

Communities, Housing and Public Protection Committee Performance Report Appendix A

Corporate Landlord

Building Services

1. Citizen – Building Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date percentage of repairs appointments kept	98.79%		99.04%		99.12%		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).	88.24%		89.68%		91.91%		80%	

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Building Services	66		68		66			
*% of complaints resolved within timescale (stage 1 and 2) - Building Services	75.8%		64.7%		71.2%		75%	
*No. of complaints resolved within timescale (stage 1 and 2) - Building Services	50		44		47			
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	22.7%		23.5%		21.2%			N/A
**Total No. of lessons learnt identified (stage 1 and 2) - Building Services	1		3		0			N/A

*The performance figures for complaints resolved within timescale in this appendix refer to responses given within the standard complaint response times. They do not include responses delivered within an extended timeframe that has been agreed with the complainant, as permitted under the statutory Complaints Handling Procedure. The extension process allows services extra time to investigate more complex complaints or when necessary information is not immediately available. We aim to keep the complainant informed around the extension and the reason for it as much as possible

**A 'lesson learnt' referred to throughout this Appendix is any action to resolve an issue and to prevent future reoccurrence which can be evidenced. This could be for example amending an existing procedure or revising training processes. Please note that when a complaint is 'upheld', the action could be an apology or advice given to a member of staff but this would not fall under the 'lesson learnt' category.

2. Processes – Building Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 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)	3.64		3.93		3.89		4.1	
The year to date average length of time taken to complete non-emergency repairs (days)	8.34		8.45		7.63		8.3	
The year to date percentage of reactive repairs carried out in the last year completed right first time	93.88%		94.83%		95.07%		90%	
The percentage of Repairs Inspections completed within 20 working day target (year to date)	99.85%		99.4%		98.8%		100%	

3. Staff – Building Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		1		0			
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	2		2		3			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	5.7		6		6.3		5	

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.76		1.46		1.52			
Establishment actual FTE	407.22		407.78		408.62			

*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	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	69.7%		78.6%		85.9%		100%	

Facilities Management

1. Customer – Facilities Management

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Facilities	6		2		6			
*% of complaints resolved within timescale (stage 1 and 2) - Facilities	100%		100%		33.3%		75%	
No. of complaints resolved within timescale (stage 1 and 2) - Facilities	6		2		2			
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	50%		0%		16.7%			N/A
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		1			N/A

***Service Commentary - % of complaints resolved within timescale (stage 1 and 2) – Facilities**

For the four complaints that were not responded to within timescales, all were because either the team member who needed to respond to the complaint, or the team member who had the detail required to inform the response, were off on annual leave. In all cases, complaints were investigated and responded to as quickly as practicably possible upon the team member's return from leave.

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Q3 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Number of school lunches served in the year - Primary (YTD)	572,946		920,787		1,457,024		1,400,000	

*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	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Fly tipping alerts at housing multi-storey blocks responded to within 60 hours	100%		100%		93.8%		100%	
% Response cleaning alerts responded to within priority timescales	90%		100%		100%		100%	
% Void cleaning alerts responded to within priority timescales	95.7%		100%		100%		100%	

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 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%	

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Mainstream Transport Applications assessed within target timescale	100%		88.6%		100%		100%	
% ASN/Exceptional Applications processed within target timescale	100%		96.2%		100%		100%	
% School Transport Contracts Spot Checked within time period	0%		18%		35.8%		37.5% (Q3)	

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	Q1 2025/26		Q2 2025/26		Q3 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)	10		5		6			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Facilities	8.8		8.7		8.7		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	2.15		2.58		2.53			
Establishment actual FTE	526.35		525.84		524.29			
Establishment actual FTE (Catering)	178.62		178.07		176.25			
Establishment actual FTE (Cleaning)	230.78		231.51		232.65			
Establishment actual FTE (Janitorial)	67		67.3		66.43			
Establishment actual FTE (Office & Building Management)	16.93		15.93		15.93			
Establishment actual FTE (Passenger Transport Unit)	31.34		31.34		31.34			

4. Finance & Controls - Facilities Management

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		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)	71.2%		79.8%		88.8%		100%	

Governance

Protective Services

1. Citizen – Protective Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received - Protective Services	5		7		7			
% of complaints resolved within timescale - Protective Services	80%		85.7%		71.4%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – Protective Services	4		6		5			
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	40%		14.3%		0%			N/A
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		2		0			N/A

2. Processes - Protective Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	83%		79.9%		83.8%		80%	
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	12.6%		14.6%		23.8%			
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	4.6%		4.6%		9.9%			
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	13.4%		17.7%		26.3%			
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	10.2%		10.2%		21%			
% 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).

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Non-Domestic Noise % responded to within 2 days	97.1%		88.2%		100%		100%	
High Priority Pest Control % responded to within 2 days	98.8%		87.5%		100%		100%	
High Priority Public Health % responded to within 2 days	100%		98.4%		100%		100%	
All Other Dog Requests - % responded to within 5 days	100%		90%		100%		100%	

2. Processes – Community Safety

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	94.11%		94.4%		93.86%		100%	
YTD % of calls attended to by the ASBIT Team within 1 hour	96.3%		98.5%		98.6%		95%	

3. Staff - Protective Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No. In Quarter - Protective Services)	0		0		1			
Accidents - Non-Reportable - Employees (No. In Quarter - Protective Services)	0		0		0			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	2.1		1.8		1.5		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.98		0.78		1.29			
Establishment actual FTE	62.03		58.83		58.73			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	66.7%		74.3%		81.8%		100%	

Corporate Services

People & Citizen Services

1. Citizen – People & Citizen Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – People & Citizen Services	105		103		51			
% of complaints resolved within timescale – People & Citizen Services	86.7%		80.6%		90.2%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – People & Citizen Services	91		83		46			
% of complaints with at least one point upheld (stage 1 and 2) – People & Citizen Services	28.6%		41.7%		47.1%			N/A
Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services	8		8		3			N/A

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	246		232		215			
Financial Inclusion - No of enquiries per month	68		77		106			

2. Processes – People & Citizen Services

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Average time in minutes and seconds to answer calls to Customer Contact Centre	4.14		4.17		3.24		5.00	
% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	99.51%		96.2%		86.92%		100%	
Welfare Rights - % of Successful Appeals	No appeals in November		100%		100%			

3. Staff – People & Citizen Services

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 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	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	5.6		5.3		5		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.15		1.15		0.98			
Establishment actual FTE	186.49		190.37		190.79			

4. Finance & Controls – People & Citizen Services

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	60.9%		68.1%		75.5%		100%	
Financial Inclusion - Total Financial Gains Achieved per month	£250,235		£270,949		£209,186			

Families & Communities

Housing

1. Citizen – Housing

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Housing	89		98		67			
% of complaints resolved within timescale - Housing	76.4%		78.6%		71.6%		75%	
No. of complaints resolved within timescale (stage 1 and 2) – Housing	68		77		48			
% of complaints with at least one point upheld (stage 1 and 2) - Housing	16.9%		44.9%		29.9%			N/A
Total No. of lessons learnt identified (stage 1 and 2) - Housing	2		5		3			N/A

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		Nov 2025	Long Trend
	Value	Status	Value	Status	Value	Status		
Percentage of tenants satisfied with the standard of their home when moving in YTD	68.9%		70%		72.7%		75%	
Satisfaction of new tenants with the overall service received (Year To Date)	64.4%		68%		70.9%		85%	

2. Processes – Housing

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		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)	3.5%		3.2%		2.9%		4%	
*YTD % of statutory homeless decisions reached within 28 Days Unintentional RRTP	52.8%		52.3%		51.5%		100%	
*YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP)	116		116		117		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	478		495		495			
The YTD number of Legal repossessions following decree (Arrears) - Citywide	57		61		67			
***Housing Applications processed 28 days YTD %	64.8%		65.1%		65.4%		100%	
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	89.4%		89.7%		89.8%		100%	
**The YTD Average time taken to re-let all properties (Citywide - days)	242.6		238.9		240.7		210	
Void properties awaiting / undergoing preparation for relet	1,658		1,635		1,680			

***Service Commentary – YTD % of statutory homeless decisions reached within 28 days/Average length of journey in days for applications assessed as unintentionally homeless**

The increasing demands into the system are presenting a challenge to ensure a sustained improved performance, despite actions within the Housing Emergency Action Plan and the preventative actions outlined in the Homewards Action plan a period of sustained increased demand, is impacting negatively on the response, leading to a plateau of improvement. The most recent release of national data provides insight into the disproportionate increase that Aberdeen City Council are experiencing when compared to the national position of a 2% reduction in applications. Aberdeen City Council were reporting (as of September 2025) a 20% increase, proportionally the second highest rise across all Local Authorities in Scotland.

Despite this increased demand we continue to perform well when compared with the national position in relation to the consistent provision of temporary accommodation, and securing permanent outcomes for households experiencing homelessness. As of September 2025 Scotland's average stay in temporary accommodation was 237 days, in Aberdeen this average stay is 100 days, with only 2 local authorities recording less days. An increase in people presenting in the city who have previously been resident out with the city drives an increasing demand for temporary accommodation, there are limited options for this cohort to remain in existing accommodation or reside with family/friends whilst the assessment is undertaken.

****Service Commentary - The YTD Average time taken to re-let all properties (Citywide - days)**

We continue to see that the average time is reducing since the approval of the Housing Emergency Action Plan at November Committee. This is against the additionality to our stock through our new build programme with 151 properties being added since the last Committee cycle. We will continue to implement the necessary changes to our working practices through the action plan which include enhanced processes at termination, temp accommodation movement and work around utilities. Furthermore, we are progressing changes to the void path to ensure we meet the revised void journey timeline. Finally, in an effort to realise the actions within the plan, the recent approval of a business case will lead to recruiting at some of the most crucial pinpoints within the process.

We will continue to use our resources flexibly to respond to increased demand, whilst working across our partners in the preventative space, acknowledging that there is a level of demand in the system that cannot be prevented.

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

We continue to experience a high level of demand across this service area, following a period of recruitment into the team, training is ongoing to ensure a consistent processing approach is applied across all new applications. The demands into this team are impacted by the increasing level of need for temporary accommodation, which is at its highest level, work continues as outlined in the Housing Emergency Action Plan to operationally redistribute some of these tasks to allow for greater availability of resource to process housing applications. Up to the end of January 2026 3888 applications have been received and processed on to the appropriate list and over 6000 offers generated.

3. Staff – Housing

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 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		2		0			

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	3.7		3.6		3.5		5	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.18		1.06		1.14			
Establishment actual FTE	90.86		86.55		86.52			

4. Finance & Controls – Housing

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	75.6%		84.1%		92.8%		100%	
Rent loss due to voids - Citywide - YTD average	7.34%		7.32%		7.29%		4.62%	

Housing Revenue Account

3. Staff – Housing Revenue Account

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	186.9		187.06		183.17			

4. Finance & Controls – Housing Revenue Account

Performance Indicator	Nov 2025		Dec 2025		Jan 2026		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	75.1%		83.7%		92.2%		100%	

Corporate

1. Citizen – Corporate

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
No. of Non-complex Subject Access Requests received	97		74		114			
% Non-complex Subject Access Requests responded to within 1 month	96.9%		98.6%		94.7%		100%	
No. of Complex Subject Access Requests received	12		20		20			

Performance Indicator	Q1 2025/26		Q2 2025/26		Q3 2025/26		2025/26 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% Complex Subject Access Requests responded to within 3 months	58.3%		70.0%		55%		100%	
No. of Environmental Information Regulation requests received	70		98		126			
**% of Environmental Info Requests replied to within 20 working days - Corporate	77.1%		81.6%		73.8%		100%	
No. of Freedom of Information requests received	449		463		321			
*% of Freedom of Information requests replied to within 20 working days - Corporate	76.6%		71.9%		81.6%		100%	
No. of Access to School Records requests received	9		6		8			
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%	
No. of Data Protection Right requests received	15		8		5			
% Data Protection Right requests responded to within 1 month	92.3%		87.5%		100%		100%	

***Service Commentary - % Complex Subject Access Requests responded to within 3 months**

Performance in handling complex subject access requests has decreased over the last two quarters, mainly because the number of complex requests has increased substantially and take more time to complete. The most likely explanation for this rise is that the public is becoming more aware of their rights to access information. Applicants are kept up to date on progress, with partial releases provided when appropriate and agreed upon with the applicant.

****Service Commentary - % of Environmental Info Requests replied to within 20 working days**

EIR response performance declined last quarter, mainly due to higher request volume affecting capacity. Request topics were varied with no clear trend. Engagement with the relevant services continues to address any challenges and promote proactive publication of data.

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