



Independent, Healthy and Active Lives

In previous years, we have used PK Performs to chart our performance against key performance indicators across the reporting period. However, the unprecedented impact of COVID-19 and the pandemic response makes the analysis of our performance trend more difficult to accurately capture. While this information will still be showcased in the charts below, given the disruption to service delivery and operation, a direct comparison to previous years is often not an appropriate method of gauging performance. When available, a direct comparison to the Scottish average is a more effective gauge of our performance across the last year.

Independent, Healthy and Active Lives

Percentage of properties meeting the Energy Efficiency Standard for Social Housing

What this indicator is about

The Energy Efficiency Standard for Social Housing (EESH) aims to improve the energy efficiency of social housing in Scotland. This aims to help reduce energy consumption, fuel poverty and the emission of greenhouse gases.

Why we measure it

Local authorities measure this indicator as a contribution to the reduction of carbon emissions 42% by 2020, and 80% by 2050, in line with the requirements set out in the Climate Change (Scotland) Act 2019. EESH is monitored by the Scottish Housing Regulator (SHR) which takes a risk-based and proportionate approach. Social landlords are required to provide the SHR with annual information on compliance

What can affect performance

Factors that can affect performance are linked to our Capital Investment Programme to Council housing. Our investment programme includes: wall insulation; heating; loft insulation; tanks and pipe insulation; secondary heating; condensing boilers; replacement glazing etc. The style and age of the property and whether is possible to connect to the gas network can also affect performance.

From 2021, the energy section of the SHQS has been changed. In order to meet the energy section of the SHQS, a dwelling has to meet EESH. EESH is, for gas and electrically heated properties, a much higher standard meet than the SHQS energy section. As a result, in 2021 many more properties fail to meet the new SHQS with 1,385 of the elemental failures as a result of not meeting the EESH requirements. The Scottish average for EESH compliance in 2019/20 was 87.3%

Comment on performance

As a result of the COVID-19 pandemic and remaining in line with the restrictions and guidance set out by the Scottish Government, much of the planned improvement work programmes were greatly restricted, and many have seen significant delays.

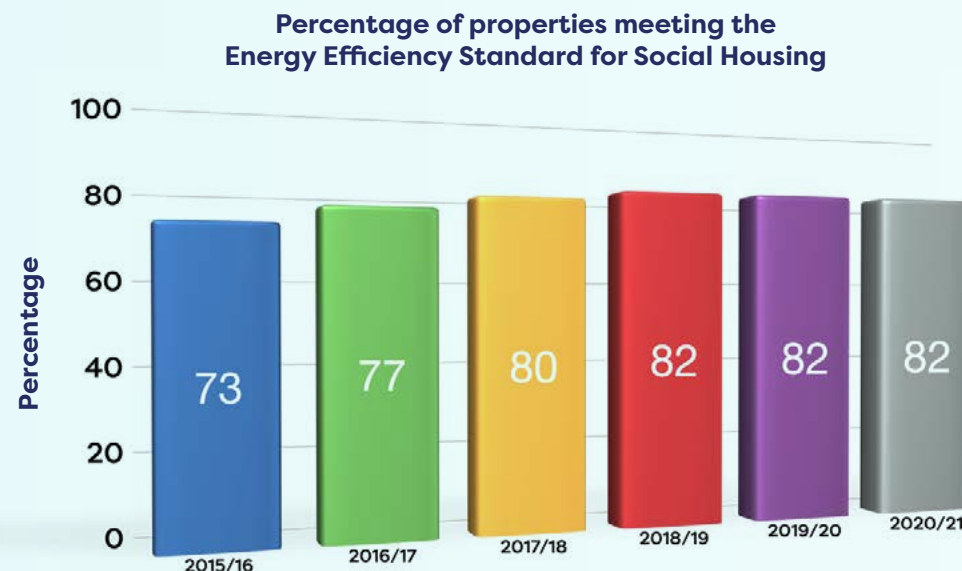
The impact of COVID-19 will continue to be seen in the 2021/22 return as work programmes recommence and resources are rescheduled. We are also experiencing an impact on demand for certain types of building materials and although we have contractors who have the resources to commence the works, in some instances the full programme of works is delayed due to the delivery timescales for key building elements.

How our performance compares to others

The National average for 2019/20 for this indicator was 87.3%.

Actions we are taking for continuous improvement

In 2021/22, the focus will be to address the properties failing the EESH criteria and this will be delivered mainly through our 'energy efficiency' programme, 'heating/insulation' programme and 'external refurbishment' programme.



Independent, Healthy and Active Lives

Percentage of tenants satisfied with the overall service provided

What is this indicator about

This indicator measures the overall tenant satisfaction of services provided by Perth & Kinross Council.

Why we measure it

The need to capture satisfaction levels across all aspects of the services we deliver is essential. We use this information to ensure we understand our tenants' views so we can continue to deliver high-quality services.

This indicator forms a part of the Annual Return on the Charter which is submitted to the Scottish Housing Regulator. This information is updated every three years as part of our overall tenant satisfaction survey.

What can affect performance

Performance can be affected by tenants who have experienced dissatisfaction with services provided and customer-service expectations.

Comment on performance

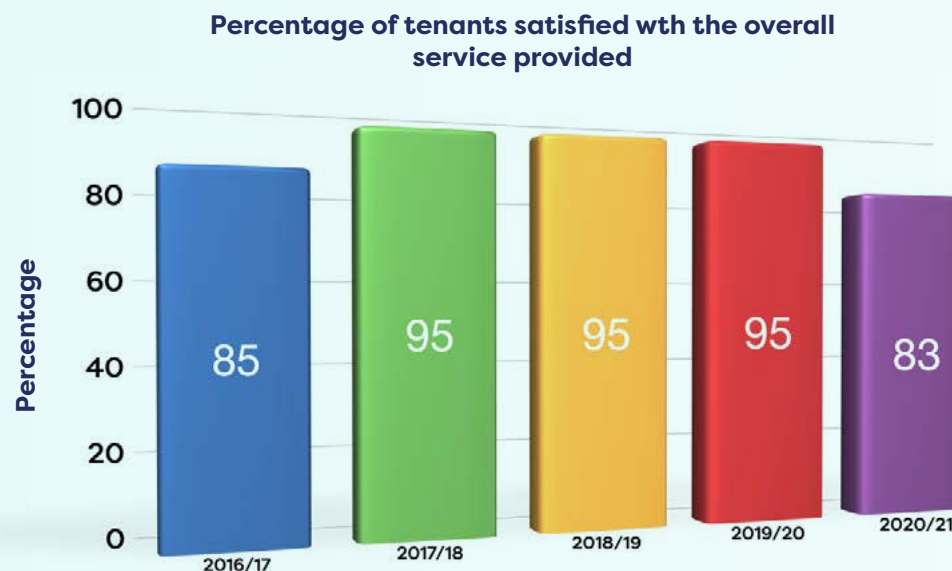
Our satisfaction levels for all but one of our indicators (Value for Money) have decreased since our previous survey. Like many other local authorities and registered social landlords, feedback has been influenced by the restrictions placed on service delivery because of the pandemic and the reliance on telephone surveys.

How our performance compares to others?

The National average for 2019/20 for this indicator was 89.2%.

Actions we are taking for continuous improvement

The feedback we have received however from our tenants has provided us with valuable information about a range of matters relating to their priorities, wider environmental issues, and the services we provide to them. We have prepared and are progressing an improvement action plan to address the feedback received.



Independent, Healthy and Active Lives

Percentage of tenants satisfied with opportunities given to them to participate in the landlord's decision-making

What is this indicator about

This indicator measures tenants' satisfaction with their involvement/participation in the landlords' decision-making process.

Why we measure it

The need to capture satisfaction levels across all aspects of the services we deliver is essential. We use this information to ensure we understand our tenants' views so we can continue to deliver high-quality services.

We measure this indicator as part of the Annual Return on the Charter which is submitted to the Scottish Housing Regulator. This information is updated every three years as part of our overall tenant satisfaction survey.

What can affect performance

Performance can be affected by tenants who have experienced dissatisfaction due to feeling unable to participate in landlord decision-making. Tenants and service users influence how we shape and deliver services and determine our rent levels and rent setting priorities.

Comment on performance

Our satisfaction levels for all but one of our indicators (Value for Money) have decreased since our previous survey. Like many other local authorities and registered social landlords, feedback has been influenced by the restrictions placed on service delivery because of the pandemic and the reliance on telephone surveys.

How our performance compares to others

The national average for 2019/20 for this indicator was 87.2%.

Actions we are taking for continuous improvement

The feedback we have received however from our tenants has provided us with valuable information about a range of matters relating to their priorities, wider environmental issues, and the services we provide to them. We have prepared and are progressing an improvement action plan to address the feedback received.

Percentage of tenants satisfied with opportunities given to them to participate in the landlord's decision-making



Independent, Healthy and Active Lives

Percentage of people aged 18+ with intensive social care needs receiving care at home

What this indicator is about

This measures the number of older adults (18+) receiving either personal care at home or direct payments for personal care as a percentage of the total number of adults needing care. Care needs are defined as:

- long-stay care home residents;
- receiving continuing care from the NHS;
- receiving long-term complex clinical care in a hospital setting;
- receiving help with personal care at home;
- receiving direct payments for personal care.

Why we measure it

This is one of the core suite of integration indicators as set by the Scottish Government. People want to stay at home for as long as possible. Not only is this understandable from their personal perspective, there is also significant evidence that this helps them remain more independent for longer. This makes it a priority to ensure that home care and support for people is available, particularly those with high levels of care needs.

What can affect performance

Local availability of appropriate care services, and accommodation; as well as personal factors such as individuals' dependency levels, whether they live alone, and whether they have a carer can impact on this indicator.

Comment on performance

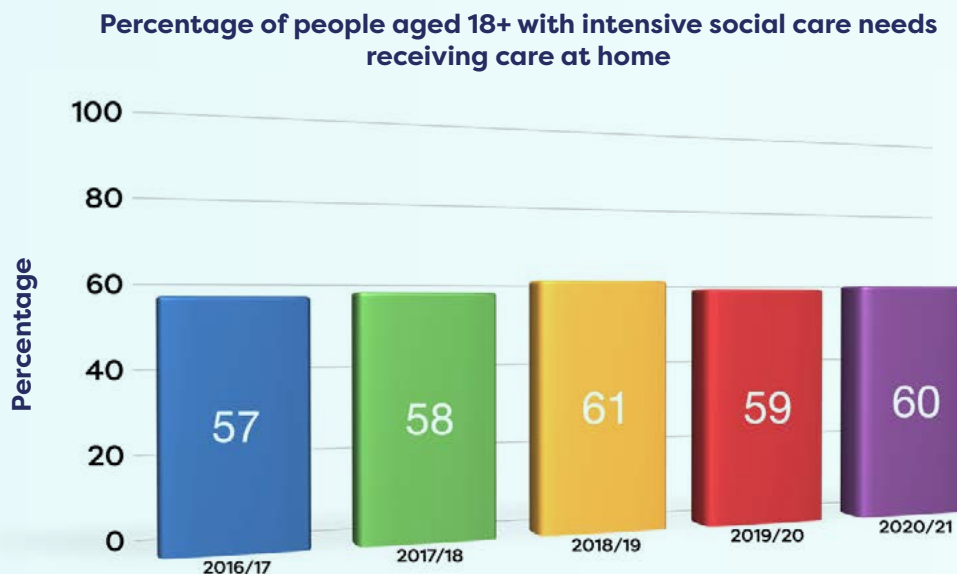
Our performance against this indicator is broadly stable with a small increase since last year.

How our performance compares to others

We are 3.37% below the Scottish average value of 62.90%. This is however likely to have been influenced by data issues which have now been resolved and should lead to improvement in future years.

Actions we are taking to improve performance

We are testing an enhanced approach to Care at Home, designed to provide a 'step up' and 'step down' from hospital-type service, supported by regular and more in-depth contact with individuals either at home or in hospital. This Enhanced Carer role will provide intensive support for a short time and links individuals to other community-based resources which could be sustained for a longer period. Over the coming year we will be focusing on ensuring that providers have the support they need to continue to provide these essential services, including access to PPE, continued enhanced financial support as per the guidelines as well as ensuring that effective testing and infection control is in place.



Independent, Healthy and Active Lives

Percentage of adults supported at home who agreed that they are supported to live as independently as possible

What this indicator is about

Results from the Health and Care Experience Survey (HACE) give a snapshot about people's experiences of using their GP practice; aspects of care and support provided by local authorities and other organisations; and caring responsibilities and related support. This indicator focuses on how people feel about the support provided and how it enables them to live independently at home.

Why we measure it

This is one of the core suite of integration indicators as set by the Scottish Government and is carried out by HACE every two years. This indicator reflects whether people who need support feel that it helps them maintain their independence as much as possible.

What can affect performance

The quality and availability of care and housing services may have an impact on this measure and people's response. When carrying out satisfaction surveys caution has to be taken, for example, people who are more likely to respond to surveys are those who feel very strongly either way, therefore outputs may be skewed.

Comment on performance

Our performance is stable at 82%.

How our performance compares to others

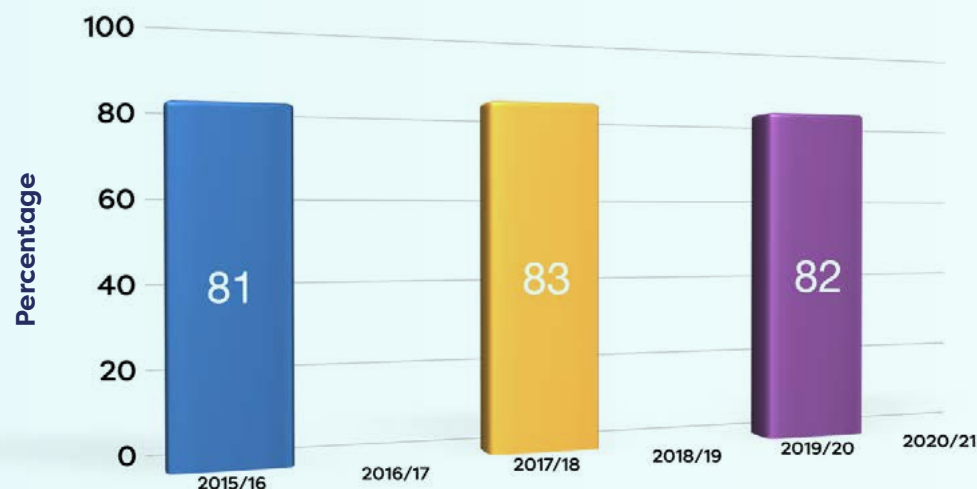
We outperform the Scottish average of 80.80% by 1.50%.

Actions we are taking for continuous improvement

We are testing an enhanced approach to Care at Home, designed to provide a 'step up' and 'step down' from hospital-type service, supported by regular and more in-depth contact with individuals either at home or in hospital.

This Enhanced Carer role will provide intensive support for a short time and links individuals to other community-based resources which could be sustained for a longer period. Over the coming year we will be focusing on ensuring that providers have the support they need to continue to provide these essential services, including access to PPE, continued enhanced financial support as per the guidelines as well as ensuring that effective testing and infection control is in place.

Percentage of adults supported at home who agreed that they are supported to live as independently as possible



Independent, Healthy and Active Lives

Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000 population

What this indicator is about

This is a measure of how long people are remaining in hospital when they have been deemed clinically fit for discharge, in other words, delayed discharges. The data is taken as a midnight bed count census and is limited to those aged 75 and over.

Why we measure it

This is one of the core suite of integration indicators as set by the Scottish Government. People should not have to wait unnecessarily for more appropriate care to be provided after treatment in hospital. Waiting unnecessarily in hospital is a poor outcome for the individual, is an ineffective use of scarce resources and potentially denies an NHS bed for someone else who might need it.

What can affect performance

Older people admitted to hospital are more likely to be delayed there once their treatment is complete. This, in turn, is particularly bad for their health and independence. Carer availability in the community along with seasonal illness and extreme weather events are key factors that can have an impact on performance.

The COVID-19 pandemic has had a significant impact in terms of the overall level of unplanned admissions to hospital, as well as a significant reduction in planned care.

Comment on performance

For 2020/21, the rate of delayed discharge per 1,000 population has reduced from 502 in 2019/20 to 199 in the 12 months to March 2021, a 60.36% reduction.

How our performance compares to others

We have outperformed the Scottish average of 488.

Actions we are taking for continuous improvement

We will continue to develop our 'SWITCH Team', which provides short-term in-house Care at Home to provide early supported discharge out of hospital, prior to the involvement of external care providers.

Number of days people aged 75+ spend in hospital when they are ready to be discharged per 1,000 population



Independent, Healthy and Active Lives

Proportion of the last 6 months of life spent at home or in a community setting

What this indicator is about

This indicator looks at the percentage of time spent by people in the last six months of life at home or in a community setting. It is derived from the National Records of Scotland death registration and acute hospital (including geriatric long stay) and mental health inpatient data to calculate the proportion spent outside hospital.

Why we measure it

This is one of the core suite of integration indicators as set by the Scottish Government. The indicator should ideally represent the wishes and choices for patients and their carers, and also demonstrate the effectiveness of having a planned approach to end of life care.

The last six months of life was chosen as this is the period when most hospital admissions occur, and the period when clinicians would tend to plan end of life care if the patient was not expected to live longer than 6 months.

What can affect performance

Factors that can affect performance include patient and carer wishes, staff availability, bed availability and larger than normal numbers of seasonal illness.

Comment on performance

Our performance has remained steady.

How our performance compares to others

We are level with the Scottish average value of 90.1%.

Actions we are taking for continuous improvement

We continue to make sustained investment in community services.

Proportion of the last 6 months of life spent at home or in a community setting



Independent, Healthy and Active Lives

Percentage of carers who feel supported to continue in their caring role

What this indicator is about

Results from Health and Care Experience Survey (HACE) give a snapshot about people's experiences of using their GP practice; aspects of care and support provided by local authorities and other organisations; and caring responsibilities and related support. This measure indicates how carers feel about how they are supported to continue in their caring role.

Why we measure it

This is one of the core suite of integration indicators as set by the Scottish Government. This indicator reflects the fact that health and social care services need to be planned and delivered with a strong focus on the wellbeing of unpaid carers.

What can affect performance

We know many people who provide an unpaid caring role may be unaware of the support they could receive so we want to radically improve support for carers, particularly access to flexible respite.

When carrying out satisfaction surveys caution has to be taken, for example, people who are more likely to respond to surveys are those who feel very strongly either way, therefore outputs may be skewed.

The COVID-19 pandemic impacted on unpaid carers as many of the usual supports and services they depend upon, such as peer support groups, paid carers and day care services, were disrupted or became less available.

Comment on performance

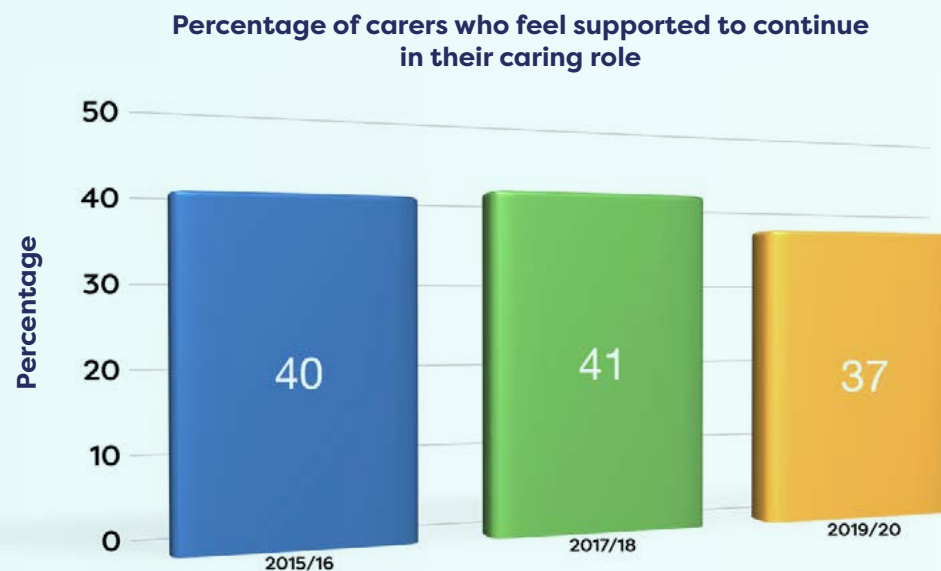
Our performance has seen a small decrease since 2015/16.

How our performance compares to others

We have outperformed the Scottish average by 2.4 percentage points.

Actions we are taking to improve performance

We have run a number of Unpaid Carer surveys and responses and comments are being analysed and shared internally. This analysis will help us to better understand what support for carers is the most helpful in enabling them to fulfil their caring role.



Note: axis has been adjusted to display changes over time more clearly

Independent, Healthy and Active Lives

Percentage of residents satisfied with local leisure facilities

What this indicator is about

This indicator is part of the Local Government Benchmarking Framework suite of indicators. The data comes from the national household survey.

Why we measure it

It is important to understand how satisfied residents are with our leisure facilities.

What can affect performance

Changes to service provision and resident expectations can affect performance values.

Comment on performance

Our performance has been steady, however we are slightly down from last year.

How our performance compares to others

We continue to outperform the Scottish average of 70%.

Actions we are taking to improve performance

We will continue to monitor satisfaction levels of our services as part of the Local Government Benchmarking Framework in addition to local feedback which monitors local trends and targets.

Percentage of residents satisfied with local leisure facilities



Independent, Healthy and Active Lives

Number of attendances to pools, indoor and outdoor sport and leisure facilities

What this indicator is about

We measure statutory provision of sport and leisure services as part of the Local Government Benchmarking Framework.

Why we measure it

We use this data to inform investment and service priorities including wider health and wellbeing priorities, and to support continuous improvement.

What can affect performance

- Building closures
- Market competition from private leisure facilities
- Changing customer needs and priorities
- Funding

Comment on performance

The number of attendances to pools, indoor and outdoor sport and leisure facilities has seen a decline in 2020/21. This is due to the impact of COVID-19 and the closure of Perth Leisure Pool, due to major flood damage in August 2020.

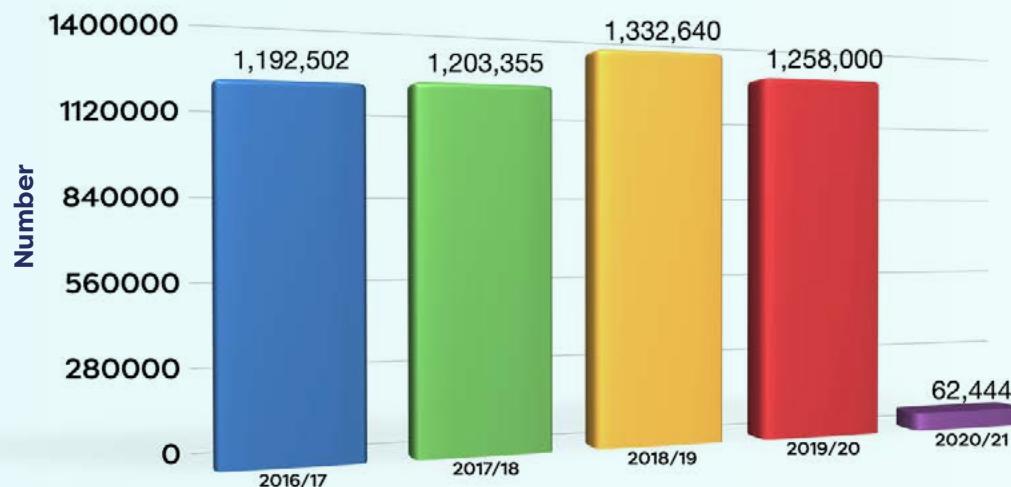
How our performance compares to others

It is difficult to make comparisons for this indicator in 2020/21 as there was varying accessibility of facilities across local authority areas, due to alternating restriction tiers/levels in place as a result of the pandemic.

Actions we are taking for continuous improvement

Our arms-length delivery provider Live Active Leisure is developing new business models in light of COVID-19 impact. Future capital investment is under consideration by the Council. New KPIs for 2022/23 onwards with a strengthened focus on health and wellbeing and health equality will be developed and implemented.

Number of attendances to pools, indoor and outdoor sport and leisure facilities



Independent, Healthy and Active Lives

Total number of households who have presented to the Council as homeless

What is this indicator about

This indicator is a count of the number of households presenting to the Council as homeless.

Why we measure it

The data is collected to measure the levels and potential fluctuation in homeless presentations. The indicator is also reported to the Scottish Government on a quarterly basis to monitor the national trends.

What can affect performance

Changes over time can be driven by the economy, legislation, policy and practice. A proactive approach to early intervention and prevention through a range of measures including the integrated schools programme, family mediation, our hospital and prison discharge protocols and personalised budgets has led to a year-on-year reduction in the overall number of households presenting as homeless.

Comment on performance

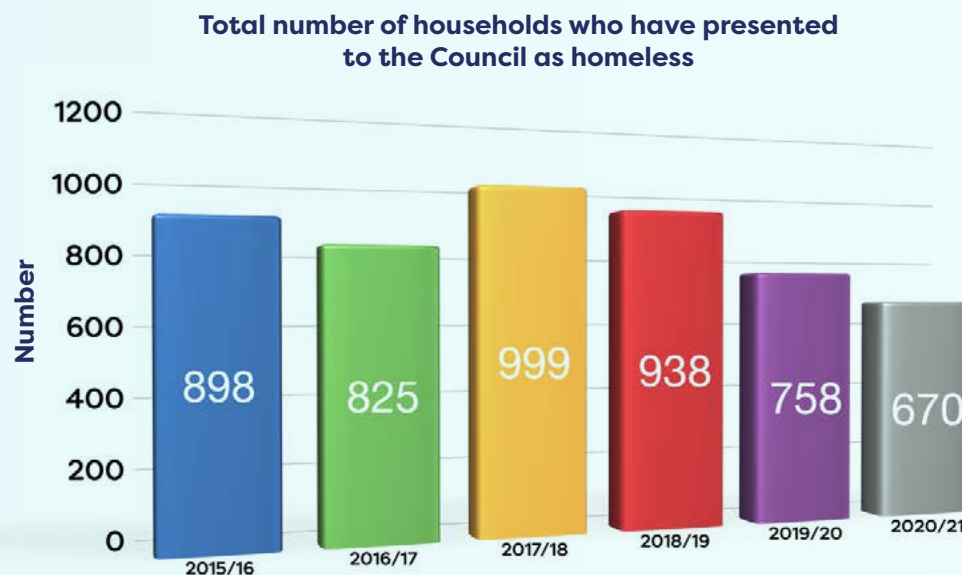
There were 88 fewer households presented to the Council as homeless in 2020/21. This is in line with the downward trend we have seen since 2017/18. This indicator may also have been influenced by restrictions around evictions which were put in place as a result of COVID-19.

How our performance compares to others

There is no comparative data for this indicator at present.

Actions we are taking for continuous improvement

We will deliver a full range of housing options and homelessness services ensuring that the disruption caused by the pandemic and associated restrictions is minimised and homelessness prevented where possible.



Independent, Healthy and Active Lives

Number of applicants assessed as homeless

What is this indicator about

Following a homeless application, this indicator measures the number of people who have been assessed as homeless.

Why we measure it

The data is collected to measure the levels and potential fluctuation in households assessed as homeless. The indicator is also reported to the Scottish Government on a quarterly basis.

What can affect performance

Changes over time can be driven by the economy, legislation, policy and practice. A proactive approach to early intervention and prevention through a range of measures including the integrated schools programme, family mediation, our hospital and prison discharge protocols and personalised budgets all act to reduce the quantity of applicants assessed as homeless.

Comment on performance

We have seen a reduction in the number of applicants assessed as homeless in 2020/21. This is in line with the downward trend ongoing since 2017/18.

How our performance compares to others

There is no comparative data for this indicator at present.

Actions we are taking for continuous improvement

We will continue to implement our Recovery and Renewal Plan as the restrictions ease and consider what a 'new normal' will look like for service delivery and ways of working

Number of applicants assessed as homeless



Independent, Healthy and Active Lives

Percentage of allocations to homeless households in permanent settled accommodation

What is this indicator about

This indicator measures the percentage of allocations the Council makes within the year to homeless households.

Why we measure it

Councils should secure settled accommodation for statutorily homeless applicants as soon as possible and should minimise any unavoidable period in temporary accommodation. Local authorities should make sure that homeless applicants are given enough priority to make sure that they secure settled housing quickly.

What can affect performance

Performance can be affected by the applicants' individual circumstances, requirements and preferences and our available properties, property sizes, location and suitability.

Comment on performance

The target for allocations to homeless households is an indicative measure included in the Common Allocations Policy. We have reduced the backlog of homeless applicants waiting for an offer of housing to around 30.

How our performance compares to others

There is no comparative data for this indicator at present.

Actions we are taking for continuous improvement

The end-of-year position is that 46% of Common Housing Register general needs lets have gone to homeless applicants in 2020/21. This is slightly lower than the indicative 'target' of 50% in the Common Allocations Policy. However, the backlog of homeless applicants waiting for an offer of accommodation is now so low that it is impossible to allocate more vacancies to homeless applicants.

