

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Public Protection Committee
DATE	28 March 2024
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Communities, Housing and Public Protection Performance Report
REPORT NUMBER	COM/24/076
DIRECTOR	Gale Beattie
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

- 1.1 To present Committee with the status of appropriate key performance measures relating to certain Operations and Customer services.

2. RECOMMENDATION(S)

- 2.1 That the Committee note the report and provide comments and observations on the performance information contained in the report Appendix.

3. CURRENT SITUATION

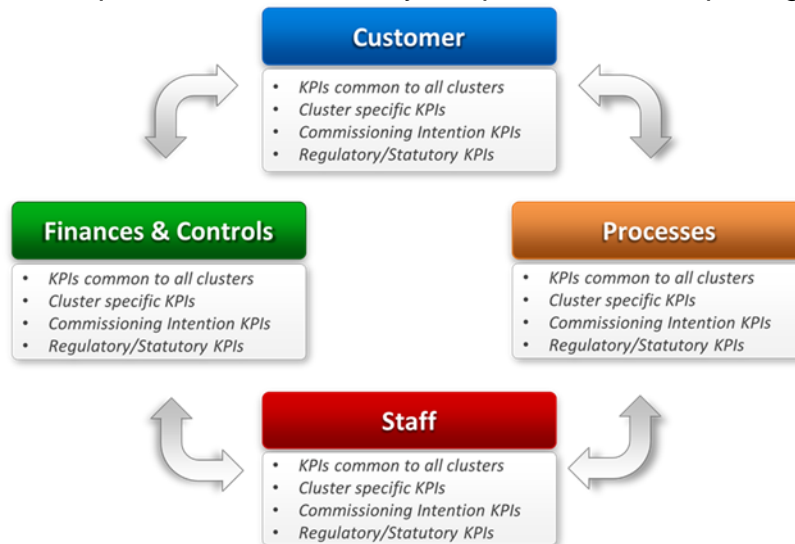
Report Purpose

- 3.1 This report is to provide members with appropriate key performance measures in relation to certain Operations and Customer services as expressed within the 2023/24 Council Delivery Plan.

Report Structure and Content

- 3.2 Performance Management Framework Reporting against in-house delivery directly contributing to, or enabling delivery against, the city's Local Outcome Improvement Plan, (LOIP) has informed development of successive Council Delivery Plans, including the 2023/24 Council Delivery Plan that was agreed by Council on 1st March 2023.
- 3.3 The Council's Performance Management Framework, supporting and enabling scrutiny against progress of the Council Delivery Plan and its key measures, establishes a robust performance management and reporting system which encompasses single and multi-service inputs, outputs and outcomes.
- 3.4 The refreshed Performance Management Framework for 2023/24 was approved at the meeting of Council on 14 June 2023.





- 3.5 Service standards against each function/cluster, associated with Council delivery planning, offer continuous insight into the effectiveness, and accessibility of core service provision to the Council's stakeholders and city communities.
- 3.6 Where appropriate, data capture against these standards is now directly incorporated within the suite of metrics contained within Appendix A and will be reported against on either a monthly, quarterly or annual basis.
- 3.7 The Performance Management Framework provides for a consistent approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives, as shown below, which provides for uniformity of performance reporting across Committees.



- 3.8 This report, as far as possible, details performance up to the end of January 2024 or Quarter 3 2023/24, as appropriate.
- 3.9 Appendix A provides an overview of performance across certain Operations and Customer services, with reference to recent trends and performance against target. It also includes, where available, up to date benchmarking information from the most recently published Local Government Benchmarking Framework report and, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as of potential interest in terms of either performance implications or data trends. These are listed below:
- Dog Fouling - % responded to within 2 days
 - Average Call Wait Time (IT Helpdesk)
 - YTD % of Unintentional homeless decisions reached within 21 Days
 - YTD Average length of journey in days for applicants assessed as unintentionally homeless
 - The YTD Average time taken to re-let all properties (Citywide - days)
 - Rent loss due to voids - Citywide - YTD average
 - % Complex Subject Access Requests responded to within 3 months
- 3.10 Within the summary dashboard the following symbols are also used:

Performance Measures

Traffic Light Icon

-  On target or within 5% of target
-  Within 5% - 20% of target and being monitored
-  More than 20% below target and being actively pursued
-  Data only – target not appropriate

Where narrative analysis of progress against service standards is provided and has been attributed with a RAG status by the relevant Service Manager, these are defined as follows:

RAG Status

- **GREEN** – Actions are on track with no delays/issues emerging
- **AMBER** – Actions are experiencing minor delays/issues emerging and are being closely monitored
- **RED** – Actions are experiencing significant delays/issues with improvement measures being put in place

4. FINANCIAL IMPLICATIONS

There are no direct financial implications arising out of this report.

5. LEGAL IMPLICATIONS

There are no direct legal implications arising out of this report.

6. ENVIRONMENTAL IMPLICATIONS

There are no direct environmental implications arising out of this report.

7. RISK

The assessment of risk contained within the table below is considered to be consistent with the Council's Risk Appetite Statement.

Category	Risks	Primary Controls/Control Actions to achieve Target Risk Level	*Target Risk Level (L, M or H) *taking into account controls/control actions	*Does Target Risk Level Match Appetite Set?
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Strategic	None	NA	NA	NA
Compliance	No significant legal risks.	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.	L	Yes
Operational	No significant operational risks.	Oversight by Elected Members of core employee health and safety/attendance data supports the Council's obligations as an employer	L	Yes
Financial	No significant financial risks.	Overview data on specific limited aspects of the cluster's financial performance is provided within this report	L	Yes
Reputational	No significant reputational risks.	Reporting of service performance to Members and in the public domain serves to enhance the Council's reputation for transparency and accountability.	L	Yes
Environment / Climate	None	NA	NA	NA

8. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
Impact of Report	
Aberdeen City Council Policy Statement	None
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People Stretch Outcomes	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report

	monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place Stretch Outcomes	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Regional and City Strategies	None

9. IMPACT ASSESSMENTS

Assessment	Outcome
Integrated Impact Assessment	It is confirmed by Chief Officer Martin Murchie that no Integrated Impact Assessment is required
Data Protection Impact Assessment	Not required
Other	None

10. BACKGROUND PAPERS

Council Delivery Plan 2023/24 – COM/23/074

[Local Outcome Improvement Plan 2016-2026](#) (July 2021 Refresh)

Performance Management Framework – COM/23/168

11. APPENDICES

Appendix A – Performance Summary Dashboard

12. REPORT AUTHOR CONTACT DETAILS

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