



















Communities, Housing and Public Protection Committee Performance Report Appendix A

Corporate Landlord

Building Services





1. Citizen – Building Services

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date percentage of repairs appointments kept	There are on-going challenges in extracting this data from the current system. A new system has been procured to enable easier extraction of data, the new system will start to be rolled out from March 2025.						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).							80%	









Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Building Services	93		72		51			
% of complaints resolved within timescale stage 1 and 2) - Building Services	82.8%		73.6%		74.5%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Building Services	15.1%		20.8%		29.4%			
*Total No. of lessons learnt identified (stage 1 and 2) - Building Services	0		1		8			













*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.

2. Processes – Building Services

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
The year to date average length of time taken to complete emergency repairs (hrs)	There are on-going challenges in extracting this data from the current system. A new system has been procured to enable easier extraction of data, the new system will start to be rolled out from March 2025.						4.1	
The year to date average length of time taken to complete non-emergency repairs (days)							8.3	
The year to date percentage of reactive repairs carried out in the last year completed right first time							90%	
The percentage of Repairs Inspections completed within 20 working day target (year to date)							100%	

3. Staff – Building Services





Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter - Building Services)	1		2		1			
Accidents - Non-Reportable - Employees (No in Quarter - Building Services)	3		4		4			

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Building Services	4.4		4.3		4.3		4.8	
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.25		1.09		1.11			
Establishment actual FTE	410.76		411.38		414.93			

*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	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	86.9%		96.4%		105.6%		100%	

Facilities Management

1. Customer – Facilities Management













Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received (stage 1 and 2) - Facilities	4		1		2			
% of complaints resolved within timescale (stage 1 and 2) - Facilities	75%		100%		100%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Facilities	0%		100%		0%			
Total No. of lessons learnt identified (stage 1 and 2) - Facilities	0		0		0			

















Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Q4 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*Number of school lunches served in the year - Primary (YTD)	927,735		1,463,952		2,073,086		2,000,000	

*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	2024/25 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	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Fly tipping alerts at housing multi-storey blocks responded to within 60 hours	90.9%		94.1%		94.4%		100%	
% Response cleaning alerts responded to within priority timescales	100%		93.8%		100%		100%	
% Void cleaning alerts responded to within priority timescales	87%		79.2%		97.5%		100%	

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% Local bus service registration changes reviewed and responded to within the prescribed 28-day period	83.3%		100%		100%		100%	
% Mainstream Transport Applications assessed within target timescale	100%		100%		100%		100%	
% ASN/Exceptional Applications processed within target timescale	100%		100%		100%		100%	
% School Transport Contracts Spot Checked within time period	29.3%		59.3%		59.3%		50% (Q4)	

*There were 6 registration changes during Q2 of which 5 were processed on time. The failure to progress 1 set of registrations in the designated timescale was due to the established procedure not being followed and this has now been addressed. An improved tracking sheet has also been implemented for bus service registrations to aid compliance with the procedure.









Performance Indicator	Current Status	2024/25 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	2024/25 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.		

Performance Indicator	Current Status	2024/25 Target
We will provide janitorial support to every (non 3Rs) primary school for a minimum of 4 hours per day when the school is open to pupils.		100%
Janitorial service is delivered by the in-house team at all non-3Rs Primary schools in the city, throughout the year. For the 190 days of the school session plus the 5 annual in-service days, a minimum of 4 hours of Janitors input will be provided at each Primary School. Input may be less than 4 hours per day during school holiday periods. We will use this measure to highlight any instances where a Primary school has been unable to open to pupils due to our inability to provide a satisfactory janitorial service.		

Performance Indicator	Current Status	2024/25 Target
We will provide janitorial support to every (non 3Rs) secondary school between 07:00 and 18:00 on each day when the school is open to pupils.		100%
Janitorial service is delivered by the in-house team at all non-3Rs Secondary schools in the city, throughout the year. For the 190 days of the school session plus the 5 annual in-service days, janitorial service will be provided between 07:00 and 18:00 at each Secondary School. Input may be for a shorter duration during school holiday periods. We will use this measure to highlight any instances where a Secondary school has been unable to open to pupils due to our inability to provide a satisfactory janitorial service.		

3. Staff – Facilities Management









Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter)	2		1		0			
Accidents - Non-Reportable - Employees (No Quarter)	2		9		6			

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
*Sickness Absence – Average Number of Days Lost - Facilities	7.8		8.1		8.4		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	2.88		2.48		2.61			
Establishment actual FTE	518.08		519.51		519.05			
Establishment actual FTE (Catering)	173.65		175.62		175.62			
Establishment actual FTE (Cleaning)	230.93		229.72		228.97			
Establishment actual FTE (Janitorial)	64.34		65.19		65.54			
Establishment actual FTE (Office & Building Management)	15.89		15.89		15.89			
Establishment actual FTE (Passenger Transport Unit)	31.37		31.19		31.13			

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

Having come from a high point of 16.4 average days lost in April 2024, through the hard work of the service with support from Employee Relations colleagues, average days reduced to a low point of 7.7 days lost in December 2024. A relatively low number of relatively long term and complicated absence cases have seen average days lost increase slightly over the early months of 2025, to an average of 8.4 days lost in March 2025. The service continues to manage all absences diligently, ensuring that the correct interventions are implemented at the appropriate stages, whilst also ensuring that employees who are suffering from sickness absence are supported through these processes.

















4. Finance & Controls - Facilities Management

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 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)	89.8%		98.8%		107.8%		100%	









Governance

















Protective Services

1. Citizen – Protective Services

















Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received - Protective Services	3		8		14			
% of complaints resolved within timescale - Protective Services	100%		100%		85.7%		75%	
% of complaints with at least one point upheld (stage 1 and 2) - Protective Services	0%		12.5%		0%			
Total No. of lessons learnt identified (stage 1 and 2) - Protective Services	0		0		0			

2. Processes - Protective Services









Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory)	76.3%		62.5%		71.4%		80%	
*% of registered tobacco retailers visited to give Business Advice on compliance with tobacco legislation - Year to Date	22%		28.7%		33.3%		20%	

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
*% of registered tobacco retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	2%		6.7%		16%		10%	
*% of registered Nicotine Vapour Products retailers visited to give Business Advice on compliance with legislation - Year to Date	27.3%		28.3%		33.3%		20%	
*% of registered Nicotine Vapour Products retailers subjected to Test Purchasing for retailer compliance with age restrictions - Year to Date	6.7%		12.2%		20%		10%	
% 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	Jan 2025		Feb 2025		Mar 2025		2024/25 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	97.8%		100%		100%		100%	
High Priority Public Health % responded to within 2 days	100%		94.9%		98.6%		100%	
Dog Fouling - % responded to within 2 days	100%		100%		98.1%		100%	

2. Processes – Community Safety





Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
YTD Percentage of anti-social behaviour cases reported which were resolved	95.8%		96.67%		98.49%		100%	
YTD % of calls attended to by the ASBIT Team within 1 hour	95.5%		95.9%		96.1%		95%	





3. Staff - Protective Services

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 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	Jan 2025		Feb 2025		Mar 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Protective Services	4.9		5.3		5		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.61		0.42		0.4			
Establishment actual FTE	60.33		59.86		59.81			

4. Finance & Controls - Protective Services

















Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% of External Quality Assurance reported results that were satisfactory (Aberdeen Scientific Services Laboratory)	94.7%		96.6%		97.1%		95%	









Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	74.5%		81.8%		89.1%		100%	

Corporate Services













People & Citizen Services













1. Citizen – People & Citizen Services

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – People & Citizen Services	97		134		108			
% of complaints resolved within timescale – People & Citizen Services	90.7%		94.8%		87%		75%	
% of complaints with at least one point upheld (stage 1 and 2) – People & Citizen Services	9.3%		40.3%		32.4%			
Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services	4		6		6			







Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Financial Inclusion - No of open cases per month	329		205		296			
Financial Inclusion - No of enquiries per month	135		134		173			

2. Processes – People & Citizen Services









Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Average number of days to process new Housing Benefit claims	15.09		15.12		14.93		25	
Average number of days to process change of circumstances in relation to Housing Benefit claims	7.76		7.41		6.11		12	
Correct amount of Housing Benefit paid to customer (monthly)	97.14%		97.2%		97.34%		95%	









Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Customer Contact Centre calls answered within target timescale (180 seconds)	80.21%		81.31%		81.24%		80%	
*% Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days)	94.83%		99.46%		78.14%		100%	
Welfare Rights - % of Successful Appeals	50%		100%		75%			





*Due to the extended network issues experienced during March, it was not possible to print the certificates meaning that significant numbers were issued late.

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
% Crisis Grant applications processed within 2 working days	98.38%		98.68%		Data not yet released by Scottish Government		100%	
% Community Care Grant applications processed within 15 working days	73.04%		51.22%				100%	













3. Staff – People & Citizen Services

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 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	Jan 2025		Feb 2025		Mar 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – People & Citizen Services	3.9		4		4.1		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.21		1.07		1.19			












Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	353.02		354.8		349.58			

4. Finance & Controls – People & Citizen Services

















Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Council Tax Cash Collected (In Year) - monthly	£132m		£135.6m		£138.1m		£138.9m	
Staff Costs - % Spend to Date (FYB)	76.7%		84.6%		92.5%		100%	
Financial Inclusion - Total Financial Gains Achieved per month	£285,086		£532,123		£352,100			

Digital and Technology

1. Citizen – Digital and Technology

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Digital and Technology	0				1			
% of complaints resolved within timescale – Digital and Technology	No complaints Q2/Q3				100%		75%	
% of complaints with at least one point upheld (stage 1 and 2) – Digital and Technology					100%			
Total No. of lessons learnt identified (stage 1 and 2) – Digital and Technology					0			

2. Processes – Digital and Technology

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Percentage of Critical system availability- average (monthly)	99.5%		99.5%		99.5%		99.5%	
% Incidents logged by IT Helpdesk (including Self-Serve) resolved right first time	77,3%		72.1%		62%		70%	
*% Priority 1 and 2 incidents closed in timescale	50%		90%		14.3%		99.5%	
*% Priority 3 – 5 incidents closed in timescale	75.6%		76.3%		75.7%		95%	

*Service Commentary – Priority Incidents 1 and 2 / 3-5 closed in timescale









This indicator shows the percentage of Priority 1 and 2 calls closed within agreed timescale. Priority 1 incidents should be resolved within 4 hours and Priority 2 within 8 hours. Also monitored are Priority 3, 4 and 5 incidents which have timescales of 3, 5 and 30 days respectively.













Analysts use the information available to assess the number of people affected, whether a reasonable workaround is available and whether there are critical work deadlines, amongst other factors, to decide the priorities for incidents. As such, knowledge and judgement are involved in the setting priorities. Reporting of this measure began in April 2020 when it was implemented as an agreed Service Standard. The 2024/25 target for Priority 1 and 2 incidents closed in time scale is currently 99.5% and for Priority 3-5 incidents, 95%.

During 2024/25, there have been an average of 5 Priority 1 and 2 incidents logged per month, with an average of 3 resolved in time. For the same period, there have been an average of 1,957 Priority 3-5 incidents logged with an average of 1,540 resolved in time.





Measures have been taken to adjust the priority of incidents logged by our monitoring systems to reflect when the premises affected are not in use (for example, schools that are closed for the holidays). Measures have also been taken to reduce the number and priority of incidents triggered by automatic system alerts from cloud computing monitoring tools, now that the performance and reliability of the applications and services deployed have been established. These factors, along with a continuing focus on good customer service, mean that there is an emphasis on ensuring that calls are resolved in a way that is satisfactory to the customer.

3. Staff – Digital and Technology

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Accidents - Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0			
Accidents - Non-Reportable - Employees (No in Quarter – Digital and Technology)	0		0		0			

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Digital & Technology	1.2		1		1		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	0.4		0.35		0.87			
Establishment actual FTE	89.2		89.84		91.88			

















4. Finance & Controls – Digital and Technology

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	73.8%		81.1%		88.7%		100%	

Families & Communities

Housing





































1. Citizen – Housing

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Total No. complaints received – Housing	82		65		55			
*% of complaints resolved within timescale - Housing	80.5%		75.4%		58.2%		75%	
% of complaints with atleast one point upheld (stage 1 and 2) - Housing	34.1%		40%		29.1%			
Total No. of lessons learnt identified (stage 1 and 2) - Housing	1		2		4			









***Service Commentary - % of complaints resolved within timescale – Housing**













It is recognised that there has been a reduction in performance for complaints being resolved within timescale reported, most significantly in Q4. Resources have now been put in place to address this and we will continue to monitor the impact to ensure that overall performance improves.

2. Processes – Housing













Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 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)	3.9%		3.9%		3.9%		4%	
YTD % of statutory homeless decisions reached within 28 Days Unintentional R RTP	58.6%		58.7%		58.4%		100%	
YTD Average length of journey in days for applicants assessed as unintentionally homeless (R RTP)	137.7		136.6		134.3		100	
Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End	406		384		377			
The YTD number of Legal reposessions following decree (Arrears) - Citywide	50		55		60			
Housing Applications processed 28 days YTD %	92.8%		95.2%		95.9%		100%	
Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale	88.1%		88.2%		87%		100%	
The YTD Average time taken to re-let all properties (Citywide - days)	270.1		275.7		280.4		210	
Void properties awaiting / undergoing preparation for relet	1,840		1,840		1,783			

3. Staff – Housing

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 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		1			





Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target (Corporate Average)	Long Trend
	Value	Status	Value	Status	Value	Status		
Sickness Absence – Average Number of Days Lost – Housing	3.3		3.3		3.4		4.8	
Average number of working days lost due to sickness absence per FTE employee, monthly	1.9		1.49		1.61			
Establishment actual FTE	85.13		85.53		86.33			

4. Finance & Controls – Housing





Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	93.9%		103%		114%		100%	
Gross rent Arrears as a percentage of Rent due	19.24%		19.53%		17.86%		9.5%	
Rent loss due to voids - Citywide - YTD average	8.45%		8.42%		8.38%		4.62%	

Housing Revenue Account

3. Staff – Housing Revenue Account

















































Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Establishment actual FTE	183.39		187.62		186.95			

4. Finance & Controls – Housing Revenue Account

Performance Indicator	Jan 2025		Feb 2025		Mar 2025		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
Staff Costs - % Spend to Date (FYB)	83.2%		91.5%		99.8%		100%	





Corporate




1. Citizen – Corporate

Performance Indicator	Q2 2024/25		Q3 2024/25		Q4 2024/25		2024/25 Target	Long Trend
	Value	Status	Value	Status	Value	Status		
No. of Non-complex Subject Access Requests received	89		76		92			
% Non-complex Subject Access Requests responded to within 1 month	84.3%		89.5%		92.4%		80%	
No. of Complex Subject Access Requests received	6		11		5			
*% Complex Subject Access Requests responded to within 3 months	83.3%		27.3%		40%		70%	
No. of Environmental Information Regulation requests received	81		102		113			
% of Environmental Info Requests replied to within 20 working days - Corporate	71.6%		80.4%		75.2%		85%	
No. of Freedom of Information requests received	315		342		351			
% of Freedom of Information requests replied to within 20 working days - Corporate	85.1%		80.1%		77.5%		85%	
No. of Access to School Records requests received	7		3		5			
% Access to School Records requests responded to within 15 school days	100%		100%		100%		100%	
No. of Data Protection Right requests received	7		3		12			
% Data Protection Right requests responded to within 1 month	100%		100%		100%		100%	

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

We have been addressing a significant level of outstanding Subject Access Requests (SARs) over the past year, with an action plan in place to also improve ongoing performance. The backlog is now almost fully addressed and ongoing overall performance is also showing significant improvement (93% overall compliance in March 2025 for complex and non-complex SARs). Due to lower volumes of complex SARs received and the lengthy time that it takes to complete such requests, meeting the service standard for complex SARs still remains a challenge. However, our overall SAR performance is now meeting the Information Commissioner's expectations.

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