

Appendix A

Communities, Housing and Public Protection Committee Performance Report Appendix A

Corporate Landlord

Building Services

1. Citizen – Building Services

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

| Performance Indicator | Q4 2024/25 | | Q1 2024/25 | | Q2 2025/26 | | 2025/26 Target | Long Trend |
|--|------------|--------|------------|--------|------------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Total No. complaints received (stage 1 and 2) - Building Services | 51 | | 66 | | 68 | | | |
| % of complaints resolved within timescale (stage 1 and 2) - Building Services | 74.5% | | 75.8% | | 64.7% | | 75% | |
| No. of complaints resolved within timescale (stage 1 and 2) - Building Services | 38 | | 50 | | 44 | | | |
| % of complaints with at least one point upheld (stage 1 and 2) - Building Services | 29.4% | | 22.7% | | 23.5% | | | |
| *Total No. of lessons learnt identified (stage 1 and 2) - Building Services | 8 | | 1 | | 3 | | | |

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

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

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

3. Staff – Building Services

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

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target (Corporate Average) | Long Trend |
|---|----------|--------|----------|--------|----------|--------|------------------------------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| *Sickness Absence – Average Number of Days Lost - Building Services | 5.1 | | 5.4 | | 5.7 | | 5 | |
| **Average number of working days lost due to sickness absence per FTE employee, monthly | 1.28 | | 1.63 | | 1.76 | | | |
| Establishment actual FTE | 413.72 | | 410 | | 407.22 | | | |

*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 | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|-------------------------------------|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Staff Costs - % Spend to Date (FYB) | 54.1% | | 61.8% | | 69.7% | | 100% | |

Facilities Management

1. Customer – Facilities Management

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

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

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

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

2. Processes – Facilities Management

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|---|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| % Fly tipping alerts at housing multi-storeyblocks responded to within 60 hours | 76.5% | 🔴 | 100% | 🟢 | 100% | 🟢 | 100% | ⬆️ |
| % Response cleaning alerts responded to within priority timescales | 45.5% | 🔴 | 100% | 🟢 | 100% | 🟢 | 100% | ⬆️ |
| *% Void cleaning alerts responded to within priority timescales | 100% | 🟢 | 100% | 🟢 | 68.4% | 🔴 | 100% | ⬇️ |

*The November data for % Void cleaning alerts responded to within priority timescales is interim. Unusually high levels of sickness have been experienced within the Voids team over recent weeks. This has led to difficulties with administration which mean that we are unable to confirm the exact number of jobs carried out (19) that were completed within set timescales. This will be resolved when the appropriate staff return from sick leave at which point we will be able to update these figures for accuracy.

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

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

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

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

3. Staff – Facilities Management

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

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target (Corporate Average) | Long Trend |
|---|----------|---|----------|---|----------|---|------------------------------------|---|
| | Value | Status | Value | Status | Value | Status | | |
| *Sickness Absence – Average Number of Days Lost - Facilities | 9 |  | 8.8 |  | 8.8 |  | 5 |  |
| Average number of working days lost due to sickness absence per FTE employee, monthly | 1.84 |  | 1.93 |  | 2.14 |  | |  |
| Establishment actual FTE | 519.83 |  | 520.48 |  | 526.35 |  | |  |
| Establishment actual FTE (Catering) | 177.34 |  | 177.23 |  | 178.62 |  | |  |
| Establishment actual FTE (Cleaning) | 228.03 |  | 227.22 |  | 230.78 |  | |  |
| Establishment actual FTE (Janitorial) | 66.3 |  | 66.3 |  | 67 |  | |  |
| Establishment actual FTE (Office & Building Management) | 15.93 |  | 16.93 |  | 16.93 |  | |  |
| Establishment actual FTE (Passenger Transport Unit) | 30.61 |  | 31.18 |  | 48.27 |  | |  |

4. Finance & Controls - Facilities Management

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Inspection - Number of overdue corrective actions requests as at month end | 0 | | 0 | | 0 | | 0 | |
| Staff Costs - % Spend to Date (FYB) | 53.8% | | 62.4% | | 71.2% | | 100% | |

Governance

Protective Services

1. Citizen – Protective Services

| Performance Indicator | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | 2025/26 Target | Long Trend |
|--|------------|--------|------------|--------|------------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Total No. complaints received - Protective Services | 14 | | 5 | | 7 | | | |
| % of complaints resolved within timescale - Protective Services | 85.7% | | 80% | | 85.7% | | 75% | |
| No. of complaints resolved within timescale (stage 1 and 2) – Protective Services | 12 | | 4 | | 6 | | | |
| % of complaints with at least one point upheld (stage 1 and 2) - Protective Services | 0% | | 40% | | 14.3% | | | |
| Total No. of lessons learnt identified (stage 1 and 2) - Protective Services | 0 | | 0 | | 2 | | | |

2. Processes - Protective Services

| Performance Indicator | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | 2025/26 Target | Long Trend |
|---|------------|--------|------------|--------|------------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| % of Samples reported within specified turnaround times (Aberdeen Scientific Services Laboratory) | 71.4% | | 83% | | 75.5% | | 80% | |

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

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

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Non-Domestic Noise % responded to within 2 days | 100% | | 100% | | 97.1% | | 100% | |
| High Priority Pest Control % responded to within 2 days | 100% | | 97.8% | | 98.8% | | 100% | |
| High Priority Public Health % responded to within 2 days | 98.7% | | 98.7% | | 100% | | 100% | |
| All Other Dog Requests - % responded to within 5 days | 100% | | 100% | | 100% | | 100% | |

2. Processes – Community Safety

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| YTD Percentage of anti-social behaviour cases reported which were resolved | 93.87% | | 94.39% | | 94.11% | | 100% | |
| YTD % of calls attended to by the ASBIT Team within 1 hour | 98.8% | | 99.4% | | 96.3% | | 95% | |

3. Staff - Protective Services

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

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target (Corporate Average) | Long Trend |
|---|----------|--------|----------|--------|----------|--------|------------------------------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Sickness Absence – Average Number of Days Lost – Protective Services | 2.6 | | 2.3 | | 2.1 | | 5 | |
| Average number of working days lost due to sickness absence per FTE employee, monthly | 0.88 | | 1.09 | | 0.98 | | | |
| Establishment actual FTE | 62.73 | | 62.23 | | 62.03 | | | |

4. Finance & Controls - Protective Services

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

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|-------------------------------------|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Staff Costs - % Spend to Date (FYB) | 51% | | 58.9% | | 66.7% | | 100% | |

Corporate Services

People & Citizen Services

1. Citizen – People & Citizen Services

| Performance Indicator | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | 2025/26 Target | Long Trend |
|---|------------|--------|------------|--------|------------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Total No. complaints received – People & Citizen Services | 108 | | 105 | | 103 | | | |
| % of complaints resolved within timescale – People & Citizen Services | 87% | | 86.7% | | 80.6% | | 75% | |
| No. of complaints resolved within timescale (stage 1 and 2) – People & Citizen Services | 94 | | 91 | | 83 | | | |
| % of complaints with atleast one point upheld (stage 1 and 2) – People & Citizen Services | 32.4% | | 28.6% | | 41.7% | | | |
| Total No. of lessons learnt identified (stage 1 and 2) – People & Citizen Services | 6 | | 8 | | 8 | | | |

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Financial Inclusion - No of open cases per month | 184 | | 202 | | 246 | | | |
| Financial Inclusion - No of enquiries per month | 99 | | 96 | | 68 | | | |

2. Processes – People & Citizen Services

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|-------------------------|--------|----------|--------|------------------------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Average time in minutes and seconds to answer calls to Customer Contact Centre | 4.00 | | 4.09 | | 4.14 | | 5.00 | |
| % Copy birth, death, marriage and civil partnership certificates issued within target timescale (7 days) | 98.84% | | 98.07% | | 99.51% | | 100% | |
| Welfare Rights - % of Successful Appeals | No appeals in September | | 100% | | No appeals in November | | | |

3. Staff – People & Citizen Services

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

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target (Corporate Average) | Long Trend |
|--|----------|--------|----------|--------|----------|--------|------------------------------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Sickness Absence – Average Number of Days Lost – People & Citizen Services | 5.7 | | 5.6 | | 5.6 | | 5 | |

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 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 | 1.29 | | 1.18 | | 1.15 | | | |
| Establishment actual FTE | 183.26 | | 187.73 | | 186.49 | | | |

4. Finance & Controls – People & Citizen Services

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Staff Costs - % Spend to Date (FYB) | 46.1% | | 53.3% | | 60.9% | | 100% | |
| Financial Inclusion - Total Financial Gains Achieved per month | £310,069 | | £266,950 | | £198,481 | | | |

Families & Communities

Housing

1. Citizen – Housing

| Performance Indicator | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | 2025/26 Target | Long Trend |
|--|------------|--------|------------|--------|------------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Total No. complaints received – Housing | 55 | | 89 | | 98 | | | |
| % of complaints resolved within timescale - Housing | 58.2% | | 76.4% | | 78.6% | | 75% | |
| No. of complaints resolved within timescale (stage 1 and 2) – Housing | 32 | | 68 | | 77 | | | |
| % of complaints with at least one point upheld (stage 1 and 2) - Housing | 29.1% | | 16.9% | | 44.9% | | | |
| Total No. of lessons learnt identified (stage 1 and 2) - Housing | 4 | | 2 | | 5 | | | |

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | Nov 2025 | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Percentage of tenants satisfied with the standard of their home when moving in YTD | 70.4% | | 74.3% | | 68.9% | | 75% | |
| *Satisfaction of new tenants with the overall service received (Year To Date) | 62.96% | | 65.7% | | 64.4% | | 85% | |

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

The processes through which new tenant satisfaction data is collated, and addressed, was outlined in the report to November Committee. This noted that the number of new tenants who were dissatisfied with the overall service are, in any monitoring period, extremely small in comparison with both the number of new tenancies, and in the context of extended surveying of all current Council tenancies. A significant proportion of those surveyed either offer no specific response or record a neutral stance on their experience which influences the levels of satisfaction. Of the 45 responses received, 29 of these were satisfied/very satisfied with the level of service provided.

2. Processes – Housing

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| YTD % of cases reassessed as being homeless or potentially homeless within 12 months* of a previous case being closed. (Data Provided by Scottish Government on a Quarterly Basis) | 3.8% | | 2.7% | | 2.7% | | 4% | |
| *YTD % of statutory homeless decisions reached within 28 Days Unintentional RRTP | 52.3% | | 52.2% | | 52.8% | | 100% | |
| *YTD Average length of journey in days for applicants assessed as unintentionally homeless (RRTP) | 114.6 | | 116 | | 116 | | 100 | |
| Number of Statutory Homeless Households Residing in Temporary Accommodation at Month End | 458 | | 486 | | 478 | | | |
| The YTD number of Legal reposessions following decree (Arrears) - Citywide | 39 | | 49 | | 57 | | | |
| **Housing Applications processed 28 days YTD % | 65.3% | | 64.4% | | 64.8% | | 100% | |
| ***Statutory Customer Service Actions - Decisions/Outcomes within statutory timescale | 89.2% | | 89% | | 89.4% | | 100% | |
| ****The YTD Average time taken to re-let all properties (Citywide - days) | 249.7 | | 247.1 | | 242.6 | | 210 | |
| Void properties awaiting / undergoing preparation for relet | 1,788 | | 1,634 | | 1,658 | | | |

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

The service continues to operate at an average decision time of 27 days, which is an improvement on the 30.1 days position in 24/25 and 39.5 days in 23/24. As reflected through our use of personas within the Housing Emergency Action Plan, levels of complexity are increasing and therefore the investigation required for certain cases now takes significantly longer.

It is crucial that we consider both the decision time and journey time together, as the journey time highlights the outcome for a person experiencing homelessness. Our average journey time year to date has fallen by 19 days when compared with the 24/25 year end position.

As outlined in our Housing Emergency Action Plan we will continue to reduce journey time by focussing on making increased lets available within ACC, RSL and the private rented sector (where sustainable), however it is important to note the increasing demands into this system, at an increase of 23%, present challenges that are forecasted to continue into 2026.

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

As outlined in the commentary for the period of July –August, this decline in performance had been expected as we continue to experience a period of adjustment around operating approach, coupled with staff vacancies and holidays/absences, triggering an increase in processing time. Recruitment has progressed with a period of training required for the new starts within the team. A review around how to improve the recording of this measure continues.

We continue to experience a high demand across this area of the service for application processing and for the generation of offers. To date a total of 3147 new applications have been registered across all housing lists and over 5000 offers generated for temporary and permanent housing.

***Service Commentary – Statutory Customer Service Actions – Decisions/Outcomes within statutory timescales

The overall year-to-date figure shows a modest improvement in recent months, with an increased rate of timely completion of actions. The service will maintain close monitoring to ensure that all actions continue to be completed as scheduled.

****Service Commentary - YTD Average time taken to re-let all properties

As reflected in the service commentary to the November meeting of this Committee, proposed changes to ways of working intimated by the Housing and Corporate Landlord Clusters, including approaches to the new build housing, are showing early signs of impact with the number of days taken to re-let reducing by almost 7 days from September to November. In terms of new build alone, 62 properties were let with an average letting time of 9.73 days. This represents a continuation of an improving trend in this measure since the beginning of the year. This has assisted in delivery of a positive shift in status which is consistent across the period. In addition to this, we are seeing improvement in reducing the number of void properties awaiting/undergoing preparation for relet from the November reporting of 1788 reducing to 1658. This included 78 new build properties that we added to our stock during this period. We will continue to explore the necessary actions approved within the Housing Emergency Action Plan to further drive improvement and reductions.

3. Staff – Housing

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

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target (Corporate Average) | Long Trend |
|---|----------|--------|----------|--------|----------|--------|------------------------------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Sickness Absence – Average Number of Days Lost – Housing | 3.8 | | 3.8 | | 3.7 | | 5 | |
| Average number of working days lost due to sickness absence per FTE employee, monthly | 0.89 | | 1.3 | | 0.95 | | | |
| Establishment actual FTE | 86.72 | | 79.11 | | 90.86 | | | |

4. Finance & Controls – Housing

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Staff Costs - % Spend to Date (FYB) | 57.6% | | 65.3% | | 75.6% | | 100% | |
| *Rent loss due to voids - Citywide - YTD average | 7.4% | | 7.38% | | 7.34% | | 4.62% | |

*Service Commentary – Rent Loss Due To Voids

The percentage of rent loss is showing some improvement across the 3 months of the monitoring period, and in comparison, with the same period in 2024/25. This is a pattern of incremental positive in-year change which has been demonstrable over previous months.

Housing Revenue Account

3. Staff – Housing Revenue Account

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|--------------------------|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Establishment actual FTE | 188.18 | | 187.59 | | 186.9 | | | |

4. Finance & Controls – Housing Revenue Account

| Performance Indicator | Sep 2025 | | Oct 2025 | | Nov 2025 | | 2025/26 Target | Long Trend |
|-------------------------------------|----------|--------|----------|--------|----------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| Staff Costs - % Spend to Date (FYB) | 57.6% | | 66.4% | | 75.1% | | 100% | |

Corporate

1. Citizen – Corporate

| Performance Indicator | Q4 2024/25 | | Q1 2025/26 | | Q2 2025/26 | | 2025/26 Target | Long Trend |
|---|------------|--------|------------|--------|------------|--------|----------------|------------|
| | Value | Status | Value | Status | Value | Status | | |
| No. of Non-complex Subject Access Requests received | 92 | | 97 | | 74 | | | |
| % Non-complex Subject Access Requests responded to within 1 month | 92.4% | | 96.9% | | 98.6% | | 100% | |
| No. of Complex Subject Access Requests received | 5 | | 12 | | 20 | | | |
| % Complex Subject Access Requests responded to within 3 months | 40% | | 58.3% | | 70.0% | | 100% | |
| No. of Environmental Information Regulation requests received | 113 | | 70 | | 98 | | | |
| % of Environmental Info Requests replied to within 20 working days - Corporate | 75.2% | | 77.1% | | 81.6% | | 100% | |
| No. of Freedom of Information requests received | 351 | | 449 | | 463 | | | |
| *% of Freedom of Information requests replied to within 20 working days - Corporate | 77.5% | | 76.6% | | 71.9% | | 100% | |
| No. of Access to School Records requests received | 5 | | 9 | | 6 | | | |
| % Access to School Records requests responded to within 15 school days | 100% | | 100% | | 100% | | 100% | |
| No. of Data Protection Right requests received | 12 | | 15 | | 8 | | | |
| % Data Protection Right requests responded to within 1 month | 100% | | 92.3% | | 87.5% | | 100% | |

*Service Commentary - % of Freedom of Information requests responded to within 20 working days

The fall in response times in both Quarter 1 and Quarter 2 are materially linked to a substantive increase in the number of requests received in these periods. The Service is currently examining the drivers behind this rise in the number of requests received, and outlining potential Corporate and Cluster level actions to address this in collaboration with the Council's Performance Board.

| 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 |