



Public Performance Scorecard

2025-26 Q2

Overview

This is our eighth 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](#)



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 25-1584.

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.

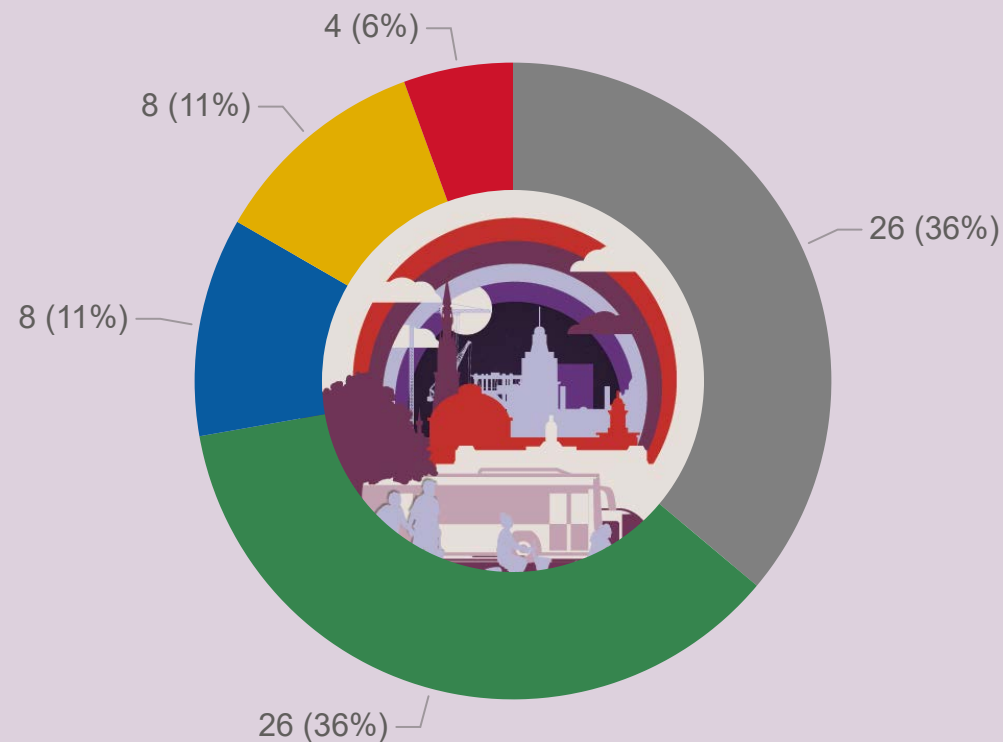


Housing

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?

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

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Of the 72 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)	15
Improving	Performance has improved from same period last year (more than 2% change on last year)	24
Declining	Performance has declined from same period last year (more than 2% change on last year)	24
Not applicable	Comparing performance to last year is not possible due to data not being available or not comparable to previous figures (due to change in calculation) or where it's a new indicator	9

Why some indicators do not have a target?

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

Adult Social Care

2025-26 Q2

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
1.1 N°: People waiting for discharge from hospital		107	87	Improving 	30 September 2025
1.2 N°: People waiting for package of care		411	141	Declining 	30 September 2025
1.5 DTI assessments started		634		Not applicable	30 September 2025



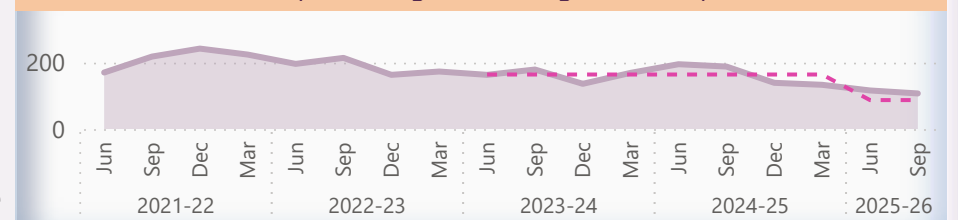
Adult Social Care

The **number of people who were waiting in hospital for discharge** has been gradually decreasing over the last 12 months, and at 106 at the end of Sep 25 is around 70 people less than seen at the same time last year (179 at Sep 24). We have set a target of 87 for Mar 26 as we work to continue this downward trend. These figures remain lower than the pre-pandemic average over 2017-19 (206).

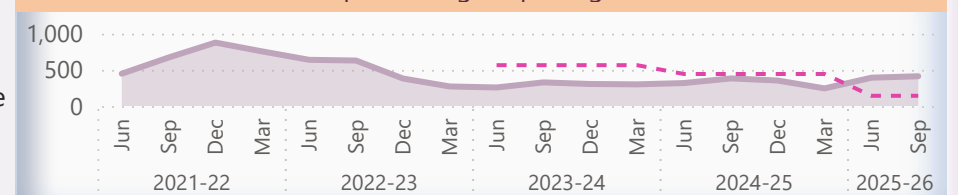
Due to the change in our internal service model, from June 2025, the number of **people waiting on a package of care (411)** now includes people in the EHSCP Reablement service, in receipt of short-term care, who are ready for transfer to an external care provider. This equates to over 100 people. The increase has also been exacerbated by reduced capacity in external providers as they are taking time to grow capacity following the transition of people from the internal Homecare service. To ensure that we are maximising existing capacity in care at home providers, we have invested in 5 additional staff to support that interface. 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** 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 just below 600 since Jul to Sep 2024 with a slight increase in the last three months to 634.

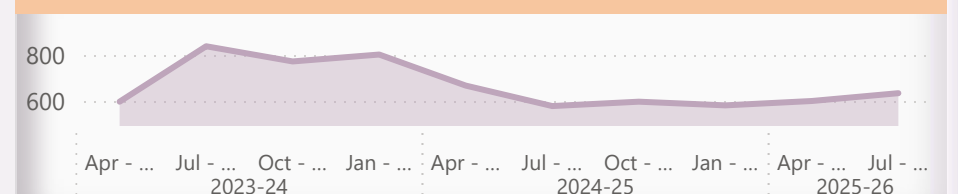
N°: People waiting for discharge from hospital



N°: People waiting for package of care



DTI assessments started



● End of year target ● Monitoring only

67%

33%

Adult Social Care (cont.)

2025-26 Q2



Adult Social Care

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
1.3 People receiving a package of care	●	5,537		Not applicable	30 September 2025
1.4 People supported in care and nursing homes	●	2,521		Not applicable	30 September 2025
1.6 % of care services rated 'Good' or above by Care Inspectorate	●	96.4%		Not applicable	30 September 2025

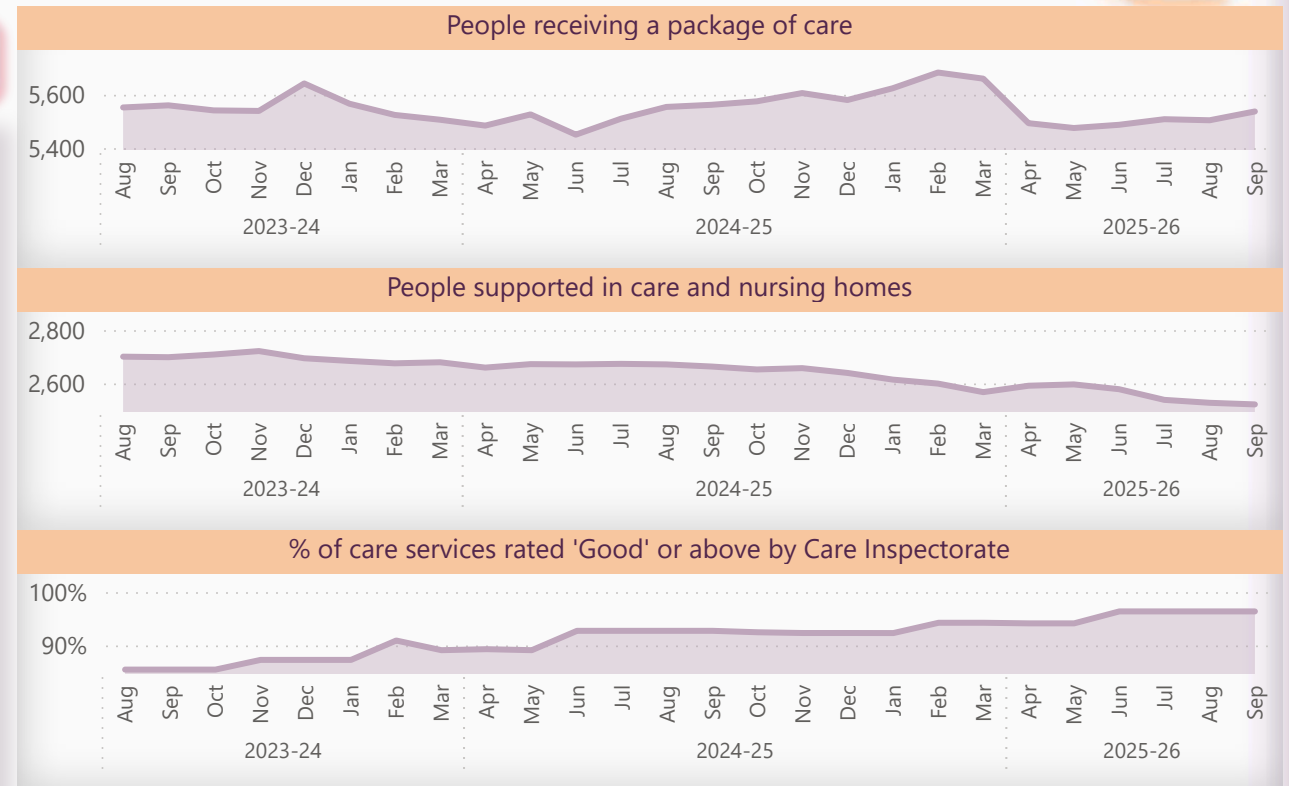


We provide social care support to over 21,500 people.

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.

Almost 5,600 people are **receiving social care in their own homes** each week, while around 2,500 people are care 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 and since Jun over 96% of our services had a minimum grade of 'Good' or above.



● Monitoring only

100%

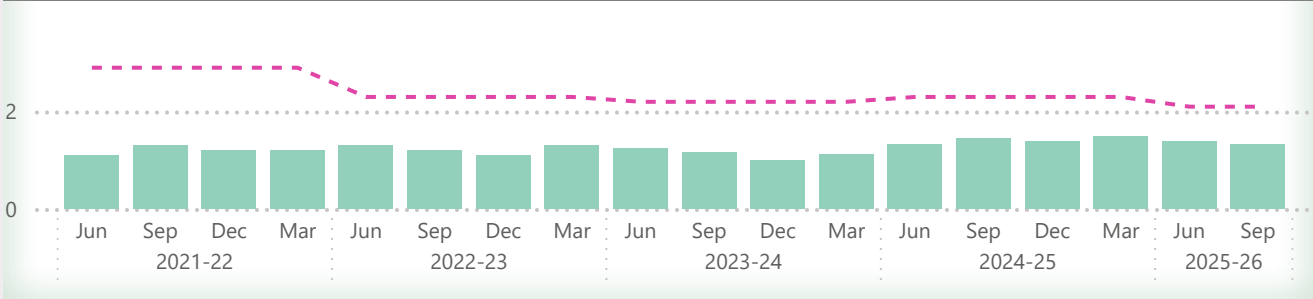
Children Services



2025-26 Q2

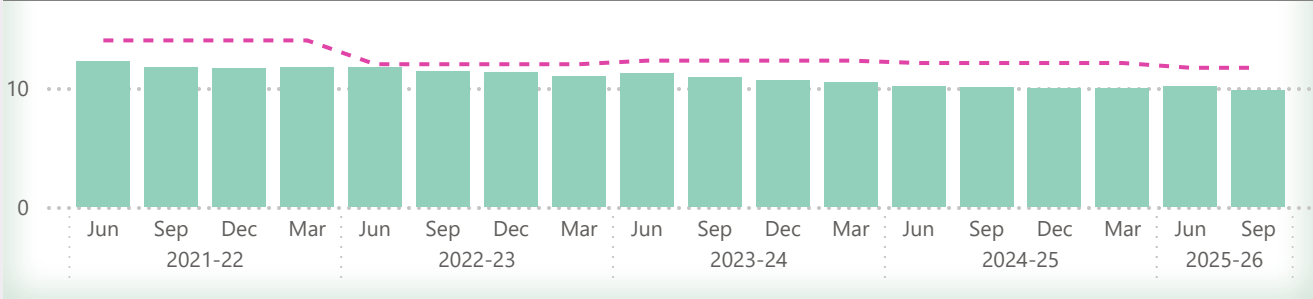
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
3.1	Nº: Children on child protection register (per 1K population)	●	1.3	2.1	Improving ↑	30 September 2025
3.2	Looked after children (per 1K population)	●	9.8	11.7	Improving ↑	30 September 2025

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



The number of children requiring formal **Child Protection registration has been fairly constant at around 1.4** for the last 12 months dropping slightly to 1.3 in Sep 25. This remains below the national rate of 2.1.

Looked after children (per 1K population)



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

50%

50%

Children,
Families and
Community

Children Services (cont.)



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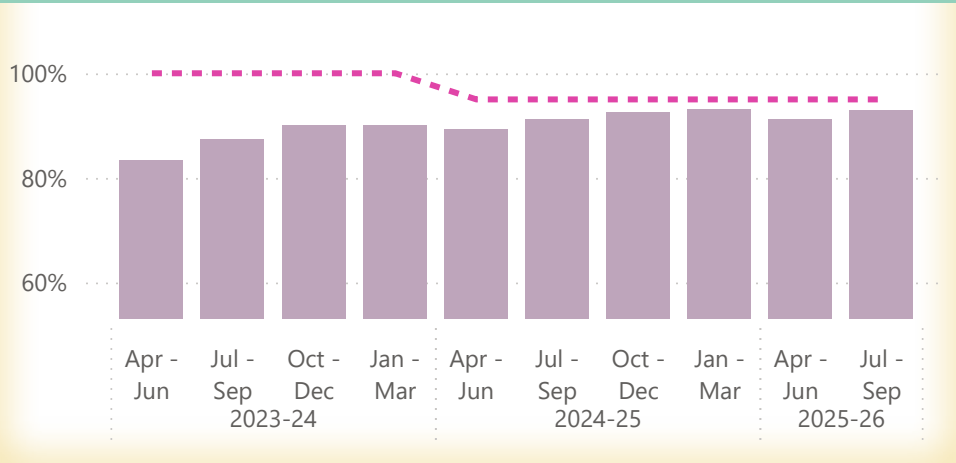
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
3.3	% Children’s Services cases that are allocated	▲	93.0%	95.0%	Improving ⬆	30 September 2025
3.4	% Children with 3 or more placements in a year	▲	5.6%	5.0%	Maintaining ➡	30 September 2025

We include two further measures on this page 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’**, consistently sits just behind our target of 5% since Jun 24 and only dipping below 5%, and ahead of our target, in Jun 25.

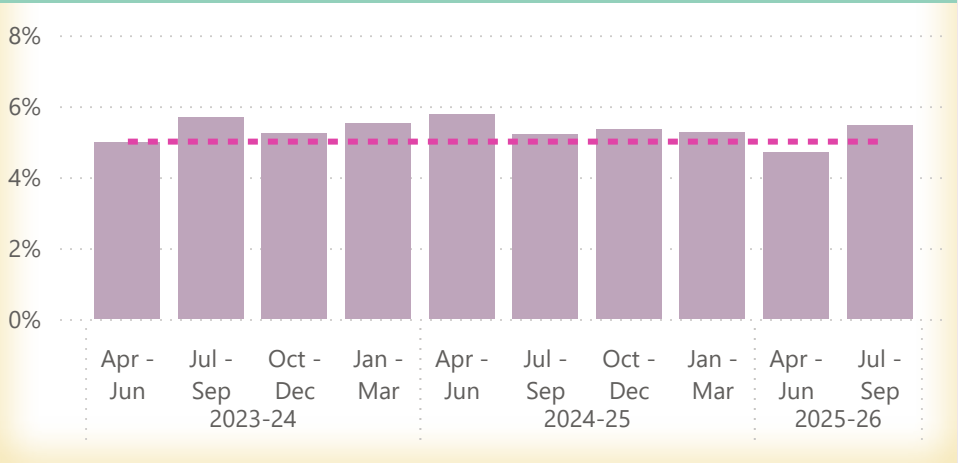


Children,
Families and
Community

% 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

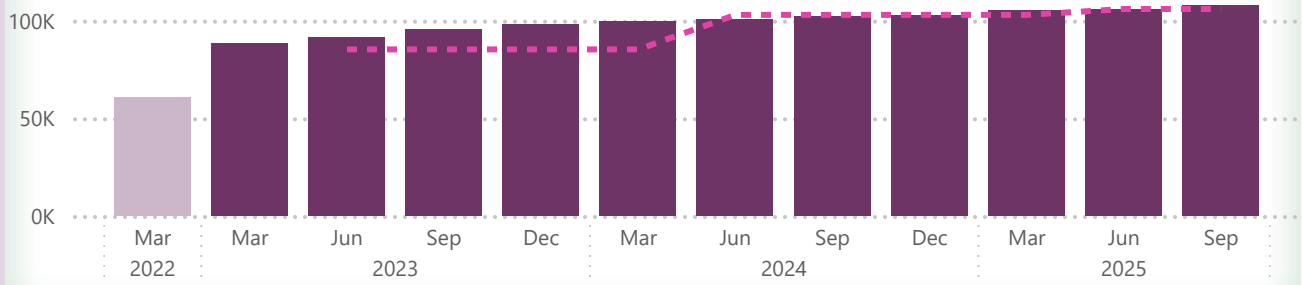
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	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.4	No. of active library users	●	107,655	106,000	Improving ↑	30 September 2025
4.6	Nº: Library loans - physical	■	653,647	1,300,000	Improving ↑	30 September 2025

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

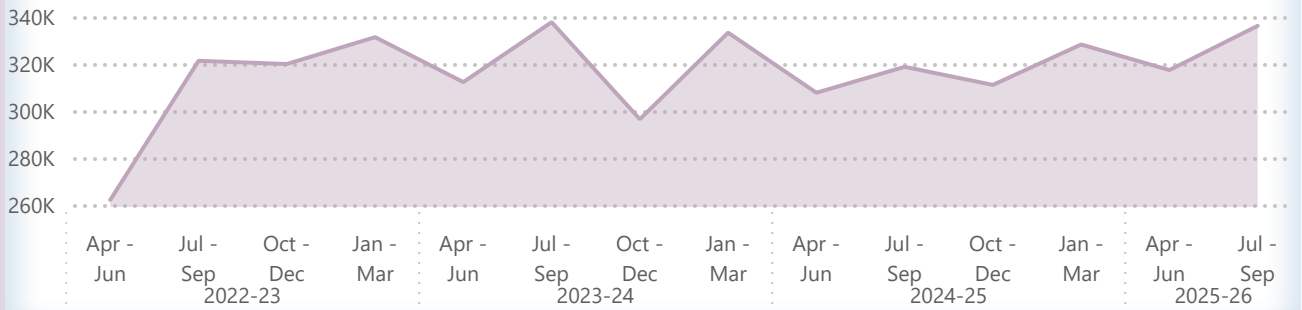
No. of active library users



Our four library measures show how people access library services.

At the end of September 2025, there were over 107,600 members regularly using our libraries, the highest it has been in over 5 years. We have not seen a reduction in the overall number of members using our libraries or loaning books, films and music due to the closure of facilities such as those at Blackhall, however we will continue to monitor this for any adverse effects. Our digital offering has expanded, and we continue to see an increase in the number of digital loans, downloads and streams.

Nº: Library loans - physical



We are continuing to see the number of **physical library loans levels remaining around the same** as they have since 2022/23 at around 300,000 per quarter.

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

27%

36%

18%

9%

9%

Children,
Families and
Community



Community - libraries (cont.)

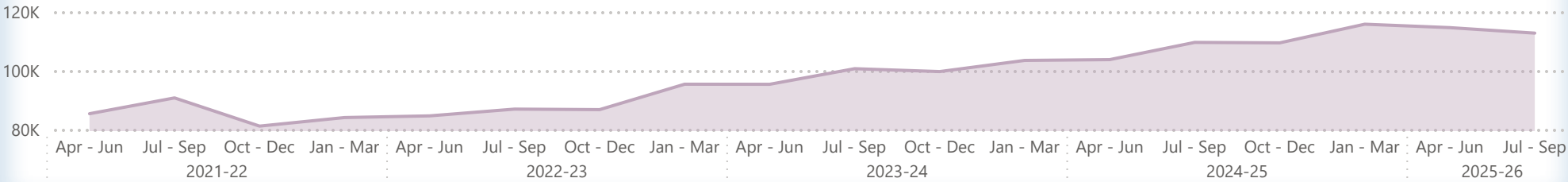


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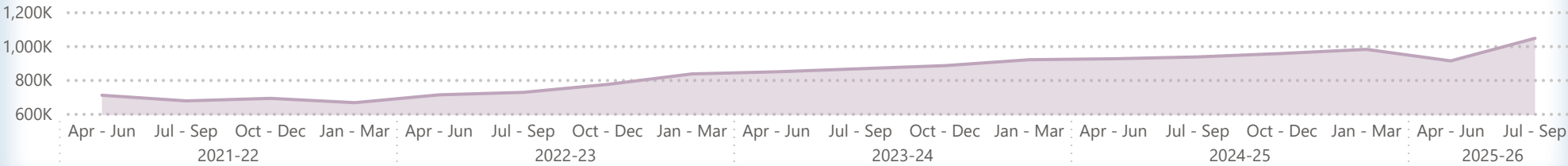
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.7	Nº: Library loans - digital (e-books and e-audiobooks)	<div><div></div><div></div><div></div></div>	227,449	450,000	Improving	30 September 2025
4.8	Nº: Digital downloads and streaming	<div><div></div><div></div><div></div></div>	1,955,339	3,900,000	Improving	30 September 2025

Our digital loans over the longer term have shown a steady rise since 2022/23, with a slight dip in the last two quarters although there were still over 110,000 between Jul and Sep 25. Meanwhile the number of downloads and streams continues a gradual rise with only a dip shown in the quarter Apr to Jun 25.

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



Nº: Digital downloads and streaming



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

27%

36%

18%

9%

9%

Children,
Families and
Community



Community - leisure

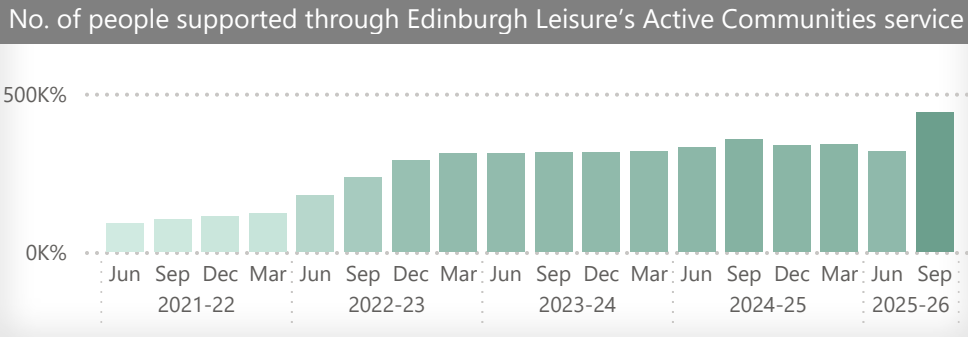
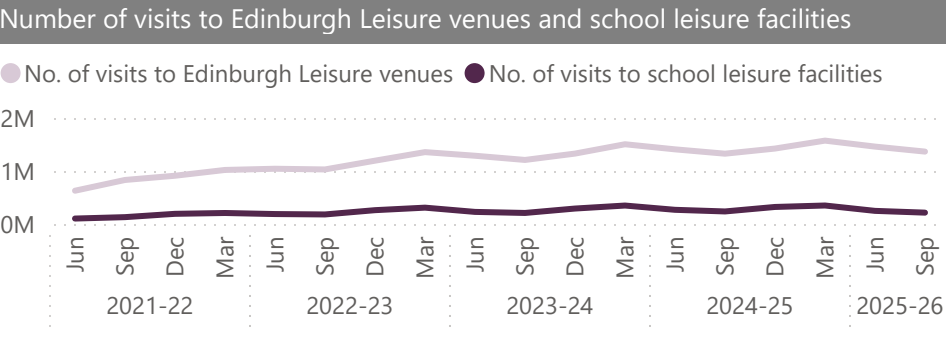


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Children,
Families and
Community

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.17	No. of people supported through Edinburgh Leisure’s Active Communities service	●	4,416		Improving	30 September 2025
4.16	No. of visits to school leisure facilities	◆	214,247	236,863	Declining	30 September 2025
4.15	No. of visits to Edinburgh Leisure venues	▲	1,366,170	1,368,426	Improving	30 September 2025



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**.

Edinburgh Leisure visitors and the **number of memberships remain high**. However we are behind target for all venues, including school facilities due to the closure of a small number of facilities and a delay to the opening of the new Currie High School. **Our Active Communities** totals are above target in Jun to Sep 2025 however the Healthy Active Minds programme which receives 13% of all referrals to Active Communities, ceases funding from November. Therefore we expect to see a drop in the number of people supported in the future.

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





Community - involving people



2025-26 Q2

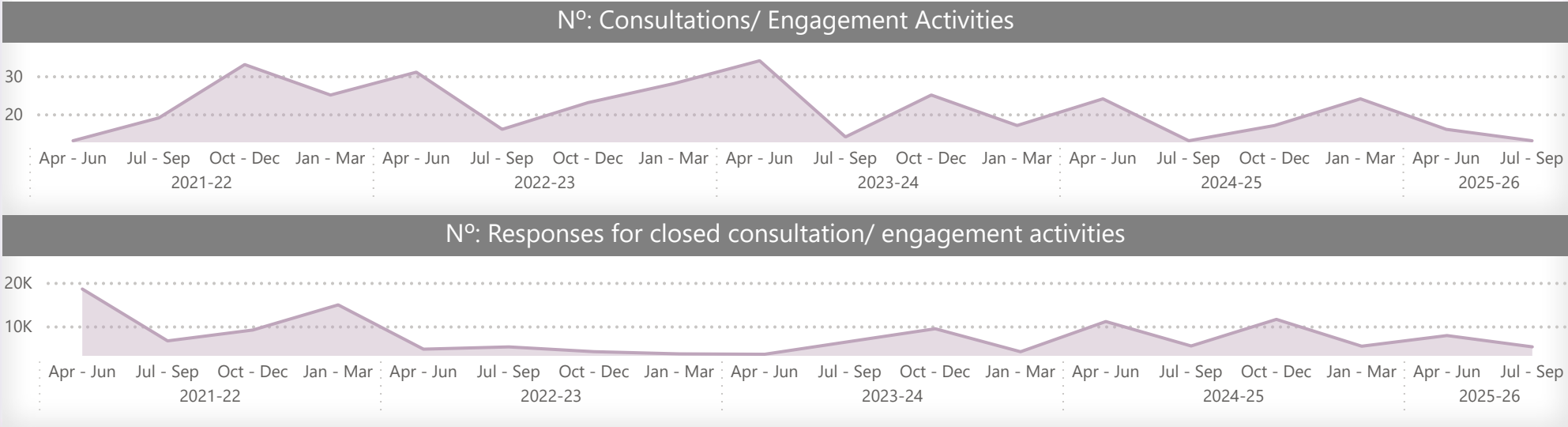


	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.9	Nº: Consultations/ Engagement Activities	<div></div>	13		Maintaining ➡	30 September 2025
4.10	Nº: Responses for closed consultation/ engagement activities	<div></div>	5,256		Not applicable	30 September 2025



Children,
Families and
Community

We continue to try to involve communities and residents in our decision making by running consultations and engagement activities. **Between Jul - Sep 25, we had 13 consultations/engagement activities open.** We've asked for views on Firework control zones, our polling places, active travel in Currie and Marionville, action to end poverty in Edinburgh, our affordable housing policy and local events open fund (offering funding for local cultural events). To see current consultations, please go to [our consultation hub](#).



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





Children,
Families and
Community

Community - keeping people safe

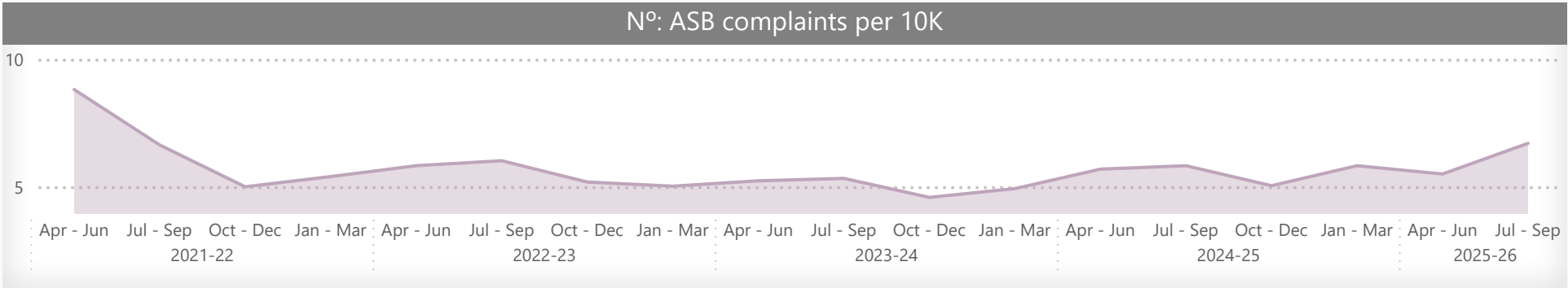


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	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
4.3	% Justice orders successfully completed	●	70.8%	70.0%	Declining ↓	30 September 2025
4.5	Nº: ASB complaints per 10K	●	2.3		Declining ↓	30 September 2025

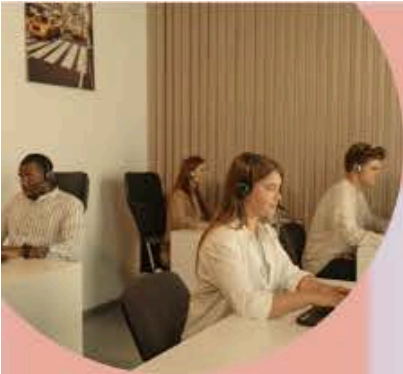
The percentage of people who successfully complete their **Community justice orders** holds steady at around 70 - 75% in Jul to Sep 25 and is **ahead of our target** of 70%.

The level of **antisocial behaviour complaints** we receive on a monthly basis remains low but has been a gradually rise in rate since Oct - Dec 23 and was 2.3 per 10,000 population in Sep 25.



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





Customer Contact



2025-26 Q2

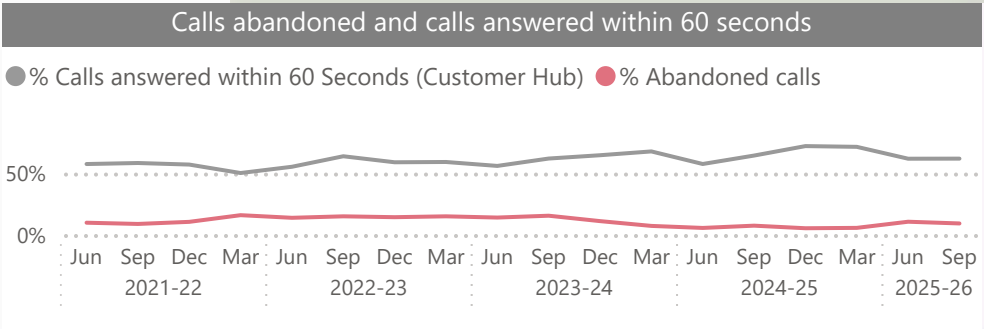
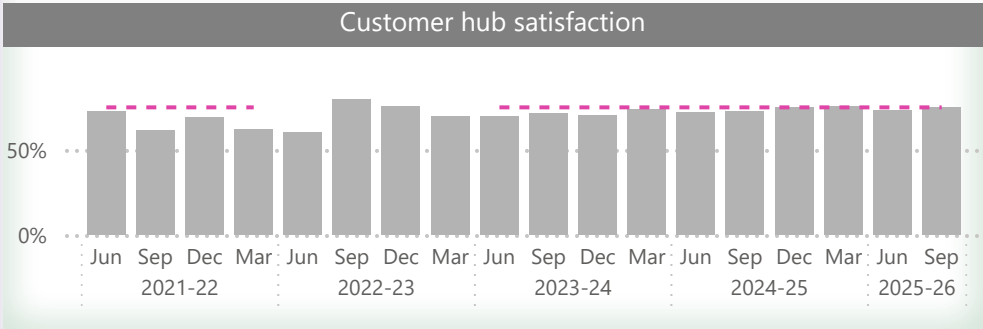
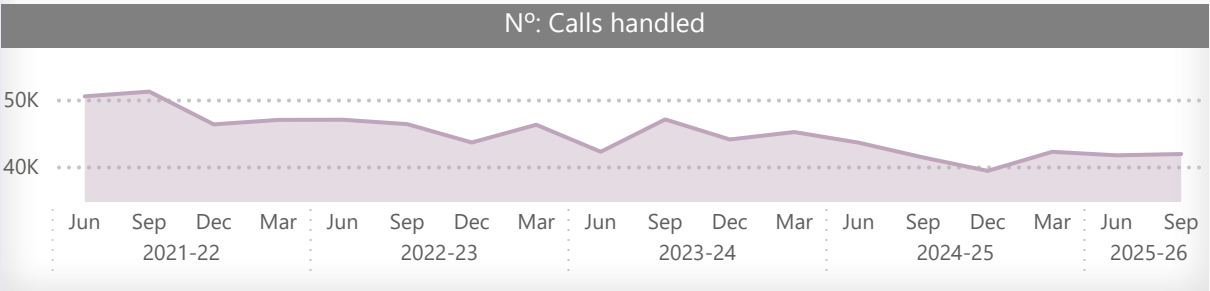

Customer and
Corporate
Services

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
6.1	Customer hub satisfaction	●	75.0%	75.0%	Maintaining ➡	30 September 2025
6.2	% Calls answered within 60 Seconds (Customer Hub)	●	63.6%	60.0%	Declining ⬇	30 September 2025
6.3	Nº: Calls handled	●	40,713		Maintaining ➡	30 September 2025
6.4	% Abandoned calls	●	9.4%	10.0%	Maintaining ➡	30 September 2025

We receive around **40,000 calls a month** to our customer contact centre and we **answered almost 64% of those within 60 seconds** in Sep 25. We deal with a further 55,000 online or digital transactions each month.

The proportion of people hanging up before their call is answered decreased from 10.8% in June 25 to 9.4% in Sept 25 bringing this metric back within target. This result reflects ongoing workforce planning activities to ensure Contact resource was aligned with high volume services.

Customer contact satisfaction has risen from last year and has sat around our target of 75% for the last year. We actively work with services to follow up on any calls resulting in a dissatisfied survey. This activity focuses on process improvements to reduce failure demand and avoidable contact.



● Monitoring only ● On target



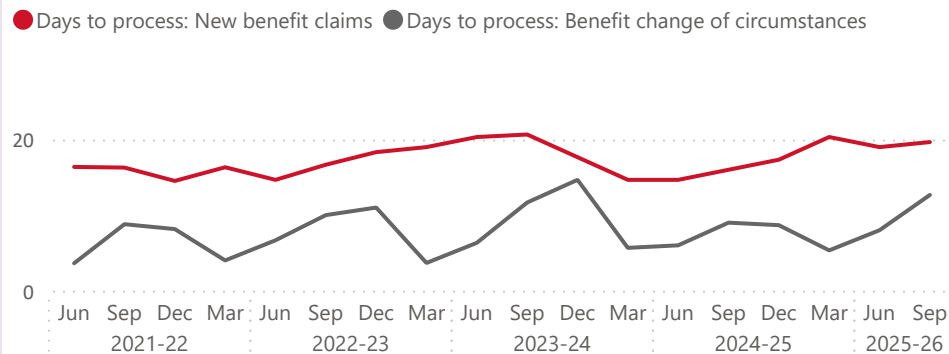
Customer Transactions

2025-26 Q2

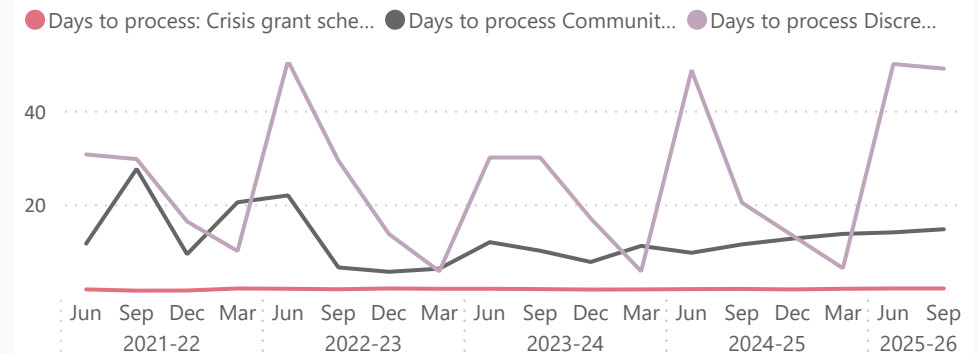
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
7.1	Days to process: New benefit claims	●	19	28	Declining ↓	30 September 2025
7.2	Days to process: Benefit change of circumstances	▲	13	8	Declining ↓	30 September 2025
7.3	Days to process: Crisis grant scheme applications	●	2	2	Declining ↓	30 September 2025
7.4	Days to process Community care grant scheme applications	●	13	15	Declining ↓	30 September 2025
7.5	Days to process Discretionary Housing Payment claims	◆	34	30	Declining ↓	30 September 2025

Grants and benefit claims continue to be prioritised and our performance for **three out of our five processing time measures is ahead of target**. Change of Circumstances processing rose in Sep 25 to 13 days. This reflects the fluid nature of the benefit system with high levels of change currently being experienced. We have taken targeted actions such as resource realignment to match emerging priorities and national benefit initiatives. SWF grants administration is within target, with awards now being made at a high priority level. This recent change reflects the increasing demand for SWF grants, with the reprioritisation designed to ensure the 2025/26 budget is not overcommitted. **Discretionary Housing Payments (DHP)** continue to follow the trend of previous years, and while days to process continues to fall the recent Scottish Government changes to the DHP scheme is likely to bring additional pressures in the coming months. This is currently being planned for.

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

44%

33%

11%

11%

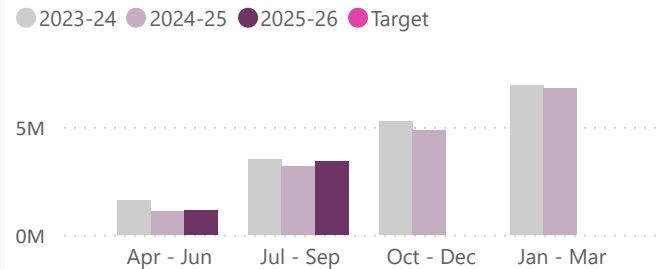
Customer and
Corporate
Services

Customer Transactions

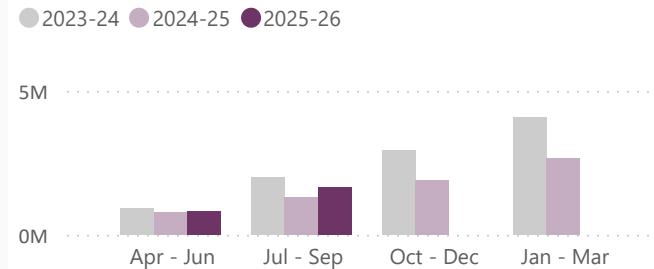
2025-26 Q2

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
7.6	DHP payments	●	£3.4M		Not applicable	30 September 2025
7.7	Amount paid in Scottish Welfare fund grants	●	£1.7M		Not applicable	30 September 2025
7.8	Net amount paid in housing benefit	●	£85.0M		Not applicable	30 September 2025
7.9	Amount paid in Council Tax (reduction)	●	£14.9M		Not applicable	30 September 2025

DHP payments



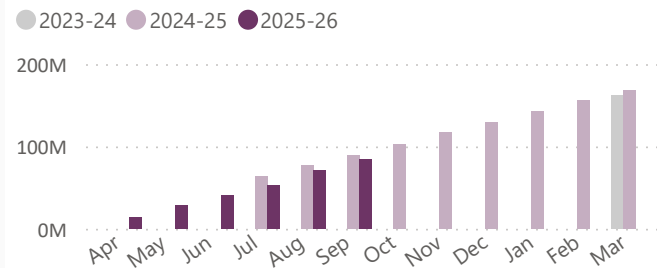
Amount paid in Scottish Welfare fund grants



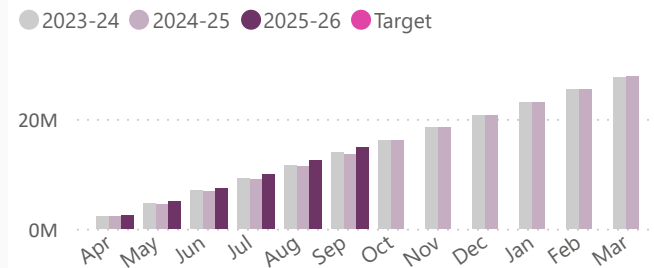
We provide a range of financial support for people when they are struggling to meet day to day living expenses through various grants and funds.

We continue to manage activities to ensure awards levels are consistent with the specific budgets provided by the Scottish Government and Department of Work and Pensions. This data compares what has been paid out against these budgets throughout the year.

Net amount paid in housing benefit



Amount paid in Council Tax (reduction)



The SWF and DHP spend to the end of Sep 25 is similar to levels seen in previous years. These budgets are constantly monitored to ensure awards levels are consistent with the relevant budgets.

Customer and
Corporate
Services

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

44%

33%

11%

11%

Finance

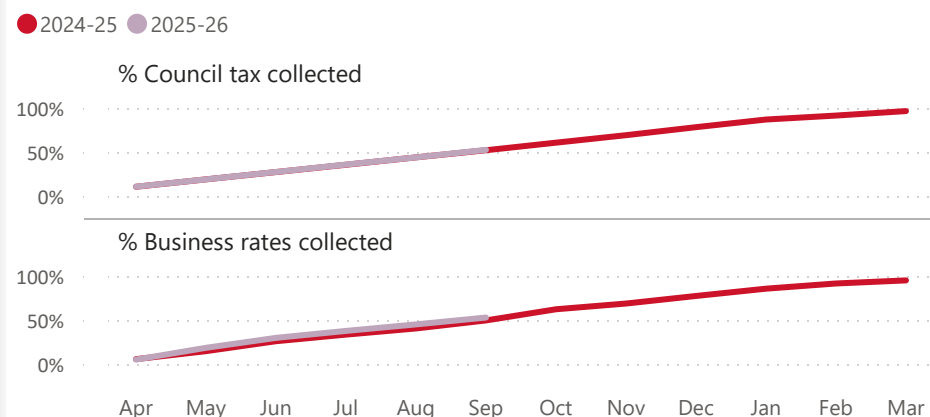
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	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
8.5	% Business rates collected	●	52.8%	49.5%	Improving ↑	30 September 2025
8.4	% Council tax collected	●	52.4%	52.4%	Maintaining →	30 September 2025
8.3	% Invoices paid (30 days)	●	96.4%	95.0%	Maintaining →	30 September 2025

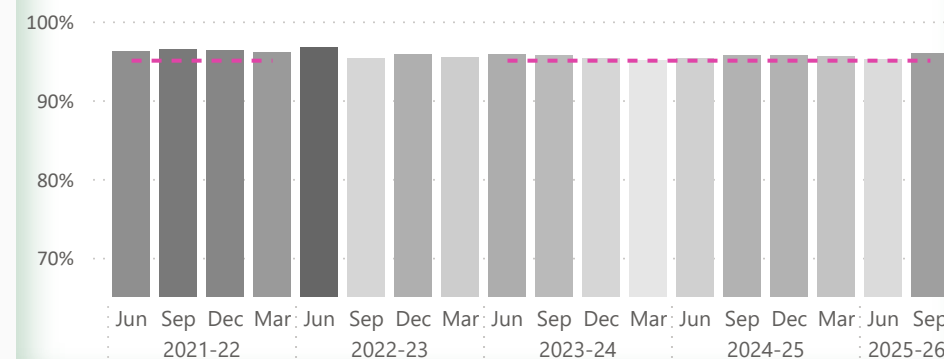
We know it's important for local suppliers to be paid on time, and we continue to perform well, with **above 95% of invoices paid within 30 days**.

Both our Council Tax and Business Rate collections will continue to accumulate as we move through 2025. At Sep 25 **we had collected over 52% of Council Tax due this year and over 52% 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

100%



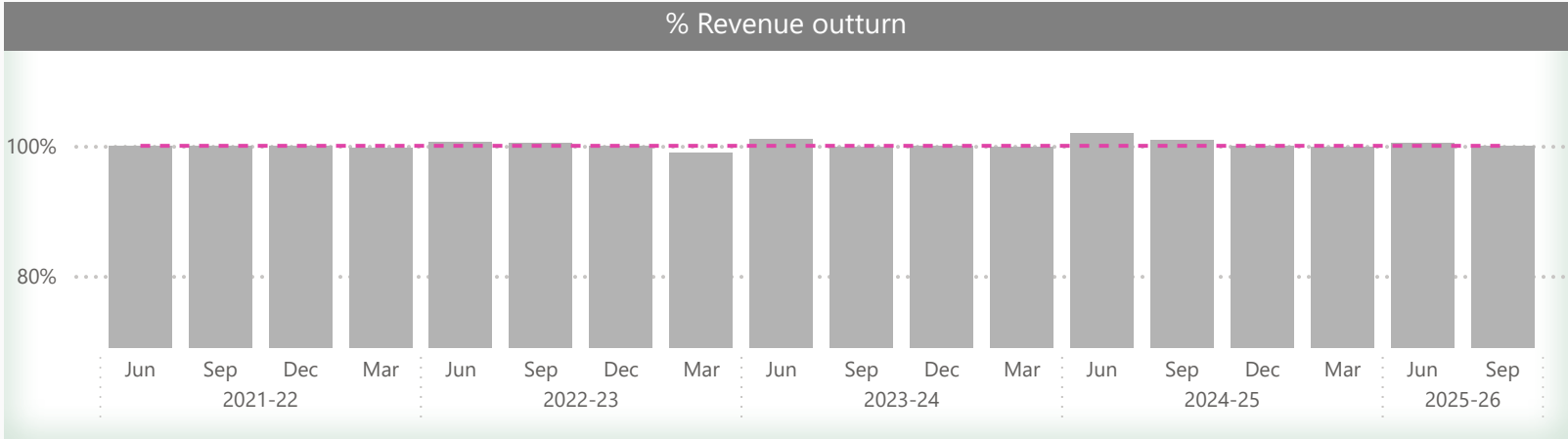
Customer and
Corporate
Services

Finance (cont.)



2025-26 Q2

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
8.2 % Revenue outturn	●	100.0%	100.0%	Maintaining ➡	30 September 2025



The month five-based report considered by the Finance and Resources Committee on 18 November points to a balanced overall position. This position reflects a significant number of timing-related or otherwise one-off mitigations, reinforcing the need to develop robust implementation plans to deliver savings and manage pressures on a sustainable basis.

A further update will be considered at the Finance and Resources Committee on 15 January 2026.

● On target

100%


Customer and
Corporate
Services

HR and Information Compliance

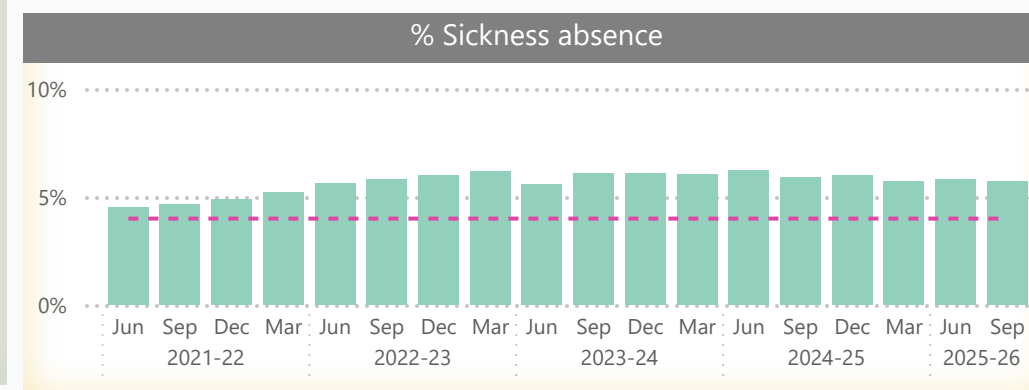
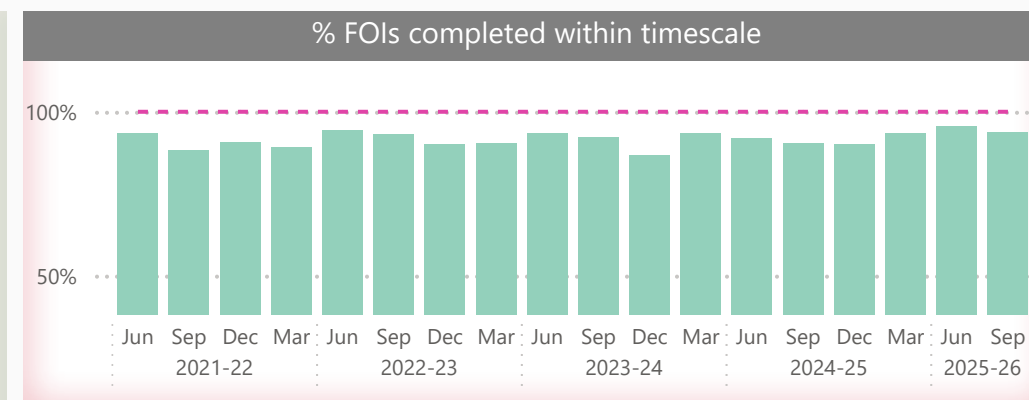
2025-26 Q2

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
9.1	% Sickness absence	▲	5.7%	4.0%	Maintaining ➡	30 September 2025
10.1	% FOIs completed within timescale	◆	84.0%	100.0%	Declining ⬇	30 September 2025

The **statutory target is for us to complete 100% of Freedom of information requests within 20 working days** and we have responded to between 90% and 95% of requests within timescale over the last 18 months except in last month where it was 84.4%. This is behind the statutory target. Challenges remain in achieving 100% such as the high volume of requests and the complexity of requests we are receiving. We will continue to aim to complete all FOIs within timescale.

We moved to a new HR and Payroll system (Oracle) in October 2024. Therefore, for September 2024 onwards, we are reporting absence using data from the new system. There is a difference in the absence rate reported between the two systems (6.4% in Aug compared to 5.9% in Sept). We would expect slight differences in rates to arise due to the different configurations of the two systems feeding into the absence data calculation.

Going forward we will be able to track trends in absence levels over the longer term as the timeseries of data from the new system grows. over the 10 months to Aug 25, we see **little variation in the month-by-month rolling absence rates** which sits at around 5.5%.



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

50%

50%

Customer and
Corporate
Services



Roads

2025-26 Q2

There are just over 940 miles of roads across Edinburgh.

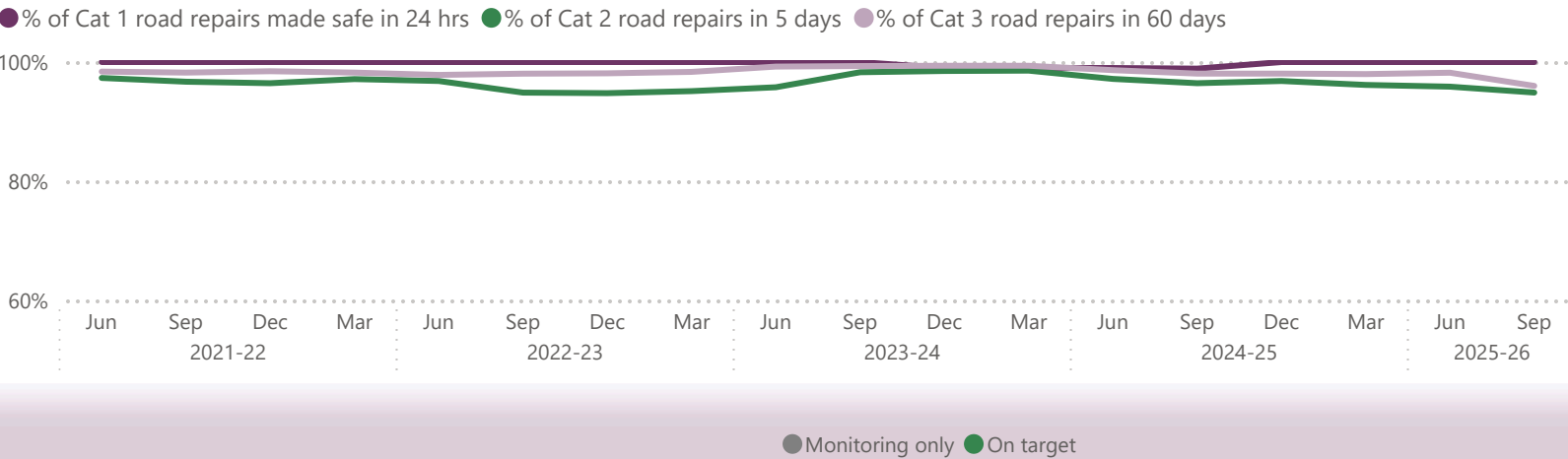
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
11.1	% of Cat 1 road repairs made safe in 24 hrs	●	100.0%	100.0%	Maintaining →	30 September 2025
11.2	% of Cat 2 road repairs in 5 days	●	92.0%	85.0%	Declining ↓	30 September 2025
11.3	% of Cat 3 road repairs in 60 days	●	90.0%	85.0%	Declining ↓	30 September 2025

We continue to show high performance for **road defect repairs** and are consistently above 90% for all three priorities.

This performance as well as the additional investment for Roads and Infrastructure has contributed to the biggest single year improvement ever in Edinburgh for our Road Condition Index at 29.8%. It is the lowest RCI since it was introduced in 2005/06.



Percentage of road defects completed in time



Environmental Services

Roads - collisions

2025-26 Q2

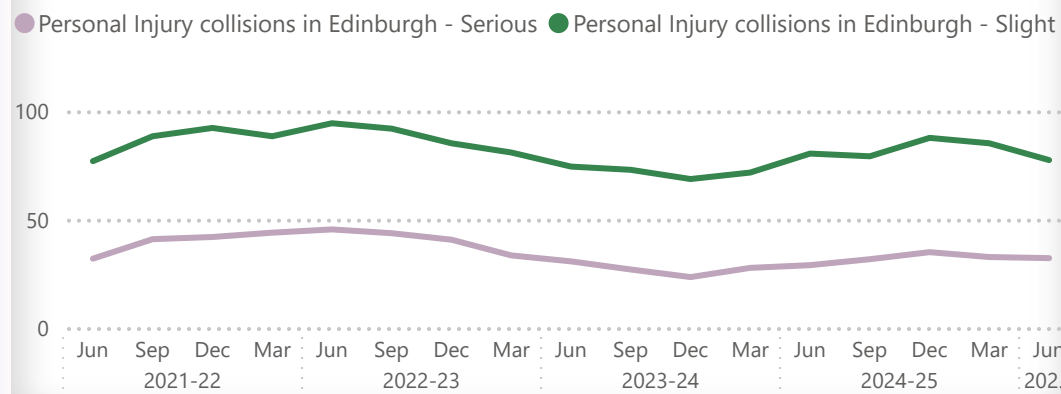


	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
11.7	Slight injury collisions in Edinburgh	●	79		Improving ↑	30 June 2025
11.6	Serious injury collisions in Edinburgh	●	30		Declining ↓	30 June 2025
11.5	Fatal injury collisions in Edinburgh	●	2		Improving ↑	30 June 2025

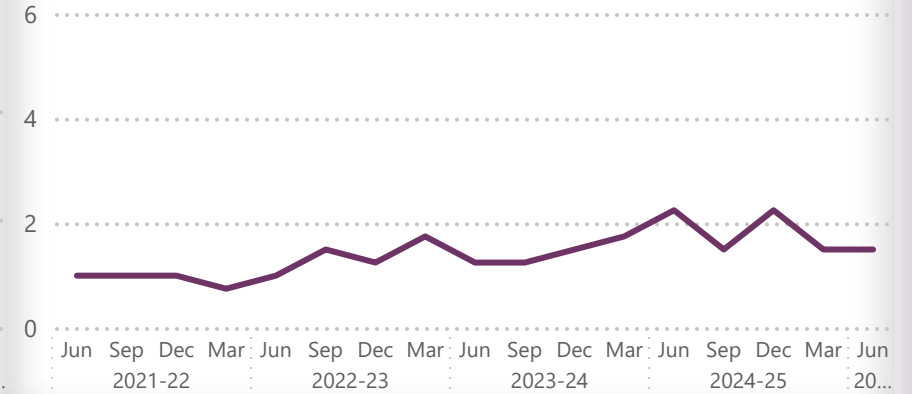
We have a responsibility to promote road safety and to take steps to reduce and prevent road collisions. Each year we undertake various actions, working alongside our partners, to promote the safety of our roads. Our long term aim is to reduce fatal injuries to 0 by 2030.

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 had been gradually decreasing since Apr 22 til Dec 24 and have shown a slight increase to Dec 25 but have decreased since then.

Slight and serious injury collisions in Edinburgh



Fatal injury collisions in Edinburgh



● Monitoring only ● On target

50%

50%



Environmental
Services

Street cleaning

2025-26 Q2

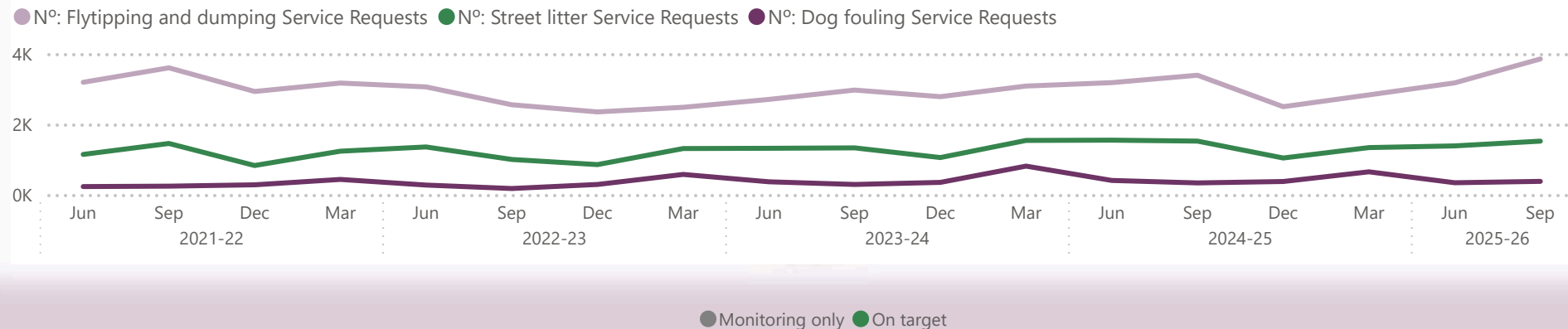
	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
12.4	Nº: Dog fouling Service Requests	●	380		Declining ↓	30 September 2025
12.3	Nº: Street litter Service Requests	●	1,522		Maintaining →	30 September 2025
12.2	Nº: Flytipping and dumping Service Requests	●	3,855		Declining ↓	30 September 2025



We are **working hard to improve** how clean our streets are 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**. However **Dog fouling requests** are consistently low with just below 400 requests for Jul - Sep 25; street littering sitting around 1,500 per quarter. Flytipping requests have risen over the last 12 months from 2,500 in Oct -Dec 24 to almost 4,000 in Jul - Sep 25.

Number of street cleaning service requests



50%

50%



Environmental
Services

Street cleaning (cont.)

2025-26 Q2

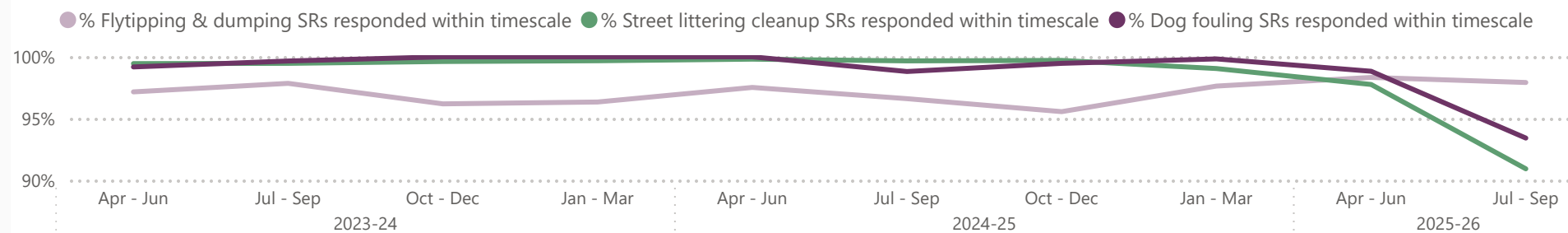


Environmental
Services

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
12.7 % Dog fouling SRs responded within timescale	●	93.4%	85.0%	Declining ↓	30 September 2025
12.6 % Street littering cleanup SRs responded within timescale	●	90.9%	85.0%	Declining ↓	30 September 2025
12.5 % Flytipping & dumping SRs responded within timescale	●	97.9%	85.0%	Maintaining ➡	30 September 2025



Street cleaning requests responded 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 **consistently above 95% for our response times for all three types of request.**

On the previous page, we reported 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** but our response to flytipping and dumping requests have shown a gradual rise over the last twelve months.

● Monitoring only ● On target

50%

50%

Street Lighting

2025-26 Q2



Environmental
Services

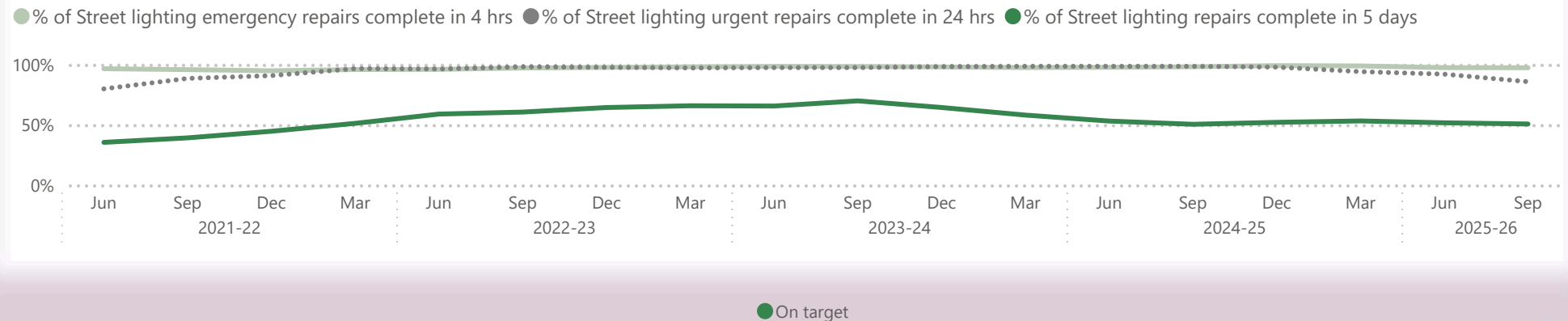
KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
14.1 % of Street lighting emergency repairs complete in 4 hrs	●	100.0%	95.0%	Maintaining ➡	30 September 2025
14.2 % of Street lighting urgent repairs complete in 24 hrs	●	100.0%	70.0%	Maintaining ➡	30 September 2025
14.3 % of Street lighting repairs complete in 5 days	●	67.0%	50.0%	Improving ⬆	30 September 2025



Our **emergency and urgent (24 hrs) street lighting repairs** continues to show performance with only a dip in Jun 25 with 90% and 75% respectively repaired within timescale. Performance was higher and above our targets for both Apr and May.

While our more urgent repairs are given priority, our performance for **5 day repairs** dips to 37% in Jun 2025. There can be factors out with our control that impact on the repairs completion time. For some repairs, the fault can only be resolved by Scottish Power Energy Networks (SPEN) and we are therefore bound to their timescales. The number of jobs reported to SPEN varies each month and over the last year has averaged around 7.5% of all jobs completed. There are also some faults which are located in underground cables where additional time is required to gain the appropriate access to fix. Both these factors can add time to a repair.

Percentage of street lighting repairs completed in time



100%



Waste

2025-26 Q2

Environmental Services

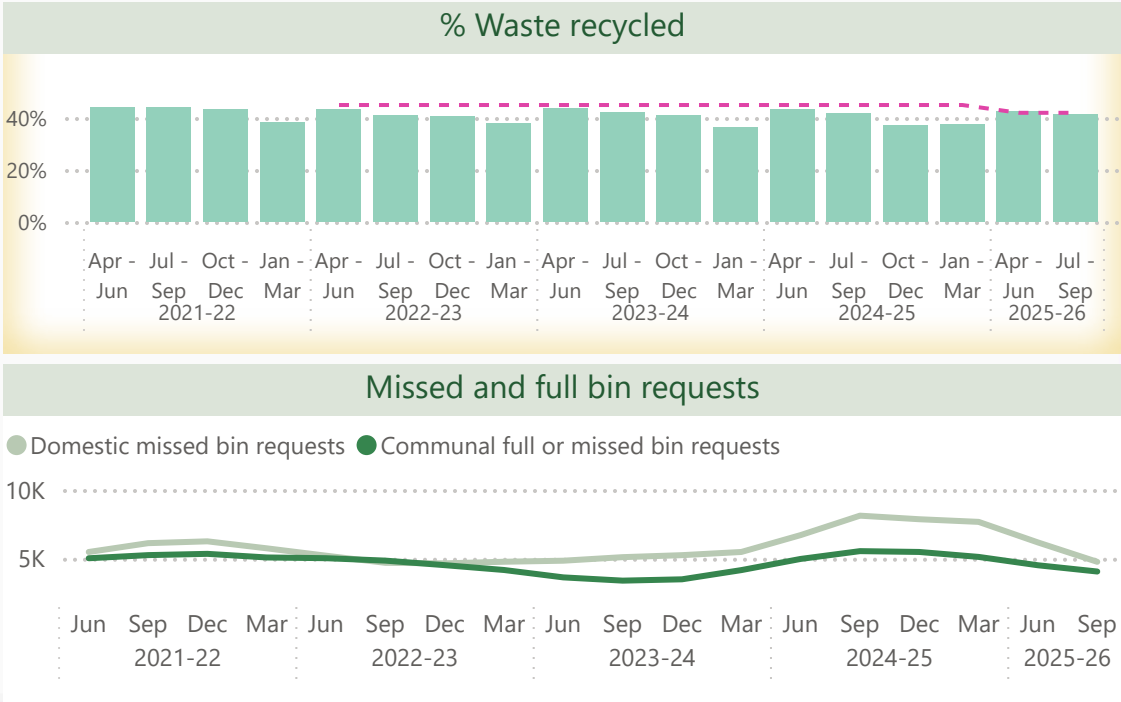
KPI/ Service metric		RAG	Value	Target	Direction of travel	Last update
15.1	Domestic missed bin requests	●	1,296	1,793	Improving ↑	30 September 2025
15.2	Communal full or missed bin requests	●	1,488	1,770	Improving ↑	30 September 2025
15.3	% Waste recycled	▲	38.5%	42.0%	Maintaining ➡	30 September 2025

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

We expect to complete our communal bin review this year. The review is ensuring co-location of recycling and non-recyclable waste to help residents in communal flats recycle more easily. Our **recycling rates** remain similar to the last 3 years, recycling around 40% of our waste each month. We are planning a range of communications campaigns around recycling to raise awareness. This will include vehicle and social media campaigns, with the first to focus on the proper disposal and recycling of lithium batteries.

The **number of reported missed and overflowing bins** fluctuates each month with the average for the last 12 months just under 1,400 per month for both domestic and communal bins. This is ahead of our targets.

The latest benchmarking data for recycling (2024/25) shows Edinburgh with the second highest recycling rate out of the four cities (Dundee, Aberdeen and Glasgow), but below the Scottish average of 44.3%.



● On target ● Within 5% of target

67%

33%

Homelessness

2025-26 Q2



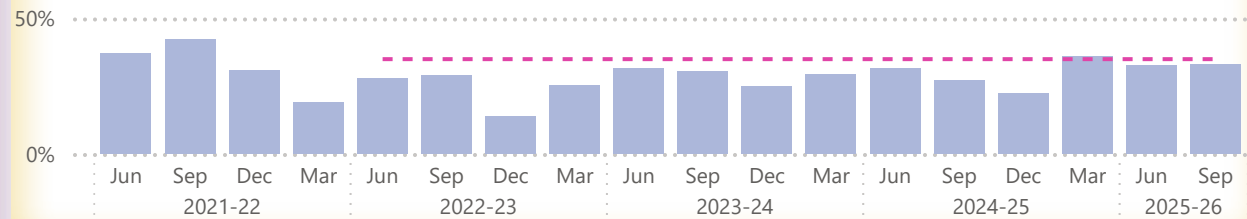
Housing

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
16.2 Avg Homeless case length (days) - housed	●	791.8		Improving ↑	30 September 2025
16.3 N°: Homeless cases housed	●	78		Declining ↓	30 September 2025
16.5 % Advice only presentations	▲	32.2%	35.0%	Improving ↑	30 September 2025

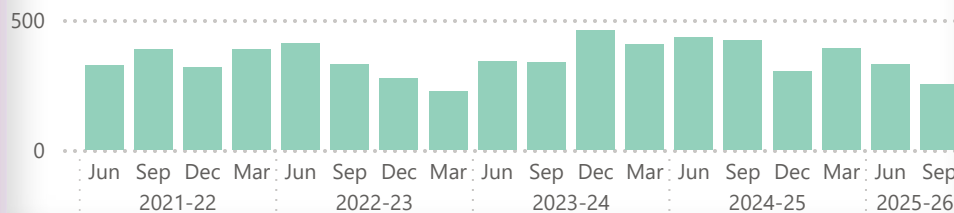
Demand remains high for social rented homes from homeless households. However Edinburgh has one of the lowest proportions of social housing in Scotland with only 16% of homes for social rent compared to the national average of 24%. Currently a minimum of 70% of Council and 50% of Registered Social Landlords (RSLs) social rented homes are let to homeless households. All RSLs have been asked to increase their allocations to at least 70%.

We have invested in **services to prevent homelessness** and support people to move on from temporary accommodation. Homelessness prevention activity continues with 1,004 households prevented from becoming homeless from Apr to Sept 2025. This shows in the percentage of households which seek housing advice but do not go on to present as homeless, which has consistently been above the target of 35% since the start of the year.

% Advice only presentations

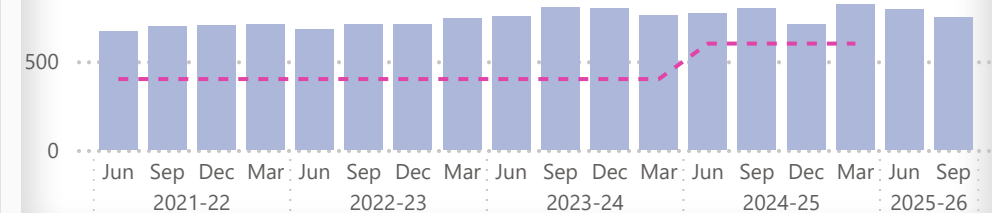


N°: Homeless cases housed



This chart shows the trend in quarterly totals

Avg Homeless case length (days) - housed



● Monitoring only ● Within 5% of target

80%

20%

Homelessness



2025-26 Q2

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
16.1	Nº: Households in temporary accommodation on last day of the month	●	5,912		Declining ↓	30 September 2025
16.4	Nº: Households in unsuitable accommodation	●	1,036		Improving ↑	30 September 2025

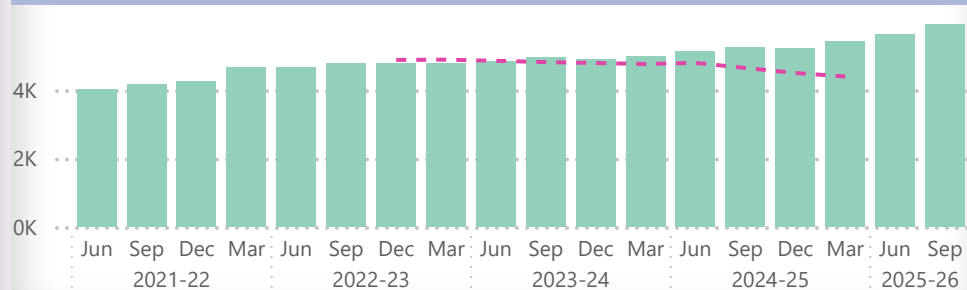
Despite the prevention work we are undertaking, pressure on our services continues. The average time for homeless cases to be rehoused is high at around 800 days, with the number of **homeless cases accessing settled housing** decreasing this year to around 80 per month.

The number of **households in unsuitable temporary accommodation** has shown long term reductions and has reduced slightly since the start of the year. The numbers of households in unsuitable accommodation have reduced from a high of 1,518 in October 2024 to 1,036 in September 2025. We are however seeing an increase in the overall number of households in temporary accommodation. A plan to increase the further the number of properties available to homeless people in our own stock is focussed on reducing the number of void properties and increasing the allocations to homeless people, which will reduce the social, compliance and financial risk associated with homelessness.

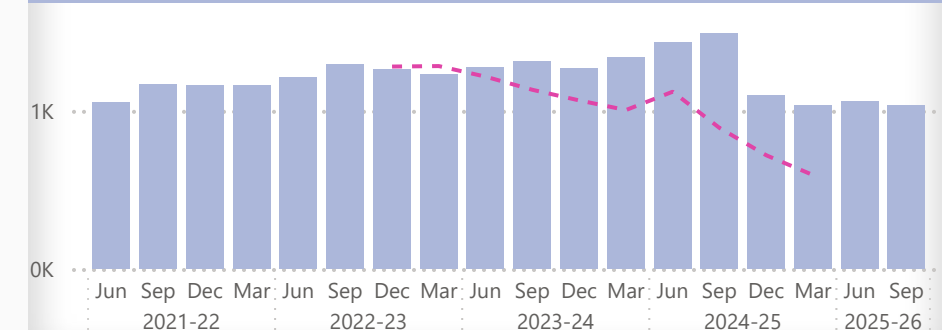


Housing

Nº: Households in temporary accommodation on last day of the month



Nº: Households in unsuitable accommodation



● Monitoring only ● Within 5% of target

80%

20%

Housing Management

2025-26 Q2



Housing

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
17.3 Avg time (days) to re-let properties	●	120		Improving ↑	30 September 2025
17.5 Rent lost from empty homes (£)	■	£841,977	£1.3M	Improving ↑	30 September 2025

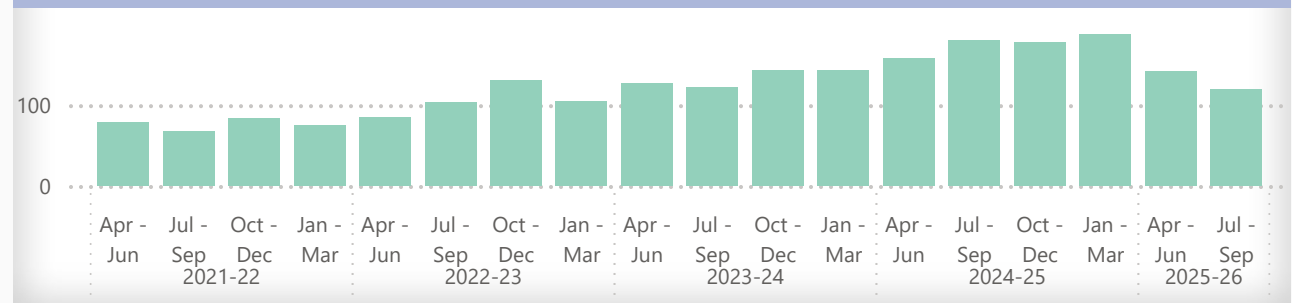


We are currently prioritising bringing our void properties back in to use and making improvements to our repairs service. We successfully **reduced our void properties to 650** by the end of March 2025 and want to reduce this further to 350 by the end of March 2026.

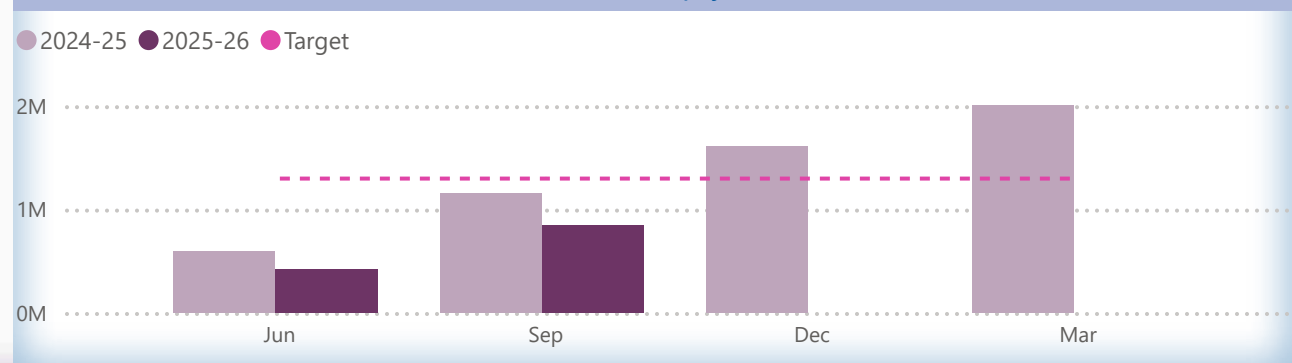
This will be challenging due to higher than expected turnover, a high number of decants and properties held empty for whole house retrofit projects. Extra resources are being deployed and increased monitoring is in place.

Good progress has been made in reducing long term voids, those void for over 12 months. Those have reduced from 600 at the start of 2024 to 200 in October 2025. The 58% reduction in void properties since June 2023 is estimated to have increased rent collection by £10.4m, for reinvestment in Council housing services.

Avg time (days) to re-let properties



Rent lost from empty homes (£)



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

25%

25%

25%

25%

Housing Management

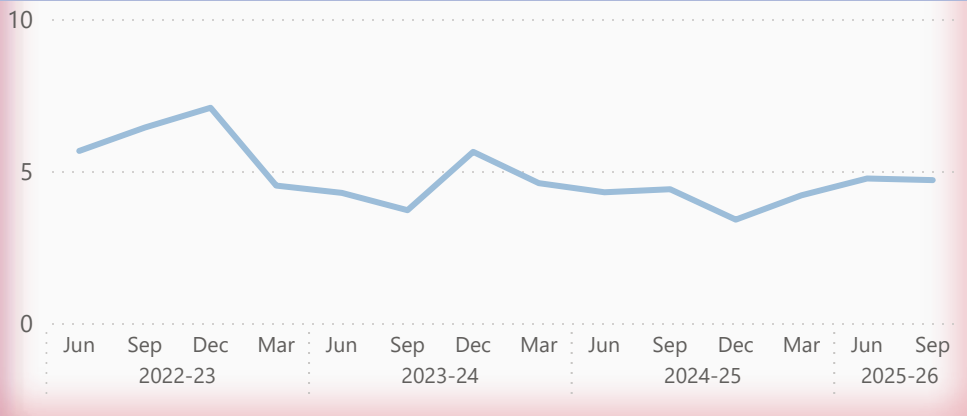
2025-26 Q2



	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
17.1	Avg Time to complete emergency repairs (hours)	🔴	4.7	4	Declining	30 September 2025
17.2	Avg Time to complete non-emergency repairs (working days)	🟡	12.5	12	Improving	30 September 2025

We continue to see **emergency repairs** being completed in under 5 hours but that remains behind our target of 4 hours. Our performance for **non-emergency repairs continues to be ahead of our target** and has fluctuated between 10 - 14 days over the last 12 months. To improve our repairs service we have introduced a post work inspection team to drive up quality and tenant satisfaction. Recruitment is underway for inspector posts and it has just been completed for Team Leaders and trade operatives. Attracting trade operatives remains a significant challenge. A number of other improvement projects are underway to drive up efficiency and productivity including automation of van stock, improved performance reporting and a review of open jobs, which negatively impacts on reported performance.

Avg Time to complete emergency repairs (hours)



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



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

25%

25%

25%

25%

Housing



Housing Development

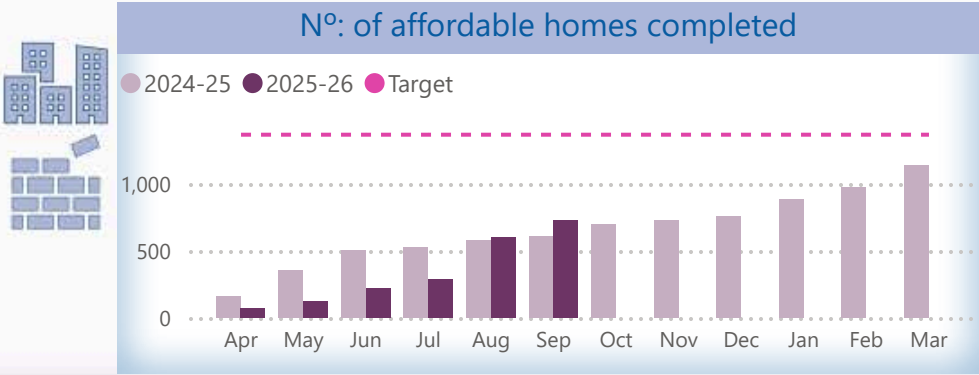
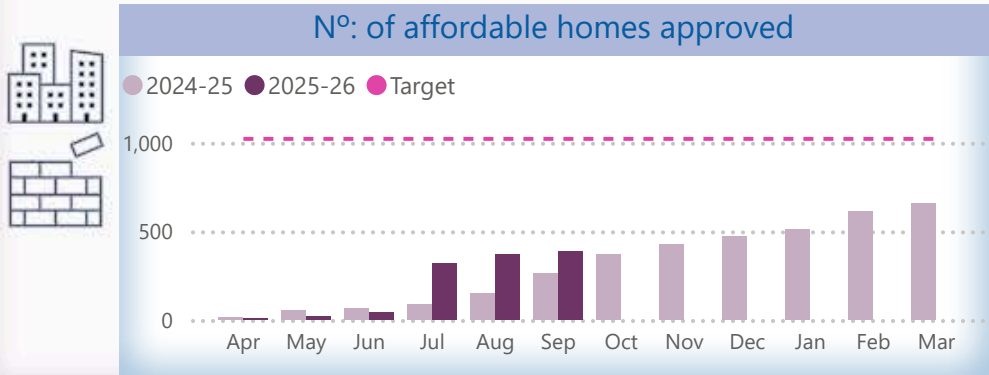
2025-26 Q2

	KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
18.1	Nº: of affordable homes approved	<div><div></div><div></div><div></div></div>	386	1,022	Improving ↑	30 September 2025
18.2	Nº: of affordable homes completed	<div><div></div><div></div><div></div></div>	724	1,368	Improving ↑	30 September 2025



Housing

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. **New approvals, site starts and project completions** are broadly in line with projections at the beginning of the year. We have been awarded an additional £14.3M from the Scottish Government’s National Acquisition Program to be used on completed units this financial year. This is expected to deliver a further 60 new purchases, subject to availability. We continue to provide regular reports to the Housing, Homelessness and Fair Work Committee to keep them updated on progress with housing developments and refreshed projections of housing approvals and completions.



● End of year target

100%

Planning and Building Standards

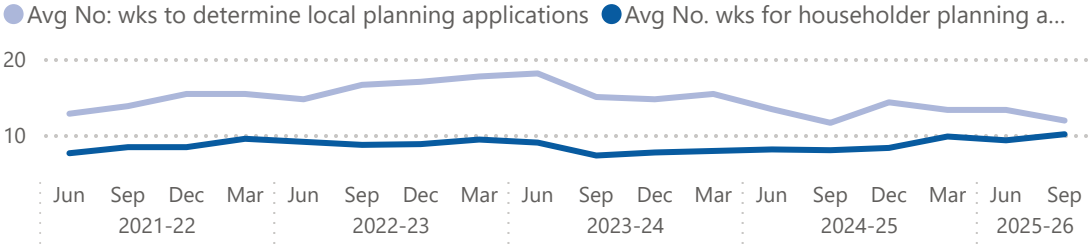
2025-26 Q2

KPI/ Service metric	RAG	Value	Target	Direction of travel	Last update
19.1 Avg No: wks to determine local planning applications	⚪	11.9		Declining ⬇	30 September 2025
19.2 Avg No. wks for householder planning applications to be determined	⚪	10.1		Declining ⬇	30 September 2025
19.3 % Building warrants issued within 10 days	🟢	91.0%	90.0%	Declining ⬇	30 September 2025

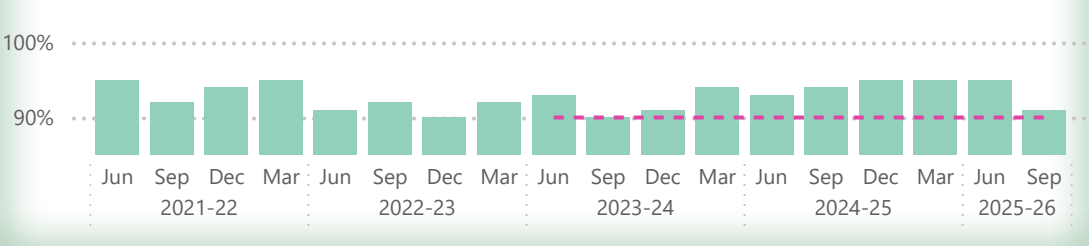
Our average time to determine **householder planning applications** has increased in the last year, with the average time rising from around 8 weeks to 10 weeks. This increase can be attributed to the closure of a number of legacy cases and clearing backlogs. A legacy planning application is defined as one which is more than one year old. The **average time for local (non-householder) applications** has decreased in the second quarter, averaging 11.9 weeks for determination.

Although there has been a reduction in performance since the last quarter for **building warrants issued within 10 days**, we continue to meet our target, with 91% issued within 10 days in the second quarter of 25/26. This is slightly lower than our average level of performance over the last 3 years.

Weeks for planning applications



% Building warrants issued within 10 days



● Monitoring only ● On target

67%

33%

Planning and Building Standards

Annual indicators summary

2025-26 Q2

KPI/ Service metric	Value	Last update
Children, Families and Community		
Positive destinations for school leavers	95.6%	31 July 2024
% 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)	70.8%	31 July 2024
% Leavers achieving 1/ > awards (SCQF, L.6) (deprived areas)	50.7%	31 July 2024
% Receiving funded EL & Childcare (preferred model)	91.2%	31 July 2025
% Leavers achieving 1 or more awards (SCQF, L.5)	88.2%	31 July 2024
% Leavers achieving 1/ > awards (SCQF, L.5) (deprived areas)	77.9%	31 July 2024
Primary Literacy Gap	16.9%	31 July 2025
Gap - 1 + level 5	18.1%	31 July 2024
% Primary (looked after) achieving numeracy	53.8%	31 July 2025
Council venues attendance	1,561,700	31 March 2025
Climate Change		
Council emissions (in ktCO2e)	62.2	31 March 2024
% of bronze+ sustainability labels for all new completed buildings	92.2%	30 September 2025
% of electric vehicles in Council fleet	21.0%	31 December 2025
No. of new trees planted	16,487	31 March 2025
Customer and Corporate Services		
% Suppliers committed to Living Wage	93.0%	31 March 2025
% Gender pay gap	1.8%	31 March 2025
% Revenue spend with contracted suppliers	98.0%	31 March 2025
% New contracts that have applied Fair Work criteria	96.0%	31 March 2025
Environmental Services		
LEAMS/ LMS Score	89.2%	31 March 2025
% of Parks meeting the minimum standard	91.0%	31 December 2025
Road Condition Index	29.8%	31 March 2025
Housing		
Rent collected as % of total rent due	100.9%	31 March 2025

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 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 Numeracy	A pupil has achieved numeracy (dependent on their stage) if they have achieved the expected level numeracy and mathematics.
Children with 3 or more placements in a year	Looked After children can either remain at home or be cared for away from their normal place of residence. Children can move between such placements during their episode of care.
Community payback orders	A Community Payback Order (CPO) is a sentence served in the community rather than prison by a person convicted of a lower level (or lower tariff) crime in a court.
Deprived Areas	For the purposes of measurement in Educational attainment, deprivation is defined as any pupil or pupils who live in an area where the Scottish Index of Multiple Deprivation (SIMD) value is within the lowest 20%.
Looked After Children	A 'Looked after child' is a child or young person who is in the care of the Local Authority is termed Looked After. Many Looked After children are subject to a Supervision Requirement through the Children's Hearings system though some may, for example, be cared for through a voluntary agreement.
Positive Destination	A positive destination includes work, training or further study.
SCQF Level 5 or higher	Scottish Credit and Qualifications Framework (SCQF) at level 5 or above.
SCQF Level 6 or higher	Scottish Credit and Qualifications Framework (SCQF) at level 6 or above.
Virtual Comparator	Schools around Scotland which have the same backgrounds as those of our schools. This gives a fair way of comparing our own performance to that of a similar group so that we can see where there is strength and weaknesses.

Glossary - page 2

Term	Definition
Climate Change	
Council Emissions	Council emissions are mostly through the following sources: <ul style="list-style-type: none">• 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 assessment minimum level of 60%.
Road Condition Index	The Road Condition Index (RCI) provides information about which sections of a network should be considered for planned maintenance soon, which sections should be investigated to determine the optimum time for maintenance and which sections are generally in a good state of repair. The Road Condition Index in Scotland is the proportion of the network falling within Red and Amber. Red - in poor overall condition which are likely to require planned maintenance soon. Amber - Lengths where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment.
Road Repairs	Road repairs are diagnosed through inspection using a risk based approach. The inspection takes in to account the potential likelihood of an incident if the defect is untreated and the consequences of that. This then determines how quickly the defect should be repaired using the Cat 1, 2 and 3 repair timescales.
Street lighting repairs	Street lighting repairs are categorised by the nature of the repair required and the potential severity of it not being repaired. Emergency repairs, which include missing panels, exposed wiring and hanging light covers that may cause a threat to safety, will aim to be repaired within 4 hours.

Glossary - page 3

Term	Definition
⊟ Roads - collisions	
Fatal injury	A road traffic collision that results in the death of someone involved.
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: <ul style="list-style-type: none">• 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.

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Term ▲	Definition
☐ Housing	
Affordable Home	<p>Affordable housing in Scotland are generally defined as being:</p> <p>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.</p>
Emergency/ Non Emergency Housing Repair	<p>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.</p> <p>Emergency - 4 hours Urgent - 24 hours Routine Appointment - 2 weeks</p> <p>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.</p>
Settled Housing	<p>Settled housing refers to secure, medium to long term accommodation. The principle characteristic is that the occupier has security of tenure/residence in their usual accommodation in the medium to long term, or is part of a household whose head holds such security or tenure/residence. In homeless terms, it is a household who is rehoused in either a Local Authority (LA) or Registered Social Landlord (RSL) tenancy</p>

See next page for unsuitable accommodation

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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.