

<b>COMMITTEE:</b>	Policy and Performance Review Committee
<b>MEETING DATE:</b>	15 January 2026
<b>BY:</b>	Executive Director for Council Resources
<b>REPORT TITLE:</b>	Q2 2025/26 Performance Reports: Head of Communities and Partnerships, Head of Children's Services and Head of Housing
<b>REPORT STATUS:</b>	Public

---

## **1 PURPOSE OF REPORT**

- 1.1 To provide elected members with information regarding the performance of Communities & Partnerships, Children's services and Housing services during Q2 2025/26 (July – Sept 2025).

## **2 RECOMMENDATIONS**

Members are recommended to:

- 2.1 Note the report and otherwise use the information provided in this report to consider whether any aspect of the Council's performance needs further analysis.
- 2.2 Note that further Heads of Service reports and the Strategic (Council-wide) report will be brought to members in line with the agreed work programme for session 2025/2026.
- 2.3 Note that areas of performance that may be of particular interest to members but are out with the agreed workplan will be highlighted in the covering report for that reporting period.

## **3 BACKGROUND**

- 3.1 On 12 June 2025, a Performance Framework Refresh report was presented to PPRC. This report provided Members with details of a new

approach to the Councils' performance reporting for 2025/2026, as follows:

- 3.2 Strategic (Council) level reports are presented to PPRC annually in June of each year. This will replace the current top 10/50 indicators reports.
- 3.3 Tactical (Head of Service) level reports are presented to PPRC quarterly. Each Head of Service will present a performance report, spread across each of the four sessions detailed in the PPRC work programme. These will replace the current quarterly reports.
- 3.4 This following quarter performance updates for Head of Communities and Partnerships, Head of Children's Services and Head of Housing are shown in Appendix 1 to 3 respectively.
- 3.5 Quarter 2 performance report updates for Head of Finance and Head of Infrastructure have been submitted to the Members' Library.

#### **4 POLICY IMPLICATIONS**

- 4.1 There are no policy implications within this report.

#### **5 RESOURCE AND OTHER IMPLICATIONS**

- 5.1 Finance: None
- 5.2 Human Resources: None
- 5.3 Other (e.g. Legal/IT): None
- 5.4 Risk: None

#### **6 INTEGRATED IMPACT ASSESSMENT**

- 6.1 ***Select the statement that is appropriate to your report by placing an 'X' in the relevant box.***

An Integrated Impact Assessment screening process has been undertaken and the subject of this report does not affect the wellbeing of the community or have a significant impact on: equality and human rights; tackling socio-economic disadvantages and poverty; climate change, the environment and sustainability; the Council's role as a corporate parent; or the storage/collection of personal data.



**or**

The subject of this report has been through the Integrated Impact Assessment process and impacts have been identified as follows:



Subject	Impacts identified (Yes, No or N/A)
Equality and human rights	
Socio-economic disadvantage/poverty	
Climate change, the environment and sustainability	
Corporate parenting and care-experienced young people	
Storage/collection of personal data	
Other	

*[Enter information on impacts that have been identified]*

The Integrated Impact Assessment relating to this report has been published and can be accessed via the Council's website:

[https://www.eastlothian.gov.uk/info/210602/equality\\_and\\_diversity/12014/integrated\\_impact\\_assessments](https://www.eastlothian.gov.uk/info/210602/equality_and_diversity/12014/integrated_impact_assessments)

## **7 APPENDICES**

- 7.1 Appendix 1: Head of Communities and Partnerships Performance Report
- 7.2 Appendix 2: Head of Housing Performance Report
- 7.3 Appendix 3: Head of Children's Services Performance Report

## **8 BACKGROUND PAPERS**

8.1

## **9 AUTHOR AND APPROVAL DETAILS**

**Report Author(s)**

<b>Name</b>	<b>Michelle Cockburn</b>
<b>Designation</b>	<b>Transformation &amp; Digital Portfolio Manager</b>
<b>Tel/Email</b>	<a href="mailto:mcockburn@eastlothian.gov.uk">mcockburn@eastlothian.gov.uk</a>
<b>Date</b>	<b>22/12/25</b>

#### Head of Service Approval

<b>Name</b>	<b>Ellie Dunnet</b>
<b>Designation</b>	<b>Head of Finance</b>
<b>Confirmation that IIA and other relevant checks (e.g. finance/legal) have been completed</b>	<b>Yes</b>
<b>Approval Date</b>	<b>6<sup>th</sup> January 2026</b>

# Head of Communities & Partnerships

# 2025/26 Quarter 2 Performance Report

- Priority 1 Ensure the financial sustainability of the council through the delivery of approved savings and transforming the way we deliver services. (contributes to the long-term objective: Grow our Capacity)
- Priority 2 Target resources on statutory services and focus on the highest risks and those most in need. (sits under the long-term objective: Grow our People)
- Priority 3 Deliver key infrastructure, economic development and environmentally sustainable projects within available council resources and maximising external funding. (contributes to the long-term objectives: Grow our Economy and Grow our Communities)

## Key Strategic Delivery Plans and Actions: Quarterly Update

What we will do	Actions	Due Date	30 Sep 2025		
			Status	Comments	
Priority 1	<ul style="list-style-type: none"> <li>✓ Implement the Councils Customer Strategy</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction of live chat</li> </ul>	Sep 2026	on going	• Progress is reported biannually to DTB and annually to CMT
Priority 2	<ul style="list-style-type: none"> <li>✓ Deliver the Councils Community Learning and Development Plan</li> </ul>		Feb 2027	on going	Monitored by the CLD partnership and reports to EL Partnership
	<ul style="list-style-type: none"> <li>✓ Implement East Lothian Partnership Poverty Plan 2024-2028</li> </ul>	<ul style="list-style-type: none"> <li>Council Plan Action Plan Action Number 4</li> <li>Implement the four key objectives of the East Lothian Poverty Plan 2024-2028.</li> </ul>	Mar 2028	on going	Key work has taken place around development of One Stop Shops (which brings together key services in local settings, providing rounded support in one place), improving poverty data (embedding qualitative data into design of services), targeted poverty modules in schools, joint up financial inclusion services, improving connection between climate change and poverty.
Priority 3	<ul style="list-style-type: none"> <li>✓ Deliver a revised Open Space Strategy 2025-2031</li> </ul>		May 2027		The update is that the Strategy draft is complete following input and consultation from internal and external stakeholders. It has been through internal governance and is due to be considered at Cabinet in January
	<ul style="list-style-type: none"> <li>✓ Deliver the Council's Participation &amp; Engagement Strategy 2023-2025</li> </ul>	<ul style="list-style-type: none"> <li>Develop the Council's Participation &amp; Engagement Strategy 2025-2030 - New strategy will be delivered March 2026</li> </ul>	Mar 2026	on going	Building on the Partnership work as part of the LOIP development, ELP are developing Community Listening Networks that will link up existing participation work. Internal work with key services is planned for early 2026.
	<ul style="list-style-type: none"> <li>✓ Deliver the East Lothian Plan: Local Outcomes Improvement Plans (LOIP) 2017-2027</li> </ul>		May 2027	On target	Key achievements of 2017-2025 LOIP include adult and youth employment, 48% reduction of deliberate fires, 40% reduction of missing persons, improvement in children's development, delivery of affordable homes, living wage accreditation. Areas for improvement remain around town centre vacancies, tackling poverty, and targeted work around suicide prevention.
	<ul style="list-style-type: none"> <li>✓ Implement the Councils Business Continuity Policy</li> </ul>		May 2027		<ul style="list-style-type: none"> <li>• Currently under review and will be sent to CLT for review December 2025</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Implement the Councils Corporate Emergency Response Plan</li> </ul>		May 2027		Currently under review and will be sent to CLT for review Feb 2026

	What we will do	Actions	Due Date	Status	Comments
	<input checked="" type="checkbox"/> Implement the Councils Corporate Risk Management Strategy		May 2027		<ul style="list-style-type: none"> <li>Currently under review and will be sent to CLT and Full Council for review early 2026</li> </ul>

## Key Performance Indicators: Quarterly Update

### Key to Icons

#### RAG status

- ★ Performance within target
- Performance within tolerance levels
- ▲ Performance outwith target / tolerance levels
- ? Missing data
- ! No target
- ?!  No data or target

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
% Contact Centre Customer Satisfaction					82.0%		
Actual outturn as a % of budgeted expenditure	★	96.2	94.3	98.0	97.4	100.0	
Average number of work days lost through sickness absence per employee (FTE)	!	11.2	16.6	3.4	5.9		Figures are cumulative. Total FTE employees is 208.1. FTE days lost is 1235.69
Complaints - % complete in stage 1	?						The Feedback and Information Governance Team are working under Business Continuity Arrangements. An action plan is in place to support the return to normal working practice and this will allow the collation of this performance information in future reports.
Digital Support Provided (number of clients)	!	67	197	337	368		
New library memberships for adults	!	575	619	503	617		Smaller libraries in East Linton, Gullane, Longniddry, Ormiston and Port Seton were restricted to 1 day opening per week December 2024 to March 2025 due to staffing capacity.
Number of assisted Blue Badge applications	!	158	188	207	136		Smaller libraries in East Linton, Gullane, Longniddry, Ormiston and Port Seton were restricted to 1 day opening per week December 2024 to March 2025 due to staffing capacity.
Number of community alarm calls received	!	53,891	70,117	55,942	62,721		
Number of Emails and webforms received and responded to - Customer Services	!				5,205		Due to the nature of the storage of this information, this figure was not available prior to August 2025. Incoming 4011 Outgoing 1194

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
Number of library issues (borrowing) by adults	!	33,387	35,406	38,256	36,216		Includes all eBook and eAudiobook lending as these aren't split by borrower type/age on the platforms used. Smaller libraries in East Linton, Gullane, Longniddry, Ormiston and Port Seton were restricted to 1 day opening per week December 2024 to March 2025 due to staffing capacity.
Number of library issues (borrowing) by children	!	21,119	23,289	20,934	24,127		Excludes eBook and eAudiobook lending as these aren't split by borrower type/age on the platforms used - all figures included within adult borrowing above. Smaller libraries in East Linton, Gullane, Longniddry, Ormiston and Port Seton were restricted to 1 day opening per week December 2024 to March 2025 due to staffing capacity.
Number of library issues to secondary school pupils	!	6,030	5,994	4,784	5,459		Knox Academy Library open part time until April 2025 due to absence. Ross High School Library open part time April-June 2025 due to vacancy.
Number of new library memberships for children	!	188	233	184	233		Smaller libraries in East Linton, Gullane, Longniddry, Ormiston and Port Seton were restricted to 1 day opening per week December 2024 to March 2025 due to staffing capacity.
Number of public computer sessions in libraries	!			1,895	2,771		This information is available from May 2025 only. Sessions in Wallyford include school and college classes as the library is a shared campus. Smaller libraries in East Linton, Gullane, Longniddry, Ormiston and Port Seton were restricted to 1 day opening per week December 2024 to March 2025 due to staffing capacity.
Number of Travel Passes issued	!	1,917	1,968	1,968	2,043		Smaller libraries in East Linton, Gullane, Longniddry, Ormiston and Port Seton were restricted to 1 day opening per week December 2024 to March 2025 due to staffing capacity.
Number of website page views	!	993,980	1,242,280	993,980	1,242,280		
Percentage Of FOI/EIR requests completed within timescale (%)							The Feedback and Information Governance Team are working under Business Continuity Arrangements. An action plan is in place to support the return to normal working practice and this will allow the collation of this performance information in future reports.

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
SCL_SD01 Number of attendances at indoor sports and leisure facilities	★	144386	151718	145340	142584	130000	<p>Total visits in Q2 (01/07-30/09/2025) is 142,584. This is broadly in line with what we would expect for sport centre visits in the summer quarter of the year. Figure slightly reduced versus Q1 as Loch Centre visits were enhanced in Q1 due to pantomime rehearsals and performances. Q2 25/26</p> <p>Access to Leisure = 539            Dry = 142,045            Golf = 9,195            Pitch = 55,413            Wet = 87,217  <b>TOTAL = 294,409</b></p>
SCL_SD02 Number of attendances at pools	▲	73197	80542	73543	87217	110000	<p>Total visits in Q2 (01/07-30/09/2025) is 87,217. This is very similar to Q2 2024/25 figures and represents the expected, and significant, jump versus Q1 25/26. Dunbar Leisure Pool was closed for 4 weeks in June 2026 (Q1) for essential repair works. Q2 is historically when most visitors to the swimming pools are seen as this quarter covers the summer months and school holidays. The Loch Centre Pool remains shut (since Jan'23) with likely reopening in May / Jun 2027.</p>
Uses/loans of project-based library resources by schools		14,767	7,339	7,330			Project loans are not provided in Q2 due to school term dates.

# Head of Children's Services

# 2025/26 Quarter 2 Performance Report

- Priority 1 Ensure the financial sustainability of the council through the delivery of approved savings and transforming the way we deliver services. (contributes to the long-term objective: Grow our Capacity)
- Priority 2 Target resources on statutory services and focus on the highest risks and those most in need. (sits under the long-term objective: Grow our People)
- Priority 3 Deliver key infrastructure, economic development and environmentally sustainable projects within available council resources and maximising external funding. (contributes to the long-term objectives: Grow our Economy and Grow our Communities)







## Key Strategic Delivery Plans and Actions: Quarterly Update







What we will do		Actions	Due Date	30 Sep 2025 Status	Comments
Priority 2	<input checked="" type="checkbox"/> Deliver the Councils Corporate Parenting Plan		Mar 2026	On target	<p>East Lothian's Champion's Board have helped rename the role and the board. Corporate Parents will now be called East Lothian Kin – which Champs feel is "less stuffy, official and more homely, relatable, warmer and more human". The board will now be chaired by Lesley Brown, Deputy Chief Executive and the well-established multi-agency working group continues to ensure the plan is in action.</p> <p>One priority for 2026 is relaunching the East Lothian Kin Ambassadors programme to improve who officers and Elected Members engage with Champs and other care experienced children. The board will also consider the results of the My Voice Matters survey and ensure they are informing future priorities</p>
	<input checked="" type="checkbox"/> Implement the Children and Young People's Services Plan 2023-2026	<p>Council Plan Action Plan Action Number 12 Ensure children's rights are placed at the heart of everything we do</p> <p>Council Plan Action Plan Action Number 14 Continue to embed the recommendations of the Independent Care Review to shift policy, practice and culture to #KeepThePromise</p> <p>Council Plan Action Plan Action Number 15 Embed trauma informed and trauma responsive practice into everything we do</p> <p>Council Plan Action Plan Action Number 17 Support carers and young carers to build resilience in order for them to sustain their caring role</p>	Mar 2026	On target	<p>The Children's Strategic Partnership (CSP) is carrying out a strategic needs assessment and seeking the views of children and young people to help inform the new plan. Children's rights, trauma responsive practice and Keeping the Promise continue to be key strategic and practice priorities, and we will embed the new Promise Framework in the reporting and governance structure of the CSP.</p> <p>This will help us to further evidence how we meet the Promise in East Lothian. Data and feedback continue to show that culture and practice changes (in line with The Promise) are well embedded with fewer children becoming accommodated and more kinship care arrangements in place when children cannot safely remain with a parent.</p>

## Key Performance Indicators: Quarterly Update

### Key to Icons

#### RAG status

-  Performance within target
-  Performance within tolerance levels
-  Performance outwith target / tolerance levels
-  Missing data
-  No target
-  No data or target

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
Actual outturn as a % of budgeted expenditure		111.6	109.7	99.1	100.2	100.0	
Average number of work days lost through sickness absence per employee (FTE)		7.0	11.7	3.1	7.6		Figures are cumulative. Total FTE employees is 171.76. FTE days lost is 1296.92
Balance of care for 'looked after children': % of children being looked after in the community		85%	76%	83%	83%		The percentage of children living in the community as a proportion of all children experiencing care is increasing. As part of our commitment to the Promise and Belonging to East Lothian, investment in whole family support is vital for building resilience within families and their wider network.
Children's Services referral data per 1000 East Lothian child population		21	23	25	26		Children's Services continue to experience high referral rates, indicating that families continue to experience significant challenges. A growing East Lothian population and the impact of child poverty are also contributing to the continued growth in referral rates.
Complaints - % complete in stage 1							The Feedback and Information Governance Team are working under Business Continuity Arrangements. An action plan is in place to support the return to normal working practice and this will allow the collation of this performance information in future reports.
Percentage of care leavers in education, training or employment		38%	38%	38%	38%		The number of care leavers in education, training and learning is affected by a number of factors including poor mental health resulting from early childhood trauma. Young people may also have limited access to family or practical support when transitioning to independence. These challenges make it harder for some young people to sustain education, training and employment compared to their peers. This is a continued area of focus for the Throughcare Aftercare team.

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
Percentage of children who are living in formal and informal kinship care each year.	!	56%	43%	51%	52%		Children's services are committed to support children to remain in family like settings. Kinship care can give children more stability and continuity in maintaining family relationships.
Percentage of children who have experienced 3 or more homes within the last year.							This indicator has been changed to bring it in line with the National Promise Framework. Work is underway to change reporting systems and this figure will be included in future returns.
Percentage Of FOI/EIR requests completed within timescale (%)							The Feedback and Information Governance Team are working under Business Continuity Arrangements. An action plan is in place to support the return to normal working practice and this will allow the collation of this performance information in future reports.
Proportion of young people who are eligible for aftercare services who are receiving services	!	33%	35%	35%	37%		Young people receiving aftercare all have an allocated throughcare and aftercare worker. Young people that are eligible but do not have an allocated worker can continue to access practical and financial assistance when they need it up until their 26th birthday.

# Head of Housing

# 2025/26 Quarter 2 Performance Report

- Priority 1 Ensure the financial sustainability of the council through the delivery of approved savings and transforming the way we deliver services. (contributes to the long-term objective: Grow our Capacity)
- Priority 2 Target resources on statutory services and focus on the highest risks and those most in need. (sits under the long-term objective: Grow our People)
- Priority 3 Deliver key infrastructure, economic development and environmentally sustainable projects within available council resources and maximising external funding. (contributes to the long-term objectives: Grow our Economy and Grow our Communities)

## Key Strategic Delivery Plans and Actions: Quarterly Update

What we will do		30 Sep 2025			Comments
	Actions	Due Date	Status		
Priority 1	<input checked="" type="checkbox"/> Homelessness Emergency Action Plan	Council Plan Action Plan no. 8  Reduce homelessness and number of those living in temporary accommodation.	Sep 2025	on going	A new Housing Emergency Action Plan has been developed which pulls all key actions relating to the Housing Emergency from our Local Housing Strategy together with our Homelessness Action Plan together. A new Cross Party Housing Group has been set up to monitor and provide strategic oversight.  Projects prioritised include: <ul style="list-style-type: none"> <li>• Setting up a Cross Party Housing Group</li> <li>• Changes to the allocations policy</li> <li>• Conversion of tenancies</li> <li>• Reducing our breaches to the Unsuitable Accommodation Order</li> <li>• Increasing the supply of affordable housing</li> </ul>







What we will do		30 Sep 2025			
		Actions	Due Date	Status	Comments
Priority 3	<input checked="" type="checkbox"/> Deliver the Councils East Lothian Local Housing Strategy (LHS) 2024-2029	<p>Council Plan Action Plan no. 20</p> <p>Work in partnership to provide suitable housing to enable self-care and independent living.</p> <p>Council Plan Action Plan no. 31</p> <p>Review the current Local Housing Strategy and complete the development and implementation of the new East Lothian Housing Strategy 2024-2029.</p> <p>Council Plan Action Plan no. 32</p> <p>Invest in delivering over 700 new council homes and continue working with our registered social landlord partners to deliver over 400 new homes for social rent.</p> <p>Council Plan Action Plan no. 33</p> <p>Continue to maximise funding and invest in homes to improve their energy efficiency to help reduce bills, prioritising the insulation and decarbonisation of all housing, helping to tackle fuel poverty as well as the climate crisis across all tenures.</p>	Sep 2025	on going	<p>A new Housing and Health Delivery Group has been established to ensure the actions specific to the Housing Contribution Statement are being delivered. This is monitored and reviewed through both the Strategic Planning Group and Housing Partners Group and reported through Council annually.</p> <p>Key priorities:</p> <ul style="list-style-type: none"> <li>- Core and Cluster strategic planning</li> <li>- Review of adaptations</li> <li>- Delivery of HSCP Dementia strategy actions</li> <li>- Delivery of wheelchair accessible housing</li> </ul> <p>Progress of our Local Housing Strategy is monitored through the Housing Partners Board which meets quarterly. An annual review and update is also presented to cabinet annually.</p> <p>Current projects / risks</p> <ul style="list-style-type: none"> <li>- Delivering empty homes framework</li> <li>- Acquisition and disposal strategy</li> <li>- Maximising the delivery of affordable housing target to meet 891 homes by 2029</li> </ul> <p>SHIP submitted to the Scottish Government at the end of October 2025 setting out a need for £120m investment to deliver 1370 affordable homes for rent. Based on resource planning assumptions of , programmed to deliver 350 units with subsidy and exploring options to deliver the remainder</p> <p>Secured £1.137m of funding from the Scottish Government to deliver energy efficiency measures in the private sector. In 24/25 we spent £1.135m of this fund to deliver EWI, Solar OV and Battery and CWI where required. This year we have secured a further £1.137m with a focus on delivering circa 50 Solar OV ad battery installations.</p> <p>Fabric first approach to council stock</p> <p>Developed an interim energy efficiency policy which we will bring to the cross party sustainability group</p>
	<input checked="" type="checkbox"/> Deliver the HRA financial and capital strategies			Jul 2026	on going







		30 Sep 2025		
What we will do	Actions	Due Date	Status	Comments
<input checked="" type="checkbox"/> Embed Trauma Informed practice across the council		Jul 2026	on going	<p>Training, policy and practice is being rolled out across the service with trauma informed training being mandatory for all.</p> <p>Key priorities include:</p> <p>Trauma informed training is mandatory for all housing staff A programme of policy review is being developed this year which will include a trauma lense</p>

## Key Performance Indicators: Quarterly Update

### Key to Icons

#### RAG status

-  Performance within target
-  Performance within tolerance levels
-  Performance outwith target / tolerance levels
-  Missing data
-  No target
-  No data or target

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
% of adaptations approved in council properties							Housing only receives approved adaptations, H&SCP would need to provide this data.
% of allocations to general needs		74%	75%	62%	62%	70%	General Needs includes homeless and housing list applicants. The figure is below target
% of allocations to homeless		53.0%	59.7%	48.7%	47.4%		Figures given are the percentage of total allocations to homeless each quarter. This is dependent on the balance between available supply and the nature of demand. Homeless households are prioritised where possible, however where there is no demand (noting a high % of single person homeless households) allocations may be made to transfer / housing list applicants.
% of allocations to LD							Clarification required, we do not hold data for learning disabled allocations
% of allocations to older people		20%	14%	24%	21%		Allocations where everyone in the household was age 55 or over at the start of the tenancy
% of allocations to transfers		19%	19%	35%	32%	25%	The % of allocations to transfer applicants is high, noting homeless households are prioritised where possible, however where there is no homeless demand (given a high % of single person homeless households), allocations may be made to transfer / housing list applicants.
% of offers refused for allocations to mainstream tenancies		22.5%	21.9%	19.2%	14.5%		These are the refusals for allocations to mainstream tenancies. Further work is taking place to better understand the reasons for refusals.
% of properties with a gas safety check within 12 months of a gas appliance being fitted or its last		100%	100%	100%	100%	100%	

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
% of properties with an electrical installation condition report (EICR) within five years of the las	★	100%	100%	100%	100%	100%	
% of properties with satisfactory equipment for detecting fire and giving warning in the event of fi	★	100%	100%	100%	100%	100%	
% of stock meeting SHQS	!	90	90	90	90		Whilst the percentage of properties meeting the Scottish Housing Quality Standard (SHQS) has remained broadly unchanged, this reflects ongoing survey and validation activity rather than a lack of progress. Day-to-day fluctuations occur as inspections identify new issues and completed works are verified, improving the accuracy of our dataset. These incremental changes often balance each other out, keeping the overall figure stable. ELC continues to perform strongly, remaining well above the Scottish local authority average of 83%.
% of tenants satisfied with repairs (QRT)	!	82%	89%	91%	86%		Cumulative to end Q2 is 88.89%, which is higher than the last 3 years performance and ahead of last year's Scottish Average of 86.75%
Actual outturn as a % of budgeted expenditure	★	105.3	120.1	95.1	94.3	100.0	The service is expected to operate within budget
Average length of time (days) to complete non emergency repair (QRT)	?	16	11	11		20	
Average length of time (hrs) to complete an emergency repair (QRT)	?	5.0	3.4	2.4		4.0	
Average number of days taken to let properties - OMA	●	342	82	87	38	40	Note that only 2 OMA properties were let in Q1 and 1 in Q2.
Average number of days taken to re-let properties - standard / temp	▲	74	57	90	90	40	Standard only
Average number of work days lost through sickness absence per employee (FTE)	!	10.0	13.5	3.0	6.7		Figures are cumulative. Total FTE employees is 293.08. FTE days lost is 1977.92
CH01 Number of homelessness cases	★	180	184	178	168	200	
Complaints - % complete in stage 1	★	42.1	47.4	57.1	69.5	100.0	Recent meeting with Feedback has highlighted that these figures are lower than need to be / reason being the completion form has not been submitted
No of days from household presenting as homeless to case closure	!	288	295	261	197		
Number of children in temporary accommodation	!	26	88	71	81		

Measure	RAG	Actual 31 Dec 2024	Actual 31 Mar 2025	Actual 30 Jun 2025	Actual 30 Sep 2025	Target 30 Sep 2025	Comments
Number of households with children or pregnant women in temporary accommodation	!	10	46	43	42		This figure shows a reducing trend from previous years. Note, this figure also includes pregnant women.
Number of rolling breaches of the unsuitable accommodation order	!	75	75	72	18		Significant reduction is due to interpretation of criteria. We have been reporting this incorrectly up until September this year. This figure continues to reduce.
Percentage Of FOI/EIR requests completed within timescale (%)	●	93.0	100.0	100.0	97.0	100.0	Figures provided by FOI Team