Governance, Risk and Best Value Committee

10 am, Tuesday 16 January 2024

Draft Public Performance Scorecard

Executive/routine
Wards

1. Recommendations

1.1 That members of Governance, Risk and Best Value Committee:

1.1.1 Consider the content and format of the new Public Performance Scorecard which covers the reporting period July to September 2023.

1.1.2 Note that work will continue to simplify the language and use plain English as much as possible before publication of this report on the performance pages.

1.1.3 Note that the Public Performance Scorecard will be brought to committee on a quarterly basis for scrutiny.

Deborah Smart

Executive Director of Corporate Services

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Report

Public Performance Scorecard

Executive Summary

1.1 This is the first Quarterly Public Performance Scorecard report which provides an overview of performance across a range of Council services and includes data up to the end of September 2023. The detailed report (Appendix A) provides analysis of performance for Key Performance Indicators (KPIs). It shows current performance against targets, a comparison with the same time last year and where available the four year average for longer term trends.

1.2 Appendix B lists recent and future performance and progress reports to give members a wider view of the scrutiny undertaken by Executive Committees.

Background

2.1 The Council's updated Planning and Performance Framework was approved by the Policy and Sustainability Committee on the 21 March 2023. The framework sets out the approach to planning and performance and how the Council measures the delivery of the priorities and outcomes in the Council's Business Plan: Our Future Council, Our Future City and the day to day performance of Council services.

2.2 This is the first Quarterly Public Performance Scorecard (Appendix A) and gives a high-level overview of the day to day performance of Council services whilst the annual Business Plan Update report gives a strategic view of transformation through the delivery of the Business Plan. The Scorecard includes the latest data available for each indicator up to September 2023.

2.3 There are 75 indicators split into six themes: Adult Social Care; Children, Families and Communities; Climate Change; Corporate Services; Environmental Services; and Housing. The indicators cover services used by a large proportion of the residents of Edinburgh or where there is a high level of public interest.

2.4 Performance will be reported to the Governance, Risk and Best Value Committee on a quarterly basis.

Main report

3.1 The quarterly scorecard uses Key Performance Indicators (KPIs) to give an overview of performance across a range of Council Services. For each indicator, we include:

 3.1.1 the latest data available up to September 2023;

 3.1.2 the current target where available;

 3.1.3 performance for the previous year (to show short term changes in performance); and

 3.1.4 previous performance over the longer term through a four-year average where available.

Performance Overview

3.2 The quarterly scorecard uses a RAG status which compares the performance of each KPI. The RAG status is summarised below:

RAG Status	Definition	Count
Green	Performance is on or ahead of target	30
Amber	Performance is just behind target (5% or less)	14
Red	Performance is behind target (more than 5%)	10
Blue	End of year target.	8
Grey	Monitoring only or awaiting target	13

3.3 There are 13 measures with a Grey RAG. These are measures that are either tracking demand for services such as calls to our customer contact team and digital downloads in libraries; for a new measure so 2023/24 is a baseline year and a target will be set for 2024/25; or where a target is in the process of being set.

3.4 There eight indicators with a Blue RAG meaning they are monitored annually and so we need to wait until we have data for March 2024 before we can assign a Red, Amber or Green RAG.

3.5 In addition, a comparison with performance for the same time last year is show as a direction of travel and summarise below:

Direction	Definition	Count
Improving	Performance has improved on last year (more than 2% change on last year)	30
Maintaining	Performance has remained the same as last year (within 2% of last year)	17

| Declining | Performance has declined on last year (more than 2% change on last year) | 20 |
| Not appropriate | Comparing performance to last year is not possible due to data not being available or where it's a new indicator | 8 |

3.6   While this report provides an overview of performance, more detailed analysis of Council Service performance is considered at various Executive Committee throughout the year. A list of recent performance reports is set out in Appendix B.

Next Steps

4.1   The Public Performance Scorecard will be published on our performance pages of the Council website and promoted through our social media channels.

4.1   An accessible version of this report is being developed in Word and will be published on the website as soon as possible. The report includes a 'happy to translate' code so people can request translation of this report if required.

4.2   The next Public Performance Scorecard, covering data up to December 2023, will be submitted to Governance, Risk and Best Value for the May 2024 Committee.

Financial impact

5.1   Given that this report is retrospective, there is no direct financial impact, however the report includes the Council's performance for key financial performance indicators in 2023/24.

Equality and Poverty Impact

6.1   While this report is retrospective, it is used to support decision-making to drive service improvement and delivery of the Business Plan priority: Ending Poverty in Edinburgh.

Climate and Nature Emergency Implications

7.1   While this report is retrospective, it is used to support decision-making to drive service improvement and delivery of the Business Plan priority: Become a net zero city by 2030. This report includes the Council's Emissions measure used to monitor progress with this priority.

Risk, policy, compliance, governance and community impact

8.1 This report will be published on be published on our performance pages of the Council website alongside an accessible version and so available to members of the public as part of our public performance reporting. Members of the public will be able to send in comments/queries on this report via emails to the Data Team and these will be tracked.

8.2 This report will also be promoted through our social media channels, as organic posts on X (formerly Twitter), Facebook, and LinkedIn. Each post will also include a link to our performance pages on the Council website.

8.3 Risk is identified in the report through a RAG status applied to each of the Council's KPIs. The KPIs are used to monitor performance in 2023/24.

Background reading/external references

9.1 Planning and Performance Framework

Appendices

Appendix A: Public Performance Scorecard

Appendix B: Performance scrutiny at committees

Public Performance Scorecard

2023-24 Q2

Overview

This is our first Public Performance Scorecard and it gives an overview of how we are performing. It focuses on giving a picture of the day to day running of Council services and contains a range of indicators. These cover services that a large proportion of the residents of Edinburgh use or where there is a high level of public interest. This report will be updated on a quarterly basis.

For each indicator, we show:

- the latest data available
- current target – allowing us to give each indicator a RAG status
- performance during the previous year (to show short term changes in performance)
- previous performance through a four year average (to show longer term changes in performance)

The indicators are shown under the following six themes:

- Adult Social Care
- Children, Families and Communities
- Climate Change
- Corporate Services
- Environmental Services
- Housing

This report is one way in which we are meeting our public bodies statutory reporting requirements (as set out in the Audit Scotland statutory direction) and showing how we are delivering Best Value.

Data, Performance and Business Planning

QR/ happy to translate logo here

If you would like this document in another language or format such as Braille, large print or a translation, please email the Interpretation and Translation Service at its@edinburgh.gov.uk quoting the unique reference number 23.xxxxx.

Overview - themes

Adult Social Care

We support adults and older people to live well and independently through our health and social care services. Two of our priorities are to support people to move on from hospital once they are ready, and to provide people with the care and support they need to live safely at home. We show our performance for two measures which we use to monitor these priorities.

Children, Families and Communities

Our schools are focusing on improving attainment for all pupils, and we track pupils' achievements throughout their school years. In this section, we show a range of attainment measures from across primary and secondary schools. We know that children and young people who live in areas of deprivation, and those who have been looked after (i.e. cared for by their local authority) tend to have lower levels of attainment and so we have included results for these groups of children separately. We also monitor provision for children under school age, and whether parents and carers get their preferred model (e.g. forest kindergarten, childminder, full year or term time settings), as this can affect their own employment.

We support families to ensure that children are safe, well and thriving but there are times when we have to put in place statutory support to safeguard children – through the child protection system the child or young person becomes care experienced as part of our Corporate Parenting role. We have included several measures to show how we support and safeguard young people.

We provide a wide range of support to people in communities from library resources to keeping people safe. We gather data about how people are using our libraries. We engage with residents to help shape what kinds of supports are needed and how to deliver them. We also monitor the number of complaints we receive about antisocial behaviour orders and how well we are supporting the community justice process.

Climate Change

We declared a Climate Emergency in 2019, setting an ambitious target for the city to become net zero by 2030.
We monitor our progress by measuring the level of our greenhouse gas emissions.

Customer and Corporate Services

It's important that when people get in touch we respond quickly – be it in answering their questions, processing their requests for financial assistance or putting them in touch with the most appropriate Council services. This section covers various measures to show how we are performing when people get in touch with us as well as highlighting some of the 'back office' functions we need to run well to support our public facing services.

Environmental Services

We run a number of services maintaining the environment we live in. This section shows our performance for collecting your rubbish, and maintaining our roads and parks.

Housing

We support people with their various housing needs. From helping people who are homeless into settled accommodation, renting our council housing, and ensuring repairs to our properties are completed quickly and to a high quality. We are working with developers to support house building in this city through our active work to grow the number of affordable houses as well as efficiently processing planning and building applications. This section contains measures we use to monitor how we are performing across all these services.

How are we performing this quarter?

2023 Q2

Overview - All indicators

- 8 (11%)
- 30 (40%)
- 10 (13%)
- 13 (17%)
- 14 (19%)
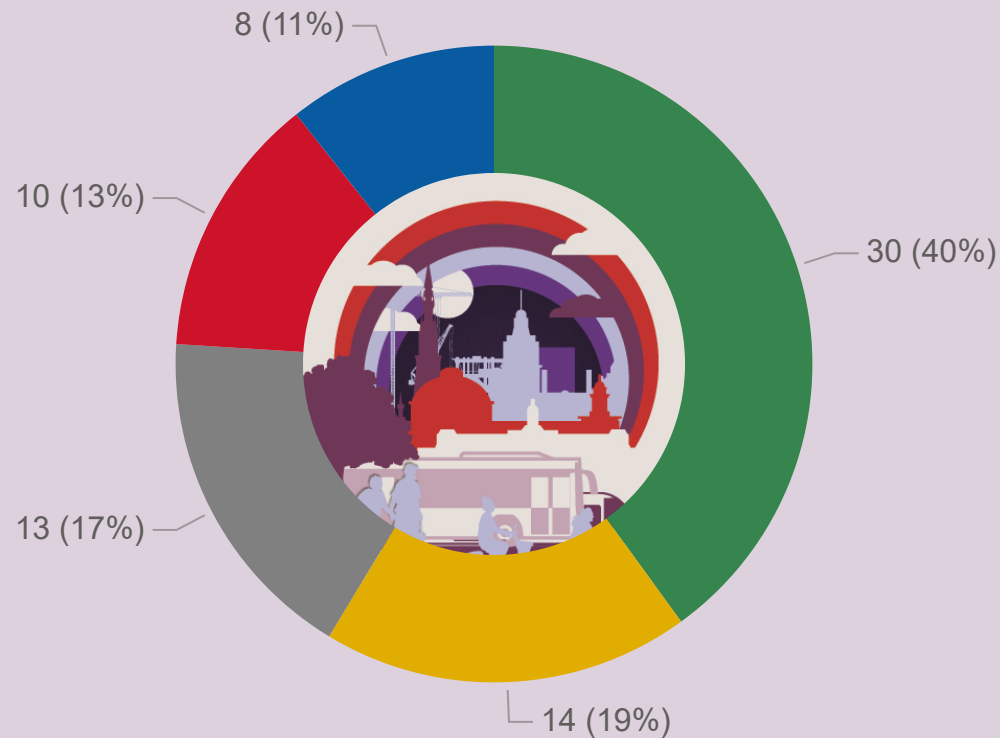
Indicators are assessed against a target and given a RAG status where:

- **Green** - Performance is on or ahead of target
- **Amber** - Performance is behind target by 5% or less
- **Red** - Performance is behind target by more than 5%
- **Blue** - End of year target
- **Grey** - Monitoring only or awaiting target

Of the 75 KPIs, we have assigned a direction of travel for 67 of the KPIs comparing performance with the previous reporting period. We have not assigned a direction of travel for 8 KPIs due to either the data not being comparable to previous year figures (due to changes in recording or calculation) or where it is a new indicator.

Direction of travel	Definition	Count
Maintaining	Performance has remained the same as last year (within 2% of last year)	17
Improving	Performance has improved on last year (more than 2% change on last year)	30
Declining	Performance has declined on last year (more than 2% change on last year)	20
Not applicable	Comparing performance to last year is not possible due to data not being available or not comparable to previous figures (due to change in calculation) or where it's a new indicator	8

Why some indicators do not have a target?

Grey RAGs are shown for measures that are tracking demand for a service so setting a target is not appropriate; where it is a new measure and a target will be set for next year; or where there is no current target but work to set a target is underway.

Adult Social Care

KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: People waiting for package of care	▦	326	564	Improving	⬆	30 September 2023
Nº: People waiting for discharge from hospital	▦	179	164	Improving	⬆	30 September 2023

Fewer people were waiting in hospital in Sep 2023 than at the same time last year (179 compared to 214), with the trend over the longer term also reducing (pre-pandemic average over 2017-19 was 206).
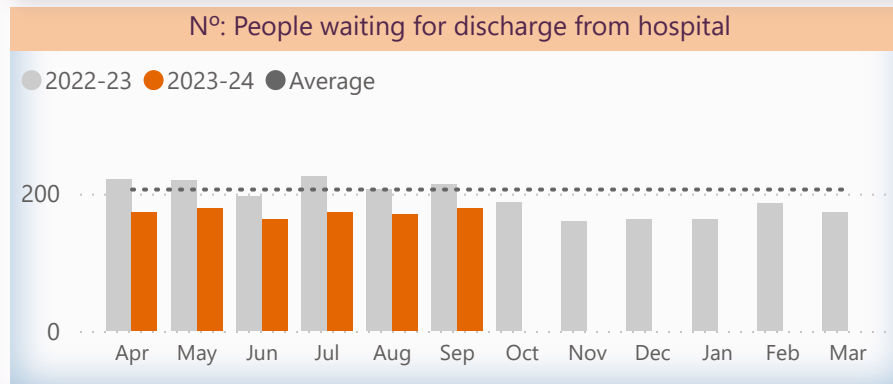
Almost half the number of people were **waiting for a package of care** in September 2023 than the same time last year (326 compared with 628). The **longer term trend is reducing** (pre-pandemic average over 2017-19 was 670). The pre-pandemic average has been used for these two measures to show the longer term trend. This recognises the significant impact of the pandemic on the health and social care sector, with the NHS only moving off emergency footing in April 2022.

Further detail on the Health and Social Care partnership performance can be found in their performance pages.

We provide social care support to over 21,500 people.

Nº: People waiting for discharge from hospital

● 2022-23 ● 2023-24 ● Average

Nº: People waiting for package of care

● 2022-23 ● 2023-24 ● Average

● End of year target

100%

Children, Families and Community

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Primary pupils achieving literacy	▲	77.3%	78.5%	Maintaining	→	31 August 2023
% Primary (deprived areas) achieving literacy	▲	64.4%	65.0%	Improving	⇑	31 August 2023
% Primary (looked after) achieving literacy	●	40.0%	38.5%	Improving	⇑	31 August 2023
% Primary pupils achieving numeracy	▲	83.7%	84.5%	Maintaining	→	31 August 2023
% Primary (deprived areas) achieving numeracy	▲	72.3%	74.0%	Maintaining	→	31 August 2023

There are just over 30,000 children in our 90 Primary Schools in Edinburgh.

Primary school attainment measures show an **improvement in our 2022/23 performance compared to 2021/22** with the gap narrowing and improved performance for learners living in highest levels of deprivation, down 2 percentage points from 2021/22 to 22% in 2022/23 for literacy and down 1 percentage point in numeracy for the same time period.

Analysis of literacy and numeracy indicated the **need for more intensive support** to improve writing skills in the middle stages of primary education. This work is prioritised in the new Literacy Strategy.

% Primary achieving numeracy

- 2021-22
- 2022-23
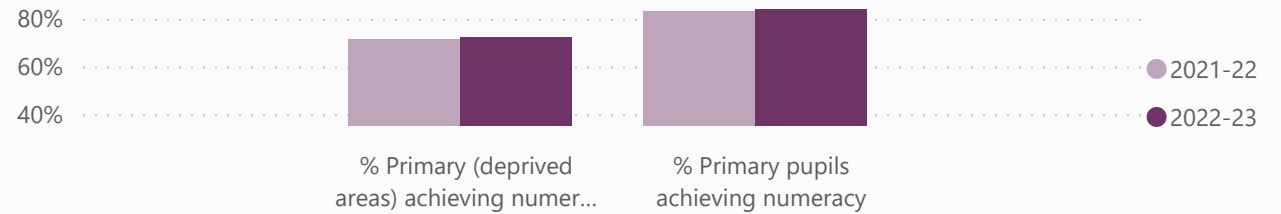
% Primary achieving literacy
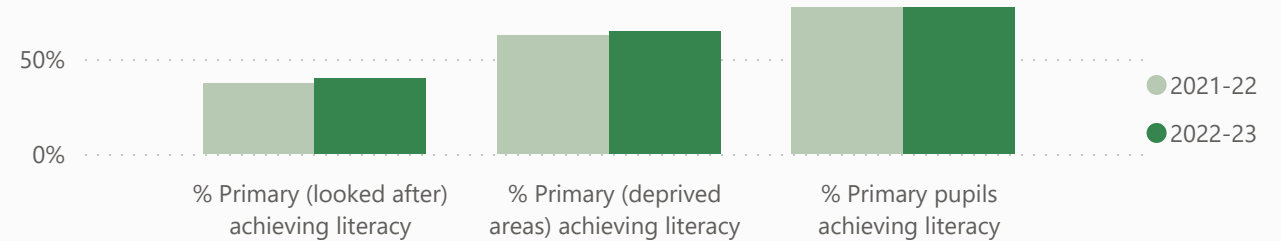
- 2021-22
- 2022-23

● End of year target ● On target ● Over 5% from target ● Within 5% of target

9%	36%	9%	45%

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Leavers achieving 1 or more awards (SCQF, L.6)	🔺	68.4%	73.0%	Declining	⬇	31 August 2022
% Leavers achieving 1/ > awards (SCQF, L.6) (deprived areas)	🔶	44.9%	53.0%	Declining	⬇	31 August 2022
% Leavers achieving 1 or more awards (SCQF, L.5)	🟢	88.6%	88.5%	Maintaining	➡	31 August 2022
% Leavers achieving 1/ > awards (SCQF, L.5) (deprived areas)	🟢	79.6%	78.5%	Maintaining	➡	31 August 2022

There are just over 23,000 young people in our 23 Secondary Schools in Edinburgh

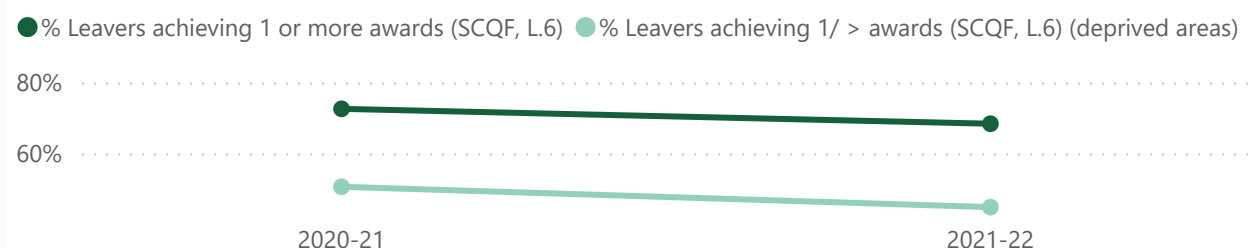**Children, Families and Community**

Due to the change in assessment methods during the pandemic, secondary school performance is not comparable between 2019/20, 2020/21, and 2021/22. However, in-year comparisons show a **decreasing gap between 'all pupils' and 'pupils from deprived areas'** - down to 9 percentage points for SCQF level 5 awards (88.6 compared to 79.6). For S4, S5 and S6 pupils, the attainment in our schools has improved relative to the virtual comparator in most measures.

Successful actions taken to reduce the poverty related attainment gap include improving teachers' skills as set out in the Edinburgh Teachers' Charter; appropriate coursing of young people to meet their needs and interests, including SCQF accredited pathways; intensive Quality Improvement support to 'priority' schools; enhanced funding to support play-based and developmentally appropriate pedagogies. **We continue to roll out Leadership for Equity (Poverty) examining culture and equipping staff with core skills for improvement.**

% Leavers achieving 1 or more awards (SCQF, L.5)
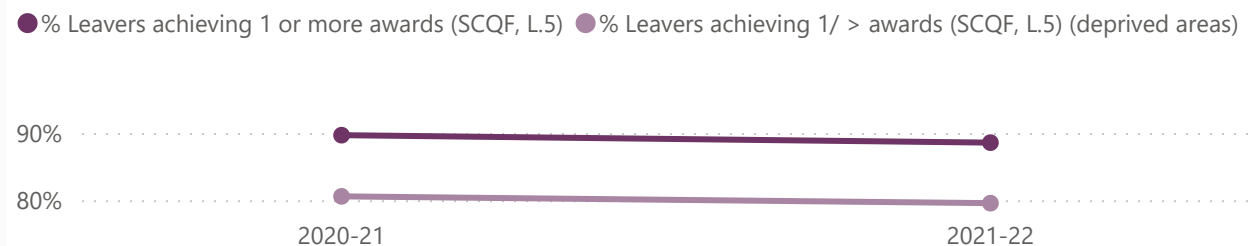
● % Leavers achieving 1 or more awards (SCQF, L.5) ● % Leavers achieving 1/ > awards (SCQF, L.5) (deprived areas)

90%
80%

2020-21 2021-22

% Leavers achieving 1 or more awards (SCQF, L.6)

● % Leavers achieving 1 or more awards (SCQF, L.6) ● % Leavers achieving 1/ > awards (SCQF, L.6) (deprived areas)

80%
60%

2020-21 2021-22

● End of year target ● On target ● Over 5% from target ● Within 5% of target

9%	36%	9%	45%

Children, Families and Community

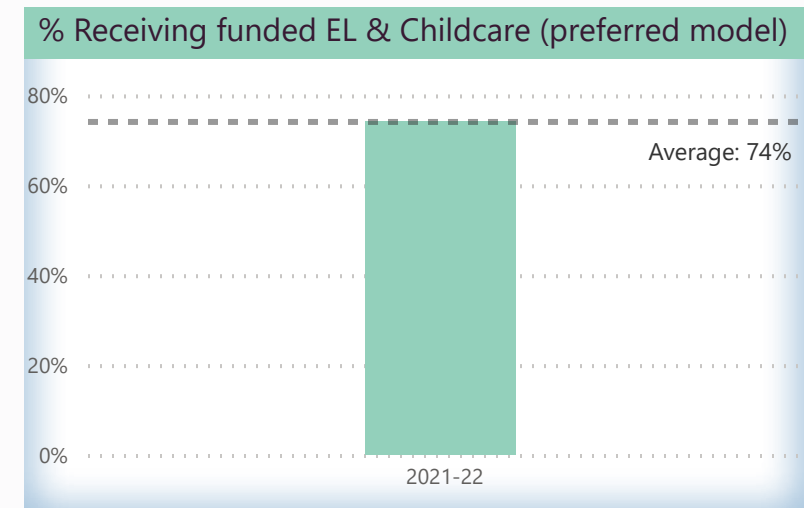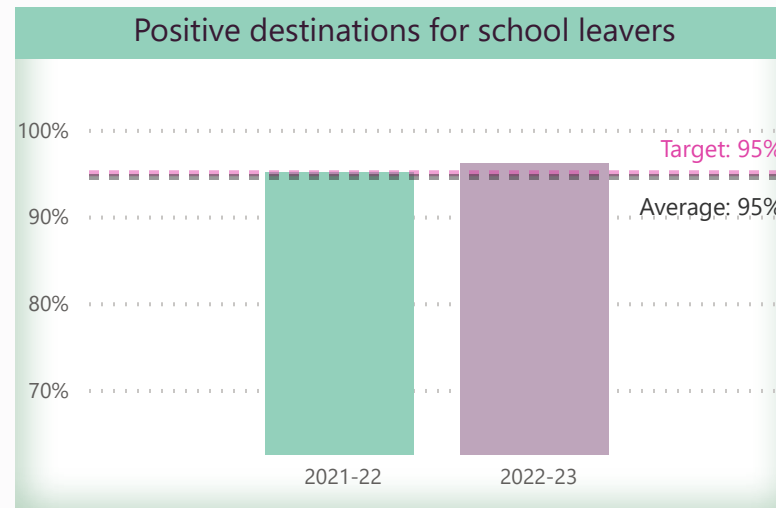| KPI Name	RAG	Value	Target	Direction of travel	Last update
Positive destinations for school leavers	🟢	96.1%	95.0%	Maintaining ➡	31 August 2022
% Receiving funded EL & Childcare (preferred model)	🔲	74.1%		Not applicable	31 August 2022

Every two years we ask parents and carers of under 5s for views on our early years services to help us shape future delivery. In our last survey in Nov 21, **74%** of those responding **said they were accessing early year services through their preferred model**. Our next survey will be early 2024.

The number of **school leavers going onto study, into work or training has increased from 95.1% to 96.1%** over the last year and exceeded the national average of 95.7%.
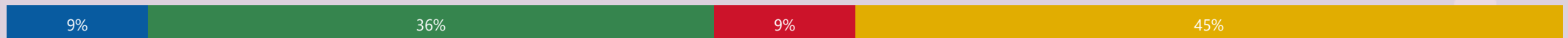
There are 11 Special schools, and 207 Early Years centres in Edinburgh. You can find out more about funding for early learning and child care here

Positive destinations for school leavers

Target: 95%

Average: 95%

- 100%
- 90%
- 80%
- 70%

2021-22 | 2022-23

% Receiving funded EL & Childcare (preferred model)

Average: 74%

- 80%
- 60%
- 40%
- 20%
- 0%

2021-22

🔵 End of year target 🟢 On target 🔴 Over 5% from target 🟡 Within 5% of target
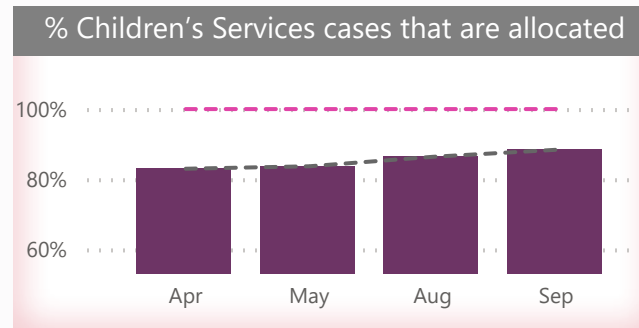
9%	36%	9%	45%

Children Services

Children, Families and Community

KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: Children on child protection register (per 1K population)	🟢	1.1	2.2	Improving	⬆	30 September 2023
Looked after children (per 1K population)	🟢	10.6	12.3	Improving	⬆	30 September 2023
% Children's Services cases that are allocated	🔶	88.4%	100.0%	Not applicable		30 September 2023
% Children with 3 or more placements in a year	🔺	5.9%	5.0%	Not applicable		30 September 2023

Nº: Children on child protection register (per 1K population)

% Children's Services cases that are allocated

Looked after children (per 1K population)

% Children with 3 or more placements in a year

⬤ 2022-23 ⬤ 2023-24 ⬤ Target ⬤ Avg

🟢 On target 🔴 Over 5% from target 🟡 Within 5% of target
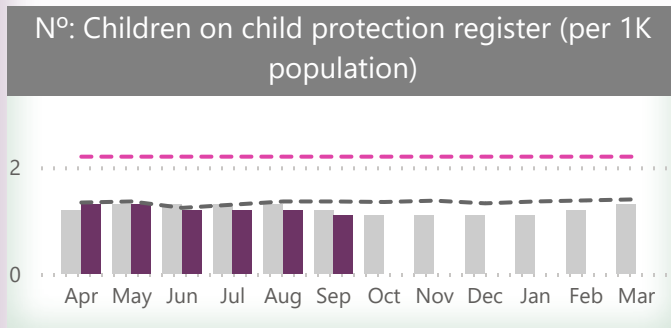
The number of children requiring formal **Child Protection registration has remained stable** across the last four years with the rate at 1.1 in Sep 2023. This is below the national rate of 2.2. Our **rate of looked after children** is below the national average rate of 12.3, and continues to show a **download trend,** reducing from 11.4 to 10.6 over the last 12 months, with the four year average is 12.2.
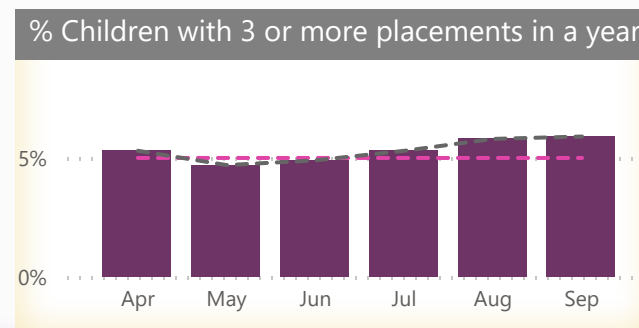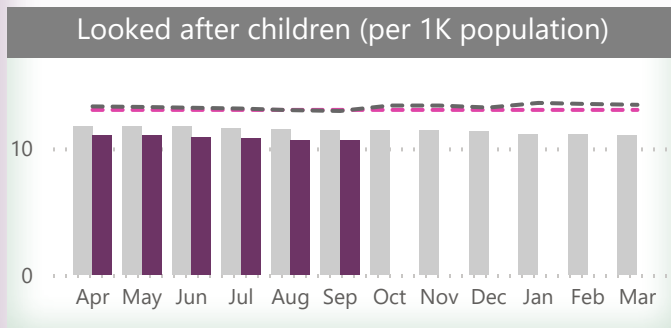
To broaden the picture of how we support children and young people, we have introduced **two new measures** this year: '**percentage of children's services cases that are allocated**' which is 83.7% and **under the target of 100%,** and '**children with 3 or more placements in a year'**, that is showing an increasing trend between May and September with the current figure at 5.9% and behind the current target.

50%	25%	25%

Community - libraries

KPI Name	RAG	Value	Target	Direction of travel	Last update
No. of active library users	🟢	95,683	85,303	Not applicable	30 September 2023
Nº: Library loans - physical	◐	337,801		Improving ⬆	30 September 2023
Nº: Library loans - digital (e-books and e-audiobooks)	◐	100,695		Improving ⬆	30 September 2023
Nº: Digital downloads and streaming	◐	864,807		Improving ⬆	30 September 2023

Children, Families and Community

You can find out more about our library services and how to access them but clicking on the following link - library services

No. of active library users

Nº: Library loans - physical

Nº: Library loans - digital (e-books and e-audiobooks)

Nº: Digital downloads and streaming
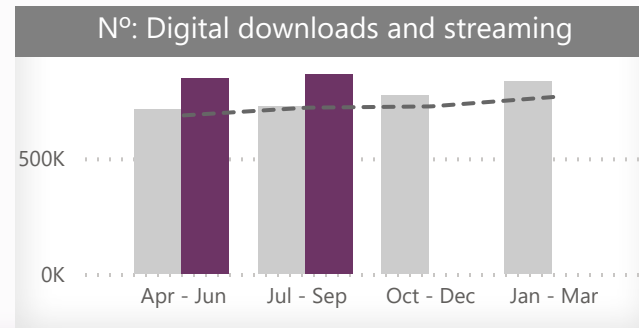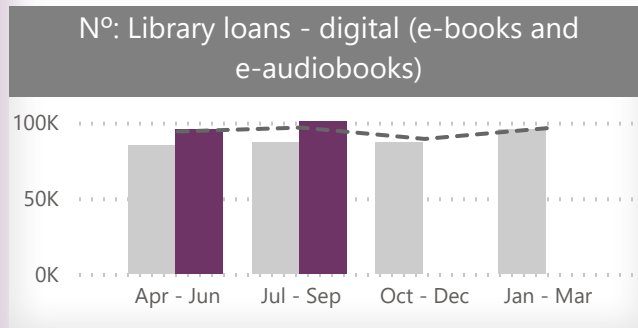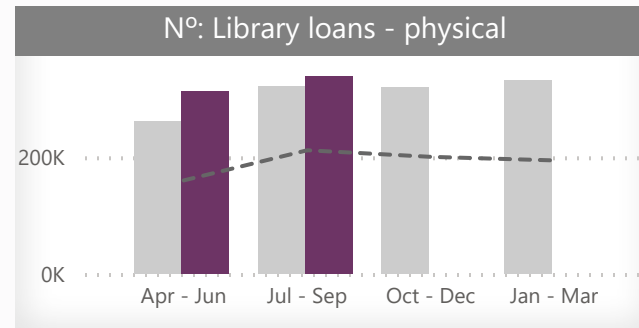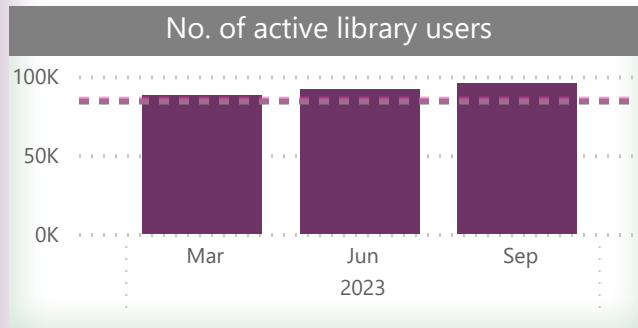
● 2022-23 ● 2023-24 ● Target ● Avg

● Monitoring only ● On target

Our four library measures show the shift in how people access library services following the physical closure of libraries as part of Covid restrictions. In 2021/22 we start to see the recovery as **people were encouraged to return physically to our libraries**, and at the end of September 2023, there were over 95,000 active library users.

Our digital offering expanded during Covid and the continued **high numbers of digital loans** (over 100,000 in Jul - Sep 2023) and digital **downloads and streams** (over 860,000 in Jul – Sep 2023) show that people are continuing to use the digital library services.

75%   25%
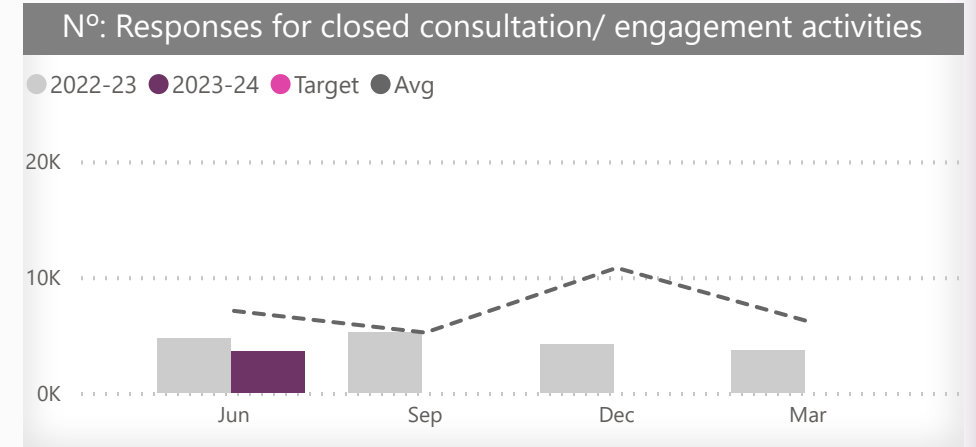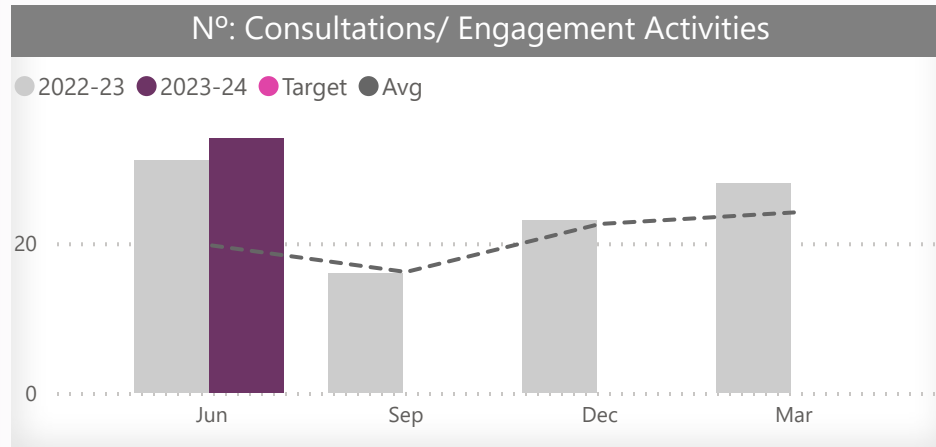
Community – involving people

Children, Families and Community

KPI Name ▲	RAG	Value	Target	Direction of travel	Last update
Nº: Consultations/ Engagement Activities	◖	34		Not applicable	30 June 2023
Nº: Responses for closed consultation/ engagement activities	◖	3,556		Not applicable	30 June 2023

We continue to try to involve communities and residents in our decision making by running consultations and engagement activities. **Between Apr – Jun 2023, we had 34 consultations/engagement activities open** which is higher than figures for last year (31) and the four years average (19.2). To see current consultations, please go to our consultation hub.

Nº: Consultations/ Engagement Activities

● 2022-23 ● 2023-24 ● Target ● Avg

Nº: Responses for closed consultation/ engagement activities

● 2022-23 ● 2023-24 ● Target ● Avg

● Monitoring only   ● On target

| 75% | 25% |

Community – keeping people safe

Children, Families and Community

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Community Justice orders successfully completed	🟢	77.4%	75.0%	Improving	⬆	30 September 2023
Nº: ASB complaints per 10K	◐	1.8		Declining	⬇	30 September 2023

The percentage of Community justice **orders successfully completed continues to perform well** at around 75%. Although performance fluctuates month on month, we've been ahead of our target five out of the last six months.
The level of **antisocial behaviour complaints** we receive on a monthly basis **remains low** at around 1.8 per 10,000 population, which is below the four year average, at 2.2.
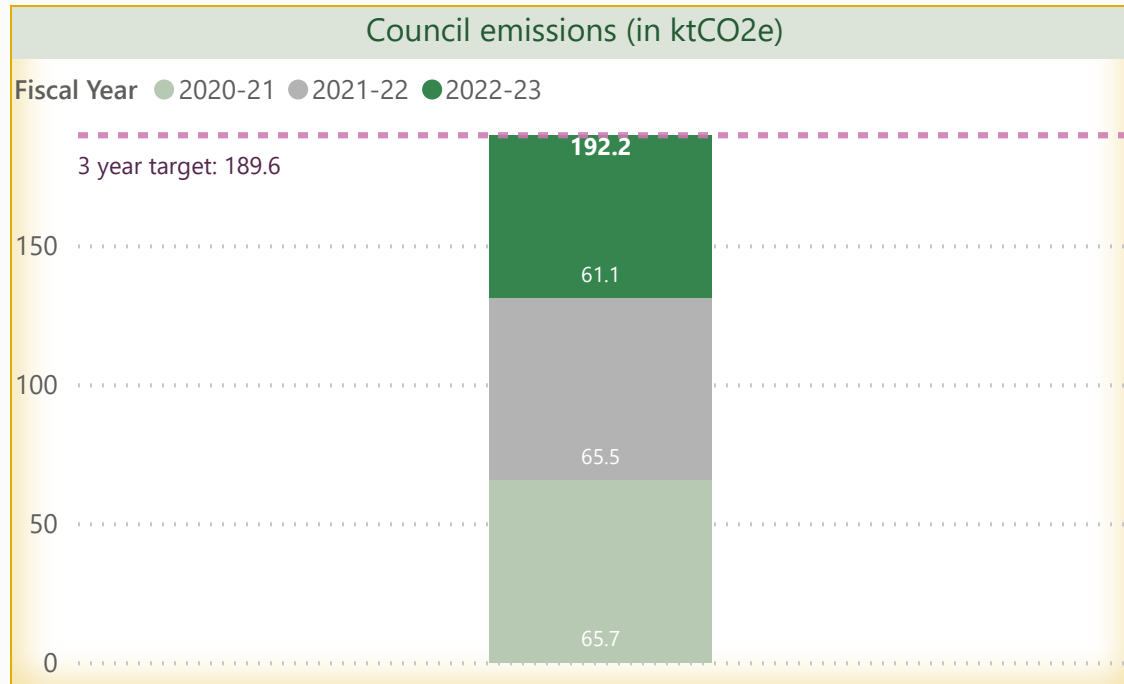
% Community Justice orders successfully completed

● 2022-23 ● 2023-24 ● Target ● Avg

Nº: ASB complaints per 10K

● 2022-23 ● 2023-24 ● Target ● Avg
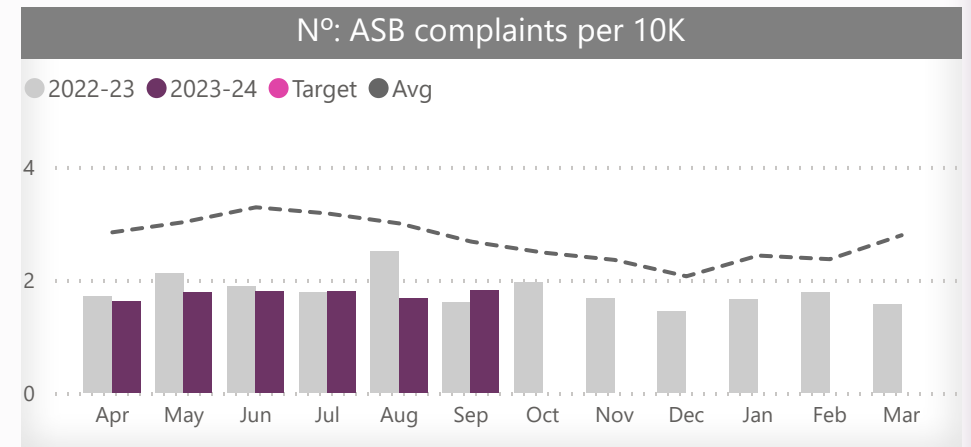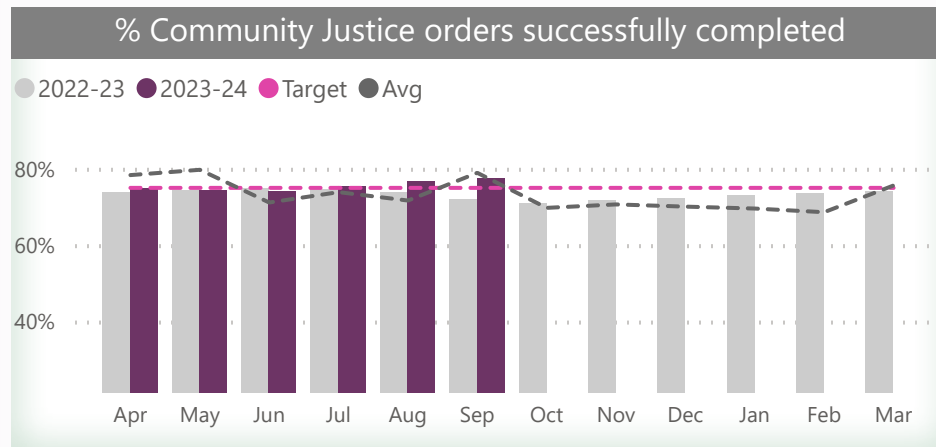
● Monitoring only ● On target

| 75% | 25% |

Climate Change

KPI Name	RAG	Value	Target	Direction of travel	Last update
Council emissions (in ktCO2e)	⚠️	61.1	189.6	Improving ⬆️	31 March 2023

Council emissions (in ktCO2e)

Fiscal Year ● 2020-21 ● 2021-22 ● 2022-23

3 year target: 189.6

192.2	
61.1	
65.5	
65.7	

150

100

50

0

Our **Council emissions** continue to **slowly decline** with our figure for 2022/23 being 61.1 ktCO2e. When we add our emissions together for the last three years, we have a total of 192 ktCO2e which is above our target of 190 ktCO2e.

More details are available in our annual progress report on Council Emissions.

● Within 5% of target

100%

Customer Contact

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel	Last update
Customer hub satisfaction	▲	71.3%	75.0%	Declining ⬇	30 September 2023
% Calls answered within 60 Seconds (Customer Hub)	▲	59.5%	60.0%	Improving ⬆	30 September 2023
Nº: Calls handled	◖	46,585		Not applicable	30 September 2023
% Abandoned calls	◆	15.7%	10.0%	Declining ⬇	30 September 2023

### Nº: Calls handled

% Abandoned calls
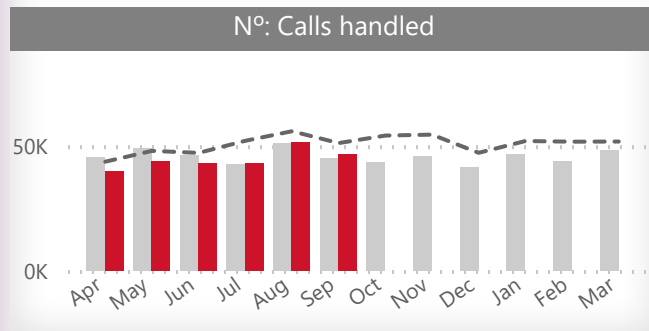
We receive **over 45,000 calls a month** to our customer contact centre and we **answered 59.5% of those within 60 seconds** in September 2023.

People **hang up before their call is answered in 15.7% of calls** and we are aiming to reduce that to 10% which would bring us back in line with our four year average (9%).
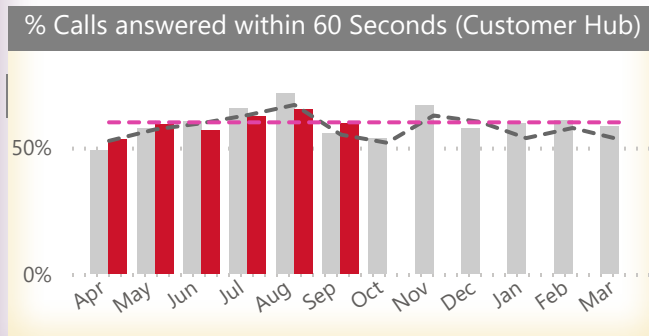
Customer contact has gradually been improving since May but there was a slight dip in September 2023 from 72% to 71.3%, just behind our target of 75%.

The Contact Team actively works with the relevant services and follow up on any calls resulting in a dissatisfied survey result.
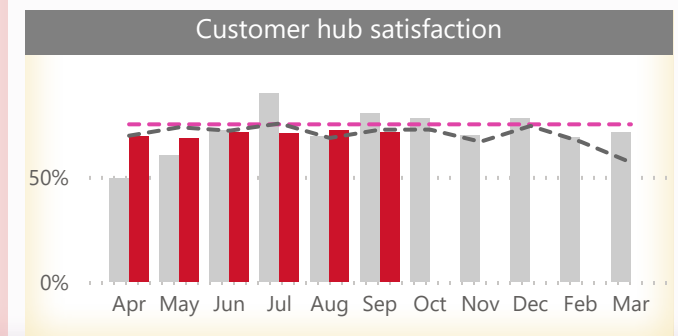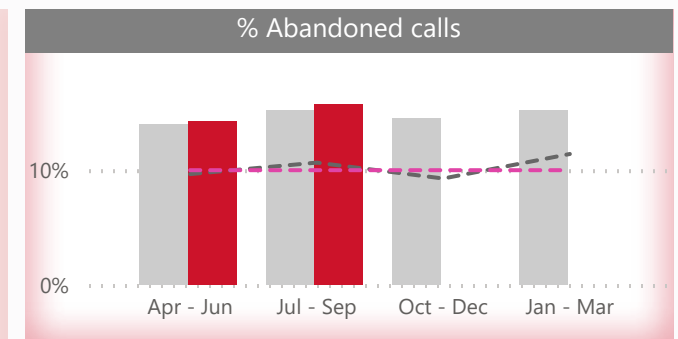
% Calls answered within 60 Seconds (Customer Hub)

Customer hub satisfaction

Fiscal Year ● 2022-23 ● 2023-24 ● Target ● Average

● Monitoring only   ● Over 5% from target   ● Within 5% of target

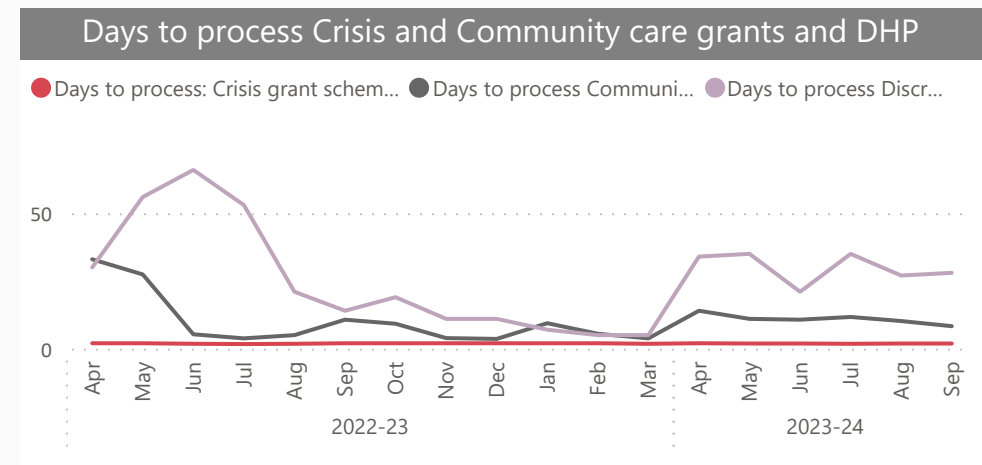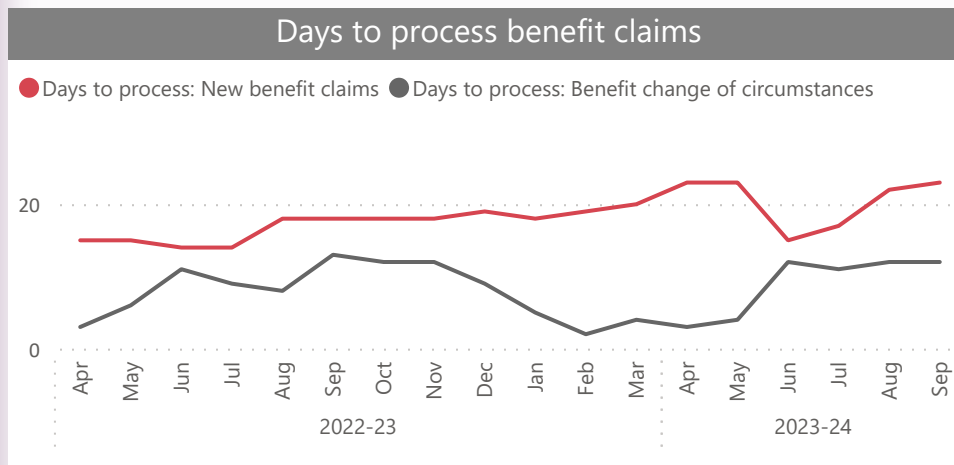| 25%	25%	50%

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel	Last update
Days to process: New benefit claims	🟢	23	28	Declining ⬇	30 September 2023
Days to process: Benefit change of circumstances	🔺	12	8	Improving ⬆	30 September 2023
Days to process: Crisis grant scheme applications	🟢	1.9	2	Improving ⬆	30 September 2023
Days to process Community care grant scheme applications	🟢	8.3	15	Improving ⬆	30 September 2023
Days to process Discretionary Housing Payment claims	🟢	28	30	Declining ⬇	30 September 2023

Discretionary Housing Payments are trending **in line with previous years.** Awards are subject to a 6 month review in 2023/24 and this work is under way. It is anticipated that as this work is finalised, performance will return to normal levels.

We process grants and benefit claims as quickly as we can and our performance for **three out of our five processing time measures are consistently ahead of target** (new benefit claims, crisis grants and community care grants). Our processing time for benefit change of circumstances is showing an increase currently due to free school meals/ clothing grants activities at this time of year being prioritised. It is expected that performance will return to normal in the coming months as this activity lessens.

Days to process benefit claims

🔴 Days to process: New benefit claims ⚫ Days to process: Benefit change of circumstances

Days to process Crisis and Community care grants and DHP

🔴 Days to process: Crisis grant schem... ⚫ Days to process Communi... 🟣 Days to process Discr...

🟢 On target 🟡 Within 5% of target

80%	20%

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Business rates collected	⚠️	41.6%	47.9%	Declining	⬇️	30 September 2023
% Council tax collected	🟢	52.6%	52.6%	Declining	⬇️	30 September 2023
% Invoices paid (30 days)	🟢	96.0%	95.0%	Maintaining	➡️	30 September 2023

We know it's important for local suppliers to be paid on time, and we have high performance, **above 95% of invoices paid within 30 days**.

Both our Council Tax and Business Rate collections continue to accumulate as we move through 2023. At September 2023 **we had collected 52.6% of Council Tax due this year and 41.6% of Business Rates**. These are similar last year's levels and the four year average. Late legislative changes in February 2023 to Business Rates impacted collection, however from October 2023 they are tracking closer to our target.
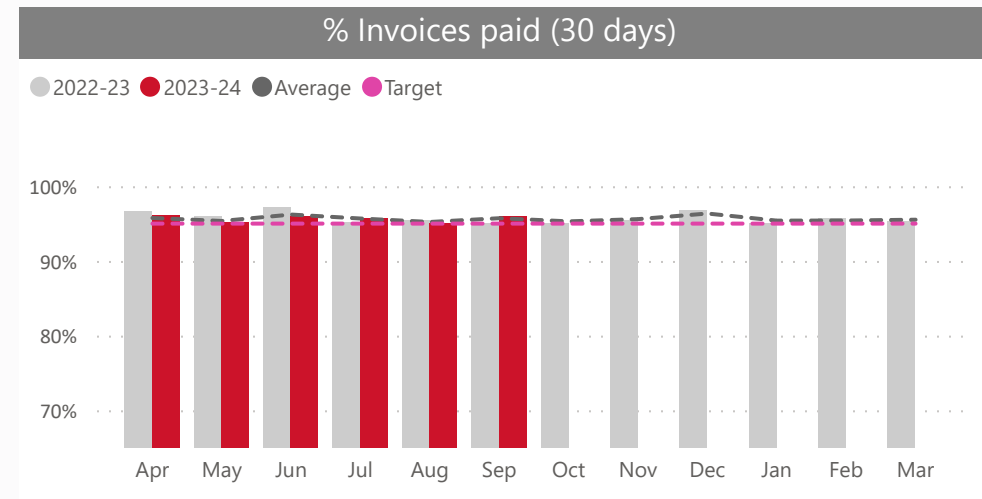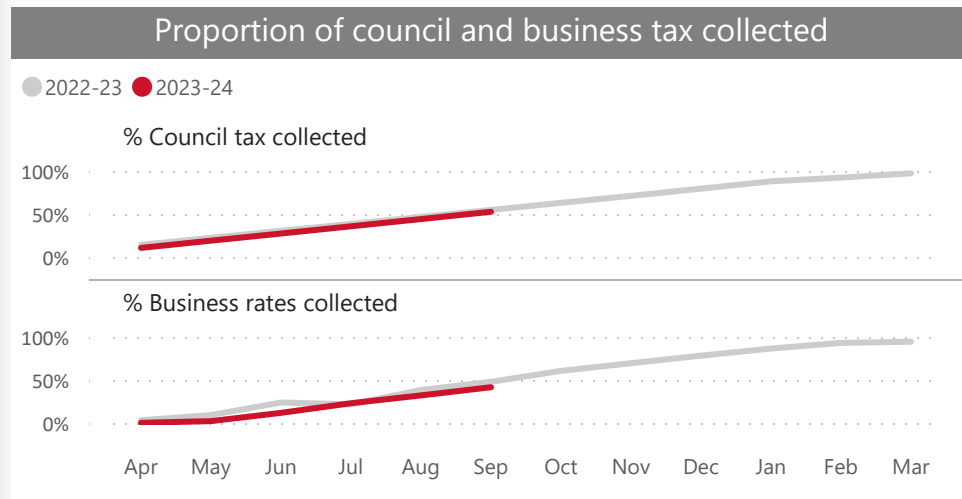
Proportion of council and business tax collected

⚪ 2022-23   🔴 2023-24

% Council tax collected

% Business rates collected

% Invoices paid (30 days)

⚪ 2022-23   🔴 2023-24   ⚫ Average   🟣 Target

⚫ Monitoring only   🟢 On target   🔴 Over 5% from target   🟡 Within 5% of target

14%	57%	14%	14%

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel		Last update
% New contracts that have applied Fair Work criteria	◐	87.0%		Not applicable		31 March 2023
% Revenue spend with contracted suppliers	◆	84.4%	93.0%	Maintaining	⇒	31 July 2023
% Revenue outturn	●	101.0%	100.0%	Maintaining	⇒	30 June 2023
% Suppliers committed to Living Wage	●	82.0%	72.0%	Declining	⇓	31 March 2023

% Revenue outturn

% Revenue spend with contracted suppliers

% Suppliers committed to Living Wage

% New contracts that have applied Fair Work criteria
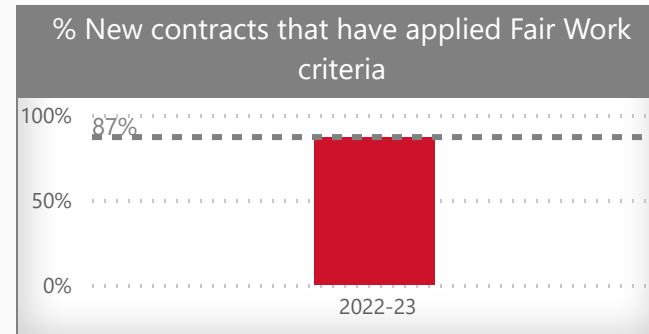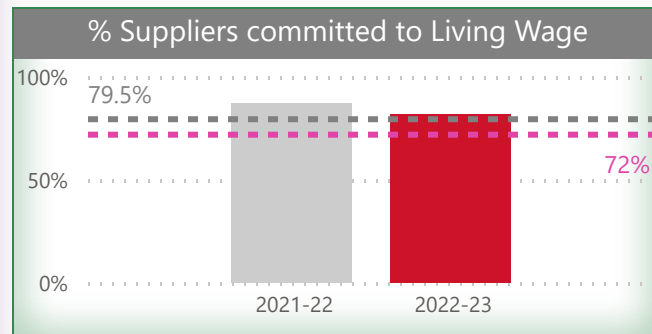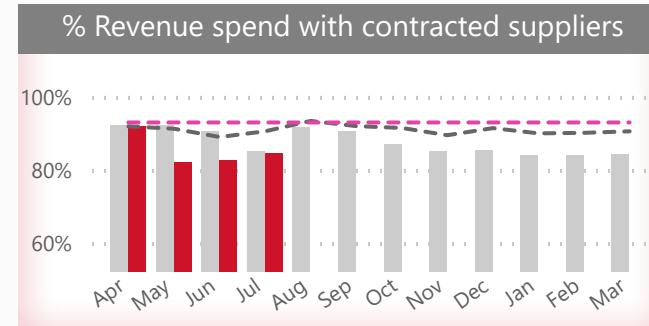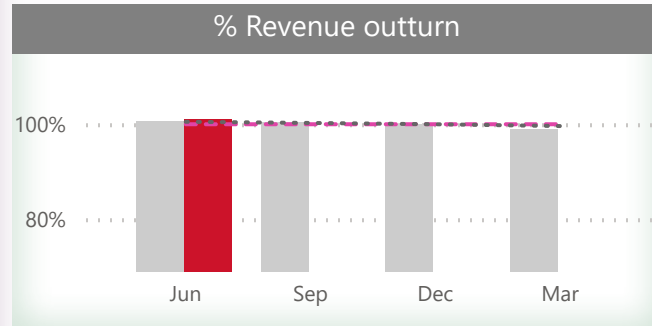
It is important for us to encourage our suppliers to be sustainable and fair. The proportion of our **suppliers that are committed to Living Wage is high at 82%** which is above with the four year average (79.5%) but lower than our 2021/22 figure of 87%. Those not paying Real Living Wage came from a few sectors with the highest volumes in temporary accommodation.

The **mandating of RLW being paid by Council third party suppliers** and their supply chains that meet appropriate conditions was **introduced in February** and applied to new procurements from March 2023. We're assessing the impact of this approach. We are also monitoring the proportion of our new contracts that have applied Fair Work criteria and in 2022/23, our performance was 87%.

Fiscal Year ● 2022-23 ● 2023-24 ● Target ● Average

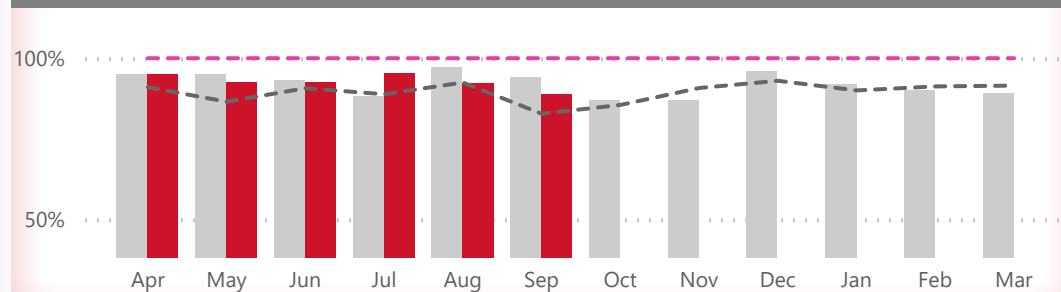● Monitoring only ● On target ● Over 5% from target ● Within 5% of target

14%	57%	14%	14%

HR and Information Compliance

Customer and Corporate Services

KPI Name	RAG	Value	Target	Direction of travel		Last update
% FOIs completed within timescale	🔴	88.8%	100.0%	Declining	⬇	30 September 2023
% Gender pay gap	🟢	1.3%	3.0%	Improving	⬆	31 March 2023
% Sickness absence	🔺	6.1%	4.0%	Declining	⬇	30 September 2023

The statutory target is for us to complete 100% of **Freedom of information requests within 20 working days** and we have met that standard **over 90% of the time**. Challenges in achieving 100% are the increase in the number and complexity of requests we are receiving: over 500 in both Aug and Sep 23 in compared to the usual 200 – 300. We will continue to aim to complete all FOIs within timescale.

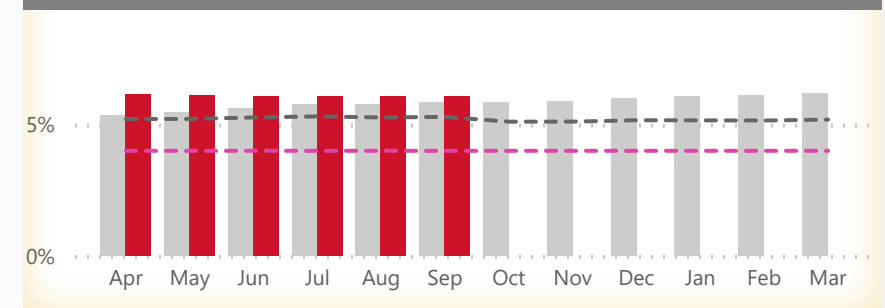Since Jan 2023, our **sickness absence** level has been just **above 6%** and we are behind our target of 4%. However, our **gender pay gap** in 2022/23 has decreased to 1.3% and is **ahead of our target** (3%).

% Sickness absence

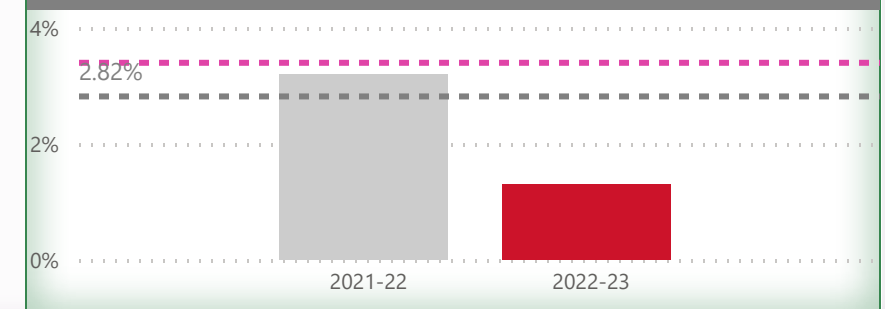## % FOIs completed within timescale

% Gender pay gap

● 2022-23 ● 2023-24 ● Average ● Target

● On target ● Over 5% from target ● Within 5% of target

33%	33%	33%

Roads

Environmental Services

There are just over 940 miles of roads across Edinburgh.

KPI Name	RAG	Value	Target	Direction of travel		Last update
% of Cat 1 road repairs made safe in 24 hrs	🟢	100.0%	100.0%	Maintaining	➡	30 September 2023
% of Cat 2 road repairs in 5 days	🟢	98.3%	85.0%	Improving	⇑	30 September 2023
% of Cat 3 road repairs in 60 days	🟢	99.3%	85.0%	Maintaining	➡	30 September 2023
Road Condition Index	🔲	35.0%		Improving	⇑	31 March 2023

We continue to show **high performance for road defects repairs** and are consistently above 95% for all three priorities (emergency Category 1; 5 day Category 2; and 60 day Category 3). Our current **Road Condition Index** (independent survey of road conditions) is **35%.**

This is an improvement compared with the previous year (36.2%) and the additional money budgeted in 2023/24 is being focused on improving our road condition further.
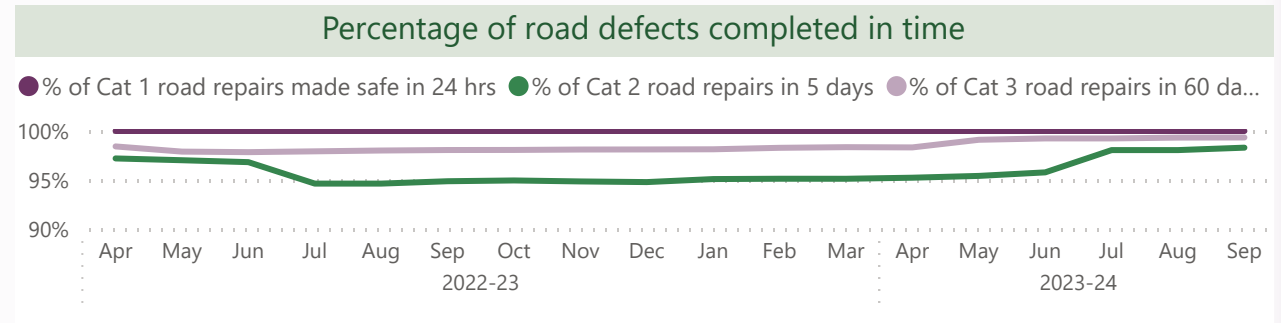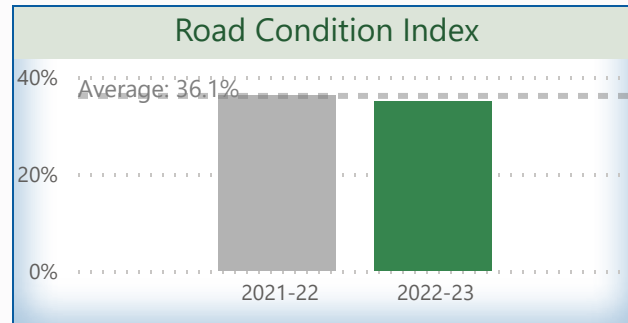
Road Condition Index

Average: 36.1%

	2021-22	2022-23

Percentage of road defects completed in time

- % of Cat 1 road repairs made safe in 24 hrs
- % of Cat 2 road repairs in 5 days
- % of Cat 3 road repairs in 60 da...

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar 2022-23
Apr May Jun Jul Aug Sep 2023-24

● End of year target ● On target

25%   75%

Environmental Services

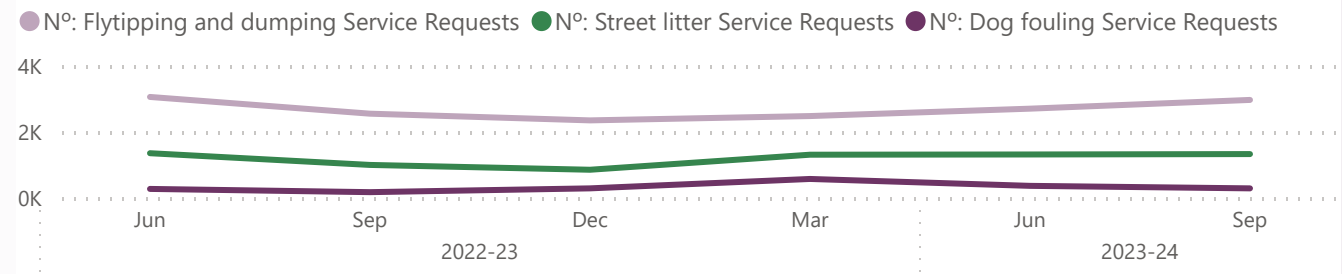| KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: Dog fouling Service Requests	◐	292		Declining	⬇	30 September 2023
Nº: Street litter Service Requests	◐	1,331		Declining	⬇	30 September 2023
Nº: Flytipping and dumping Service Requests	◐	2,972		Declining	⬇	30 September 2023
LMS/ LEAMS Score	◆	86.3	93	Improving	⬆	31 March 2023

Our latest **Litter Monitoring Score** (LMS, generated from independent surveys undertaken by Keep Scotland Beautiful) has improved and was **86.3 in 2022/23**.

We are working hard to improve our **cleanliness score** in 2023/24 and beyond, increasing our budget and setting ourselves a **challenging target of 93.**

We also monitor demand for our services and so report on the number of requests we receive to respond to **flytipping, street littering, and dog fouling**. All three measures **show fluctuations**.

Number of street cleaning service requests

● Nº: Flytipping and dumping Service Requests ● Nº: Street litter Service Requests ● Nº: Dog fouling Service Requests

4K
2K
0K
Jun   Sep   Dec   Mar   Jun   Sep
2022-23   2023-24

LMS/ LEAMS Score

100

Average: 87

Target: 93

50

0
2021-22   2022-23
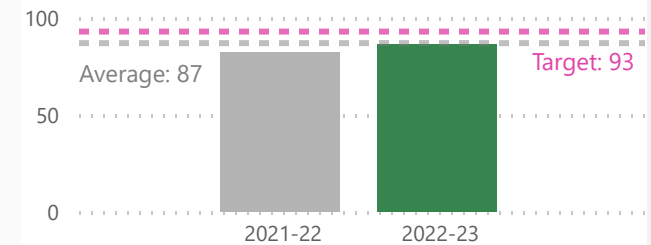
● Monitoring only   ● Over 5% from target

75%   25%

Parks and Street lighting

Environmental Services

PPS Theme	RAG	Value	Target	Direction of travel		Last update
Parks						
% of Parks meeting standard	🟢	92.0%	92.0%	Maintaining	→	31 December 2023
Street Lighting						
% of Street lighting emergency repairs complete in 4 hrs	🟢	98.4%	95.0%	Maintaining	→	30 September 2023
% of Street lighting urgent repairs complete in 24 hrs	🟢	97.5%	75.0%	Maintaining	→	30 September 2023
% of Street lighting repairs complete in 5 days	🟢	69.9%	50.0%	Improving	⇑	30 September 2023

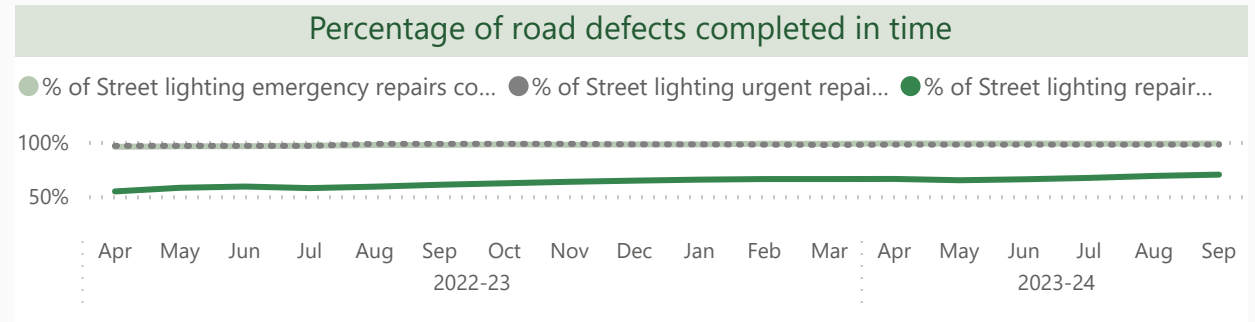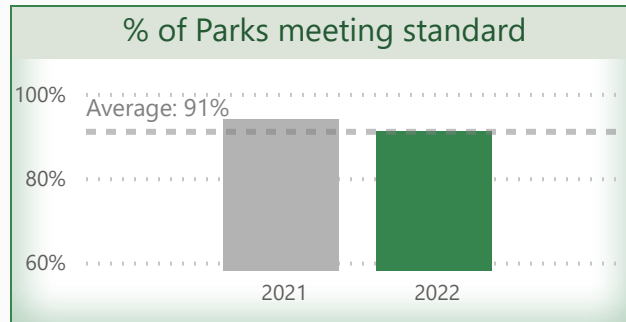**Parks**
We continue to maintain our parks to a high standard with over 90% of our parks meeting the parks standards in 21/22.

Street lighting
Our repairs for emergency and urgent (24 hrs) street lighting repairs continue to show very high performance in 2023/24 at either 100% or just below each month. While our more urgent repairs are given priority, our performance for our 5 day repairs is also good and improving – up on 2022/23 performance and our latest 12 month average (Oct 22 – Sep 23) is almost 70%.

% of Parks meeting standard

Average: 91%

100%
80%
60%

2021   2022

Percentage of road defects completed in time

● % of Street lighting emergency repairs co...   ● % of Street lighting urgent repai...   ● % of Street lighting repair...

100%
50%

Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep
2022-23   2023-24

● On target

100%

Waste

Environmental Services

PPS Theme ▲	RAG	Value	Target	Direction of travel		Last update
Waste						
Domestic missed bin requests	🟢	1,733.3	1,793	Declining	⬇	30 September 2023
Communal full or missed bin requests	🟢	1,144.4	1,770	Improving	⬆	30 September 2023
% Waste recycled	🔺	41.8%	45.0%	Improving	⬆	30 September 2023
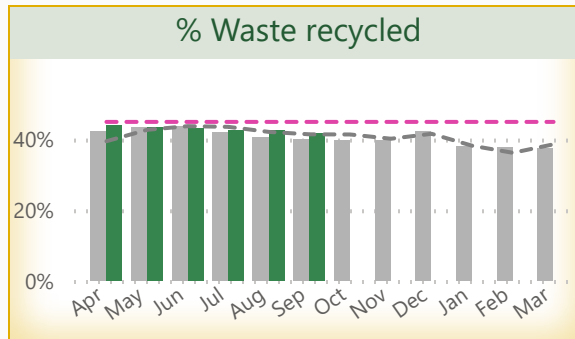
% Waste recycled

The first 5 months of this year (Apr – Aug) shows a small increase in the amount of waste being recycled when compared to the same period last year. At **around 43% recycled each month,** we are closer to our **target of 45%** for 2023/24.

The number of reported **missed domestic bins** continues to fluctuate each month with the average for the last 12 months being just over 1,700 per month. This remains **below our target** for 2023/24 of 1,765 per month. The number of **reported full communal bins is showing a reduction** from the same time last year, with a 12 month average of 1,144 for the period Oct 22 to Sep 23 compared to 1,549 for Oct 21 to Sep 22. The communal bin review continues to be delivered in phases ensuring co-location of recycling and non-recyclable waste to help residents in communal flats recycle more easily.

Did you know that around 450,000 bins are collected each week?

Missed and full bin requests

🟢 Domestic missed bin requests   🟢 Communal full or missed bin requests
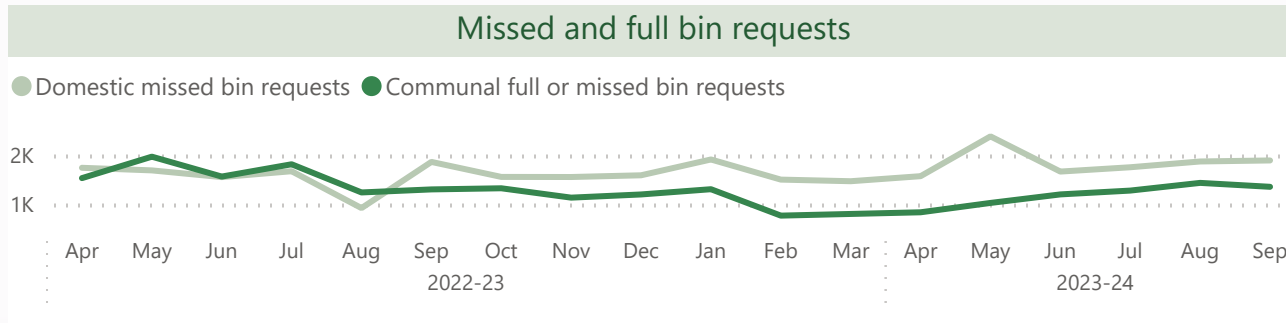
🟢 On target   🟡 Within 5% of target

| 67% | 33% |

Homelessness

Housing

KPI Name	RAG	Value	Target	Direction of travel		Last update
% Advice only presentations	🔴	28.0%	35.0%	Improving	⬆	30 September 2023
Nº: Homeless cases housed	◐	94		Maintaining	➡	30 September 2023
Avg Homeless case length - housed	🔴	779.3	400	Declining	⬇	30 September 2023

% Advice only presentations
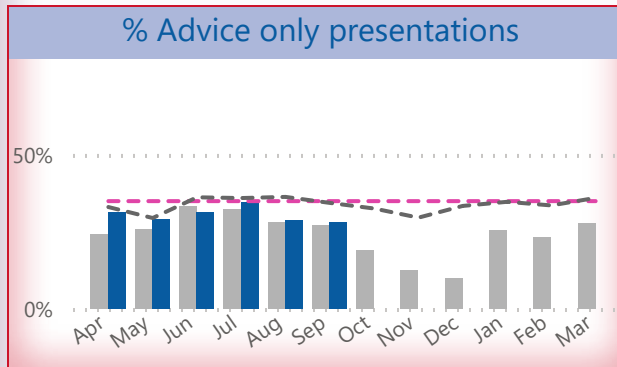
The **proportion of advice only presentations** to homelessness services in the first two quarters of 2023/24 is higher than the same period in 2022/23, returning to levels seen in the four year average whilst being **behind our target** (35%).

The Council has invested in services to prevent homelessness and support people to move on from temporary accommodation. At the end of quarter two services have prevented homelessness for 212 households and supported 318 households to move on from temporary accommodation.

The **average time for homeless cases to be rehoused** fell in September (to 779 days) but remains higher than last year, the four year average and **behind our target** (400 days). The number of homeless cases **accessing settled housing** has been **decreasing** since May (100) to 94 in September and we have housed fewer households each month than the same time last year.

Nº: Homeless cases housed

Avg Homeless case length - housed
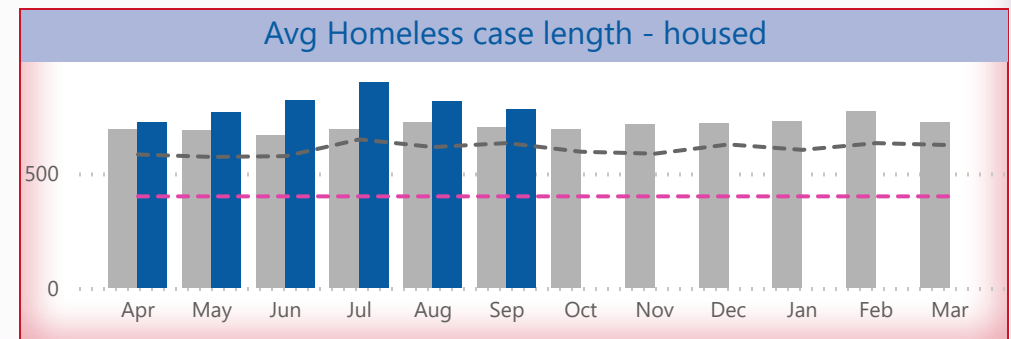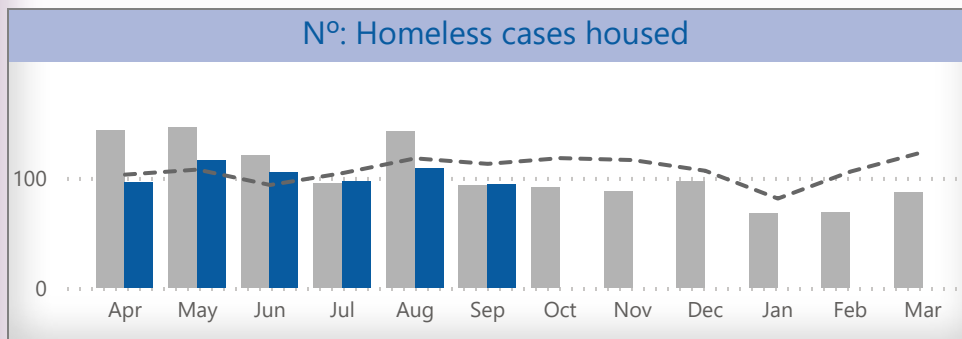
Fiscal Year ● 2022-23 ● 2023-24 ● Target ● Average

● Monitoring only ● Over 5% from target

| 20% | 80% |

Homelessness

Housing

KPI Name	RAG	Value	Target	Direction of travel		Last update
Nº: Households in temporary accommodation on last day of the month	🔶	4,948	4,819	Declining	⬇	30 September 2023
Nº: Households in unsuitable accommodation	🔶	1,314	1,133	Maintaining	➡	30 September 2023

There is high demand for social rented homes from homeless households however Edinburgh has one of the lowest proportions of social housing in Scotland with **only 16% of homes for social rent** compared to the national average of 24%. Currently a minimum of **70% of Council social rented homes and 50% of RSL social rented homes are let to homeless households**. Through the EdIndex Board all Registered Social Landlords have been asked to increase their allocations to homeless households to at least 70% to accelerate the reduction in those currently homeless and in unsuitable accommodation.

The number of households in **unsuitable temporary accommodation remains above 1300** and while at a similar level to last year, is higher than the four year average. Likewise, the number of **households in temporary accommodation is around 4900, the highest in Scotland**. A plan to increase the further the number of properties available to homeless people in our own stock is focussed on reducing the number of void properties and increasing the allocations to homeless people, which will reduce the social, compliance and financial risk associated with homelessness.

Nº: Households in temporary accommodation on last day of the month

● 2022-23 ● 2023-24 ● Target ● Average

Nº: Households in unsuitable accommodation

● 2022-23 ● 2023-24 ● Target ● Average
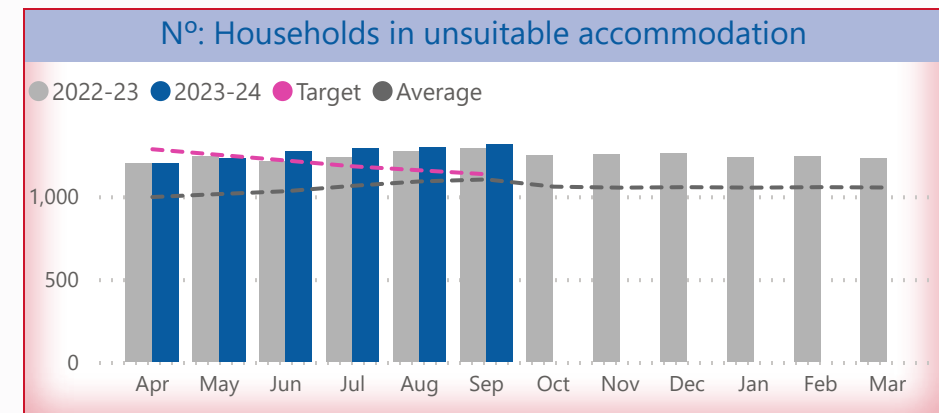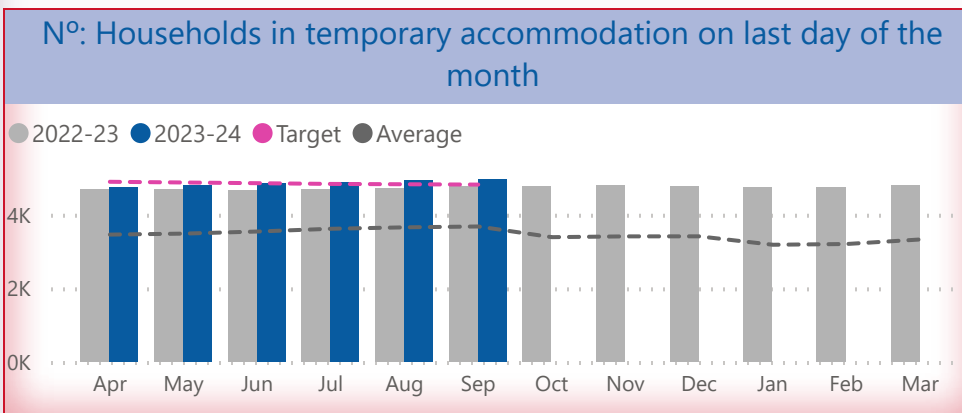
● Monitoring only   ● Over 5% from target

| 20% | 80% |

Housing Management

Housing

KPI Name	RAG	Value	Target	Direction of travel		Last update
Avg time to re-let properties	◐	122		Declining	⬇	30 September 2023
Rent collected as % of total rent due	▦	98.6%		Maintaining	➡	31 March 2023
Rent lost from empty homes (£)	▦	£1.1M	£2.2M	Improving	⬆	30 September 2023

The **average time to re-let our properties is higher in the first two quarters of 2023/24 compared to the same time last year**. Reducing the time it's taking to re-let our homes is a top priority which will also reduce the amount of rent we lose whilst they are empty. We are increasing resources to help carry out repairs quicker, however as we bring properties that have been out of use for a long time back up to lettable standard, the average "time to let" will continue to increase. We are currently forecasting annual rent loss of £2.04M from empty homes which is lower than the end of year target of £2.2M.

We consistently collect almost all of the rent that is due to us (98.6% in 2022/23) and work hard to support those that may be struggling. We are aiming to collect 99% of rent due by the end of March 2024.

Avg time to re-let properties

● 2022-23 ● 2023-24 ● Target ● Average

(Bar chart: Apr - Jun, Jul - Sep, Oct - Dec, Jan - Mar)

Rent lost from empty homes (£)

● 2022-23 ● 2023-24 ● Average

(Bar chart: Jun, Sep, Dec, Mar)

Rent collected as % of total rent due

Average: 97.8%

(Bar chart: 2021-22, 2022-23)
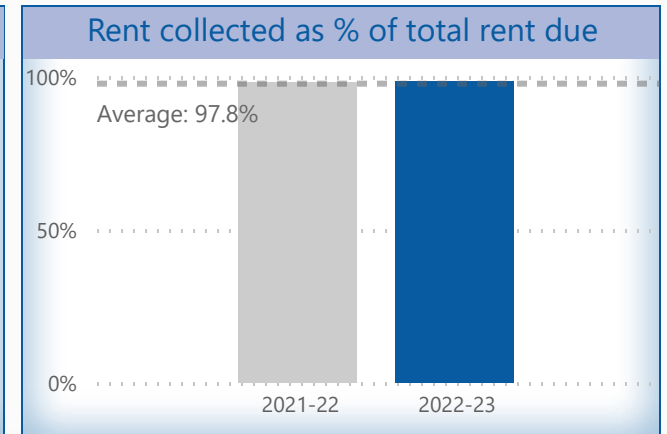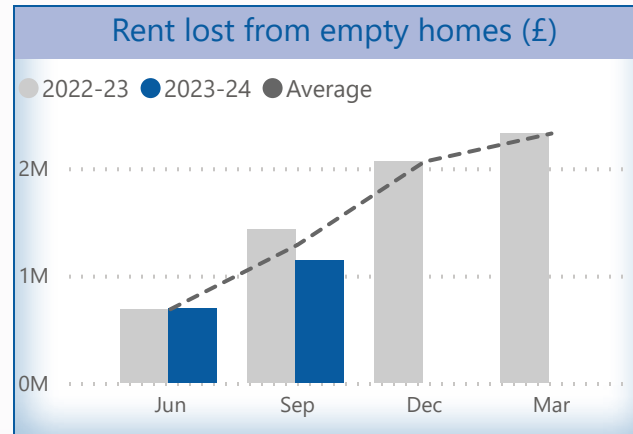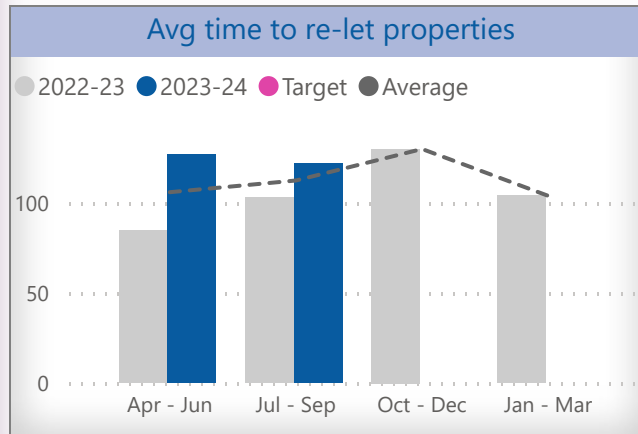
● End of year target ● Monitoring only ● On target

40%	20%	40%

Housing Management

KPI Name	RAG	Value	Target	Direction of travel		Last update
Avg Time to complete emergency repairs (hours)	🟢	3.7	4	Improving	⬆	30 September 2023
Avg Time to complete non-emergency repairs (working days)	🟢	14.7	20	Improving	⬆	30 September 2023

We are working to ensure that repairs to our properties are completed timely, and we have **improved our performance for emergency repairs** from 5.7 hours in Apr – Jun 2022 to 3.7 hours in Apr – Jun 2023. Figures reported are based on 95% of jobs completed due to data quality/ system issues. Our performance for **non-emergency repairs** is fairly level at **around 15 days**.

Housing

Avg Time to complete emergency repairs (hours)
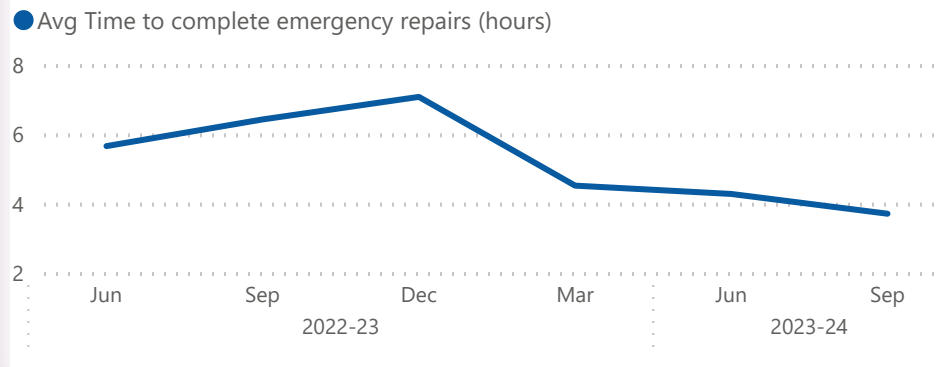
● Avg Time to complete emergency repairs (hours)

```
8
6
4
2
   Jun    Sep    Dec    Mar    Jun    Sep
       2022-23              2023-24
```

Avg Time to complete non-emergency repairs (working days)

● Avg Time to complete non-emergency repairs (working days)

```
20
15
10
   Jun    Sep    Dec    Mar    Jun    Sep
       2022-23              2023-24
```
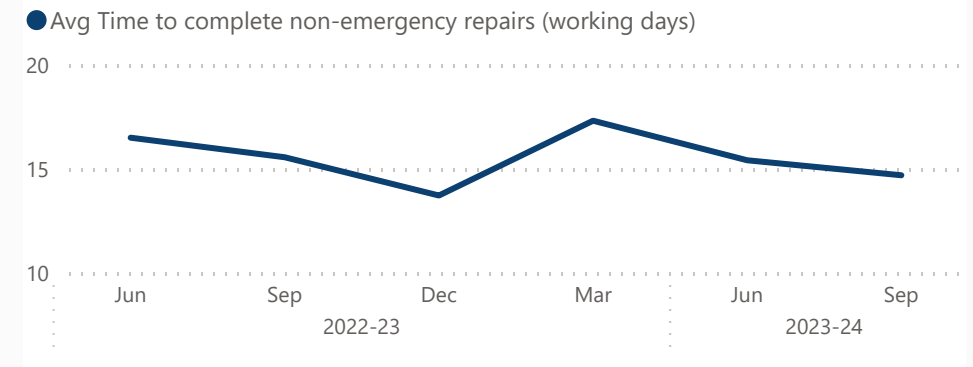
● End of year target   ● Monitoring only   ● On target

| 40% | 20% | 40% |

Housing development

Housing

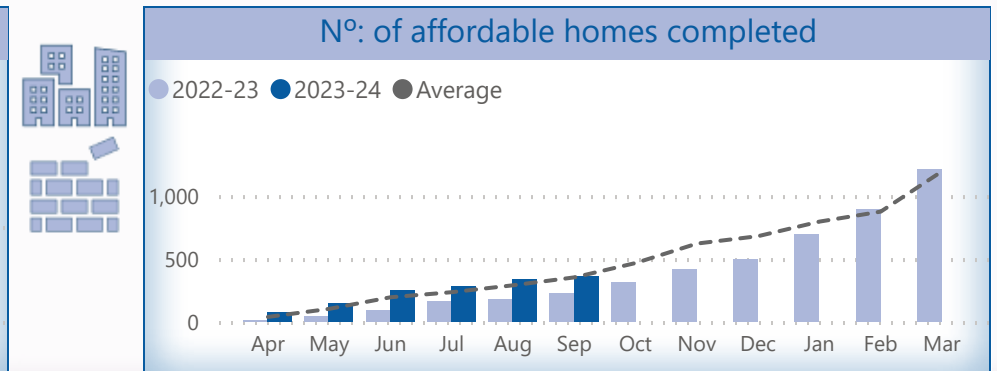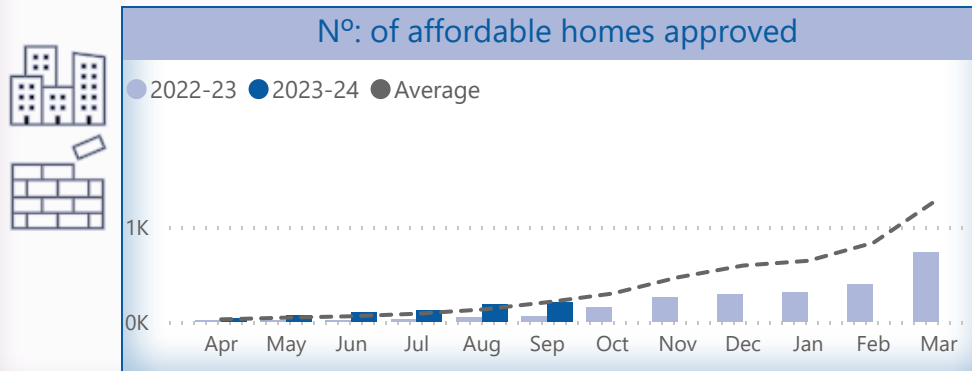| KPI Name ▲	RAG	Value	Target	Direction of travel	Last update
Nº: of affordable homes approved	⊞	205	902	Improving ⬆	30 September 2023
Nº: of affordable homes completed	⊞	364	1,247	Improving ⬆	30 September 2023

We have made a good start to the year with both **approvals and completions of affordable homes higher** than they were at the same time in 2022/23. We've approved 205 homes since April 2023 which is higher than the four year average of 91. There have been 364 affordable homes completed since April 2023 compared to a four year average of 238.

Increasing the number of new affordable homes remains a key priority with a pipeline of potential new homes being identified for delivery, these however will rely on the right level of funding being made available. Around 900 new affordable homes are expected to be approved for site start in Edinburgh this financial year (2023/24) and based on current delivery programmes, an additional 1,250 affordable homes should be completed. There are a number of factors that have impacted both grant and non-grant funded projects. Ongoing financial uncertainty has resulted in delays in projects being brought forward due to cost increases and delays in planning applications being taken forward has meant some projects will now not be approved until next financial year. For non-grant funded projects, uncertainty in the wider market due to rises in interest rates and risks to rental income streams has resulted in Buy-To-Rent developers not bringing forward projects previously earmarked for approval this financial year.

Nº: of affordable homes approved

● 2022-23 ● 2023-24 ● Average

Nº: of affordable homes completed

● 2022-23 ● 2023-24 ● Average

● End of year target

100%

Planning and Building Standards

Planning and Building Standards

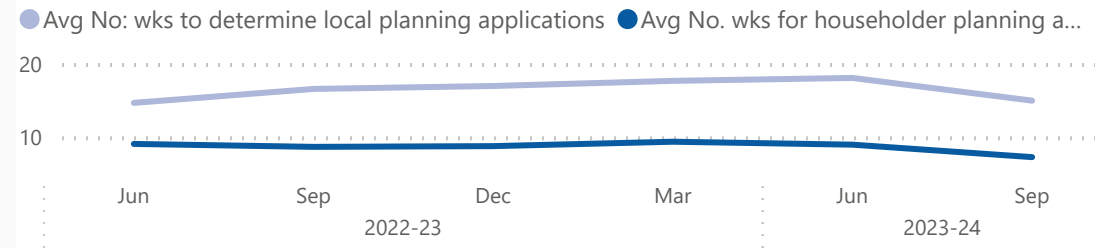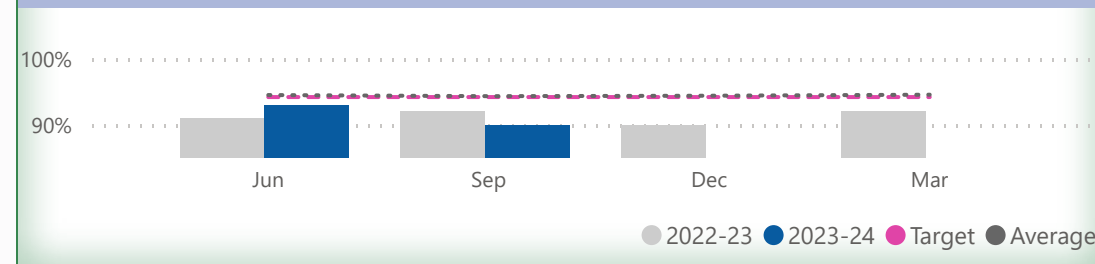| KPI Name ▲	RAG	Value	Target	Direction of travel		Last update
Avg No: wks to determine local planning applications	🔺	15	14.4	Improving	⇑	30 September 2023
Avg No. wks for householder planning applications to be determined	🟢	7.3	8.9	Improving	⇑	30 September 2023
% Building warrants issued within 10 days	🟢	90.0%	90.0%	Declining	⇓	30 September 2023

Our average time for **householder planning applications decreased to 7.3 weeks in Jul – Sep 2023**, which is lower than the same quarter last year (8.7 weeks) and below target. The **average time for local (non-householder) applications shows a decrease from 18 weeks to 15 weeks** in the first two quarters of 2023/24. This is close to our target of 14.4 weeks. We are continuing to close off some older applications with longer determination times, which has affected the overall average.

For building warrants issued within 10 days, we continue to meet our target (90%), with **90% of warrants issued within 10 days in Jul – Sep 2023**. This is a similar high level of performance as last year and the four year average.

Weeks for planning applications

○ Avg No: wks to determine local planning applications ● Avg No. wks for householder planning a...

	Jun	Sep	Dec	Mar	Jun	Sep
		2022-23			2023-24	

% Building warrants issued within 10 days

	Jun	Sep	Dec	Mar

● 2022-23 ● 2023-24 ● Target ● Average

● On target   ● Within 5% of target

67%	33%

Glossary - page 1

Term	Definition
☐ Children, Families and Communities	
Achieving Literary	Literacy is based on three individual components: Listening and Talking, Reading and Writing. A pupil has achieved the expected level of literacy (dependent on their stage) if they have achieved the expected level in each of the three individual components.
Achieving Numerary	A pupil has achieved numeracy (dependent on their stage) if they have achieved the expected level numeracy and mathematics.
Children with 3 or more placements in a year	Looked After children can either remain at home or be cared for away from their normal place of residence. Children can move between such placements during their episode of care.
Community payback orders	A Community Payback Order (CPO) is a sentence served in the community rather than prison by a person convicted of a lower level (or lower tariff) crime in a court.
Deprived Areas	For the purposes of measurement in Educational attainment, deprivation is defined as any pupil or pupils who live in an area where the Scottish Index of Mulitple Deprivation (SIMD) value is within the lowest 20%.
Looked After Children	A 'Looked after child' is a child or young person who is in the care of the Local Authority is termed Looked After. Many Looked After children are subject to a Supervision Requirement through the Children's Hearings system though some may, for example, be cared for through a voluntary agreement.
Positive Destination	A positive destination includes work, training or further study.
SCQF Level 5 or higher	Scottish Credit and Qualifications Framework (SCQF) at level 5 or above.
SCQF Level 6 or higher	Scottish Credit and Qualifications Framework (SCQF) at level 6 or above.
Virtual Comparator	Schools around Scotland which have the same backgrounds as those of our schools. This gives a fair way of comparing our own performance to that of a similar group so that we can see where there is strength and weaknesses.
☐ Climate Change	
Council Emissions	Council emissions are mostly through the following sources: • energy (buildings and lighting) • waste • fleet and transport

Glossary - page 2

Term	Definition
⊟ Corporate Services	
Gender Pay Gap	This is calculated as the difference between average hourly rate of pay for male staff and average hourly rate of pay for female staff divided by the average hourly rate of pay for male staff.
Living Wage	The real Living Wage is an independently calculated rate based on the cost of living and is paid voluntarily by employers. The rate is currently £10.90 and is calculated annually by The Resolution Foundation on an analysis of the wage that employees need to earn in order to afford the basket of goods required for a decent standard of living. This basket of goods includes housing, childcare, transport and heating costs.
Revenue Outturn	The amount of money spent in the year compared to what was available in the budget. The aim is to be as near to 100% spend as possible.
⊟ Environmental services	
Litter Monitoring System Score	The Local Environmental Audit and Management System (also known as Litter Monitoring Score/LMS) involves audits to collect information on litter levels, types and the source. Other indicators such as servicing of public use bins, weeds, detritus, graffiti, flytipping and vandalism, are also recorded to provide an overall picture of every site that is inspected. Audits are carried out by each local authority as well as by keep Scotland Beautiful.
Parks minimum standard	Edinburgh's parks are assessed on an annual basis and a Parks Quality Score is produced for each site. These scores are compared to the Edinburgh Minimum Standard which has been developed to benchmark our parks and record how they are improving. Parks are assessed on a number of criteria and must pass assement minimum level of 60%.
Road Condition Index	The Road Condition Index (RCI) provides information about which sections of a network should be considered for planned maintenance soon, which sections should be investigated to determine the optimum time for maintenance and which sections are generally in a good state of repair. The Road Condition Index in Scotland is the proportion of the network falling within Red and Amber. Red - in poor overall condition which are likely to require planned maintenance soon. Amber - Lengths where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment.
Road Repairs	Road repairs are diagnosed through inspection using a risk based approach. The inspection takes in to acount the potential likelihood of an incident if the defect is untreated and the consequences of that. This then determines how quickly the defect should be repaired using the Cat 1, 2 and 3 repair timescales.
Street lighting repairs	Street lighting repairs are categorised by the nature of the repair required and the potential severity of it not being repaired. Emergency repairs, which include missing panels, exposed wiring and hanging light covers that may cause a threat to safety, will aim to be repaired within 4 hours.

Glossary - page 3

Term ▲	Definition
⊟ Housing	
Affordable Home	Affordable housing in Scotland are generally defined as being: Homes for social rent provided by councils and Registered Social Landlords (RSLs) ; Homes for mid-market rent (MMR), which have higher rents than social rented housing, but lower rents than privately rented properties in the surrounding area.; Homes for affordable home ownership, aimed at people who would not be able to buy a home without further financial support.
Emergency/ Non Emergency Housing Repair	The Councils repairs policy sets out which repairs are categorised to be an emergency, urgent or routine repair. The category determines how quickly the council will aim to complete the repair. Emergency - 4 hours Urgent - 24 hours Routine Appointment - 2 weeks Emergency repairs include leaks you cannot stop or contain, loss of heating or hot water, loss of power or lights or a front door that will not close or lock.
Settled Housing	Settled housing refers to secure, medium to long term accommodation. The principle characteristic is that the occupier has security of tenure/residence in their usual accommodation in the medium to long term, or is part of a household whose head holds such security or tenure/residence. In homeless terms, it is a housheold who is rehoused in either a Local Authority (LA) or Registered Social Landlord (RSL) tenancy

See next page for unsuitable accommodation

Glossary - page 4

Unsuitable temporary accommodation

Accommodation will be deemed 'unsuitable' under the Order if it does not meet the following standards:

1. Basic standards:
• it is not wind and watertight
• it is not suitable for occupation by homeless households, taking into account their needs
• it does not meet the minimum safety standards
A local authority cannot avoid complying with its duty for reasons such as a lack of available housing stock or reliance on third party providers. The minimum safety standards cover health and safety, hygiene, fire, furniture and electrical equipment standards. Further details are covered in Annex A of the Homelessness: code of guidance. There is no time limit, and no exceptions to the requirement to meet the basic standards above.
2. Location standards (subject to exceptions):
• is outwith the local authority area, and the household has not agreed to be accommodated there
• is not near schools or health facilities that are used or might reasonably be expected to be used by members of the family. These facilities should be accessible from the accommodation, taking account of the distance of the travel, by public transport or transport provided by the local authority
• is not in the locality of the place of employment of a member of the household, taking into account the distance of travel by public transport or transport provided by a local authority
The purpose of this is to allow households to access the same types of services that they have used in the past or can be expected to use in the near future. Local authorities should ensure that the facilities that are being counted as being accessible must be genuinely accessible to the household. It is no good ensuring that a household is near a GP if that particular GP will not allow the household onto their list.
3. Physical standards (subject to exceptions):
• lacks adequate bedrooms, toilet and personal washing facilities for the exclusive use of the household. These must all be accessible to the needs of the household
• does not have use of adequate and accessible cooking facilities and a living room These do not have to be for the exclusive use of the family
• is not usable by the household 24 hours a day
• is not suitable for visitation by a child who is not a member of the household and in respect of whom a member of the household has parental rights.
4. Exceptions to the standard (basic still to be met):
• the applicant is homeless or threatened with homelessness as the result of an emergency such as fire or flood
• the local authority makes suitable accommodation available but the applicant wishes to stay in unsuitable accommodation
• the accommodation is a domestic abuse refuge
• the accommodation provides support services for health, childcare or welfare - for example, supported accommodation or addiction services
5. Exceptions (but only for up to 7 days, basic still to be met):
• the applicant made the application outside office hours, or
• the local authority did not have suitable accommodation available
The maximum amount of time a household can stay in unsuitable accommodation is 7 days.
The 'basic standards' must always be met, and there is no 7 day exemption to those.
6. Other exceptions
The Unsuitable Accommodation Order now makes provisions for specific types of accommodation to be 'unsuitable'.
Community hosting, rapid access accommodation and shared tenancy accommodation will not be in breach of the order even where they have shared toilet and washing facilities. Community hosting will be suitable even where it is not usable by a household 24 hours a day. Community hosting, rapid access accommodation and shared tenancy accommodation are always unsuitable for pregnant women, children and people with parental rights of a child. The only exception to this would be where a household including one or more of those persons has agreed to be placed in these accommodation types.

Appendix B: Performance scrutiny at committees

Performance reports and Service Improvement plans are scrutinized at various Executive committees throughout the year on a regular basis. You can find details and links to recent and pending reports containing performance information submitted to committees below:

Adult Social Care

Adult Social Care performance was considered at the following committees:
- The Interim Chief Officer update was considered at Policy and Sustainability Committee, 22 August 2023
- The IJB Annual Performance Report 2022/23 was considered at Edinburgh Integration Joint Board, 8 August 2023

Education

Performance across our schools was considered at the following committees:
- the Education Improvement Plan was considered at the Education, Children and Families Committee, 5 September 2023.
- Attainment in the Senior Phase 2022-23 was considered at the Education, Children and Families Committee, 7 November 2023
- Attainment in Broad General Education in Primary and Secondary schools 2021-22 was considered at the Education, Children and Families Committee, 15 November 2022

Children's Services

Performance across Children's services was considered at the following committees:
- The Children's Services Improvement Plan was considered at the Education, Children and Families Committee, 7 November 2023.
- The Edinburgh Secure Services and Residential Estate update was considered at the Education, Children and Families Committee, 5 September 2023.

Climate Change

Performance on Council emissions is reported to Policy and Sustainability Committee on an annual basis:
- The latest Council Emissions Reduction Plan report was considered at the Policy and Sustainability Committee on 24 October 2023.

Environmental Services

Performance across our Environmental Services was considered at the following committees :
- the Communal Bin Review was considered at the Transport and Environment Committee, 16 November 2023.
- Roads and Transport Infrastructure Investment Report was considered at the Transport and Environment Committee, 24 September 2023.
- The Street Cleansing Performance Report was considered at the Transport and Environment Committee, 16 November 2023.

Corporate Services

Performance across our Corporate Services was considered at the following committees:
- the Workforce dashboard was considered at the Finance and Resources Committee, 21 September 2023.
- The annual update on the Gender Pay Gap was considered at the Finance and Resources Committee, 24 October 2023.
- Various finance and budgeting reports are considered at the Finance and Resources Committee, on a regular. Both the Revenue Monitoring 2023/24 – month five report update and the Capital Monitoring 2023-24 - month five update were considered at the Finance and Resources Committee on the 21 November 2023.
- The Sustainable Procurement Strategy was considered at Finance and Resources Committee on the 21 September and future reports will be considered on an annual basis.
- The Quarterly Status Update – Digital Services Report was considered at Governance, Risk and Best Value Committee on 31 October.

Housing

Performance across our Housing Services was considered at the following committees:
- the Rapid Rehousing Transition Plan was considered at the Housing, Homelessness and Fair Work Committee, 8 August 2023.
- The Strategic Housing Investment Plan was considered at the Housing, Homelessness and Fair Work Committee, 5 December 2023.
- The Housing Service Improvement Plan was considered at the Housing, Homelessness and Fair Work Committee, 3 October 2023.
- The Homelessness Services Performance Dashboard was also considered at the Housing, Homelessness and Fair Work Committee, 3 October 2023.
- An update on actions to address Dampness, Mould and Condensation in Council homes was reported to Housing, Homelessness and Fair Work Committee, 3 October 2023. The next update is due in six months.
- The latest planning and building warrant performance information is included in the Business Bulletin that was considered at the Planning Committee, 15 November 2023.