

Community Services - Priority Performance Indicators

Code	PI Title	Frequency	24/25 Baseline			25/26 target	Rationale for Inclusion	Link to LOIP priority
			2024/25			2025/26		
			Value	Target	Status	Target		
COM-BIP-01	Average length of time taken to re-let properties in the last year (days)	Monthly	115.2	75		75	To improve performance in housing allocations	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-02	Percentage of Antisocial behaviour cases reported and resolved	Quarterly	95%	85%		85%	To monitor anti social behaviour case management to increase tenant satisfaction levels.	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-03	Percentage of tenancy offers refused during the year	Quarterly	9%	30%		30%	Monitor number of offer refusals to ensure tenant/applicant requirements are met.	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-04	Rent loss due to void properties - Monetary Value	Monthly	£292,051.47	£130,000.00		£130,000.00	To reduce the level of void loss when properties are empty	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-05	Percentage of homeless decisions made within 28 days	Quarterly	97%	95%		95%	To increase the percentage of homeless decisions made within 28 days	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-06	Number of cases waiting less than 3 years for permanent housing as % of the total number	Quarterly	100%	95%		95%	Monitor homelessness waiting times to work towards Rapid Rehousing Transition Plan targets.	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-07	Percentage of new tenancies sustained for more than a year, by source of let	Quarterly	92%	95%		95%	Monitoring of tenancy sustainment to improve tenant satisfaction.	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-08	Total No. Nominations - EDC	Quarterly	62	96		96	To monitor the nomination target with RSL's.	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-09	Number of targeted underage sales test purchasing visits carried out for all age restricted products where enforcement responsibility lies with	Quarterly	30	40		40	Prioritised BIP performance indicator for Community Protection to reflect key Trading Standards & Licensing work priority in relation to underage sales.	East Dunbartonshire is a safe place in which to live, work and visit.

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	Trading Standards Team within Community Protection							
COM-BIP-10	Number of targeted decriminalised parking enforcement Initiatives and patrols (Including schools and residential areas) in response to complaints, service requests and intelligence received	Monthly	228	240		240	Prioritised BIP performance indicator for the Community Safety Team within Community Protection to measure performance in relation to the key work area of DPE.	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-12	Number of targeted co-production Initiatives jointly delivered by the Community Protection Service and Police Scotland	Quarterly	46	48		48	Prioritised BIP performance indicator for Community Protection to measure key work on delivery of joint Co-Production initiatives by officers from Community Protection and Police Scotland	East Dunbartonshire is a safe place in which to live, work and visit.
COM-BIP-13	Percentage of Environmental Health public health service request responses delivered within target timescales	Monthly	86%	85%		85%	Prioritised BIP performance indicator for Community Protection covering statutory service delivery in key Environmental Health work areas.	East Dunbartonshire is a safe place in which to live, work and visit.

