






















Communities, Housing and Public Protection Committee Performance Report Appendix A

Corporate Landlord

Building Services

1. Citizen – Building Services
















Performance Indicator	Q4 2024/25		Q1 2025/26			Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status		Value	Status		
**The year to date percentage of repairs appointments kept	Data unavailable		98.79%			99.04%		90%	
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service (year to date).	87.5%		88.24%		89.68%			80%	

Performance Indicator	Q4 2024/25		Q1 2024/25		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Building Services	51		66		Data unavailable			
% of complaints resolved within timescale (stage 1 and 2) - Building Services	74.5%		75.8%				75%	
No. of complaints resolved within timescale (stage 1 and 2) - Building Services	38		50					
% of complaints with atleast one point upheld (stage 1 and 2) - Building Services	29.4%		22.7%					
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	8		Data unavailable					

*Lessons learnt referred to throughout this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology or staff discussion/advice, but these actions are not classified as lessons learnt.

The fact that lessons learned data is currently unavailable throughout this report is due to inconsistencies having been identified in how data is transferred between our systems, which is affecting the accuracy of reporting. The issue is being addressed by internal teams and the external provider.









2. Processes – Building Services













Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date average length of time taken to complete emergency repairs (hrs)	3.78		3.64		3.93		4.1	
The year to date average length of time taken to complete non-emergency repairs (days)	7.44		8.34		8.45		8.3	
The year to date percentage of reactive repairs carried out in the last year completed right first time	91.53%		93.88%		94.83%		90%	
**The percentage of Repairs Inspections completed within 20 working day target (year to date)	Data unavailable		99.85%		99.4%		100%	

****Service Commentary - The year to date percentage of repairs appointments kept / The percentage of Repairs Inspections completed within 20 working day target (year to date)**

Regarding the missing Q4 2024/25 data for year to date percentage of repairs appointments kept and percentage of inspections completed within target, this was due to the absence of the staff member who compiles this information from the system. The Q3 values being at 93.59% (% of appointments kept) and 96% (% of inspections completed within target) provide some assurance that the target ranges for these measures were being met to this point.

3. Staff – Building Services





Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		1		1			
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	4		2		2			

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	4.8		4.9		5.1		4.9	
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.4		1.3		1.18			
Establishment actual FTE	409.34		416.67		413.72			















*Absence data throughout this report reflects robust calculations of FTE based absence but with recognition that minimal variances in accuracy can arise in longitudinal and service comparisons where part time/variable hours working contracts are more common. The impact of this technical/statistical issue has been assessed as producing a marginal inflationary effect on absence levels within Services where a greater proportion of these types of contract are appropriate to effective service delivery.





**This indicator calculates the working days lost due to sickness per month per employee. This is calculated by dividing the total number of days lost due to sickness during the respective month by the average of all the FTE staff employed during the same month.

4. Finance & Controls – Building Services


Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	35.8%		45.1%		54.1%		100%	

1. Customer – Facilities Management

Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Facilities	2		6		Data unavailable			
% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		100%				75%	
No. of complaints resolved within timescale (stage 1 and 2) - Facilities	2		6					
% of complaints with atleast one point upheld (stage 1 and 2) - Facilities	0%		50%					
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		Data unavailable					

Performance Indicator	Q4 2024/25		Q1 2026/26		Q2 2025/26		2025/26 Q2 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Number of school lunches served in the year - Primary (YTD)	2,081,065		572,946		920,787		905,200	

*The expansion of free school meal provision and increasing pupil rolls at schools across the city have combined to see more school meals being served in our Primary schools. The service will continue to monitor pupil rolls and meal uptakes as we work through the year and will revise targets appropriately.

Performance Indicator	Current Status	2025/26 Target
All meals served to children and young people in our schools will meet The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020		100%
The Nutritional Requirements for Food and Drink in Schools (Scotland) Regulations 2020 came into effect from April 2021. Our School Catering service aims for 100% compliance with the regulations to ensure that whilst in school, our children and young people are receiving the nutrition they require to be effective learners. We have set this as a service standard particular to Aberdeen City Council's school Catering Service and there is no comparative benchmarking information which we can use to compare performance with other local authorities. Performance is not reported as a metric, but the intention of the measure is to highlight to Committee any reports received on nutritional non-compliance from Education Scotland's school inspection visits.		

2. Processes – Facilities Management

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% Fly tipping alerts at housing multi-storey blocks responded to within 60 hours	94.4%		100%		76.5%		100%	
*% Response cleaning alerts responded to within priority timescales	33.3%		60%		45.5%		100%	
% Void cleaning alerts responded to within priority timescales	90%		87.2%		100%		100%	

***Service Commentary - % Fly tipping alerts responded to within 60 working hours/% Response cleaning alerts responded to within priority timescales:**

Due to vacancies and sickness absence within the small team who undertake Voids, Response cleaning and Fly-tipping works, a dip in the percentage of Response Cleaning and Fly-tipping alerts completed within timescales has been seen in September 2025. The team are working as diligently as possible to complete as many alerts within timescales as possible, whilst recruitment and supporting attendance policies are followed to try to bring the team back up to full capacity.









Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Local bus service registration changes reviewed and responded to within the prescribed 28-day period	100%		100%		100%		100%	
% Mainstream Transport Applications assessed within target timescale	100%		100%		88.6%		100%	
% ASN/Exceptional Applications processed within target timescale	100%		100%		96.2%		100%	
*% School Transport Contracts Spot Checked within time period	59.3%		0%		18%		25% (Q2)	

































***Contract Monitoring Officer was on Maternity Leave until August 2025 so most visits will be conducted over Q3 and Q4, as a result. Visits were able to recommence on 19 August and 22 of the 61 visits required annually have now been completed.**

Performance Indicator	Current Status	2025/26 Target
We will deliver 39 weeks contracted school cleaning to the standards set in our generic specification.		100%
Cleaning service is delivered by the in-house team at all non-3Rs schools in the city, for the 190 days of the school session plus the 5 annual in-service days. We will use this measure to highlight any instances where a school has been unable to open due to our inability to provide a satisfactory cleaning service.		

Performance Indicator	Current Status	2025/26 Target
We will deliver cleaning services within all (non-school) operational properties to the standards set in our generic specification.		100%
Cleaning service is delivered by the in-house team throughout the year at all other operational properties across the city, on all weekdays minus public holidays (a limited number of properties also receive service over weekends). We will use this measure to highlight any instances where a property has been unable to open due to our inability to provide a satisfactory cleaning service.		

3. Staff – Facilities Management









Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter)	0		0		0			
Accidents - Non-Reportable - Employees (No Quarter)	6		10		5			

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Facilities	9		9		9		4.9	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.81		1.3		1.84			
Establishment actual FTE	525.03		520.21		519.83			
Establishment actual FTE (Catering)	177.84		176		177.34			
Establishment actual FTE (Cleaning)	213.02		228.39		228.03			
Establishment actual FTE (Janitorial)	66.32		66.63		66.3			
Establishment actual FTE (Office & Building Management)	15.93		15.93		15.93			
Establishment actual FTE (Passenger Transport Unit)	32.15		31.61		30.61			

***Service Commentary - Sickness Absence – Average Number of Days Lost – Facilities**

Officers continue to work diligently with support from People & Organisational Development colleagues, to manage each employee absence in line with our Supporting Attendance and Wellbeing policy. Our aim is to be able to support each employee who experiences a long term absence, to return to work when they are fit to do so. Unfortunately, this isn't always possible. When an employee is being managed in the formal stages of the policy and our Occupational Health service indicates that there is no return to work likely in the foreseeable future, a determination is made on whether redeployment to another role within the Council, ill-health retirement or capability assessment is the appropriate way forward in each case. Some cases are quite complex and interventions need to be made sensitively and at the right time, which can impact on the time taken for cases to reach the appropriate conclusion, and therefore contribute to higher than desired average number of days lost.















4. Finance & Controls - Facilities Management

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Inspection - Number of overdue corrective actions requests as at month end	0		0		0		0	
Staff Costs - % Spend to Date (FYB)	35.5%		45.4%		53.86%		100%	
























Governance

Protective Services

1. Citizen – Protective Services

















Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received - Protective Services	14		5		Data unavailable			
% of complaints resolved within timescale - Protective Services	85.7%		80%				75%	
No. of complaints resolved within timescale (stage 1 and 2) – Protective Services	12		4					
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%		40%					
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		Data unavailable					

2. Processes - Protective Services









Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
**% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	71.4%		78.4%		Data unavailable		80%	
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	33.3%		12.6%		14.6%			
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	16%		4.6%		4.6%			
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	33.3%		13.4%		17.7%			
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	20%		10.2%		10.2%			
% of scheduled food service premises inspections (where access was possible) carried out on time, in line with Food Regulatory Service Plan	100%		100%		100%		100%	

*The Scottish Government (SG) has set targets for all local authority Trading Standards Services to carry out test purchasing from retail premises to test for compliance with the age restriction on the supply of tobacco and nicotine vaping products (e-cigarettes) set out in the Tobacco and Primary Medical Services (Scotland) Act 2010. The requirement is that 10% of registered tobacco and e-cigarettes retailers in each jurisdiction should be tested on an annual basis. Accordingly, at the beginning of each financial year Aberdeen City Council Trading Standards service plans this work so that these targets are achieved (along with the related PI of visiting 20% of each to provide Business Advice). This work is dependent upon the availability of 16 year old volunteers to work alongside officers. That notwithstanding, this service regularly achieves these targets, which are reported to the SG via the Society of Chief Officers of Trading Standards in Scotland (SCOTSS).









**Q2 data in relation to % of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory) is unavailable this cycle due to the turnaround times required for certain categories of samples.













Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Non-Domestic Noise % responded to within 2 days	100%		100%		100%		100%	
High Priority Pest Control % responded to within 2 days	96.6%		100%		100%		100%	
High Priority Public Health % responded to within 2 days	100%		95.9%		98.7%		100%	
All Other Dog Requests - % responded to within 5 days	100%		100%		100%		100%	

2. Processes – Community Safety





Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	93.55%		94.73%		93.87%		100%	
YTD % of calls attended to by the ASBIT Team within 1 hour	100%		100%		98.8%		95%	





3. Staff - Protective Services

Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		0			
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		0			

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	3.5		3.1		2.6		4.9	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.18		0.37		0.88			
Establishment actual FTE	61.43		61.43		62.73			

4. Finance & Controls - Protective Services















Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	97.1%		100%		90.4%		95%	









Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	34.1%		43%		51%		100%	

Corporate Services

















People & Citizen Services

1. Citizen – People & Citizen Services







Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – People & Citizen Services	108		105		Data unavailable			
% of complaints resolved within timescale – People & Citizen Services	87%		86.7%				75%	
No. of complaints resolved within timescale (stage 1 and 2) – People & Citizen Services	94		91					
% of complaints with atleast one point upheld (stage 1 and 2) – People & Citizen Services	32.4%		28.6%					
Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services	6		Data unavailable					

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	176		158		184			
Financial Inclusion - No of enquiries per month	89		96		99			

2. Processes – People & Citizen Services

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Average time taken to process all new Housing Benefit and Council Tax Reduction claims in calendar days	32.23		33.82		Data unavailable		35	
Average number of days to process change of circumstances in relation to Housing Benefit claims	3.5		3.75				5	
Correct amount of Housing Benefit and Council Tax Reduction paid to customers	98.1%		97.4%				95%	
Average time in minutes and seconds to answer calls to Customer Contact Centre	4.19		4.02		4.00		5.00	
*% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	Data unavailable						100%	
Welfare Rights - % of Successful Appeals	0%		No appeals in Aug/Sept					

*Inconsistencies having been identified in how data is transferred between our systems, which is affecting the accuracy of reporting of this measure. The issue is being addressed by internal teams and the external provider.

Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Crisis Grant applications processed within 2 working days	99.09%		95.76%		Data not yet released by Scottish Government		100%	
*% Community Care Grant applications processed within 15 working days	56.25%		72.07%				100%	

*Service Commentary - % Community Care Grant applications processed within 15 working days

Resource constraints and application volumes have remained a challenge during 2025/26 to date. Since the implementation of the Scottish Welfare Fund, demand for Community Care Grants has increased by 78% and demand for Crisis Grants by 186% however, staffing levels have remained the static.









Resources are, of necessity, prioritised towards Crisis Grant processing due to the higher volume of Crisis Grant applications and significant difference in processing timescales. Prioritisation of Crisis Grants for citizens is also required since an application for a grant of this type indicates that immediate financial assistance is required when an emergency or disaster has occurred, and there would be a risk to wellbeing without a grant.













Structural changes have been implemented from 1 September 2025 which it is expected will result in improved performance in 2025/26 but the service will continue to review other areas of work within the team to maximise performance where possible.

Q1 performance for 2025/26 Community Care Grant processing is 72.07% which shows a 10% improvement compared to the overall 2024/25 figure of 62%. This also shows a marked improvement compared to Q3 and Q4 of 2024/25 which were 51% and 56% respectively. This is despite a 23% increase in Community Care Applications in Q1 2025/26 when compared to Q4 2024/25.













There was a small percentage drop in Crisis Grant processing from 99.09% in Q4 2024/25 to 95.76% in Q1 2025/26. However, a further 4.1% of applications were processed just out with the target processing time at two working days.

3. Staff – People & Citizen Services

Performance Indicator	Q4 2024/25		Q1 2024/25		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – People & Citizen Services)	0		0		0			

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	4.4		4.4		5.7		4.9	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.32		1.07		1.35			
Establishment actual FTE	353.2		353.87		183.26			















4. Finance & Controls – People & Citizen Services









Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Council Tax Cash Collected (In Year) - monthly	£59.8m		£73.9m		£87.8m		£88.7m	
Staff Costs - % Spend to Date (FYB)	32.4%		40.8%		46.1%		100%	
Financial Inclusion - Total Financial Gains Achieved per month	£206,231		£290,907		£284,571			

Families & Communities





































Housing

1. Citizen – Housing

Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Housing	55		89		Data unavailable			
% of complaints resolved within timescale - Housing	58.2%		76.4%				75%	
No. of complaints resolved within timescale (stage 1 and 2) – Housing	32		68					
% of complaints with at least one point upheld (stage 1 and 2) - Housing	29.1%		16.9%					
Total No. of lessons learnt identified (stage 1 and 2) - Housing	4		Data unavailable					

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Percentage of tenants satisfied with the standard of their home when moving in YTD	75%		73.9%		70.4%		75%	
*Satisfaction of new tenants with the overall service received (Year To Date)	75%		60.87%		62.96%		85%	

2. Processes – Housing

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD % of cases reassessed as being homeless or potentially homeless within 12 months* of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis)	2.7%		2.7%		3.8%		4%	
**YTD % of statutory homeless decisions reached within 28 Days Unintentional R RTP	54.9%		54.8%		52.3%		100%	
**YTD Average length of journey in days for applicants assessed as unintentionally homeless (R RTP)	90.9		112		114.6		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	419		443		458			
The YTD number of Legal repossessions following decree (Arrears) - Citywide	22		26		39			
***Housing Applications processed 28 days YTD %	74.5%		69.7%		65.3%		100%	
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	89.8%		89%		89.2%		100%	
****The YTD Average time taken to re-let all properties (Citywide - days)	262.9		256.3		249.7		210	
Void properties awaiting / undergoing preparation for relet	1,863		1,800		1,788			

*Service Commentary – Satisfaction of new tenants with the overall service received

Every new tenant with Aberdeen City Council is sent a survey link by email for completion 4-5 weeks after getting the keys for their new home, during their initial visit from their Housing and Support Officer they are encouraged and supported, where necessary, to complete the new tenant survey. Our current response rate as a percentage of new tenants is low, and work continues to increase this. Of the responses received until the end of September 2025, 3 tenants have indicated that they are very or fairly dissatisfied with the overall service received. For those tenants who report a dissatisfied response, officers follow up individually by telephone contact or visit, to establish the action needed to resolve the issues that have been highlighted and capture learning for future improvement. Further insights are also being captured currently through the tenant satisfaction survey which has been undertaken with 1160 existing tenants and will be undertaken with a further 140.

**Service Commentary - YTD % of statutory homeless decisions reached within 28 Days Unintentional / YTD Average length of journey in days for applicants assessed as unintentionally homeless

The percentage of statutory homeless decision reached within 28 days for our assessments giving an unintentional decision has declined by 2.5%, this measure can be influenced by the level of demand that presents, and the available resources to manage this demand which can naturally fluctuate as a result of vacancies and annual leave. Aberdeen City

Council has experienced a 23% rise in applications from people experiencing or threatened with homelessness when compared to the same period last year. When comparing to the national position we can see that quicker assessment times do not always equate to shortened journey times, as seen through the Homelessness Benchmarking report and national position within the Housing Emergency Action Plan. It is worth noting that the overall average days for decisions reached is operating at 27.1 days currently.

The journey time for a person or household assessed as unintentionally homeless has risen; 65% of applicants have met the 100 day target, which is an improved position from last year. As further explained within the Housing Emergency Action Plan, a variety of factors can influence this measure, and this is shown through the use of personas and is also influenced by the availability of appropriate stock which is the right size, type and location to meet need. Our lets to homeless households remain a key area of focus for Aberdeen City Council alongside strengthening our partnerships with Registered Social Landlords and the private sector to unlock the potential of increased options. The focus on reducing voids and shortening the time taken to relet properties will also have a positive impact on this measure.









***Service Commentary – Housing Applications processed 28 days YTD%













As outlined in the last report this decline had been expected as we continue to experience a period of adjustment around operating approach, coupled with staff vacancies and holidays/absences has led to an increase in processing time. We continue to experience a high demand for both permanent and temporary housing, the team will continue to prioritise the generation of offers to support people to move into a home, which also has an adverse impact on this measure. Recruitment is ongoing and as a temporary measure resources as being used flexibly to support. A review around how to improve the recording of this measure continues.

****Service Commentary – The YTD Average time take to re-let all properties (citywide – days)













As detailed within our response to the Housing Emergency Action Plan, both Housing and Corporate Landlord teams continue to explore new ways of working in an effort to improve this figure. The aim of these changes will see the average days reduce. In addition, a recent change in approach for our new build housing will see positive impact on YTD average and turnaround times.

3. Staff – Housing

Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Housing)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – Housing)	1		1		2			

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	4.1		4		3.8		4.9	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.01		0.91		0.89			
Establishment actual FTE	86.26		86.65		86.72			

4. Finance & Controls – Housing

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	38.8%		48.8%		57.6%		100%	
*Gross rent Arrears as a percentage of Rent due	14.54%		15.29%		14.71%		9.5%	
Rent loss due to voids - Citywide - YTD average	7.45%		7.37%		7.4%		4.62%	

*Service Commentary - Gross Rent Arrears as a percentage of rent due





There has been a fall in rent arrears in September 2025 (14.71%) compared to August 2025 (15.29%). The national average for rent arrears is 9.5% which has been set as our target for 2025/26.

In conjunction with Housing, we continually work to review the escalation and continue to contact tenants to assist them with sustaining their tenancies.





Refresher training has recently been completed for all Corporate Debt staff, to ensure staff are working to the best of their ability within the legislation to maximise collection.

Housing Revenue Account

3. Staff – Housing Revenue Account

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	183.28		184.5		188.18			

4. Finance & Controls – Housing Revenue Account

Performance Indicator	Jul 2025		Aug 2025		Sep 2025		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	38.9%		48.8%		57.6%		100%	

Corporate

1. Citizen – Corporate





Performance Indicator	Q4 2024/25		Q1 2025/26		Q2 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
No. of Non-complex Subject Access Requests received	92		97		74			
*% Non-complex Subject Access Requests responded to within 1 month	92.4%		96.9%		98.6%		100%	
No. of Complex Subject Access Requests received	5		12		20			
*% Complex Subject Access Requests responded to within 3 months	40%		58.3%		70.0%		100%	
No. of Environmental Information Regulation requests received	113		70		Data unavailable			
** % of Environmental Info Requests replied to within 20 working days - Corporate	75.2%		77.1%				100%	
No. of Freedom of Information requests received	351		449					
** % of Freedom of Information requests replied to within 20 working days - Corporate	77.5%		76.6%				100%	
No. of Access to School Records requests received	5		9		6			
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%	
No. of Data Protection Right requests received	12		15		8			
% Data Protection Right requests responded to within 1 month	100%		92.3%		87.5%		100%	




*Service Commentary - % Non-complex Subject Access Requests responded to within 1 month / % Complex Subject Access Requests responded to within 3 months

Subject Access Request performance has improved, although complex request performance remains below target. Requests from care experienced applicants continue to be the most challenging to complete within the required timeframe due to the volume and complexity of records involved. An increase in complex requests was observed in August 2025, largely related to record requests for the national Redress Scheme, though the exact reason for the rise is not clear. If the response timeframe cannot be met, applicants are kept informed and, with their consent, partial responses are provided to reduce waiting times.

**Service Commentary - % of Environmental Info Requests replied to within 20 working days – Corporate / % of Freedom of Information requests replied to within 20 working days – Corporate

Q2 2025/26 data will not be available until after 11 November 2025 because some response deadlines have been extended.

PI Status	
	Alert (figure more than 20% out with target)
	Warning (figure between 5% and 20% out with target and being monitored)
	OK (figure within target or better)
	Data Only

Long Term Trends	
	Improving/Increasing
	No or Limited Change/Stable
	Getting Worse/Decreasing