## Customer and Corporate Services

### Customer contact

#### User satisfaction with contact centre

* RAG: Within 5% of target
* Value: 71.6%
* Target: 75%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Percentage of phone calls answered within 60 seconds

* RAG: On target
* Value: 70%
* Target: 60%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Number of calls handled

* RAG: Monitoring only
* Value: 39,917
* Target: Not applicable
* Direction of travel: Not applicable
* Last update: 31 December 2023

#### Rate of calls abandoned as a proportion of All Calls Handled

* RAG: Within 5% of target
* Value: 11.3%
* Target: 10%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Commentary

We receive around 40,000 calls a month to our customer contact centre and we answered 70% of those within 60 seconds in December 2023. People hang up before their call is answered in 11.3% of calls and we are aiming to reduce that to 10% which would bring us back in line with our four year average (9%). Customer contact satisfaction is fairly steady at around 70% and was 71.6% in Dec 2023. This is just behind our target of 75%. The Contact Team actively works with the relevant services and follow up on any calls resulting in a dissatisfied survey result.

### Customer transactions

#### Days to process Discretionary Housing Payments claims

* RAG: On target
* Value: 11
* Target: 30
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Days to process Community Care Grant scheme applications

* RAG: On target
* Value: 10.7
* Target: 15
* Direction of travel: Declining
* Last update: 31 December 2023

#### Days to process Crisis Grant Scheme applications

* RAG: On target
* Value: 1.8
* Target: 2
* Direction of travel: Improving
* Last update: 31 December 2023

#### Days to process Benefit Change of Circumstances

* RAG: Over 5% from target
* Value: 17
* Target: 8
* Direction of travel: Declining
* Last update: 31 December 2023

#### Days to process New Benefit Claims

* RAG: On target
* Value: 13
* Target: 28
* Direction of travel: Improving
* Last update: 31 December 2023

#### Commentary

We process grants and benefit claims as quickly as we can and our performance for three out of our five processing time measures are consistently ahead of target (new benefit claims, crisis grants and community care grants). Our processing time for benefit change of circumstances shows a decrease in Oct - Dec 2023 as we've completed the free school meals/ clothing grants activities that arises at the start of the new school year. Discretionary Housing Payments are trending in line with previous years. Awards are subject to a 6 month review in 2023/24 and this work is under way. It is anticipated that as this work is finalised, performance has started to return to normal levels.

### Finance

#### Proportion of Council Tax collected

* RAG: Within 5% of target
* Value: 77.6%
* Target: 78.4%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Proportion of Business Rates collected

* RAG: Within 5% of target
* Value: 66.9%
* Target: 78.4%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Percentage of invoices paid within 30 days

* RAG: On target
* Value: 95.6%
* Target: 95.0%
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Percentage of new regulated council contracts that have applied Fair Work criteria where relevant in the tender documents

* RAG: Monitoring only
* Value: 87.0%
* Target: Not applicable
* Direction of travel: Not applicable
* Last update: 31 March 2023

#### Percentage of revenue spend placed with contracted suppliers

* RAG: Over 5% from target
* Value: 82.7%
* Target: 93.0%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Council's projected Revenue outturn

* RAG: On target
* Value: 99.9%
* Target: 100.0%
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Percentage of suppliers committed to paying the living wage

* RAG: On target
* Value: 82.0%
* Target: 72.0%
* Direction of travel: Declining
* Last update: 31 March 2023

#### Commentary

We know it’s important for local suppliers to be paid on time, and we have high performance, above 95% of invoices paid within 30 days. Both our Council Tax and Business Rate collections continue to accumulate as we move through 2023. At December 2023 we had collected 77.6% of Council Tax due this year and 66.9% of Business Rates. These are similar to last year’s level. Late legislative changes in February 2023 to Business Rates impacted collection.

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.

### HR and compliance

#### Lost working time due to ill-health absence

* RAG: Within 5% from target
* Value: 6.3%
* Target: 4.0%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Council gender pay gap

* RAG: On target
* Value: 1.3%
* Target: 3.0%
* Direction of travel: Improving
* Last update: 31 March 2023

#### Percentage of Freedom of Information requests answered within statutory timescales

* RAG: Within 5% of target
* Value: 86.8%
* Target: 100.0%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Commentary

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

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

## Environmental services

### Roads

#### Percentage of Emergency Cat 1 Road Defects made safe within 24 hours

* RAG: Within 5% of target
* Value: 88%
* Target: 100%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Percentage of Cat 2 Priority Road Defects repaired within 5 working days

* RAG: On target
* Value: 98%
* Target: 85%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Percentage of Cat 3 Priority Road Defects repaired within 60 working days

* RAG: On target
* Value: 100%
* Target: 85%
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Road Condition Index

* RAG: On target
* Value: 34.3%
* Target: 35.2%
* Direction of travel: Improving
* Last update: 31 March 2024

#### Commentary

There are just over 940 miles of roads across Edinburgh.

We continue to show high performance for road defects repairs and are consistently above 98% for all three priorities (emergency Category 1; 5 day Category 2; and 60 day Category 3). We have only narrowly missed the target in December 2023 for emergency repairs, as we saw an increase in the number of defects needing repaired, due to adverse weather conditions.

Performance is expected to improve again in January 2024. The most recent Road Condition Index survey shows that 34.3% of our network requires maintenance. This is an improvement compared with the previous year (35%) and we have started to see the benefits of additional investment in our roads.

### Street cleaning

#### Number of Dog Fouling Cleanup Service Requests

* RAG: Monitoring only
* Value: 351
* Target: Not applicable
* Direction of travel: Declining
* Last update: 31 December 2023

#### Number of Street Littering Cleanup Service Requests

* RAG: Monitoring only
* Value: 1,056
* Target: Not applicable
* Direction of travel: Declining
* Last update: 31 December 2023

#### Number of Flytipping & Dumping Service requests

* RAG: Monitoring only
* Value: 2,785
* Target: Not applicable
* Direction of travel: Declining
* Last update: 31 December 2023

#### Litter Monitoring System Score

* RAG: Over 5% from target
* Value: 86.3
* Target: 93
* Direction of travel: Improving
* Last update: 31 March 2023

#### Commentary

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

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

We also monitor demand for our services and so report on the number of requests we receive to respond to fly-tipping, street littering, and dog fouling. All three measures show fluctuations across the last 4 years.

### Parks and street lighting

#### Percentage of Parks meeting the minimum standard

* RAG: On target
* Value: 92%
* Target: 92%
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Percentage of emergency street lighting repairs completed within 4 hours

* RAG: On target
* Value: 100%
* Target: 95%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Percentage of street lighting urgent 24 hour repairs completed in time

* RAG: On target
* Value: 83%
* Target: 75%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Percentage of street lighting 5-day repairs completed in time

* RAG: On target
* Value: 53%
* Target: 50%
* Direction of travel: Declining
* Last update: 31 December 2023

#### Commentary

**Parks**

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

**Street lighting**

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

### Waste

#### Domestic kerbside missed bin service requests

* RAG: On target
* Value: 1,674
* Target: 1,793
* Direction of travel: Declining
* Last update: 31 December 2023

#### Communal domestic full bin service requests

* RAG: On target
* Value: 1,723
* Target: 2,280
* Direction of travel: Declining
* Last update: 31 December 2023

#### Percentage of domestic waste recycled

* RAG: Within 5% of target
* Value: 44.1%
* Target: 45%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Commentary

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

## Housing

### Homelessness

#### Percentage of households which seek housing advice but do not go on to present as homeless

* RAG: Within 5% of target
* Value: 31.8%
* Target: 35%
* Direction of travel: Improving
* Last update: 31 December 2023

#### Number of households accessing settled housing

* RAG: Monitoring only
* Value: 61
* Target: Not applicable
* Direction of travel: Declining
* Last update: 31 December 2023

#### Average time to house homeless households

* RAG: Over 5% from target
* Value: 739
* Target: 400
* Direction of travel: Declining
* Last update: 31 December 2023

#### The total number of households in temporary accommodation on last day of the month

* RAG: Over 5% from target
* Value: 4,904
* Target: 4,792
* Direction of travel: Declining
* Last update: 31 December 2023

#### No of households in Unsuitable Temporary Accommodation on last day of month

* RAG: Over 5% from target
* Value: 1,269
* Target: 1,066
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Commentary

The number of homeless cases accessing settled housing has been consistent over the last 3 quarters averaging at 314 per quarter. Monthly data shows more variation with only 113 households securing settled housing in December 23. The proportion of advice only presentations to homelessness services in the first three quarters of 2023/24 is higher than the same period in 2022/23, returning to levels seen pre-pandemic whilst being behind our target (35%).

The Council has invested in services to prevent homelessness and support people to move on from temporary accommodation. At the end of quarter three services have prevented homelessness for 320 households and supported 520 households to move on from temporary accommodation. The average time for homeless cases to be rehoused continues to fluctuate but has shown a generally increasing trend (795 days for Oct-Dec 2023) but remains higher than last year and behind our target (400 days).

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

### Housing management

#### Average length of time to re-let properties

* RAG: Monitoring only
* Value: 143
* Target: Not applicable
* Direction of travel: Declining
* Last update: 31 December 2023

#### Rent collected as percentage of total rent due in the reporting year

* RAG: End of year target
* Value: 98.6%
* Target: Not applicable
* Direction of travel: Maintaining
* Last update: 31 March 2023

#### Value of rent lost through empty homes

* RAG: End of year target
* Value: £1.7M
* Target: £2.2M
* Direction of travel: Improving
* Last update: 31 December 2023

#### Average time to complete emergency repairs (hours)

* RAG: Over 5% of target
* Value: 5.6
* Target: 4
* Direction of travel: Improving
* Last update: 31 December 2023

#### Average time to complete non-emergency repairs (working days)

* RAG: On target
* Value: 10.8
* Target: 20
* Direction of travel: Improving
* Last update: 31 December 2023

#### Commentary

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

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

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

### Housing development

#### Number of affordable homes approved

* RAG: End of year target
* Value: 329
* Target: 902
* Direction of travel: Improving
* Last update: 31 December 2023

#### Number of affordable homes completed

* RAG: End of year target
* Value: 493
* Target: 1,247
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Commentary

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

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

### Planning and Building Standards

#### Average number of weeks to determine non-householder applications (Local applications - excludes short term lets)

* RAG: Within 5% of target
* Value: 14.7
* Target: 14.4
* Direction of travel: Improving
* Last update: 31 December 2023

#### Average number of weeks for Householder Planning Applications to be determined

* RAG: On target
* Value: 7.7
* Target: 8.9
* Direction of travel: Improving
* Last update: 31 December 2023

#### Percentage of building warrants issued within 10 days

* RAG: Within 5% of target
* Value: 89%
* Target: 90%
* Direction of travel: Maintaining
* Last update: 31 December 2023

#### Commentary

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

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

## Glossary

### Children, Families and Communities

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.

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.

Positive Destination:A positive destination includes work, training or further study.

Achieving Literacy:Literacy is based on three individual components: Listening and Talking, Reading and Writing. A pupil has achieved the expected level of literacy (dependent on their stage) if they have achieved the expected level in each of the three individual components.

Achieving Numerary**:** A pupil has achieved numeracy (dependent on their stage) if they have achieved the expected level numeracy and mathematics.

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%.

SCQF Level 6 or higher:Scottish Credit and Qualifications Framework (SCQF) at level 6 or above.

SCQF Level 5 or higher:Scottish Credit and Qualifications Framework (SCQF) at level 5 or above.

Virtual Comparator:Schools around Scotland which have the same backgrounds as those of our schools. This gives a fair way of comparing our own performance to that of a similar group so that we can see where there is strength and weaknesses.

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.

### Climate change

Council Emissions:Council emissions are mostly through the following sources: energy (buildings and lighting), waste, fleet and transport.

### 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 assessment minimum level of 60%.

Road Condition Index:The Road Condition Index (RCI) provides information about which sections of a network should be considered for planned maintenance soon, which sections should be investigated to determine the optimum time for maintenance and which sections are generally in a good state of repair. The Road Condition Index in Scotland is the proportion of the network falling within Red and Amber. Red - in poor overall condition which are likely to require planned maintenance soon. Amber - Lengths where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment.

Road Repairs:Road repairs are diagnosed through inspection using a risk-based approach. The inspection takes in to account the potential likelihood of an incident if the defect is untreated and the consequences of that. This then determines how quickly the defect should be repaired using the Cat 1, 2 and 3 repair timescales.

Street lighting repairs:Street lighting repairs are categorised by the nature of the repair required and the potential severity of it not being repaired. Emergency repairs, which include missing panels, exposed wiring and hanging light covers that may cause a threat to safety, will aim to be repaired within 4 hours.

### Housing

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.

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.

Settled Housing:Settled housing refers to secure, medium to long term accommodation. The principal characteristic is that the occupier has security of tenure/residence in their usual accommodation in the medium to long term, or is part of a household whose head holds such security or tenure/residence. In homeless terms, it is a household who is rehoused in either a Local Authority (LA) or Registered Social Landlord (RSL) tenancy.

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.