

Public Performance Scorecard

2026-27 Q1

EDINBVRGH
THE CITY OF EDINBURGH COUNCIL

Overview

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

For each indicator, we show:

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

The indicators are shown under the following six themes:

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

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

Data, Performance and Business Planning



HAPPY TO TRANSLATE

If you would like this document in another language or format such as Braille, large print or a translation, please email the Interpretation and Translation Service at its@edinburgh.gov.uk quoting the unique reference number 26-1002 - 2026Q1_PPS_PDF_Accessible

Overview - themes

Adult Social Care

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

Children, Families and Communities

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

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

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

Climate Change

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

Customer and Corporate Services

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

Environmental Services

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

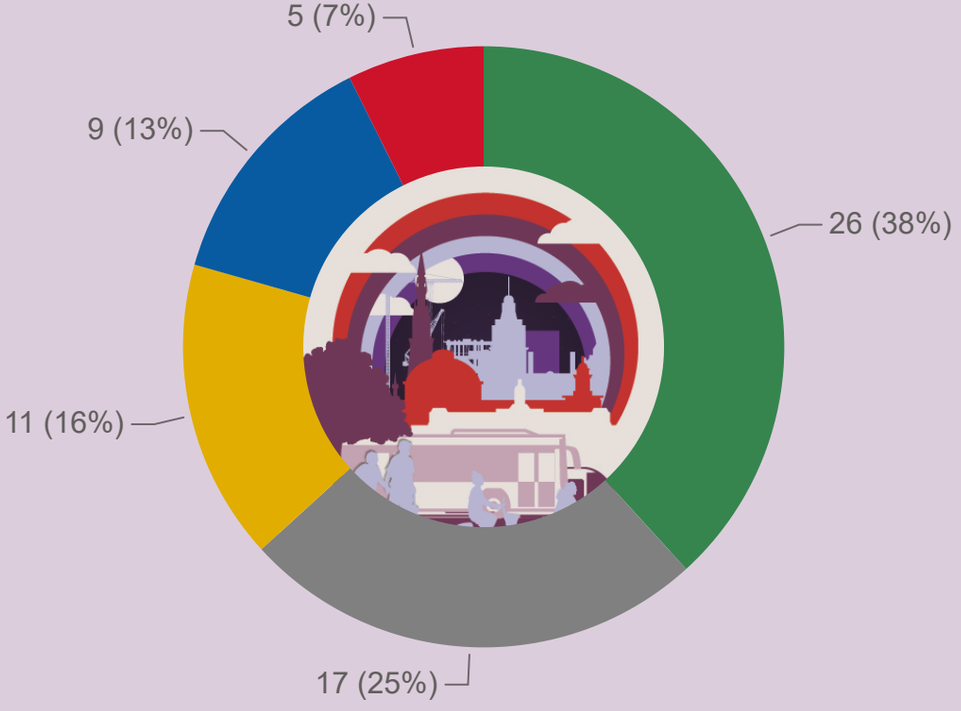
Housing

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

How are we performing this quarter?

2026-27 Q1

Overview - All indicators



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

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

Of the 68 monthly or quarterly KPIs, we have assigned a direction of travel for 63 of the KPIs comparing performance with the previous reporting period. We have not assigned a direction of travel for 9 KPIs due to either the data not being comparable to previous year figures (due to changes in recording or calculation) or where it is a new indicator.

Direction of travel	Definitions	Count
Maintaining	Performance has remained the same as in the same period last year (within 2% of last year)	16
Improving	Performance has improved from same period last year (more than 2% change on last year)	22
Declining	Performance has declined from same period last year (more than 2% change on last year)	20
Not applicable	Comparing performance to last year is not appropriate where a measure is tracking demand	10

Why some indicators do not have a target?

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

Longer term performance charts

We also include charts to show changes in performance over the longer term. Monthly figures are collated into quarters so that up to five years of data can be shown. Targets are shown as a dotted pink line where possible.



Adult Social Care

2026-27 Q1

Adult Social Care

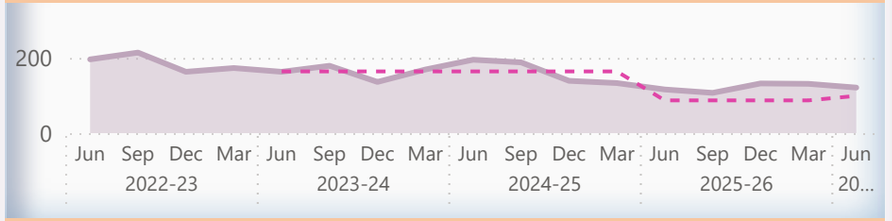
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
1.1	Nº: People waiting for discharge from hospital		121	99	Declining	30 June 2026
1.2	Nº: People waiting for package of care		458		Declining	30 June 2026
1.5	DTI assessments started		622		Not applicable	30 June 2026

The **number of people who were waiting in hospital for discharge** has been gradually decreasing from 195 in June 2024 to 121 in June 2026. We have set a target of 99 for Mar 27 as we work to continue this longer term downward trend. These figures remain lower than the pre-pandemic average over 2017-19 (206).

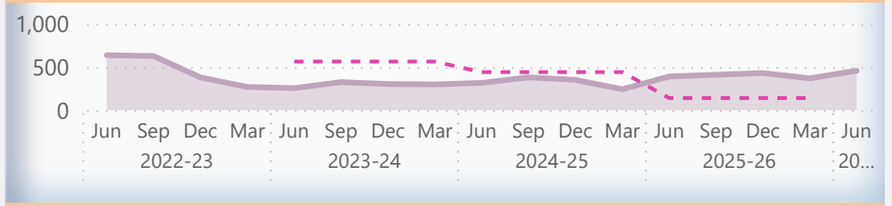
Due to the change in our internal service model, from June 2025, the number of **people waiting on a package of care (458)** now includes people in the EHSCP Reablement service, in receipt of short-term care, who are ready for transfer to an external care provider. This equates to over 100 people. We are continuing to work with care at home providers to grow their capacity. These figures remain lower than the pre-pandemic average over 2017-19 which was 670.

When concerns are raised with us about the safety of an individual, we make **adult support and protection inquiries** (called Duty to Inquiry assessments) to establish risk and need. Our revised systems and practices are embedded with earlier preventative signposting which resulted in a reduction of these assessments. The number has levelled off at around 600 since Jul to Sep 2024 .

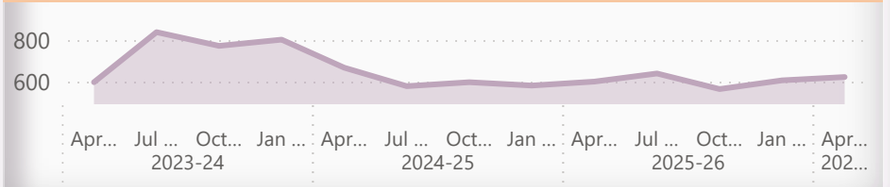
Nº: People waiting for discharge from hospital



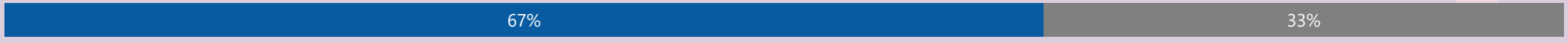
Nº: People waiting for package of care



DTI assessments started



End of year target Monitoring only





Adult Social Care (cont.)

2026-27 Q1

Adult Social Care

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
1.3	People receiving a package of care		5,685		Not applicable	30 June 2026
1.4	People supported in care and nursing homes		2,498		Not applicable	30 June 2026
1.6	% of care services rated 'Good' or above by Care Inspectorate		97.4%		Not applicable	30 June 2026

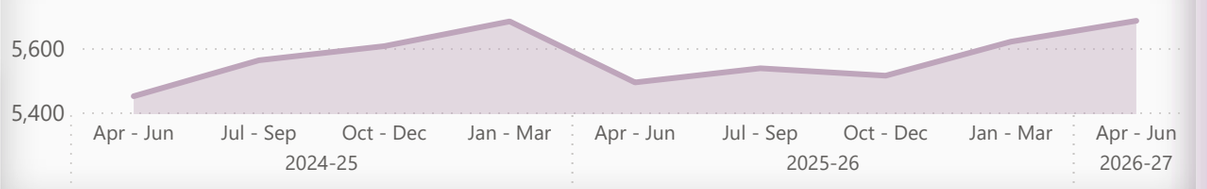
We provide social care support to over 21,500 people.

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

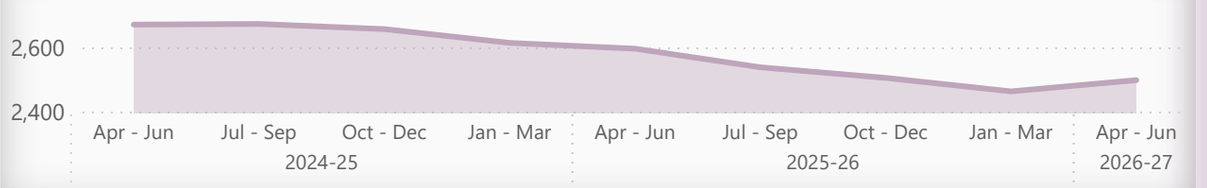
There has been a gradual rise in the number of people **receiving social care in their own homes** each week, with almost 2,700 people receiving this support at the end of June 2026. Meanwhile almost 2,500 people are cared for in **residential/nursing homes**.

The third indicator shows the percentage of care services provided by us in Edinburgh with a minimum grade that is 'Good' (4) or above in their latest Care Inspectorate inspection (with 6 being the highest grade). Our **Care Inspectorate gradings** have been gradually rising over the longer term and consistently above 98% of our services had a minimum grade of 'Good' or above since Oct 25.

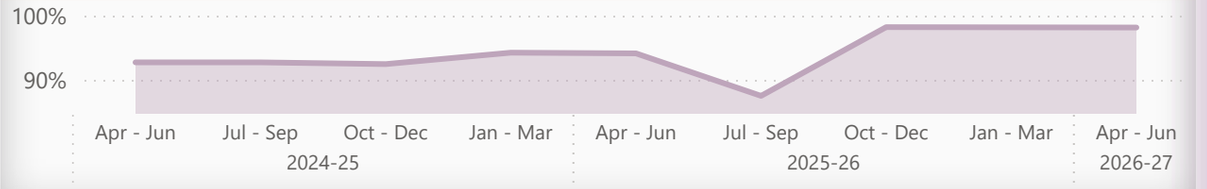
People receiving a package of care



People supported in care and nursing homes



% of care services rated 'Good' or above by Care Inspectorate



Monitoring only



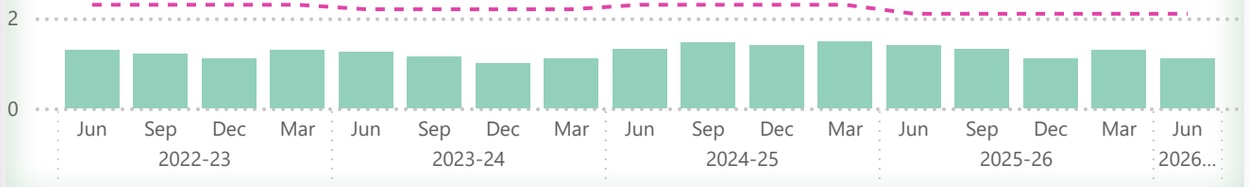
Children Services

2026-27 Q1

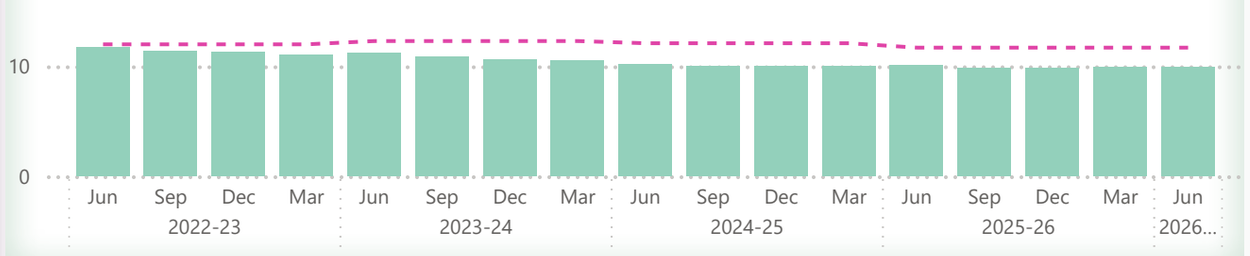
Children, Families and Community

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
3.1	Nº: Children on child protection register (per 1K population)		1.1	2.1	Improving	30 June 2026
3.2	Looked after children (per 1K population)		10.0	11.7	Maintaining	30 June 2026

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



Looked after children (per 1K population)



The number of children requiring formal **Child Protection registration** fluctuates between 1.48 and 1.11 over the last two years. It remains below the national rate of 2.1. When a child protection issue is raised, we work quickly to identify risks and provide the appropriate level of support.

Our **rate of looked after children** is below the national average rate of 11.7, and **remains fairly steady** sitting around 10 since Jun 24.

On target Within 5% of target





Children Services (cont.)

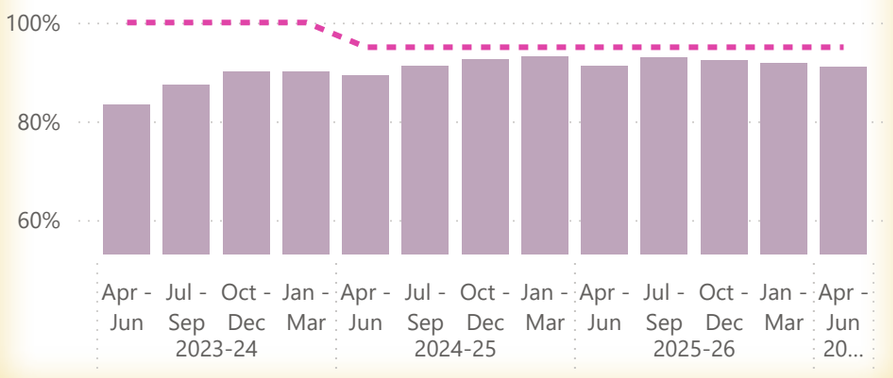
2026-27 Q1

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
3.3	% Children's Services cases that are allocated	▲	91.4%	95.0%	Maintaining →	30 June 2026
3.4	% Children with 3 or more placements in a year	▲	6.6%	5.0%	Maintaining →	30 June 2026

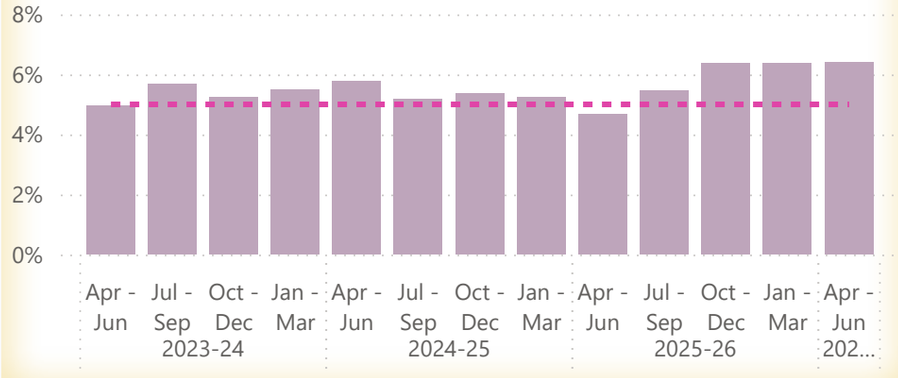
We include two other measures to give a broader picture of how we support children and young people. The '**percentage of children's services cases that are allocated**' has been above 90% since Aug 24, but we are yet to reach our target of 95%. The second measure is '**children with 3 or more placements in a year**'. The proportion of children with 3 or more placements in a year is higher than last year but has been around 6.4 for the last three quarters. Some of these will be due to emergency placements where children require to be placed quickly.

Children, Families and Community

% Children's Services cases that are allocated



% Children with 3 or more placements in a year



On target Within 5% of target

50% 50%



Community - libraries

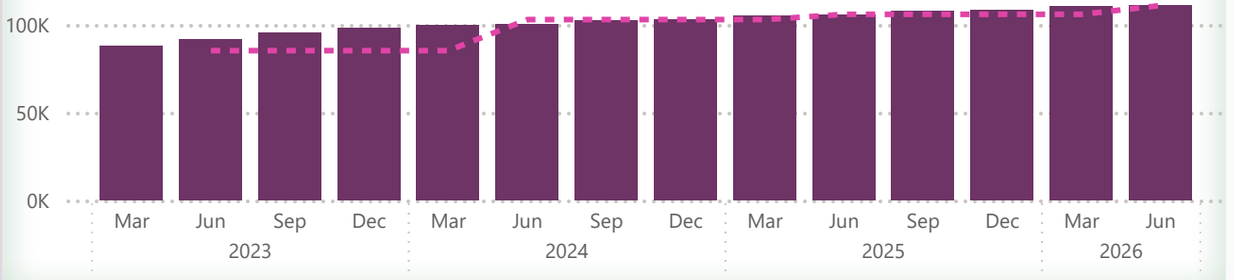
2026-27 Q1

Children, Families and Community

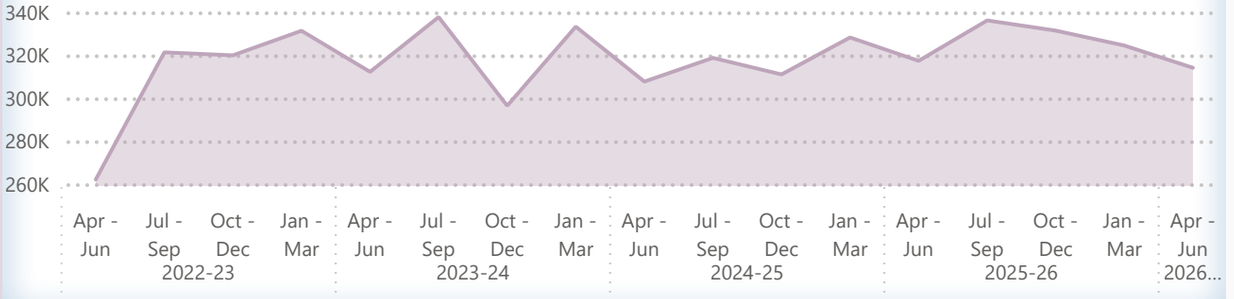
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.4	No. of active library users		111,135	111,000	Improving	30 June 2026
4.6	Nº: Library loans - physical		314,187	1,315,000	Maintaining	30 June 2026

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

No. of active library users



Nº: Library loans - physical



Our four library measures show how people access libraries and the services we offer.

We continue to see more and more **people regularly using our libraries**, with over 111,000 active users at the end of June 2026. However, we have seen a slight decrease in the number of physical library loans in the first quarter. This is in line with the trend at this time of year. Our future Libraries Strategy is aiming to improve access and collections through the re-introduction of self-service kiosks in some libraries and to improve the citywide distribution of stock.

A temporary library beside Davidson Mains Primary school is now open. The temporary building will provide access to library services while we continue work on a long-term plan for the library and other community services in the area.

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





Community - libraries (cont.)

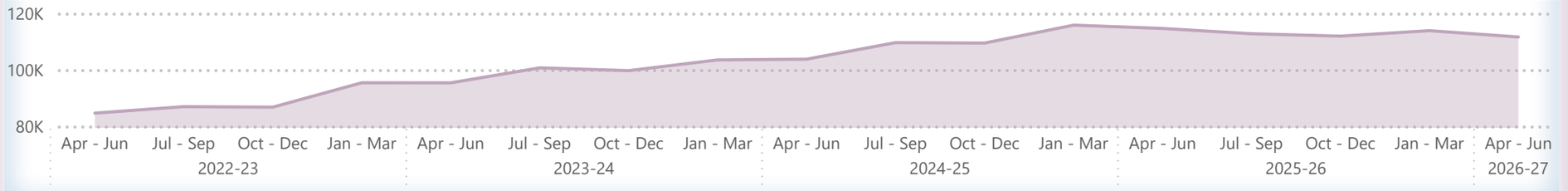
2026-27 Q1

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.7	Nº: Library loans - digital (e-books and e-audiobooks)		111,626	457,000	Declining	30 June 2026
4.8	Nº: Digital downloads and streaming		997,153	4,050,000	Improving	30 June 2026

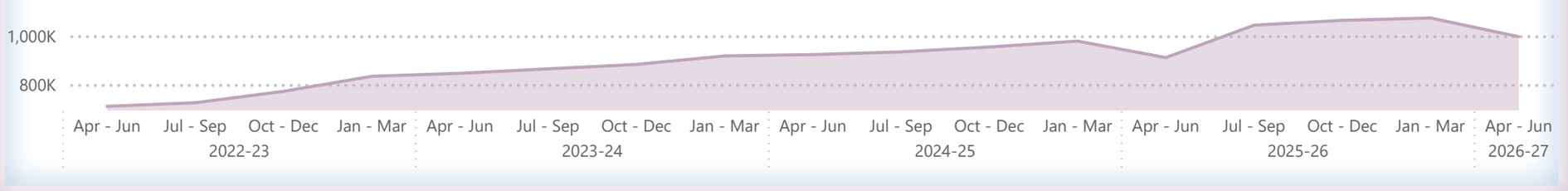
Children, Families and Community

Our digital offering has expanded significantly over the last few years but we see a levelling out of the number of **digital loans, downloads and streams** over the past two years. We are looking to improve the library's digital collection of books and resources to cater to different reading and learning interests. We also offer support people to help develop their digital skills, improve their confidence and access quality online resources.

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



Nº: Digital downloads and streaming



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





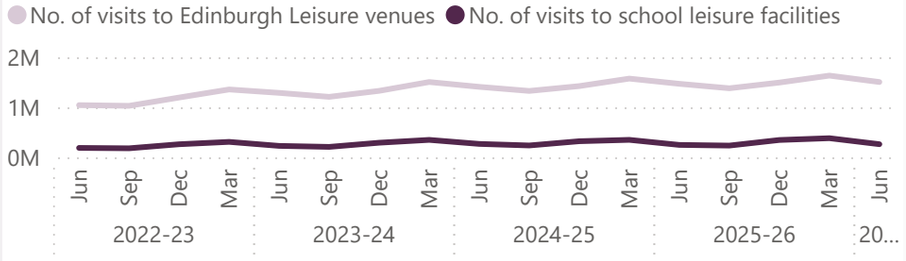
Community - leisure

2026-27 Q1

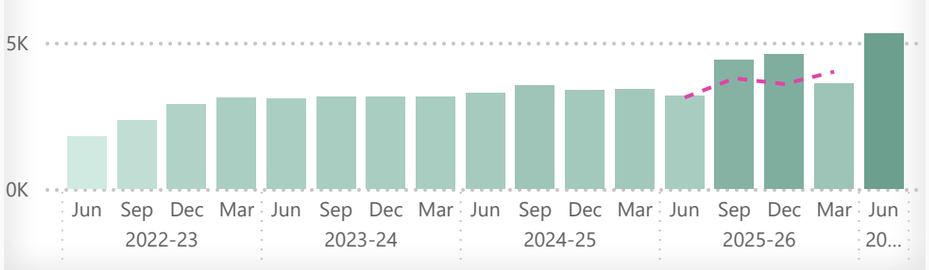
Children, Families and Community

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.15	No. of visits to Edinburgh Leisure venues	▲	1,504,832	1,524,298	Improving	30 June 2026
4.16	No. of visits to school leisure facilities	▲	261,931	264,559	Improving	30 June 2026
4.17	No. of people supported through Edinburgh Leisure's Active Communities service	◐	5,304		Improving	30 June 2026

Number of visits to Edinburgh Leisure venues and school leisure facilities

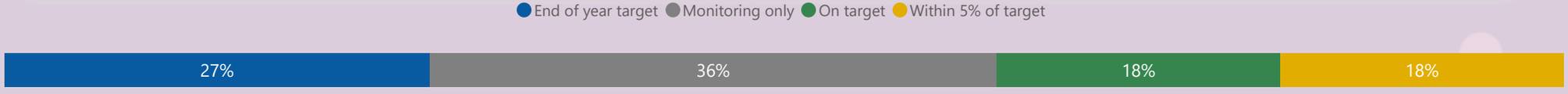


No. of people supported through Edinburgh Leisure's Active Communities service



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

Although visits to all venues and school leisure venues are behind target at start of the year, we have set ambitious targets at around 5% higher than last years. The reopening of Wester Hailes High School in the second quarter should increase community access. Our Active Communities initiative has seen a large increase in take up in the first quarter of the year. We supported 5,304 individuals, who made 47,070 visits and became more physically active. Most engagement (88%) was through gym, swim, and fitness classes.





Community - involving people

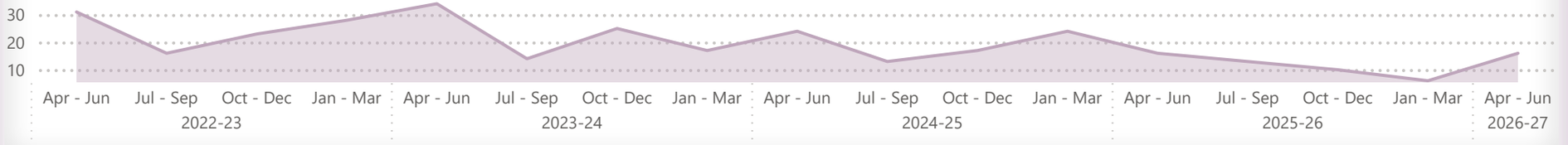
2026-27 Q1

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.9	Nº: Consultations/ Engagement Activities		16		Maintaining	30 June 2026
4.10	Nº: Responses for closed consultation/ engagement activities		1,934		Not applicable	30 June 2026

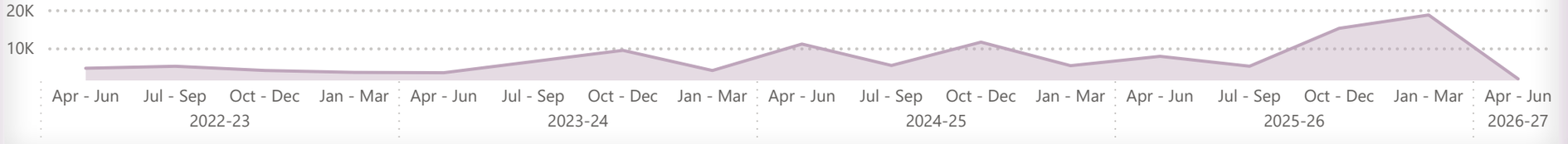
Children, Families and Community

We continue to try to involve communities and residents in our decision making by running consultations and engagement activities. **Between Apr - Jun 26, we had 16 consultations/engagement activities open**. We've asked tenants for views on the services they receive, active travel around North Edinburgh, proposals for an extension at Craigmount High School and new buildings at the Fox Covert Primary schools and the proposal for a Safer Drug Consumption facility in Edinburgh. To see current consultations, please go to our consultation hub.

Nº: Consultations/ Engagement Activities



Nº: Responses for closed consultation/ engagement activities



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





Community - keeping people safe

2026-27 Q1

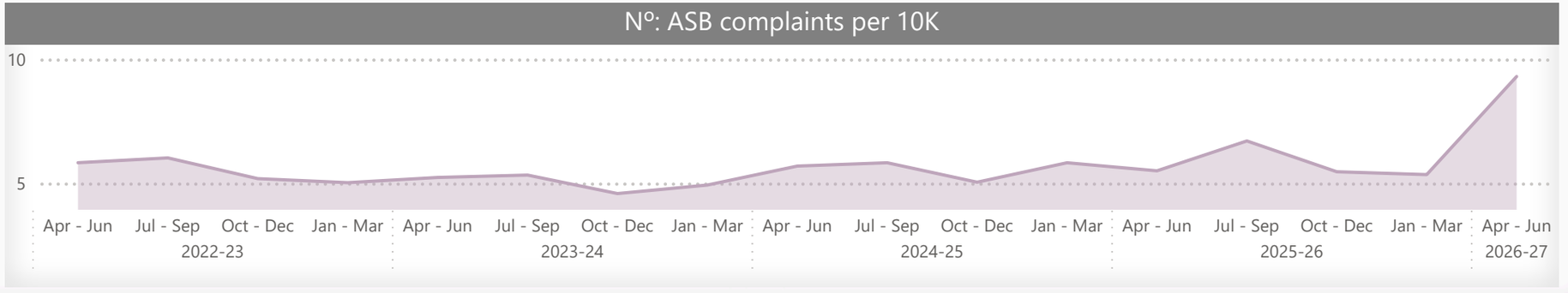
Children, Families and Community

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.3	% Justice orders successfully completed		70.3%	70.0%	Declining	30 June 2026
4.5	Nº: ASB complaints per 10K		4.3		Declining	30 June 2026

The percentage of people who successfully complete their **Community justice orders** holds steady at around 70 - which is just ahead of our target. We work hard to keep people engaged with the requirements of their orders to improve outcomes for individuals and decrease reoffending rates.

The level of **antisocial behaviour complaints** we receive on a monthly basis has risen in the last quarter and sits at a rate of 9.31 per 10,000 population , the highest it has been over the last five years.





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





Customer Contact

2026-27 Q1

Customer and Corporate Services

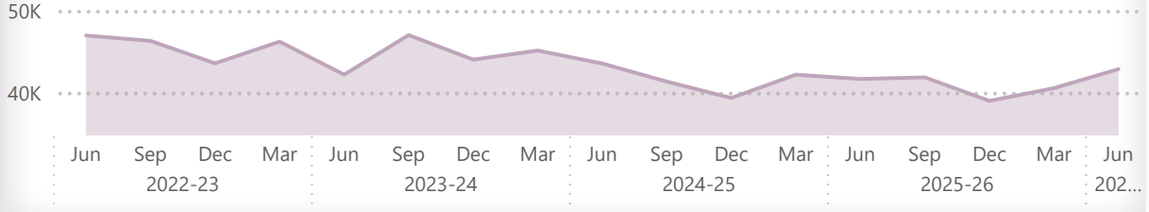
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
6.1	Customer hub satisfaction		76.7%	75.0%	Improving ↑	30 June 2026
6.2	% Calls answered within 60 Seconds (Customer Hub)		68.8%	60.0%	Improving ↑	30 June 2026
6.3	Nº: Calls handled		42,656		Not applicable	30 June 2026
6.4	% Abandoned calls		8.9%	10.0%	Maintaining →	30 June 2026

We are continuing to receive over **40,000 calls a month** to our customer contact centre and we **answered 69% of those within 60 seconds** in Jun 2026. We deal with a further 55,000 online or digital transactions each month.

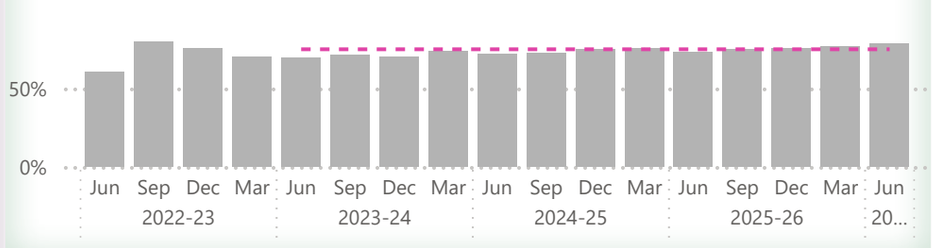
The proportion of people hanging up before their call is answered has stayed below 10% (our target) for the last 12 months. This result reflects ongoing workforce planning activities to ensure Contact resource was aligned with high volume services.

Customer contact satisfaction remains above 75% for a third quarter in a row. Our customer contact team actively works with services to follow up on any calls resulting in a dissatisfied survey. This activity focuses on process improvements delivered in conjunction with other Council service teams.

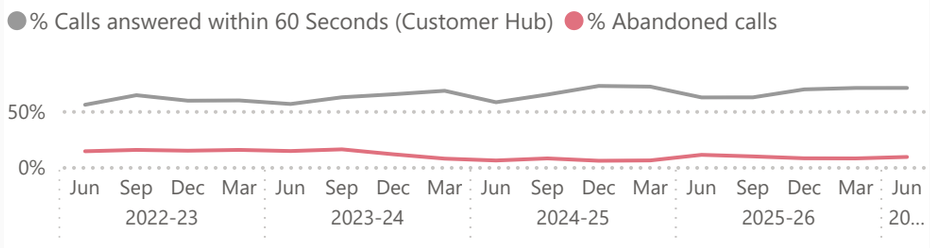
Nº: Calls handled



Customer hub satisfaction



Calls abandoned and calls answered within 60 seconds



Monitoring only On target





Customer Transactions

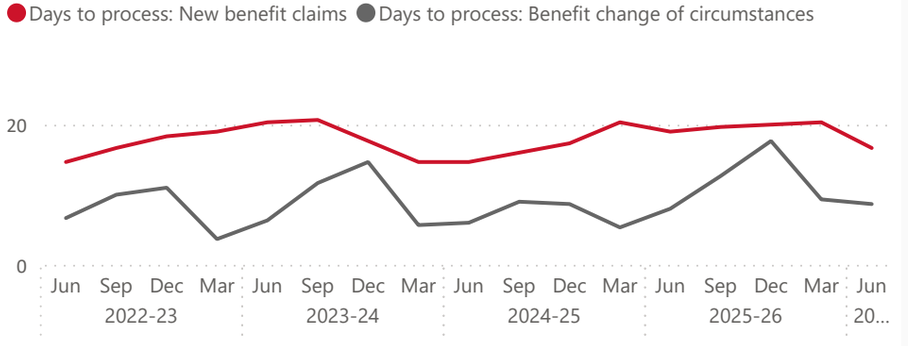
2026-27 Q1

Customer and Corporate Services

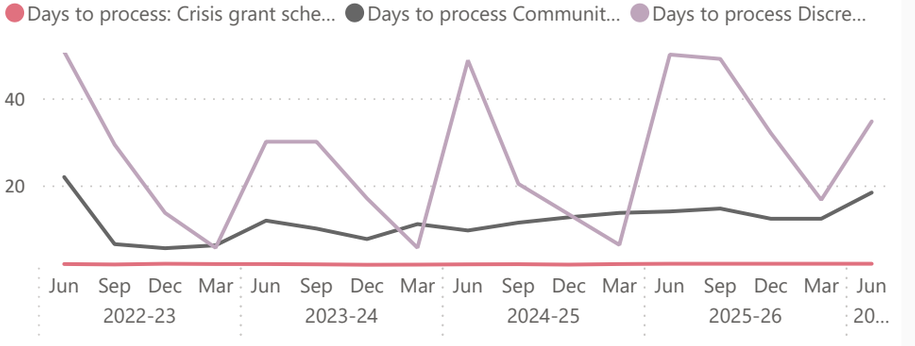
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
7.1	Days to process: New benefit claims	●	16	28	Improving ↑	30 June 2026
7.2	Days to process: Benefit change of circumstances	▲	12	8	Declining ↓	30 June 2026
7.3	Days to process: Crisis grant scheme applications	●	2	2	Maintaining →	30 June 2026
7.4	Days to process Community care grant scheme applications	◆	17	15	Declining ↓	30 June 2026
7.5	Days to process Discretionary Housing Payment claims	●	44	60	Improving ↑	30 June 2026

Grants and benefit claims continue to be prioritised and **processing times** are ahead of our targets for **new benefit claims, crisis grant claims and discretionary housing payments**. We received a large number of **Community care grants** in recent months which has impacted response times. However resource has been reallocated to support this task with positive results in July. It is a similar picture for **benefit change of circumstances** with resource realignment supporting improved performance compared to Jan to Mar 2026. While our performance in June at 12 days is behind our target of 8 days, we continue to see improved processing times in July.

Days to process benefit claims



Days to process Crisis and Community care grants and DHP



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





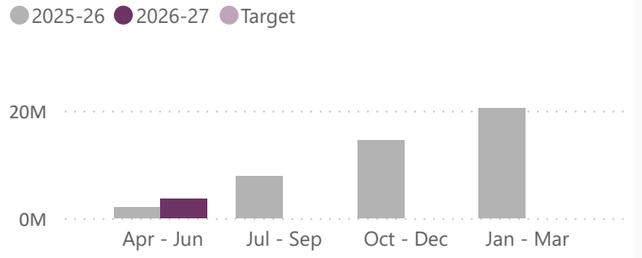
Customer Transactions

2026-27 Q1

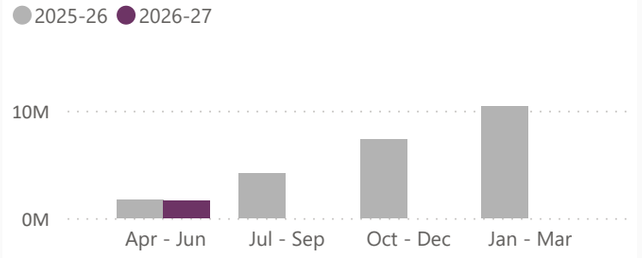
Customer and Corporate Services

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
7.6	DHP payments		£2.0M		Not applicable	30 June 2026
7.7	Amount paid in Scottish Welfare fund grants		£821,934		Not applicable	30 June 2026
7.8	Net amount paid in housing benefit		£46.1M		Not applicable	30 June 2026
7.9	Amount paid in Council Tax (reduction)		£7.8M		Not applicable	30 June 2026

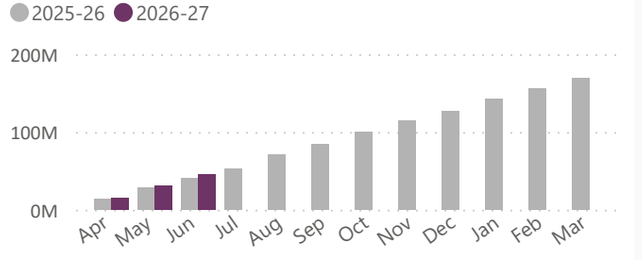
DHP payments



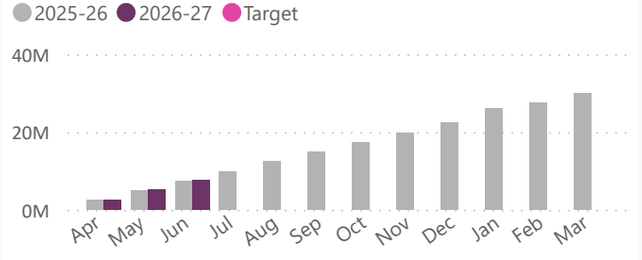
Amount paid in Scottish Welfare fund grants



Net amount paid in housing benefit

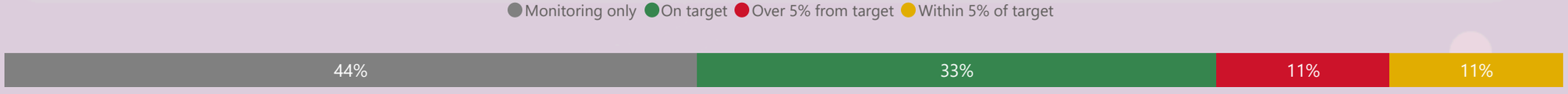


Amount paid in Council Tax (reduction)



We provide a range of financial support for people when they are struggling to meet day to day living expenses through various grants and funds. These schemes are funded by the Scottish Government and Department of Work and Pensions, with the Council responsible for applying national guidance. This data compares funds paid out throughout the year against the appropriate budgets

We see an increase in **Discretionary Housing payments** in Apr to Jun 26 and a decrease in **Scottish Welfare Fund**. This is consistent with patterns of demand and appropriate award levels. We continue to monitor the changing demand for these support funds to ensure awards levels align with the relevant budgets.





Customer transactions (cont.)

2026-27 Q1

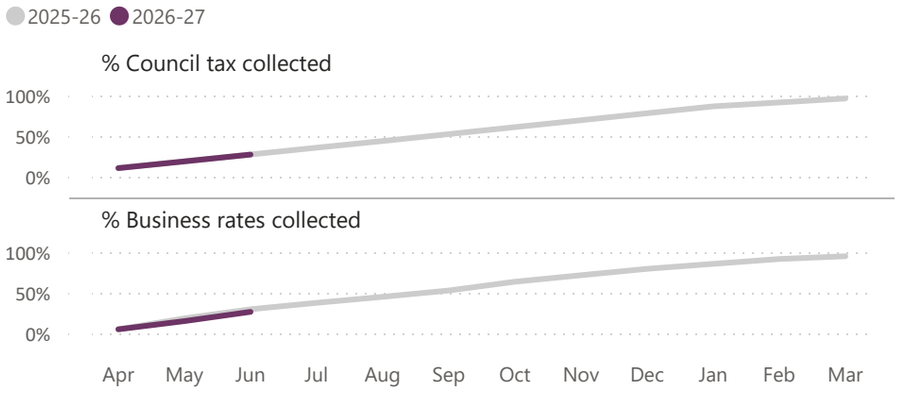
Customer and Corporate Services

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
8.3	% Invoices paid (30 days)	●	95.6%	95.0%	Maintaining →	30 June 2026
8.4	% Council tax collected	▲	27.2%	27.4%	Maintaining →	30 June 2026
8.5	% Business rates collected	●	26.5%	25.9%	Declining ↓	30 June 2026

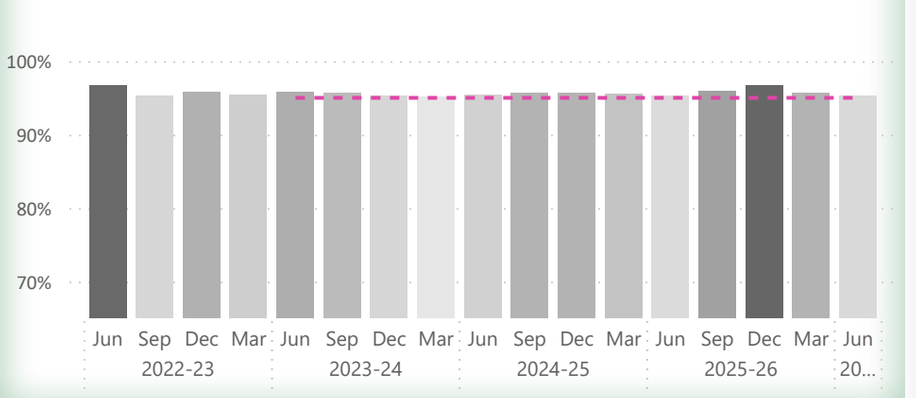
We know it's important for local suppliers to be paid on time, and we continue to perform well, with **above 95% of invoices paid within 30 days**.

Both our Council Tax and Business Rate collections will continue to accumulate as we move through 2026. At Dec 25 **we had collected over 78% of Council Tax due this year and almost 80% of Business Rates**. These collection rates are similar to last year's levels and work continues to collect these important Council income streams.

Proportion of council and business tax collected



% Invoices paid (30 days)



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

50% | 25% | 25%

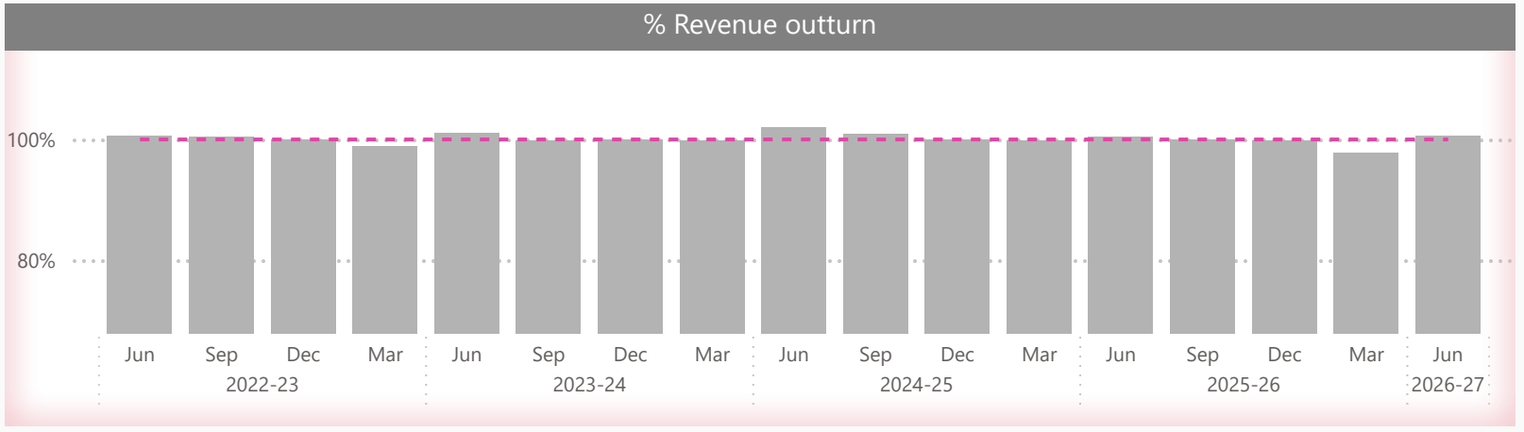


Finance (cont.)

2026-27 Q1

Customer and Corporate Services

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
8.2	% Revenue outturn	◆	100.5%	100.0%	Maintaining →	30 June 2026



The month three monitoring report considered by the Finance and Resources Committee on 24 September 2026 indicates a projected in-year overspend of £8.6m due primarily to shortfalls in approved savings delivery. A further update will be reported to the Committee in November.





HR and Information Compliance

2026-27 Q1

Customer and Corporate Services

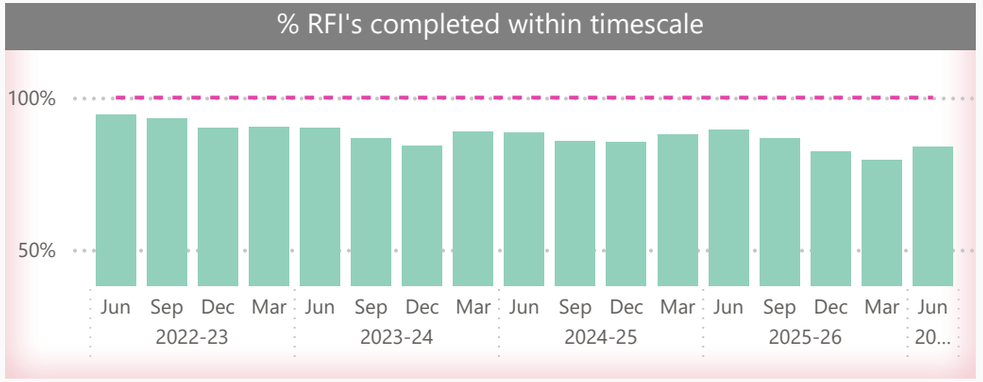
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
10.1	% RFI's completed within timescale	◆	81.1%	100.0%	Declining ↓	30 June 2026
9.1	% Sickness absence	▲	5.3%	4.0%	Maintaining →	30 June 2026

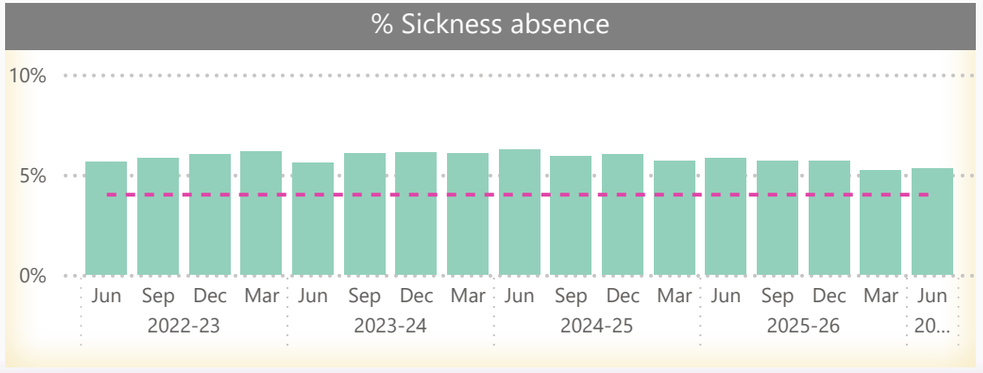
We receive on average 550 requests for information each month. The **statutory target is for us to complete all requests within 20 working days.** These requests include Freedom for information requests, Environmental Information regulations requests and Data protection act requests. We responded to between 80% and 90% of requests within timescale over the last two years. This is behind the statutory target. The high volume and complexity of the requests we are receiving are the main challenges for us in completing these requests. However we will continue to aim to complete all information requests in 20 working days.

Earlier in 2026 we moved to a new on-system approach to absence data reporting. Overall, the new calculations reflect the total working days available more accurately than in the past.

This shift in approach has resulted in **our rolling absence rate** showing a downward trend in 2025/26. This is due to the older rolling data falling out of scope of the 12-month reporting rather than reflecting a significant ongoing reduction in days lost to absence.

We track trends in absence levels over the longer term and the reasons behind absences to ensure our staff are offered appropriate support.





Over 5% from target Within 5% of target

50% 50%



Roads

2026-27 Q1

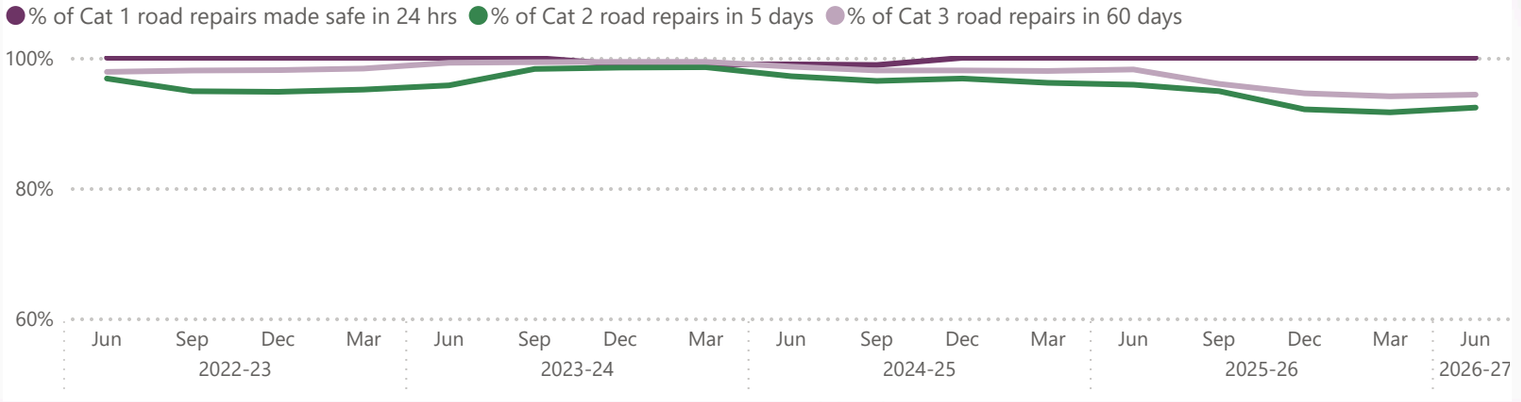
There are just over 940 miles of roads across Edinburgh.

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
11.1	% of Cat 1 road repairs made safe in 24 hrs		100.0%	100.0%	Maintaining →	30 June 2026
11.2	% of Cat 2 road repairs in 5 days		95.0%	85.0%	Maintaining →	30 June 2026
11.3	% of Cat 3 road repairs in 60 days		100.0%	85.0%	Maintaining →	30 June 2026

We continue to show high performance for **road defect repairs** and are consistently above 90% for all three priorities. The number of defects requiring repair has increased in the last 3 months, as we take a more proactive approach to inspecting our roads and identifying defects. Although there have been more defects to repair, we remain ahead of our targets for completing works.



Percentage of road defects completed in time



Monitoring only On target

50% 50%

Environmental Services



Roads - collisions

2026-27 Q1

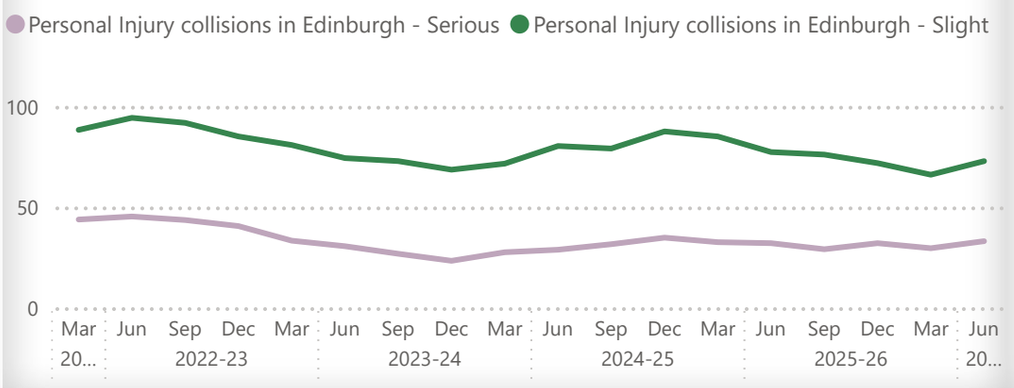
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
11.7	Slight injury collisions in Edinburgh		106		Declining	30 June 2026
11.6	Serious injury collisions in Edinburgh		44		Declining	30 June 2026
11.5	Fatal injury collisions in Edinburgh		1		Improving	30 June 2026

Environmental Services

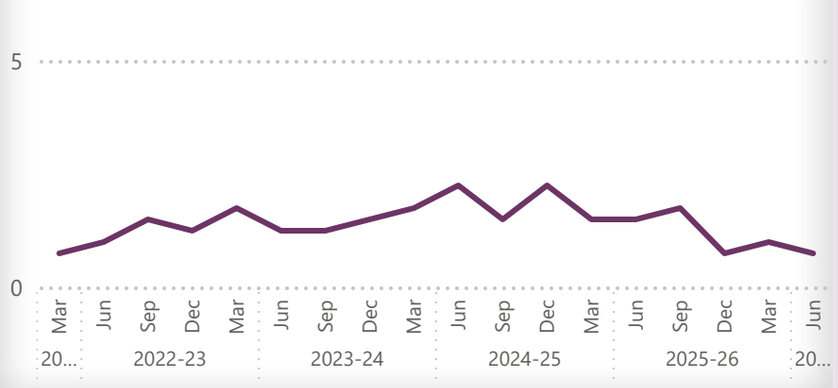
We have a responsibility to promote road safety and to take steps to reduce and prevent road collisions. Each year we undertake various actions, working alongside our partners, to promote the safety of our roads. Our long term aim is to reduce fatal injuries to 0 by 2030.

We monitor the number and type of personal injuries that are reported in Edinburgh. We see **few fatal injuries** in Edinburgh. Slight and serious injuries continue to show a very gradual decline over the longer term. Over the last 12 months we have seen a decrease in slight injuries (from 85 to 66) while serious injuries remain at around 30 per quarter.

Slight and serious injury collisions in Edinburgh



Fatal injury collisions in Edinburgh



Monitoring only On target





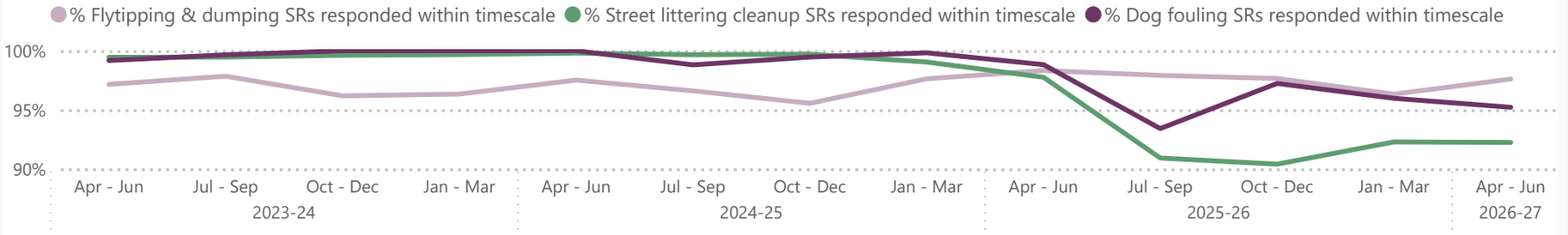
Street cleaning (cont.)

2026-27 Q1

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
12.4	% Dog fouling SRs responded within timescale		95.2%	90.0%	Declining ↓	30 June 2026
12.3	% Street littering cleanup SRs responded within timescale		92.3%	90.0%	Declining ↓	30 June 2026
12.2	% Flytipping & dumping SRs responded within timescale		97.6%	90.0%	Maintaining →	30 June 2026

Environmental Services

Street cleaning requests responsed within timescale



We have set timescales for responding to requests about dog fouling, street littering and flytipping and dumping. We continue to show high performance for all of these types of request and are above 90% (our target) for **our response times for street littering** and over 95% for **dog fouling and flytipping/dumping requests.**

On target

100%



Street Lighting

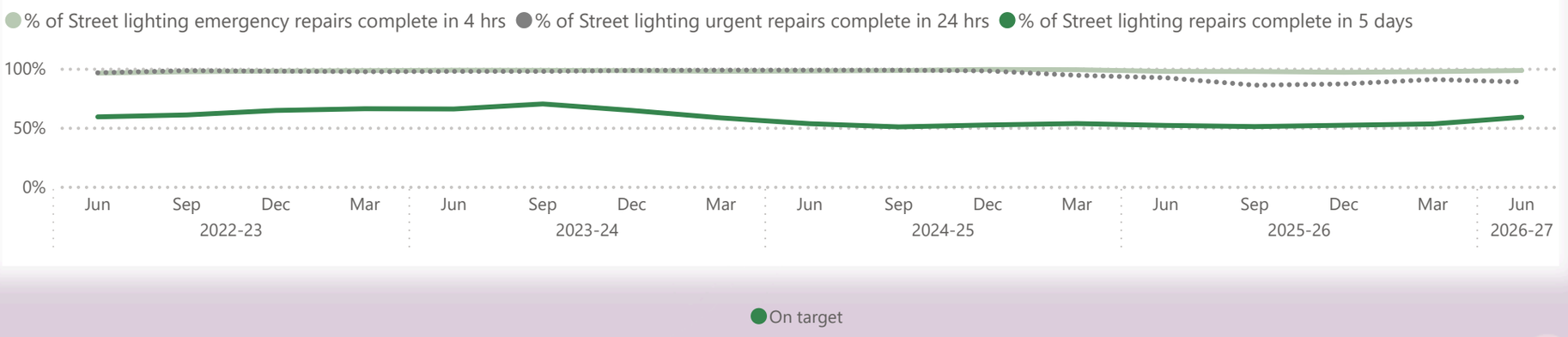
2026-27 Q1

	KPI/ Service metric	RAG	Value	Target	Direction of travel		Last update
14.1	% of Street lighting emergency repairs complete in 4 hrs		100.0%	95.0%	Improving		30 June 2026
14.2	% of Street lighting urgent repairs complete in 24 hrs		100.0%	70.0%	Improving		30 June 2026
14.3	% of Street lighting repairs complete in 5 days		57.0%	50.0%	Improving		30 June 2026

Environmental Services

Our **emergency and urgent (24 hrs) street lighting repairs** continues to show good performance with over 95% of emergency repairs completed to timescale and over 85% for urgent repairs within timescale for Apr to Jun 2026. While our more urgent repairs are given priority, our performance for **5 day repairs** shows improvement since the Jul to Sep 2025 quarter increasing from 51% to 59% in Apr to Jun 2026. There can be factors out with our control that impact on the repair's completion time, such as faults that can only be resolved by Scottish Power Energy Networks or faults located in underground cables where additional time is required to gain the appropriate access to fix.

Percentage of street lighting repairs completed in time



100%



Waste

2026-27 Q1

Environmental Services

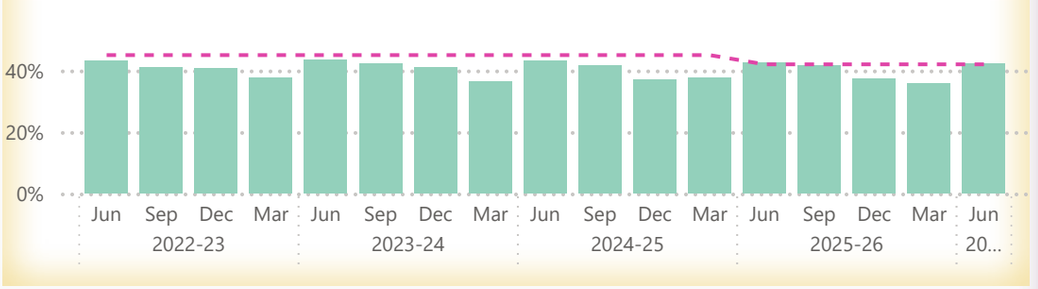
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
15.1	Domestic missed bin requests	●	1,347	1,793	Improving ↑	30 June 2026
15.2	Communal full or missed bin requests	●	1,465	1,500	Declining ↓	30 June 2026
15.3	% Waste recycled	▲	41.4%	42.0%	Maintaining →	30 June 2026

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

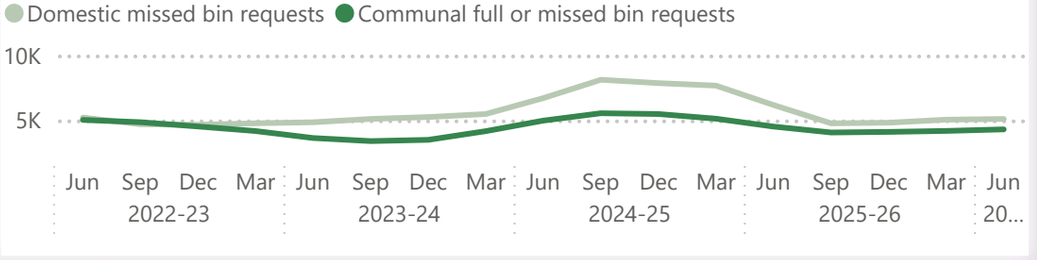
Our communal bin review co-locates recycling and non-recyclable waste to help residents in communal flats dispose of their household waste easily and recycle more. This is having a positive effect with the **number of missed and overflowing communal bins** consistently behind target. Domestic missed bin requests have also been consistently low for the last year.

We have seen a slight increase in our **recycling rates,** though this is consistent with this time of year, and we remain behind our target of 42%. We are running communications campaigns around recycling to raise awareness. This will include vehicle and social media campaigns, focussing initially on proper disposal and recycling of lithium batteries. We are also looking at other longer terms options to increase recycling in the city, such as introducing pre-treatment facilities at Millerhill.

% Waste recycled



Missed and full bin requests



On target Within 5% of target

67% 33%



Homelessness

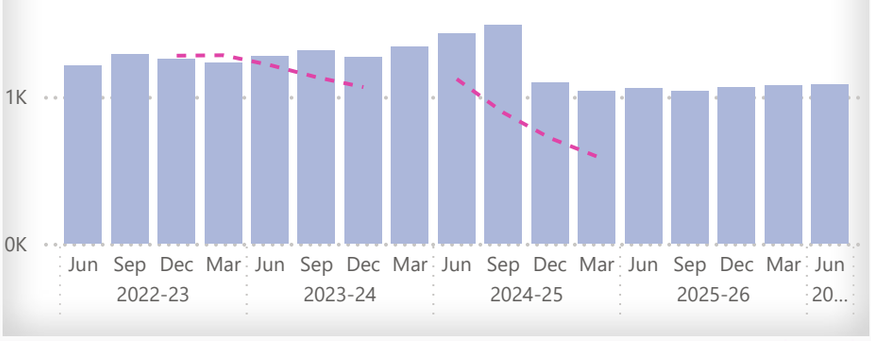
2026-27 Q1

Housing

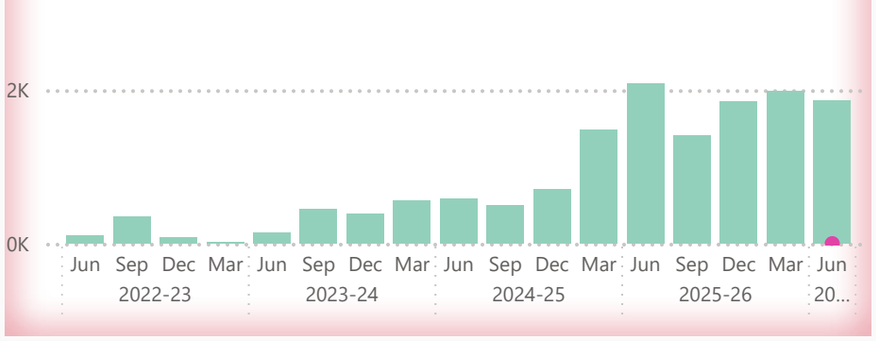
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
16.1	Nº: Households in unsuitable accommodation		1,083		Declining	30 June 2026
16.3	No. of Failures to Accommodate		569	0	Declining	30 June 2026

The number of **households in unsuitable temporary accommodation** has shown long term reductions. The numbers of households in unsuitable accommodation have reduced from a high of 1,518 in October 2024 to 1,083 in June 2026. It has however increased slightly compared to the same time last year. The number of instances where we have **failed to accommodate homeless households who require temporary accommodation** has also increased in the last 18 months. Significant investment is being made in homelessness services to increase the supply of temporary and settled accommodation to reduce failures to accommodate and eliminate the use of unsuitable temporary accommodation. We aim to invest £581M over the next five years to deliver around 2,500 additional temporary accommodation.

Nº: Households in unsuitable accommodation



No. of Failures to Accommodate



End of year target | Monitoring only | Over 5% from target | Within 5% of target

25% | 25% | 25% | 25%



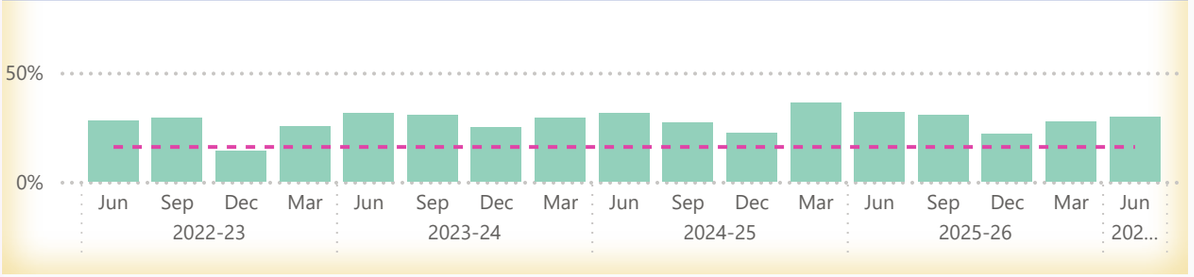
Homelessness

2026-27 Q1

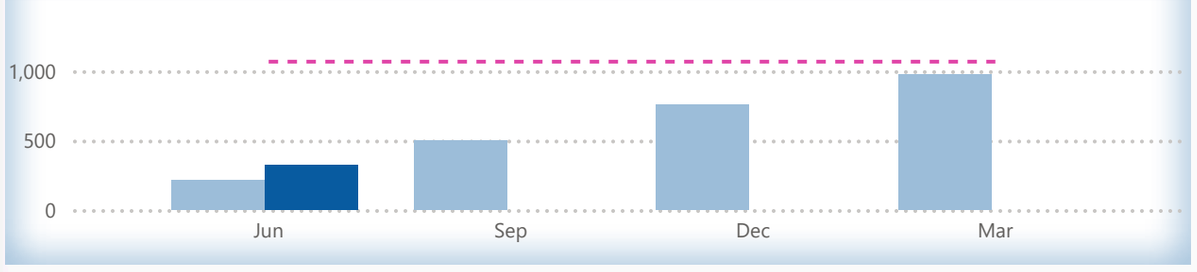
Housing

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
16.2	% Advice only presentations	▲	30.6%	35.0%	Declining ↓	30 June 2026
16.4	No. of households prevented from homelessness	■	114	1,068	Improving ↑	30 June 2026

% Advice only presentations



No. of households prevented from homelessness



This chart shows the trend in quarterly totals

Demand remains high 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%.

We have invested in services to prevent homelessness and support people to move on from temporary accommodation. In the first 3 months of the year, we have **prevented homelessness** for over 270 households, saving around £8M in temporary accommodation costs. We have also started to see an improvement in the **percentage of households who seek housing advice** but do not go on to present as homeless, though we remain behind our target.

End of year target | Monitoring only | Over 5% from target | Within 5% of target





Housing Management

2026-27 Q1

Housing

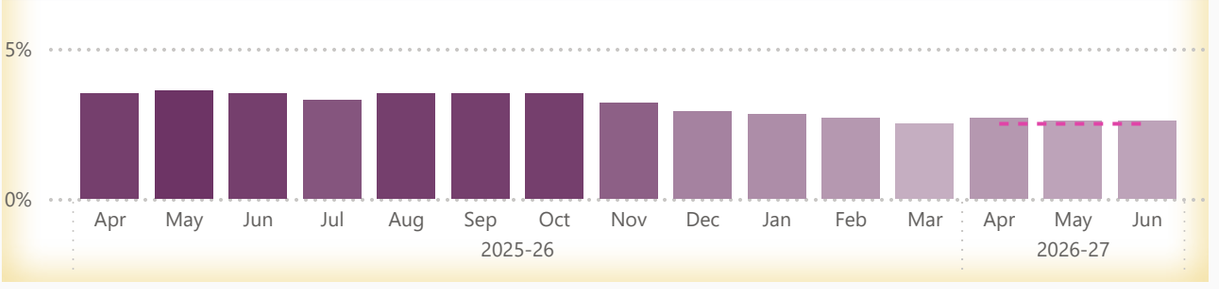
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
17.4	Rent lost from empty homes (£)		£444,156	£1.3M	Declining	30 June 2026
17.5	% of void homes as a proportion of overall total stock		2.6%	2.5%	Improving	30 June 2026

We are currently prioritising bringing our void properties back in to use and making improvements to our repairs service.

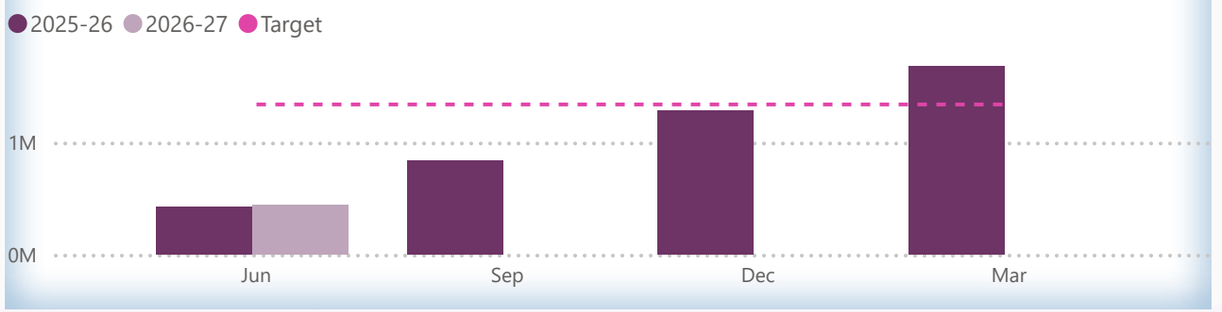
At the end of June we had 496 void properties and we have lost £444,156 in rent. We are aiming to reduce our void properties to 450, and maintain it at this level. This is around 2.5% of our total stock.

Long term voids have reduced over the past 12 months, however some of these are currently unable to be used for letting to tenants as they are being used for decants, disposal, management transfers or are being held for whole house retrofit works.

% of void homes as a proportion of overall total stock



Rent lost from empty homes (£)



End of year target | On target | Over 5% from target | Within 5% of target

25% | 25% | 25% | 25%



Housing Management

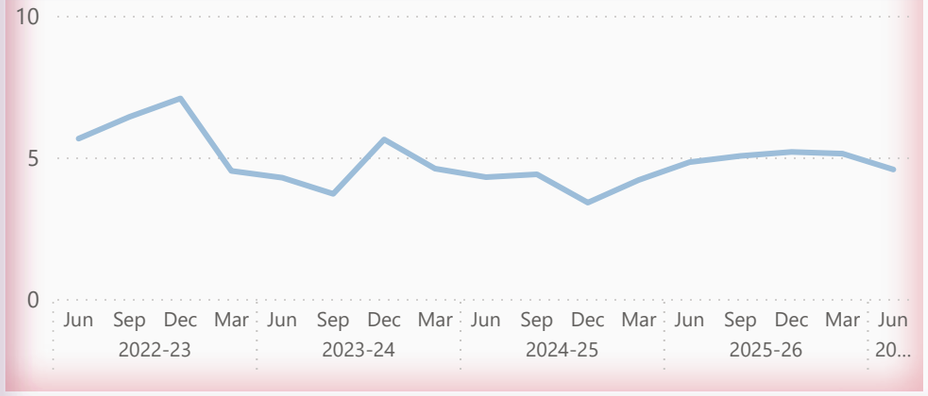
2026-27 Q1

Housing

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
17.1	Avg Time to complete emergency repairs (hours)	◆	4.6	4	Improving ↑	30 June 2026
17.2	Avg Time to complete non-emergency repairs (working days)	●	10.3	12	Improving ↑	30 June 2026

We see a decrease in time it takes to complete **emergency repairs**, bringing our average to under 5 hours for the first quarter since Jul to Sep 2025. However, we are still sitting behind our target of 4 hours. Our performance for **non-emergency repairs** shows a gradual reduction over time from a peak of 17.3 days in Jan to Mar 2023 to 10.3 days in Apr to Jun 2026. This is the third quarter we have been ahead of our target of 12 days. Our performance for emergency repairs is impacted by the late closure of jobs on our system, which are we working to resolve. We are also carrying out recruitment to increase the number of in-house operatives we have and have established a post work inspection team to drive up quality and tenant satisfaction.

Avg Time to complete emergency repairs (hours)



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



End of year target | On target | Over 5% from target | Within 5% of target





Housing Development

2026-27 Q1

Housing

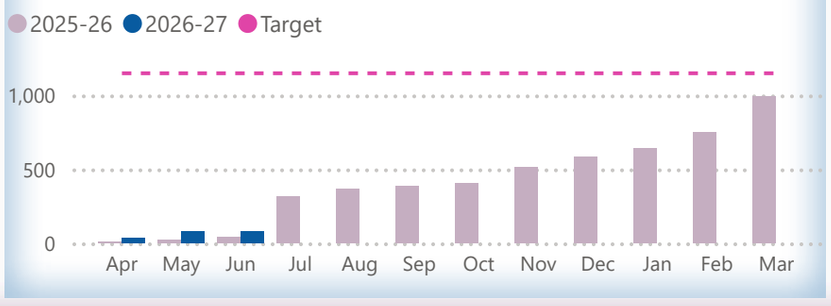
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
18.1	Nº: of affordable homes approved		82	1,150	Improving	30 June 2026
18.2	Nº: of affordable homes completed		308	850	Improving	30 June 2026



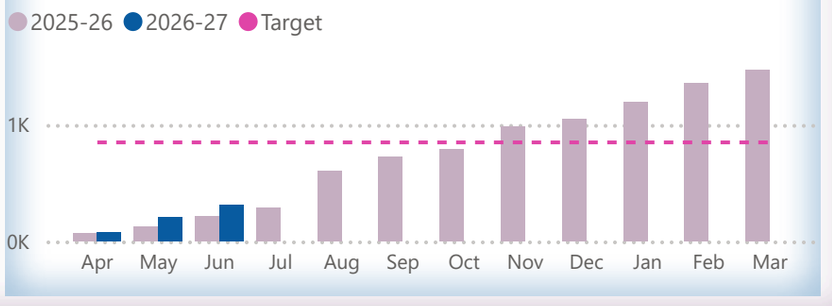
Increasing the number of **new affordable homes** remains a key priority and we have a pipeline of potential new homes identified for delivery. These however will rely on the right level of funding being made available. We have been awarded additional funding from the Scottish Government's National Acquisition Program to be used on completed units, which will deliver new affordable housing this year and next.

We have made a positive start to the year with the first quarter showing both approvals and completions higher than the same time last year. This is mainly thanks to our Acquisitions Programme as we are experiencing slight delays to some RSL projects and grant funded approvals. We expect these delays to be resolved by the end of the second quarter.

Nº: of affordable homes approved



Nº: of affordable homes completed



End of year target

100%



Planning and Building Standards

2026-27 Q1

Planning and Building Standards

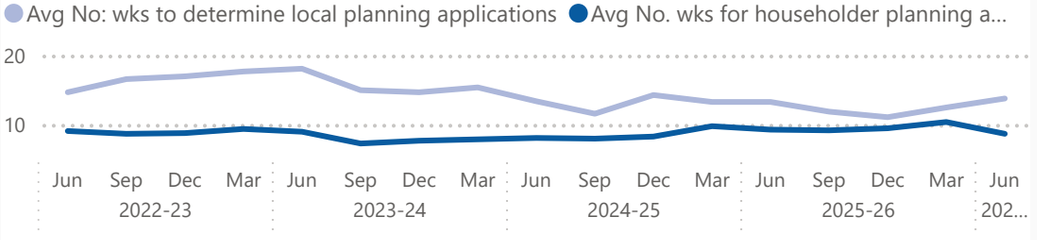
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
19.1	Avg No: wks to determine local planning applications	●	13.8	15	Declining ↓	30 June 2026
19.2	Avg No. wks for householder planning applications to be determined	▲	8.7	8.3	Improving ↑	30 June 2026
19.3	% Building warrants issued within 10 days	●	92.0%	90.0%	Declining ↓	30 June 2026

Our average time to determine **householder planning applications** has increased in the last year, with the average time rising from around 8.5 weeks to 9.5 weeks, which is behind our target. We are currently recruiting into vacant posts and are updating our service standards and website information for householders making an application.

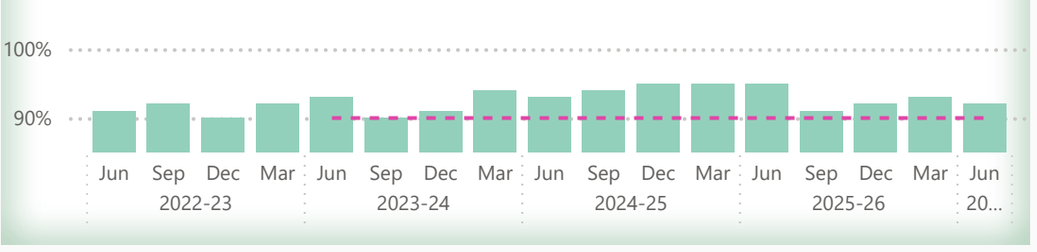
The **average time for local (non-householder) applications** shows a slight rise to 12.5 weeks in the latest quarter after a decreasing since Dec 2024. However we remain ahead of target.

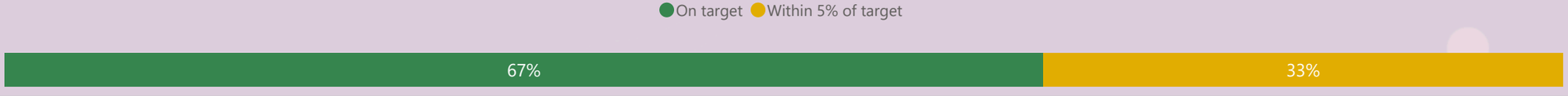
Our performance for **building warrants issued** within 10 days remains at around 92% issued on time each quarter, meeting our target.

Weeks for planning applications



% Building warrants issued within 10 days





Annual indicators summary

2026-27 Q1

KPI/ Service metric	Value	Last update
Children, Families and Community		
Positive destinations for school leavers	96.7%	31 July 2025
% Primary pupils achieving literacy	80.4%	31 July 2025
% Primary (deprived areas) achieving literacy	71.8%	31 July 2025
% Primary (looked after) achieving literacy	48.1%	31 July 2025
% Primary pupils achieving numeracy	84.2%	31 July 2025
% Primary (deprived areas) achieving numeracy	75.6%	31 July 2025
% Leavers achieving 1 or more awards (SCQF, L.6)	74.6%	31 July 2025
% Leavers achieving 1/ > awards (SCQF, L.6) (deprived areas)	57.9%	31 July 2025
% Leavers achieving 1 or more awards (SCQF, L.5)	90.1%	31 July 2025
% Leavers achieving 1/ > awards (SCQF, L.5) (deprived areas)	81.8%	31 July 2025
Primary Literacy Gap	16.9%	31 July 2025
Gap - 1 + level 5	15.0%	31 July 2025
% Primary (looked after) achieving numeracy	53.8%	31 July 2025
Council venues attendance	1,483,728	31 March 2026
% of LA settings graded good or better	98.6%	31 December 2026
Climate Change		
Council emissions (in ktCO2e)	61.0	31 March 2025
% of bronze+ sustainability labels for all new completed buildings	99.0%	31 March 2026
% of electric vehicles in Council fleet	21.0%	31 December 2025
No. of new trees planted	23,450	31 March 2026
Customer and Corporate Services		
% Suppliers committed to Living Wage	93.0%	31 March 2026
% Gender pay gap	1.7%	31 March 2026
% Revenue spend with contracted suppliers	97.0%	31 March 2026
% New contracts that have applied Fair Work criteria	93.0%	31 March 2026
Environmental Services		
LEAMS/ LMS Score	92.8%	31 March 2026
% of Parks meeting the minimum standard	90.0%	31 December 2026
Road Condition Index	31.6%	31 March 2026
Housing		
Rent collected as % of total rent due	99.0%	31 March 2026

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

Glossary - page 1

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

Glossary - page 2

Term	Definition
Climate Change	
Council Emissions	Council emissions are mostly through the following sources: • energy (buildings and lighting) • waste • fleet and transport
Corporate Services	
Benefits	The Council Tax Reduction Scheme (CTRS) replaced Council Tax Benefit in 2013. The reduction scheme is to help make payments towards Council tax payments if you have savings of less than £16,000, are responsible for paying the Council Tax bill or have a low income from benefits or work, including self employment.
Gender Pay Gap	This is calculated as the difference between average hourly rate of pay for male staff and average hourly rate of pay for female staff divided by the average hourly rate of pay for male staff.
Living Wage	The real Living Wage is an independently calculated rate based on the cost of living and is paid voluntarily by employers. The rate is currently £10.90 and is calculated annually by The Resolution Foundation on an analysis of the wage that employees need to earn in order to afford the basket of goods required for a decent standard of living. This basket of goods includes housing, childcare, transport and heating costs.
Revenue Outturn	The amount of money spent in the year compared to what was available in the budget. The aim is to be as near to 100% spend as possible.
Environmental services	
Litter Monitoring System Score	The Local Environmental Audit and Management System (also known as Litter Monitoring Score/LMS) involves audits to collect information on litter levels, types and the source. Other indicators such as servicing of public use bins, weeds, detritus, graffiti, flytipping and vandalism, are also recorded to provide an overall picture of every site that is inspected. Audits are carried out by each local authority as well as by keep Scotland Beautiful.
Parks minimum standard	Edinburgh's parks are assessed on an annual basis and a Parks Quality Score is produced for each site. These scores are compared to the Edinburgh Minimum Standard which has been developed to benchmark our parks and record how they are improving. Parks are assessed on a number of criteria and must pass assemment minimum level of 60%.
Road Condition Index	The Road Condition Index (RCI) provides information about which sections of a network should be considered for planned maintenance soon, which sections should be investigated to determine the optimum time for maintenance and which sections are generally in a good state of repair. The Road Condition Index in Scotland is the proportion of the network falling within Red and Amber. Red - in poor overall condition which are likely to require planned maintenance soon. Amber - Lengths where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment.
Road Repairs	Road repairs are diagnosed through inspection using a risk based approach. The inspection takes in to acount the potential likelihood of an incident if the defect is untreated and the consequences of that. This then determines how quickly the defect should be repaired using the Cat 1, 2 and 3 repair timescales.
Street lighting repairs	Street lighting repairs are categorised by the nature of the repair required and the potential severity of it not being repaired. Emergency repairs, which include missing panels, exposed wiring and hanging light covers that may cause a threat to safety, will aim to be repaired within 4 hours.

Glossary - page 3

Term	Definition
Roads - collisions	
Fatal injury	A road traffic collision that results in the death of someone inolved.
Serious injury	A collision that results in serious injury is one which does not cause death less than 30 days after the accident, and which can be categorised in one (or more) of the following: • an injury for which a person is detained in hospital as an in-patient; or • any of the following injuries (whether or not the person is detained in hospital): fractures, concussion, internal injuries, crushing, severe cuts and lacerations, severe general shock requiring treatment; or • any injury causing death 30 or more days after the accident.
Slight injury	A collision that results in minor injury such as whiplash, bruising, shock or a sprain.

Glossary - page 4

Term	Definition
Housing	
Affordable Home	Affordable housing in Scotland are generally defined as being: Homes for social rent provided by councils and Registered Social Landlords (RSLs) ; Homes for mid-market rent (MMR), which have higher rents than social rented housing, but lower rents than privately rented properties in the surrounding area.; Homes for affordable home ownership, aimed at people who would not be able to buy a home without further financial support.
Emergency/ Non Emergency Housing Repair	The Councils repairs policy sets out which repairs are categorised to be an emergency, urgent or routine repair. The category determines how quickly the council will aim to complete the repair. Emergency - 4 hours Urgent - 24 hours Routine Appointment - 2 weeks Emergency repairs include leaks you cannot stop or contain, loss of heating or hot water, loss of power or lights or a front door that will not close or lock.

See next page for unsuitable accommodation

Glossary - page 5

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.