

ABERDEEN CITY COUNCIL

COMMITTEE	Communities, Housing and Infrastructure
DATE	24 th January 2017
INTERIM DIRECTOR	Bernadette Marjoram
TITLE OF REPORT	Communities, Housing and Infrastructure – Performance Report
REPORT NUMBER:	CHI/16/300
CHECKLIST COMPLETED	Yes

1. PURPOSE OF REPORT

The purpose of this report is to present Committee with key performance measures and progress of key improvement work within the Communities, Housing and Infrastructure Directorate in relation to Aberdeen: The Smarter City and Shaping Aberdeen.

2. RECOMMENDATION(S)

It is recommended that the Committee provide comments and observations on both the performance information contained in the report and on indicators or areas of service they would like to see featured in future drill-down analysis sheets.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report, although a number of comments are made on the use of resources.

4. OTHER IMPLICATIONS

There are no direct implications arising out of this report, regarding legal, resource, personnel, property, equipment, sustainability and environmental and health and safety issues, although a number of comments are made on the use of resources.

5. BACKGROUND/MAIN ISSUES

This report provides members with key performance measures and progress made on key improvement work in relation to both policy and organisational priorities within the Communities, Housing and Infrastructure Directorate.

The report comprises two further sections:

- a progress report from the Director for period 1st Nov 2016 to 24th Jan 2017,
- a summary dashboard of measures detailing each performance indicator and appropriate traffic light icon showing clear links between the performance information and the Council's strategic plans or continuous improvement drivers,

Performance information is supplied by the relevant officers and is then input and updated using Covalent, the corporate performance reporting system. The data is reviewed and managed within the Directorate by the Director and Senior Management Team.

Within the summary dashboard the following symbols are used:

Performance Measures

Traffic Light Icon

-  On target or within 5% of target
-  Within 5% and 20% of target and being monitored
-  Below 20% of target and being actively pursued

6. IMPACT

Improving Customer Experience –

Effective performance monitoring allows us to plan, develop and improve services for the future. The information contained in this report regarding the services we currently deliver, where we are meeting our targets and where changes need to be made, allows us implement targeted customer service improvements.

Improving Staff Experience –

For the Council to provide an outstanding service to its customers, it needs confident, capable, engaged and committed staff. Thorough examination of staff indicators such as average sickness absence and training undertaken contributes to the knowledge we have of current staff experience and how this can be progressed.

Improving our use of Resources –

The Council operates in an environment which is constantly evolving with the demands on its services continuously changing. Close examination of our use of financial and asset based resources as well as environmental impacts allows us to ensure we are taking correct remedial action if and when necessary.

Corporate -

Effective management of performance, through the delivery of strategic priorities is central to the success of any organisation. The scrutiny role of elected members is a key element of governance and ongoing implementation of Audit Scotland's BV Audit recommendations through the Performance Management Framework supports this.

Public –

Information relating to how the Council performs may be of interest to our customers, the people of Aberdeen and should be made available to them where possible. No EHRIA or PIA was necessary in relation to this report.

7. MANAGEMENT OF RISK

The implementation of the Performance Management Framework is a key mitigation of the risks of underperformance and ineffective use of resources.

8. BACKGROUND PAPERS

Best Value Audit report by Audit Scotland 2015
Performance Management Framework
Aberdeen City Council Strategic Business Plan Refresh
Communities, Housing and Infrastructure Directorate Plan and Service Plans

9. REPORT AUTHOR DETAILS

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Director's Progress Report
Communities, Housing and Infrastructure
24th January 2017

Communities, Housing & Infrastructure

Eco Stars Fleet Recognition Scheme Launch

Aberdeen City Council received a Scottish Government grant of £27,000 to set up and operate the ECO Stars fleet recognition scheme in 2016/17. The scheme was launched in the Town House on Wednesday 9th November by Councillor Ross Grant with awards presented to inaugural members including DHL, Dyce Carriers, Freelands Freight Services, Sport Aberdeen, Hargreaves Logistics and William Walker Transport Ltd. Most of the new members provided eco-friendly vehicles for a photoshoot at the Castlegate. The Aberdeen City Council fleet was one of the first applicants, leading by example.

The scheme encourages and supports operators of HGVs, vans, buses and coaches to run their fleets more efficiently. ECO Stars fleet experts assess each fleet, award a star rating based on current performance and produce a 'roadmap' of recommendations which will help operators to reduce emissions while also reducing costs. Membership is free to all fleet operators, irrespective of the size of the operation.

The scheme operates across a number of other areas in the UK including Glasgow, Edinburgh, Dundee and Fife, however the scheme launched in Aberdeen is the first Scottish scheme to run as a partnership across more than one area. Although managed by Aberdeen City Council, the scheme operates in partnership with Aberdeenshire Council and the Regional Transport Partnership, NESTRANS and covers the NE area. Many of the fleets operating from Aberdeenshire pass through Aberdeen and contribute to air quality problems in the City. The scheme aims to reduce both climate change and health based pollutants and therefore supports the implementation of both the Aberdeen City Air Quality Action Plan and Powering Aberdeen.

East Tullos Energy from Waste Project Update

The next stage of the Energy from Waste project is underway. All three Councils (Moray, Aberdeenshire and Aberdeen City) approved the 2nd stage Inter-Authority Agreement in October following the positive planning decision earlier in the same month. The project is now formally called "Ness Energy Project" and a new project website will be launched shortly. The team are now working on the procurement phase of the project. A Bidder's Day was held at the Town House on the 12th of December where interested parties were invited to hear more about the project and the procurement process.

Altens East Materials Reprocessing Facility and New Waste Depot

The Altens East project continues to progress and the Waste & Recycling team (including the collection fleet and office and support staff) are planning to move from Kittybrewster to Altens in February 2017.

The facility itself is also moving forward and the Materials Recycling Facility (MRF) equipment is currently being installed that will sort the mixed recyclables from the new collection services and also for the Refuse Derived Fuel (RDF) facility which will treat the non-recyclable waste for the next few years until the new energy from waste facility comes online in 2021.

New Waste & Recycling Service coming in 2017

Work is underway planning the roll-out of the new waste and recycling service which will happen in spring 2017. This will see the end of the existing box and bag recycling service, which will be replaced with a 240 litre wheeled bin. This means a significant increase in capacity for recyclables, approximately three times more. It will be a more convenient service for residents and will also be a faster and safer collection method for our staff. Alongside this, a new 180 litre bin will also be delivered for household waste. From 6 March 2017 new refuse and recycling routes will be implemented across the city and the delivery of the new bins will commence at the same time. The bin delivery is expected to take around 8 weeks to complete. MGB have been appointed as the bin supplier and will also take on the task of delivering the new bins and labelling up the existing bins as recycling bins. A comprehensive communication campaign will also be executed to keep householders and other stakeholders fully informed.

In the meantime, the service continues to expand the range of communal mixed recycling services in the tenement and flatted parts of the city, previously underserved for recycling. The rollout is now into Phase 4 of 5 and over 30,000 additional properties have a full range of recycling services near their doorsteps.

Christmas at the Park

The Friends of Duthie Park worked with ACC staff to host the Christmas Carol Singing Concert in the David Welch Winter Gardens on the 17th December. Again this year the Friends asked for donations at the event for food banks across the city. The Friends of Duthie Park have supported several charities over 2016, including Marie Curie and MacMillan and has also raised funds to help the redevelopment of the park's 1920s rockery, landscaping at the Polmuir Gate car park and at the Gordon Highlanders War Memorial, as well as helping to provide funds for Duthie Park Rangers activities.

RGU Partnership

Students and staff from Robert Gordon University (RGU), along with staff from the David Welch Winter Gardens at Aberdeen's historic Duthie Park, have created a "mini Winter Gardens" at RGU's Garthdee campus. The Union Way Garden will replicate the beautiful floral paradise at the Duthie Park and it is hoped that this collaboration with RGU will not only bring the gardens into the community, but also encourage even more visitors to enjoy the Winter Gardens and the Duthie Park as a whole in the future. The garden is the third collaboration between Aberdeen City Council and Robert Gordon University as part of the RGU Go Green project which has already seen "campus gardeners" including students, staff, and community volunteers, under the guidance of the team from the Duthie Park and David Welch Winter Gardens, create a community garden, an allotment and other permanent planting around the Garthdee campus.

Cummings Park Learning Centre

The Cummings Park Centre held a fundraising day in November, with the funds raised going to the Medical Ward at Aberdeen Royal Children's Hospital. The Centre was closed for 18 months and reopened last August, since when a busy programme of activities and groups has been established.

The Centre's Operations Officer suggested donating the proceeds from the fundraiser to the Medical Ward as a little girl from the Centre Parent and Toddler group has been attending there for her Leukaemia treatment. There were a huge

range of fundraising activities on offer on offer on the day and a massive £5000.86 was raised.

Printfield Community Project Youth Services

Printfield Community Project senior youth group has successfully won £3000 from the Participatory Budgeting Fund (Youth Work). With support from youth staff they came up with the fantastic idea that would allow them to create the Random Acts of Kindness (R.A.K) Project. This project is aimed at carrying out kind acts for the people of Aberdeen. Children and young people plan and carry out these acts that will benefit people less fortunate than them, for example the homeless, elderly, disabled, those living in poverty and children who are carers. The main aim of the R.A.K Project is to create a ripple effect throughout the city to encourage people (regardless of their circumstances) to be kind. Some of the ventures so far have included planting 156 sunflowers and laying them at the front door of every house in the Printfield area, making and distributing comfort / food packs for homeless people and handing out lollipops with a kindness message in parks. Future items planned are games nights for the elderly, fun packs for Aberdeen Children's Hospital, thank you gifts for police and fireman and food parcels for families in need. Children and young people are benefitting immensely by taking part, improving their social skills, confidence and well-being as well as acquiring organisational skills, a great sense of achievement and being less likely to be involved in anti-social behaviour.

Syrian Refugees

It has been one year since the first Syrian refugees arrived under the Syrian Resettlement Programme and as of last month, 67 Syrian New Scots have been resettled in Aberdeen this year, completing Phase Two of resettlement. In conjunction with this, there are several projects in development to help with their transition:

- A rural activity project - Allotment style gardening with a partner from the mosque offering to teach our Syrian New Scots how to grow seasonal vegetables on her organic farm in Maryculter. Another rural activity under development is a cheese making course.
- An archiving project – Potentially gaining funding from Young Roots, Heritage Lottery funding for a grant of £10,000-£50,000 to help young people aged 11 to 25 to explore their heritage, from green spaces, museums, and historic sites to language, local memories and youth culture. We're working with colleagues to discuss how we can engage some of our younger Syrians New Scots to express their identities and experiences and we are proposing an archiving project.
- An audio drama writing workshop - The workshops are designed to be therapeutic for refugees, to teach them new skills, and to be a means of raising awareness of the refugee crisis through a series of radio broadcasts.
- Working with Aberdeen FC Community Trust to trial a sport activity which sees all our Syrian New Scot children aged 9 and over come together once a week with their "buddies" from school to participate in football. This is a fantastic opportunity for them to learn in a different setting, spend time with peers and also practice their English.
- A dance initiative with our ladies and mums with young children with the partnership of City Moves is underway and there are aims to start a bespoke programme using dance to increase participation, combat social isolation and be a therapeutic means of improving emotional, physical and general wellbeing.

New Prejudice and Discrimination Reporting Form

As part of national Anti-Bullying Week, Aberdeen City Council with partners Grampian Regional Equality Council (GREC) have launched a new Prejudice and Discrimination Reporting Form. This new report is far more user friendly to encourage victims and witnesses to report their experiences of prejudice and discrimination and the type of discrimination, e.g. Disability, Race, Sexual Orientation, etc. The form can be accessed from the home page of the Council's website under the REPORT IT function.

LGBT Network Film Night

More than 70 people took part in the LGBT+ evening at the Carmelite Hotel at the end of November, with the majority being young people under 25. The film night was curated by the Scottish Transgender Alliance and supported by Aberdeen City Council, Grampian Regional Equality Council, Four Pillars and Aberdeen Drugs Action. The purpose of this get together was to gather views from the LGBT+ community on the shape of the Network moving forward.

International Day for the Elimination of Violence Against Women

The 25th of November is the International Day for the Elimination of Violence Against Women and raises awareness of violence against women around the world. Furthermore, one of the aims of the day is to highlight that the scale and true nature of the issue is often hidden. Aberdeen Women's Alliance hosted an "Orange the World" event to raise the day's profile and Marischal College was bathed in orange colours. Our social media statistics show that the event had a total audience reach of 109.1k.

Aberdeen's Disability Equity Partnership marks International Day of Persons with Disabilities

Following significant planning, the group that will be responsible for ensuring that the views of disabled people are taken fully into account in all Aberdeen City Council decision making is now up and running. Called the Disability Equity Partnership (DEP), all members have experience in the field of disability, and are keen to promote the rights of disabled people across Aberdeen. Workload will be divided into Accessibility, and Wellbeing and Opportunity, with the different areas being handled by two separate Groups. The Accessibility Group has already been involved in the design of the pedestrianisation of Broad Street, the development of Union Terrace Gardens and the access for the Winter Festival. Meanwhile, the Wellbeing Group is looking at Sport Aberdeen's proposals for the charging regime for disabled people to local sports facilities.

Catherine Street

Aberdeen City Council is in partnership with the Johan Cryuff Foundation and the Denis Law Legacy Trust in the funding of the redevelopment of the public sports area at Catherine Street. The project on target to be completed around the 13th January 2017 and has progressed with positive support from the local community.

Council Employment

The "How to apply for employment with Aberdeen City and Shire Councils" workshop for individuals seeking employment on the 21st November and 2nd December were fully subscribed within a few hours of being promoted on Eventbrite. Due to the high

demand levels and positive feedback, further workshops will be scheduled for January 2017.

Business Programmes

The Economic Development team are currently running several business programmes, The Business Booster, Meet the Buyer and Positive Procurement Programmes. They continue to attract good levels of attendance and feedback from the local business community. A new programme of events to Easter 2017 will be launched in January.

European Regional Development Fund Grant

The Partnerships and Funding Team received the Grant Award Letters for the projects approved under 'ERDF Scotland's 8th City-the Smart City' from the Managing Authority (Scottish Government) during December 2016. These will enable the projects to now move forward and be delivered in 2017-2018. An EU project, 'Fuel Cell Train' was also approved for funding. The project is to gather and use knowledge from countries with experience of hydrogen technology to create an education course for the training of future technicians.

Offshore South East Asia Conference

The Deputy Lord Provost and Andrew Stephen attended the Offshore South East Asia Conference and Exhibition in Singapore. The visit to Singapore was indeed a learning journey in terms of grasping the scale and energy of such a dynamic economy that serves as a platform for businesses seeking to enter and serve the economies of India, China and North West Australia. Sixty-three UK companies were in attendance, with many more showing interest in exploring this enormous market. Indications suggest a need to promote this market place and there are plans to work with local partners and Singapore based organisations to engage in this process.

Enforcement Orders

On the 22nd November, an Enforcement Order (EO) was made under the Enterprise Act 2002 against an Aberdeen City company called Aberdeen Splashbacks Ltd and its sole director. This was as a result of complaints received concerning their business practice of contracting with consumers to do work, taking deposits for half the value of said work and then failing to deliver any work for the consumer. This amounted to paid deposits of £4246.50 and, in one case, the return of a breakfast bar, which was removed from a customer's house, at the cost of £648.02. Although we await a copy of the order signed by the sheriff outlining its exact terms, we understand that the company and Director can no longer take deposits from consumers before commencing work. Also, all such contracted work must be carried out in a timely manner. Furthermore, under the terms of the Enhanced Consumer Measures (ECMs) provisions contained in the Consumer Rights Act 2015, the company and Director must refund the deposits and the value of the breakfast bar within 54 days or they will be in contempt of court.

Dandara Update

The Trading Standards team have also been working on the criminal case submissions to the Procurator Fiscal regarding Dandara Ltd alleging misdescription in the room sizes of new properties declared in their property brochures. The trial date has been rescheduled for February.

Young Persons Housing Support Services

After a competitive tender process, Aberdeen Foyer have been appointed to deliver an outcome focused housing support service to young people aged 16 to 26 in a supported accommodation setting. The service will enable young people who are homeless, or threatened with homelessness, to gain the skills required to manage their own tenancy. The service will be provided to 27 young people in Aberdeen. At the same time, Barnardo's were successful in being chosen to deliver outreach housing support for young people aged 16 to 26 of up to 150 hours a week. This service is designed to help young people in any form of tenancy. It will focus on preventing young people from becoming homeless and settling them into their first or a new tenancy. Both of these services have a focus on supporting young people to achieve outcomes in Accommodation, Health and Wellbeing, Safety and Security, Social and Economic Wellbeing, and Employability, with the aim to work in collaboration with other stakeholders.

Bernadette Marjoram

Interim Director

CHI Committee Scorecard



Improving Customer Experience

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
1.Satisfaction with the overall service that was received from CH&I	80%	75.73%	80%							80.6%			
2.Satisfaction with Ease of Access to CH&I Services	80%	75.73%	80%							95.2%			
3.Satisfaction with Overall Experience with CH&I Staff	80%	75.73%	80%							84.9%			
4.% of Freedom of Information requests cleared in Month	85%	98.6%	85%	89%		88%		95%		Not measured for Quarters			
5.% of Business Advice visits carried out to registered tobacco retailers - Year to Date	20%	28.39%	20%							4.24%			
6.% of Test Purchasing visits carried out to registered tobacco retailers - Year to Date	10%	12.93%	10%							6.1%			
7.% of Samples reported within specified turnaround times (ASSL)			80%							66.32%			
8.% of External Quality Assurance reported results that were satisfactory (ASSL)			95%							93.8%		98.6%	
9.Non Domestic Noise % responded to within 2 days	100%	98.1%	100%	100%		100%		100%		Not measured for Quarters			
10.High Priority Pest Control % responded to within 2 days	100%	98.7%	100%	98.9%		100%		97.6%		Not measured for Quarters			
11.High Priority Public Health % responded to within 2 days	100%	99.1%	100%	98.5%		97.1%		97.5%		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
12.Dog Fouling - % responded to within 2 days	100%	96.9%	100%	100%		97.5%		100%		Not measured for Quarters			
13.Food Safety Hygiene Inspections % premises inspected 6 monthly	100%	100%	100%							100%		100%	
14.Food Safety Hygiene Inspections % premises inspected 12 monthly	100%	97.86%	100%							98.96%		97.08%	
15.Food Safety Hygiene Inspections % premises inspected more than 12 monthly	100%	98.76%	100%							60.49%		53.13%	
16.Percentage of all traffic light repairs completed within 48 hours	95%	96.46%	95%	95.4%		100%		97.9%		Not measured for Quarters			
17.Total number of traffic light repairs to be completed within 48 hours		1,046		87		54		93		Not measured for Quarters			
18.Percentage of all street light repairs completed within 7 days	90%	59.99%	90%	67.1%		62.5%		58.3%		Not measured for Quarters			
19.Total number of street light repairs to be completed within 7 days		5,871		434		791		961		Not measured for Quarters			
20.Percentage of Pothole repairs carried out within target time (Category 1 and 2)	92%	93.3%	95%	100%		100%		100%		Not measured for Quarters			
21.Number of Pothole repairs carried out within target time (Category 1 and 2)		11,231		423		416		480		Not measured for Quarters			
22.HMO Licenses in force		1,160		1,272		1,286		1,288		Not measured for Quarters			
23.HMO License Applications Pending		151		167		149		149		Not measured for Quarters			
24.Number of Rental Properties Approved		21,891		22,766		22,730		22,615		Not measured for Quarters			
25.Percentage of tenants satisfied with the standard of their home when moving in (Year to Date) - Charter Indicator	80%	79.5%	80%	63.4%		65%		65.1%		Not measured for Quarters			
26.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)	80%	95.16%	80%	96.7%		96.5%		95.9%		Not measured for Quarters			
27.Percentage of anti-social behaviour cases reported and resolved within locally agreed targets	98%	98.37%	98%	98.19%		98.47%		98.11%		Not measured for Quarters			
28. % of calls attended that were attended to by the ASBIT Team within one hour (year to date)	95%	98.2%	95%	97.8%		97.8%		97.9%		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
29. Satisfaction of new tenants with the overall service received (Year To Date)	90%	96.33%	90%	90.9%		91.2%		89.7%		Not measured for Quarters			
30. Customer Satisfaction with the service received from the Anti Social Behaviour Investigation Team YTD	80%	83.72%	80%	72%		70.6%		70.6%		Not measured for Quarters			
31. The year to date % of Tenancy Management actions (specifically Abandonment, Assignment, Joint Tenancy, Lodger, Single Abandonment, Single Termination, Sublet, Succession) which saw a decision/outcome made within our statutory target	100%	91.78%	100%	90.5%		90.7%		90.2%		Not measured for Quarters			
32. % of New Tenant Visits and recorded outcomes completed within 28 day local target	100%	72.9%	100%	89.8%		89.7%		89.7%		Not measured for Quarters			
33. YTD % of Homeless decisions reached within 28 days	80%	80.3%	100%	98.2%		98.7%		98.8%		Not measured for Quarters			

Improving Our Use of Resources

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
34. % of Invoices issued to External Customers within 28 days of work being carried out	90%	85.42%	90%	86%		83%		86%		Not measured for Quarters			
35. % of Invoices issued to External Customers within 56 days of work being carried out	100%	94%	100%	91%		90%		92%		Not measured for Quarters			
36. Direct Staff Costs - % Spend to Date (FYB)	100%	91.7%	100%	45.5%		53.1%		60.9%		Not measured for Quarters			
37. Overtime Costs - Expenditure v Budget (YTD Figures in £000s)	£2,382	£2,101	£1,206	£914		£1,098		£1,266		Not measured for Quarters			
38. Agency Staff - FTE's		223.91		221.26		184.31		180.64		Not measured for Quarters			
39. Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date	100%	100%	100%	100%		100%		100%		Not measured for Quarters			
40. The overall monetary value of former tenants arrears, as at the end of each rent period	£1,000,000	£593,461	£800,000	£664,732		£681,464		£645,923		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
41.The monetary value of current residential tenants arrears at the end of each rent period	£3,200,000	£2,639,395	£2,900,000	£2,685,639		£2,845,407		£3,010,596		Not measured for Quarters			
42.Current tenancy arrears for homeless households accommodated in ACC temporary furnished flats (excluding resettlement properties)		£351,461		£337,339		£338,107		£346,030		Not measured for Quarters			
43.The year to date number of legal repossessions following decree.		132		77		93		105		Not measured for Quarters			

Improving Staff Experience

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
44.Sickness Absence - Average Number of Days Lost	10	14.5	10	13.7		13.8		14		Not measured for Quarters			
45.Establishment Control - Establishment Turnover		0.42%		0.6%						Not measured for Quarters			
46.Number of Staff who have undertaken Training Workshops/Online Modules		2,988		937		573		476		Not measured for Quarters			
47.Score for compliance with Health & Safety Matrix	100%	95.7%	100%	95.5%		95.5%		95.5%		Not measured for Quarters			

Smarter Aberdeen - Smarter Economy

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
48.Average time taken to grant a Building Warrant (from being lodged to approval - days)	75	81	75							84			
49.% Construction Compliance Notification Plans delivered	75%	76%	75%	Data unavailable due to change in electronic backup system									
50.% Full Technical response (within target) to Building Warrant applications	90%	78%	90%							86%			
51.% Hotel Occupancy Rates	58.3%	56.6%	58.3%	74.6%		74.6%		70%		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
52. Weekly Footfall - City Centre (rolling 12 month average)		554,366		554,894		585,098		577,301		Not measured for Quarters			
53. Average Determination Times of Major Development Planning Applications (weeks)	35	24.1	35							52.7			
54. Average Determination Times of Non HouseHolder Planning Applications (weeks)		14.2	14							13			
55. Average Determination Times of HouseHolder Planning Applications (weeks)		10.8	9							9.6			

Smarter Aberdeen - Smarter Environment

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
56. Number of Partners / Community Groups with links to national campaigns - Green Thread										140			
57. Percentage of Household Waste Recycled/Composted	27%	39.8%	38%	36.2%		42.2%		33.8%		36.2%			
58. Percentage of Household Waste - Energy from Waste		39.77%				0.04%		0.02%		0.04%			
59. Street Cleansing - LEAMS (Local Authority Environmental Audit Management System)	80	77.9	80			85.6				Not measured for Quarters			
60. Grounds - LAMS (Land Audit Management System)	80	93	80	97		93				Not measured for Quarters			

Smarter Aberdeen - Smarter Governance

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
61. % of customers satisfied they are treated fairly - Equalities			80%							77.6%			
62. % of events which attracted people from across the protected characteristics			65%					100%		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
63.% of reported hazards that have been repaired on time			95%	86.3%		79.8%		75.3%		Not measured for Quarters			
64.No of events promoting equality and good relations between communities (Year to Date)	Not measured for Years		9	5		7		10		Not measured for Quarters			
65.No of EHRIAs completed (Year to Date)	120	142	120	119				162		Not measured for Quarters			

Smarter Aberdeen - Smarter Living

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
66.Number of Clients receiving advice on Universal Credit - Year to Date		47				26		26		Not measured for Quarters			
67.Number of public nuisance related complaints (cumulative total YTD)		4,037		2,185		2,570		2,791		Not measured for Quarters			
68.The year to date average length of time taken to complete emergency repairs (hrs)	24	5.19	4.89	2.98		2.99		3.16		Not measured for Quarters			
69.The year to date average length of time taken to complete non emergency repairs (days)	10.1	6.53	8.81	6.31		6.21		6.22		Not measured for Quarters			
70.Percentage of reactive repairs carried out in the last year completed right first time	87.3%	92.63%	93.56%	92.37%		92.4%		92.5%		Not measured for Quarters			
71.Percentage of repairs appointments kept	90.6%	81.45%	92.57%	99.73%		99.7%		99.62%		Not measured for Quarters			
72.YTD Percentage of all new tenancies sustained for more than a year	94%	92.23%	94%	93.01%		92.78%		92.7%		Not measured for Quarters			
73.The YTD % of users' who completed the homeless questionnaire and were satisfied with the overall quality of temporary accommodation provided.	85%	88.14%	85%	85.3%		85%		85.6%		Not measured for Quarters			
74.Gross rent arrears (Includes Current & Former Tenant Arrears and Write Offs) as a percentage of Rent due for the reporting year		5.29%	5%	4.39%		4.67%		4.9%		Not measured for Quarters			
75.Rent loss due to voids as a percentage of gross rent due - year to date average - Charter Indicator	1.65%	1.66%	0.94%	1.02%		1.05%		1.01%		Not measured for Quarters			
76.The year to date average number of days taken to	50	104.3	42.1	55.7		54.7		54.3		Not measured for Quarters			

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
re-let all properties - Charter Indicator													
77.Monthly Number Voids Available for Offer - Citywide		214		221		215		185		Not measured for Quarters			
78.Number of statutory homeless applications received in the reporting year		1,286		704		804		934		Not measured for Quarters			
79.YTD % of applicants found to be intentionally homeless	10%	15.4%	10%	6.3%		6.4%		6.5%		Not measured for Quarters			
80.The average length of homeless journey (Days) for cases completed YTD (Unintentional)	150	197	150	190		185		186		Not measured for Quarters			
81.The average length of homeless journey (Days) for cases completed YTD (Intentional)	250	236	250	287		283		333		Not measured for Quarters			
82.Number of housing advice cases registered in the year (YTD)		5,647		2,787		3,198		3,569		Not measured for Quarters			
83.Number of Households Residing in Temporary Accommodation at Month End		524		552		537		541		Not measured for Quarters			
84.Private Sector Leasing Stock at month end		144		147		154		156		Not measured for Quarters			

Smarter Aberdeen - Smarter Mobility

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
85.Number of Electric Vehicles charging points		68								68		74	
86.Number of Air Quality Management Areas		3								3			
87.Number of Noise Management Areas		15								15			

Smarter Aberdeen - Smarter People

KPI Name	2015/16		2016/17 Target	Sep 2016		Oct 2016		Nov 2016		Q2 2016/17		Q3 2016/17	
	Target	Value		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
88.% Positive Evaluation of CPD courses delivered	80%	78%	80%	Data provided is correct to Quarter 1						95%			
89.Number of CPD Opportunities		9		Data provided is correct to Quarter 1						8			
90.Number of Participants taking up CPD Opportunities		179		Data provided is correct to Quarter 1						123			
91.Youth Employment Rate		60.3%		Data provided is correct to Quarter 1						59.1%			
92.Overall Employment Rate		77.8%		Data provided is correct to Quarter 1						75.8%			