















Net Zero, Environment and Transport Committee Performance Report Appendix A

Operations




Environmental Services

1. Citizen – Environmental Services

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Environment	17		25		30		
% of complaints resolved within timescale (stage 1 and 2) - Environment	82.4%		82%		83.3%		75%
No. of complaints resolved within timescale (stage 1 and 2) - Environment	14		23		20		
% of complaints with at least one point upheld (stage 1 and 2) - Environment	0%		12%		23.2%		
*Total No. of lessons learnt identified (stage 1 and 2) - Environment	0		0		Data unavailable		
















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

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

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Value	Value	Status	Value	Status	
Number of Partners / Community Groups with links to national campaigns - Green Thread	207		150		150		







Appendix A










2. Processes - Environmental Services

Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
*% Streets free from litter and refuse to a minimum Grade B (in line with Keep Scotland Beautiful LEAMS standards)	91.6%		91.6%		91.6%		80%
**Open spaces satisfactorily maintained to a minimum of Grade B (in line with APSE national benchmarking LAMS standards)	72%		98%		No surveys carried out		80%
Number of Complaints upheld by Inspector of Crematoria	0		0		0		0
% Outdoor play areas visited, inspected and maintained to national standards on a fortnightly basis	100%		100%		100%		100%
% Water safety equipment inspected within timescale	95.8%				98.1%		100%

*This represents the overall figure for the April to July period.

3. Staff - Environmental Services




Performance Indicator	Q3 2024/35		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Environment)	0		0		0		
Accidents - Non-Reportable - Employees (No in Quarter - Environment)	1		4		2		

Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
*Sickness Absence - Average Number of Days Lost - Environmental	6		6.1		6.3		10
**Average number of working days lost due to sickness absence per FTE employee, monthly	1.61		1.45		1.55		
Establishment actual FTE	289.14		286.08		285.37		

* We are aware that the reported performance of the 12-month rolling average for working days lost due to sickness absence per FTE throughout this report, is not fully accurate due to current system constraints relating to the calculation of FTE and variable working patterns for some staff. In some cases, the actual absence rate is lower than the reported figure. This does not impact on attendance management for staff and their respective managers. Officers are currently working internally on data quality issues and with the vendor to resolve this anomaly.











** 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 - Environmental Services













Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	7.4%		15.2%		22.8%		100%

Fleet and Transport







1. Citizen – Fleet and Transport










Performance Indicator	Q3 2024/35		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) - Fleet	0		2		2		
% of complaints resolved within timescale (stage 1 and 2) - Fleet	No complaints Q3		100%		100%		75%
No. of complaints resolved within timescale (stage 1 and 2) - Fleet			2		2		
% of complaints with at least one point upheld (stage 1 and 2) - Fleet			0%		0%		
Total No. of lessons learnt identified (stage 1 and 2) - Fleet			1		Data unavailable		

2. Processes – Fleet and Transport




Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
% HGVs achieving first time MOT pass	100%		78.8%		91.7%		95%
% Light Vehicles achieving first time MOT pass	95.2%		96.8%		100%		93%
% of Council fleet - alternative powered vehicles	12.4%		13.8%		15.1%		
% of Council fleet lower emission vehicles (YTD)	97.8%		98.4%		95.9%		100%







3. Staff – Fleet and Transport

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Fleet)	0		1		0		
Accidents - Non-Reportable - Employees (No in Quarter - Fleet)	1		0		0		

Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Fleet	4.4		4.4		4.3		10
Average number of working days lost due to sickness absence per FTE employee, monthly	2.03		1.85		2.91		
Establishment actual FTE	35.17		34.36		34.97		















4. Finance & Controls – Fleet and Transport

Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	7.7%		16.1%		24.2%		100%













Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Fleet Services - % of LGV/ Minibuses/ Small Vans Vehicles under 5 years old	78.4%		50.42%		94.95%		80%
Fleet Services - % of large HGV vehicles under 7 years old	66.67%		73.83%		74.75%		80%

Roads and Infrastructure







1. Citizen - Roads









Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Roads	28		61		36		
% of complaints resolved within timescale - Roads	75%		83.6%		72.2%		75%
No. of complaints resolved within timescale (stage 1 and 2) - Roads	21		51		26		
% of complaints with at least one point upheld (stage 1 and 2) - Roads	60.7%		42.6%		38.9%		
Total No. of lessons learnt identified (stage 1 and 2) - Roads	1		3		Data unavailable		

2. Processes - Roads




Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Percentage of all streetlight repairs completed within 7 days	100%		97.37%		97.44%		90%
Number of Street Light Repairs completed within 7 days	80		37		114		
Potholes Category 1 and 2 - % defects repaired within timescale	93.52%		100%		100%		95%
Potholes Category 1 and 2 - No of defects repaired within timescale	433		246		258		

3. Staff - Roads

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Roads)	0		0		1		
Accidents - Non-Reportable - Employees (No in Quarter - Roads)	0		1		1		















Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Roads	3.2		3.3		3.4		10
Average number of working days lost due to sickness absence per FTE employee, monthly	1.4		1.03		1.06		
Establishment actual FTE	145.21		143.55		142.75		

4. Finance & Controls - Roads







Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	6.6%		13.8%		21.8%		100%

Waste Services

1. Citizen - Waste

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received - Waste	59		102		69		
% of complaints resolved within timescale - Waste	94.9%		94.1%		81.2%		75%
No. of complaints resolved within timescale (stage 1 and 2) - Waste	56		96		56		
% of complaints with at least one point upheld (stage 1 and 2) - Waste	64.4%		72.5%		62.3%		
Total No. of lessons learnt identified (stage 1 and 2) - Waste	0		1		Data unavailable		

2. Processes – Waste

Performance Indicator	Q3 2024/25		Q4 2023/24		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
*% Waste diverted from Landfill	95.2%		97.5%		98.3%		85%
*Percentage of Household Waste Recycled/Composted	43%		42.5%		42.9%		50%

*% Waste diverted from Landfill/% Household Waste Recycled/Composted – These figures are intended and used for internal monitoring only and are based on a rolling 12-month period.







Home composting has been promoted during the growing season on ACC's Facebook, Instagram and X pages, as well as the newer Go Green Aberdeen Facebook page which covers a range of sustainability topics including waste and recycling. In-person community engagement events have been arranged in the autumn to promote organics recycling (food/garden) and information about home composting will be included.










It has not been possible to tease out the impact on garden waste collected as tonnages are notoriously variable. Tonnage is therefore not recommended as metric for measuring impacts. Instead, a proxy measure is recommended, and consideration will be given to including questions on home composting in relevant customer surveys.

Recycling and Diversion rate for rolling 12 months




Description	Tonnage (T)	Percentage	Target
Recycled	38309.6	42.9%	50%
EFW	49420.6	55.4%	
Total Waste diverted from landfill (= Recycled + EFW)	87730.2	98.3%	85%
Landfilled	1513.4	1.70%	
Total household waste	89243.5	100%	

3. Staff – Waste

Performance Indicator	Q3 2024/25		Q4 2024/25		Q1 2025/26		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Quarter - Waste)	1		2		2		
Accidents - Non-Reportable - Employees (No in Quarter - Waste)	7		14		14		

Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost - Waste	4.2		3.9		3.6		10
Average number of working days lost due to sickness absence per FTE employee, monthly	1.31		0.96		1.14		
Establishment actual FTE	187.48		188.62		185.07		

4. Finance & Controls – Waste

Performance Indicator	Apr 2025		May 2025		Jun 2025		2025/26 Target
	Value	Status	Value	Status	Value	Status	
Staff Costs - % Spend to Date (FYB)	7.6%		16.6%		26.6%		100%

Annual Sickness Comparison Table

Operations

Performance Indicator	Apr		May		Jun		Target
	Value	Status	Value	Status	Value	Status	
Sickness Absence - Average Number of Days Lost – Environmental (2024)	14		13.5		12.7		10
Sickness Absence - Average Number of Days Lost – Environmental (2025)	6		6.1		6.3		10
Sickness Absence - Average Number of Days Lost – Fleet (2024)	7		6.8		6.1		10
Sickness Absence - Average Number of Days Lost – Fleet (2025)	4.4		4.4		4.3		10
Sickness Absence - Average Number of Days Lost – Roads (2024)	10.2		9.1		8.1		10
Sickness Absence - Average Number of Days Lost – Roads (2025)	3.2		3.3		3.4		10
Sickness Absence - Average Number of Days Lost – Waste (2024)	10.7		9.7		8.8		10
Sickness Absence - Average Number of Days Lost – Waste (2025)	4.2		3.9		3.6		10





Strategic Place Planning

Climate and Sustainability Policy

Carbon Budget

Carbon Budget: Quarter 1 Provisional Summary 2025-26				
Maximum cap on total Council carbon emissions 2025/26 – 22,567 tCO2e*				
	Q1 2025/26	Q2 2025/26	Q3 2025/26	Q4 2025/26
	%	%	%	%
% of annual carbon budget used	21%			
Provisional data indicates during Quarter 1 (April-June 2025) the Council used 21% of the maximum carbon budget for 2025/26				
The total Council carbon budget includes carbon emissions from sources including Council buildings (electricity, gas, oil), water; fleet assets (vehicle and plant), street lighting, internal waste, staff business travel, homeworking. <i>*tCO2e - tonnes of carbon dioxide equivalent</i>				

Traffic Light Icons Used

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