

Communities



Service Annual Performance Report 2022/23

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INTRODUCTION

We are pleased to present the Annual Performance Report 2022/23 for Communities. As you would expect, the last 12 months have again been challenging for our Service as we continued to respond to the cost-of-living crisis and recovered from the huge disruption caused by Covid-19.

As we emerge from the pandemic, we have found ourselves presented with a new set of equally challenging circumstances. The significant rise in the cost-of-living affects everyone in Perth and Kinross but in particular by the most vulnerable people in our communities. We have played a key role in helping to protect people from escalating costs, and as you can read in this report, we have already started a wide range of work to support people who are finding themselves in financial hardship.

We allocated £171,000 of Warm Spaces funding, provided by the Council, for 85 groups across Perth and Kinross, these have offered a range of welcoming and supportive venues for people to make use of throughout the winter.

Our Housing Service has worked with Perth Citizens Advice Bureau to provide financial assistance to 926 of our tenants who found themselves in financial hardship, minimising the impact of the cost-of-living crisis on these people and their families.

We have continued to co-ordinate the response to child poverty across Perth and Kinross through our Local [Child Poverty Action Plan](#). This highlights the major partnership effort across Perth and Kinross to help and support families facing poverty. Our Anti-

Poverty Task Force was set up following Council approval in September 2022 and comprises of members from the Third Sector, Police Scotland, NHS Tayside, elected members, the Chief Executive and Senior Officers.

Through the Scottish Government Parental Employment Support Fund (PESF), we have also created a small team to support parents into work, and with support if they are currently in low paid employment.

The Cross Tay Link Road (CTLR) is the central element of the Perth Transport Futures Project and is the biggest infrastructure project ever undertaken by Perth & Kinross Council. The Cross Tay Link Road will address the long-term transportation needs of the area, promote economic growth and address issues of congestion and pollution in Perth city centre. The project will facilitate investment of £174 million in new commercial space in the area and bring the prospect of more than 5,000 new jobs to the area. Phase 2 of the project is already underway, including the new 3-span bridge across the River Tay, and is due to be completed in 2025. In addition, there are a number of community benefits in place, with a range of activities already undertaken.

Council approved our Physical Activity and Sports Strategy in December 2022, and the one-year Action Plan focuses on increasing participation in physical activity and sport to help the positive mental and physical wellbeing of residents of Perth and Kinross.

Perth & Kinross Council was one of the first local authorities in Scotland to support the Scottish Government's declaration of a Climate Emergency. The Service plays a lead role in supporting the Council's climate change strategy. We produced our first annual report to Council in September 2022, and it was noted that there has been significant progress across the eight climate action themes. This includes the establishment of a Climate Change Commission which has 25% of its membership made up of young people. We have expanded the range of energy advice services available to residents through our partners [Save Cash and Reduce Fuel](#) (SCARF) and also completed the Electric A9 Project. The Council is already investing resources in its revenue and capital budgets to adapt its estate to meet the demands of the climate change agenda.

Barbara Renton - Executive Director

Clare Mailer - Executive Lead Strategic Planning and Transformation

All local authorities will continue to face financial challenges in the future, and so one of our priorities will be to grow collaborative working opportunities with other Councils and partners to unlock efficiencies, share best practice and allow us to offer services to our communities that could otherwise be unachievable in the current financial climate. The Service will continue to play a key role in taking this agenda forward.

Despite the major challenges ahead, we continue to look to the future, confident that our dedicated and skilled staff will continue to offer high-quality services that will make Perth and Kinross the best place it can be within the resources at our disposal.

GIVING EVERY CHILD THE BEST START IN LIFE AND DEVELOPING EDUCATED, RESPONSIBLE, AND INFORMED CITIZENS

Performance Summary for 2022-23

The cumulative impact of our work during the year has been significant. We have worked to mitigate the impacts of Child Poverty on our children and their families. This has included working across the organisation and with our community partners to provide opportunities to develop skills, maximise income and employment opportunities. This is further supported by the principles and ethos of the Perth & Kinross Offer which has our communities at the heart.

Update on Priority Actions 2022-23

Work with other services and partners to mitigate the impact of the cost-of-living crisis on our residents, including preventing homelessness wherever possible. This will include narrow inequalities gaps and demonstrate a consistent and systematic approach to prevention, early intervention, and fairness

(Housing & Social Wellbeing Committee)

A partnership approach involving Perth and Kinross Council (PKC)'s employability and welfare rights teams, Perth Citizens Advice Bureau (CAB), other third sector and community-based organisations, and private sector employers has resulted in the delivery of employability skills training and support packages, incentivised work placements, employment support including access to childcare, housing, and income maximisation. In addition, an Anti-Poverty Task Force has been set up involving PKC, third and private sector partners to champion the reduction of poverty and associated stigma in Perth and Kinross.

Increased focus on supporting parents into work to lift families out of poverty by removing the barriers to employment and maximising income for struggling families. This approach has resulted in

- 817 people receiving employability support, and 290 finding or sustaining employment as a result.
- The delivery of 6394 childcare places across the public and third sector.
- Securing client financial gain of £5.3m by promoting income maximisation and cash first approaches.

Members of the Task Force also expanded the use of the Perth Gift Card to Local Supermarkets allowing those eligible the same choice and access to food without stigma in line with the Cash First principles.

Since its introduction in April 2018, the Housing Service has spent over £950k and supported 1,725 council tenants through the Tenancy Sustainment Fund. This has helped tenants keep their home and better deal with the cost-of-living pressures. Through the Think Yes budget of £30k, frontline housing staff have been empowered to respond quickly and effectively to support 167 tenants who faced a situation which could impact on their ability to keep their tenancy.

A dedicated financial hardship project with CAB has supported 926 tenants in financial difficulties or facing financial hardship to access specialist money advice and to minimise the impact of the cost of living and prevent some from losing their home.

The Rattray Community Group was formed as a small post-covid recovery initiative project that encouraged community members to get together in a safe environment after the long months of social isolation due to Lockdown.

Support and assistance through SCARF have helped 495 households and residents be better informed about energy efficiency measures and provided support to help reduce in reducing their energy bills.

We have maintained our rents at affordable levels, 9% lower than neighbouring authorities and 23% lower than local Housing Associations. This ensures that 85% of residents can afford the rent based on their income, without taking into account any housing benefit they may receive.

We are recognised as sector leading in supporting tenants against mould and damp which has become an issue nationwide due to the cost-of-living crisis.

Taking forward the actions within our Local Child Poverty Action Plan

(Housing and Social Wellbeing Committee)

An anti-poverty task force has been set up following Council approval in September 2022 and has a remit to champion the reduction in poverty levels and associated stigma in Perth and Kinross. The task force comprises of members from the third sector, local business, Police Scotland, NHS Tayside, elected members, the Chief Executive and Senior Council Officers.

To date, there have been a number of actions including the mapping of poverty across Perth and Kinross landscape, development of a communications plan, and building relationships to improve collaboration with CAB, Welfare Rights and the third sector.

Moving forward, the task force will influence across all sectors and communities to drive activity to address challenges highlighted within the agreed key themes and focus on employability based on clear actions.

Through the Scottish Government Parental Employment Support Fund (PESF), we have created a small team of 2 key workers to support parents into work and with progression if they are currently in low paid employment. We provide support with training, skills and job search, and signpost clients to other relevant support including childcare, housing, and welfare rights.

We have supported 78 clients who are seeking work, and 30 who are currently in work, with 10 receiving our new Elev8 training grant. Parents can also access other programmes and funding including Skills academies and the Skills Passport.

Delivering on the actions within our Rapid Rehousing Transition Plan to ensure our continued success in tackling homelessness

(Housing and Social Wellbeing Committee)

2022/23 presented challenging conditions for delivering homelessness services. There was a 21% increase in all homeless presentations. This was due to the demand associated with post-pandemic conditions, cost of living pressures and a reduction in housing supply with less new-build completions and significantly reduced turnover of existing stock. However, despite the ongoing challenges:

- Through Home First, we have minimised the number of children living in temporary accommodation and continue to be one of the leading authorities in Scotland in this area.
- We have minimised the impact of the increase in homeless presentations on the average duration of homelessness through the continued use of targeted prevention measures.
- To support households to quickly move into their new homes, we increased our starter and furniture packs, spending around £50,000 of our allocation of Scottish Government Rapid Rehousing Transition Plan (RRTP) funding to provide essential goods.

- Through our 'Property Ready' and 'Prevention' Funds, we assisted around 300 people with essential goods to enable them to successfully move into their new home.

We launched a new self-serve, online Housing Options service, making it easier for people to access a range of housing options.

Void management including the allocation, preparation and relet of our housing stock is a cross service process. To improve our performance and ensure applicants and tenants are rehoused quickly, we have introduced a project planning approach for each individual void property.

Tackle inequalities in Coupar Angus. The Community Planning Partnership (CPP) identified Coupar Angus as a pilot for new ways of working which addressed inequalities in the town. (Additional focus area)

(Housing and Social Wellbeing Committee)

We worked with Community Planning Partners and commissioned Iconic Consulting to develop a new Town Centre Action Plan for Coupar Angus to address priority issues including health and wellbeing, poverty, social isolation, and employability. We also supported Forward Coupar Angus to stabilise its governance and financial position and secure/protect community assets for the future.

Through the Place Based Investment Fund, we have supported the creation of the new Strathmore Community Hub which is proving to be a popular asset for the local community. Since opening in September 2022, it has already hosted over 90 events, with over 300 hours of bookings secured, including weekly soup lunches and a community fridge.

Provide adult learning opportunities to increase employability and participation (Additional focus area)

(Housing and Social Wellbeing Committee)

Culture and Communities service and the Adult Learning Partnership engaged with 569 learners from April – December 2022, including refugees and people seeking asylum and those experiencing substance misuse or mental health issues.

Thematic Review of Community Learning and Development by Education Scotland

(Housing and Social Wellbeing Committee)

In Spring 2022, Education Scotland conducted a thematic review of the role played by Community Learning and Development (CLD) in Perth and Kinross to support post-Covid recovery in communities and how partnership practice was evolving in response.

The review highlighted significant strengths in relation to supporting/ growing volunteer capacity, continued through the PKC Volunteer Upskilling Fund which enabled volunteers and community groups to access a wide range of training opportunities.

An area highlighted for improvement was our approach to volunteering. As such, we have progressed this and are currently working on developing a consistent approach to volunteering across Perth and Kinross Council.

PROMOTING A PROSPEROUS, SUSTAINABLE, AND IN INCLUSIVE ECONOMY

Performance Summary for 2022-23

The impact of our work during 2022/23 has been to sustain businesses and communities through the provision of timely, comprehensive advice, guidance, and financial support by mitigating as far as possible the continuing impacts of the pandemic, addressing the equalities gap, maximising income, and keeping rents affordable in order to support both individuals and the local economy.

Update on Priority Actions 2022-23

Support business to grow and attract investment and higher value jobs into Perth & Kinross as outlined within the Economic Wellbeing Plan

(Environment, Infrastructure & Economic Development Committee)

We developed the Outline Business Case for Perth Eco-Innovation Park at Perth West to attract Scottish and UK Government's funding and lever private investment. The Project aims to support place based and business innovation within the Clean Growth sector to create higher value jobs. The Project is part of Tay Cities Clean Growth cluster initiative. Council has approved funding of £10 million towards the cost of delivering enabling works for Phase 1 of the Perth Eco Innovation Park.

We supported the deployment and use of digital fibre network to support business innovation and growth.

We have also worked with the Business Gateway contractor, Elevator, to deliver a series of business accelerators with a focus on sustainable growth

and resilience, "Winter Warmers" and "Build, Run, Scale," and "Big Ideas," a programme of entrepreneurial challenges in conjunction with Perth College UHI. We delivered financial assistance schemes to businesses including the Market Development Grant aimed at internationalising businesses, the Micro Enterprise Fund, the Green Capital Recovery Fund, and Business Crowdfunder.

Ensuring delivery of key infrastructure projects to support the local economy including the Cross Tay Link Road and the redevelopment of Perth City Hall as a cultural attraction

(Environment, Infrastructure & Economic Development Committee)

Stage One of the Cross Tay Road Link (CTLR) was successfully completed in September 2022, enabling Stage Two of the contract to proceed. Works are progressing well with completion estimated at Spring 2025 as per the current programme. A programme of community benefits is also in place with a significant number of activities already undertaken.

The Broxden – Low Carbon Transport Hub project started on site at the Broxden Park & Ride site in October 2022. Once fully completed there will be 41 EV charging spaces available offering a mix of charging speeds to suit the diverse usage patterns of EV users. The EV chargers will be supported by on-site solar renewable energy generation and battery system, managed, and controlled by a smart energy management system to provide a sustainable EV charging hub that will reduce carbon emissions and energy costs for the council.

We continued to deliver the new Perth Museum project scheduled to open in spring 2024.

The long-term vision for active travel is to make walking or cycling the most popular choice for shorter everyday journeys, by making it safer, easier, and available to everyone. During 2022/23 we invested £1,012,000 in

active travel infrastructure to encourage residents and visitors to walk and cycle in Perth and Kinross.

Scotland's Road Safety Framework to 2030 sets out a long-term vision for road safety where there are zero fatalities and injuries on Scotland's roads. During 2022/23 we invested over £200,000 in Vehicle Activated Signs to encourage drivers to reduce their speed on the roads in Perth and Kinross.

Through additional Council investment the road condition continues to improve year on year. Since 2019, 159km of road is in a better condition than previously, a net improvement of 6.4%.

A particular focus on city and town regeneration as well as employability and skills to support income equality
(Environment, Infrastructure & Economic Development Committee)

36 grants were approved for city and town centre retail/hospitality premises improvements through the Open for Business Fund, typically for façade enhancements. Additionally, 13 projects were approved through the Adapt Your Property Fund to repurpose vacant premises into other commercial or residential use, and the Vacant Property Feasibility Fund has provided support to 20 projects.

Through the Scottish Government funded Place Based Improvement Programme grant support was approved for Civic Space at Ropemakers' Close in Perth, Rannoch Hub, River Tay Way hub at Aberfeldy, demolition of the Clachan and Quality Café in Perth. Ongoing support is being provided to the Tayside YMCA for the Y Centre regeneration project including management of Regeneration Capital Grant Fund (RCGF) funding, additional Council revenue funding and sourcing of further funding support to bridge the remaining shortfall.

The Vacant Property Team were able to support the £1.5m project for 23-31 South Methven Street which has brought approximately 900m² of disused commercial space back into use, whilst directly creating 32 high skilled jobs.

Employability & Skills Actions delivered include:

- Employer Recruitment Incentives – creating 86 jobs (over last 2 years 136 places created with nearly 80% of individuals moving into permanent employment).
- 38 Long term unemployed clients supported into 6 month paid work placements.
- Created an £800K Employability Challenge Fund – 8 projects delivering across a wide range of skills initiatives and employability support.
- A pilot CodeClan Youth Academy in March 2023 – supported 6 young people to develop coding and software development skills.

We co-ordinated the delivery of the Volunteer Upskilling Fund, enabling 593 volunteers to access training and learning to build their individual and groups' capacity.

We worked in partnership with Jupiter Artland to regenerate a city centre space that was visited by 8000 people over 10 weeks, including 425 school children who were given the opportunity to follow a creative career path.

SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES

Performance Summary for 2022-23

We have supported people to live independent healthy lives by working together with our partners and communities across a range of activities to improve and prioritise what matters most to our communities. We continue to minimise the impact and stigma of homelessness as well as listening to seldom heard voices to inform how we develop and improve our services.

Update on Priority Actions 2022-23

Work with other services and partners to mitigate the impact of the cost-of-living crisis on our residents, including preventing homelessness wherever possible

(Housing & Social Wellbeing Committee)

We have continued to support people from Ukraine to settle into accommodation and people seeking asylum. To date:

- We continue to work with our communities to welcome over 450 people from Ukraine.
- 116 children have enrolled in our local schools and English for Speakers of Other Languages (ESOL) provision has been expanded to provide additional capacity to meet growing demand.

We continue to work with the third sector and community groups to provide support to 109 people seeking asylum.

A dedicated Central Arrears Team was formed in March 2023 to take a person-centred approach to supporting tenants in financial difficulties. The Team will not solely pursue or clear arrears, but to work with the tenant to look at all the ways to maximise their finances and ensure they are getting all the support they require to help them sustain their tenancy.

Delivering the good food strategy to support the activities involved in producing, processing, transporting and consuming food

(Housing & Social Wellbeing Committee)

In Spring 2022, our Good Food Partnership achieved Sustainable Food Places membership and a funding application for a Sustainable Food Places Coordinator Grant was successful. In February 2023, a regional meeting was held to advance the opportunities to collaborate on Good Food across the Tayside region.

Work will take place throughout 2023 in conjunction with communities and partners to developing a vision and scope for the Good Food Strategy & Action Plan including a Good Food Charter for Perth & Kinross.

Increasing the quality and quantity of affordable houses and housing options in both urban and rural areas

(Housing & Social Wellbeing Committee)

We delivered 203 affordable homes within Perth and Kinross during 2022/23. Of these:

- 130 Social Rent (Council and Housing Association)
- 49 Mid-Market Rent (MMR)
- 24 Low-Cost Home Ownership (LCHO)

We met our Local Housing Strategy (LHS) target of 200 Affordable Homes this year. Over the past 5 years, 1,185 affordable homes have been delivered in Perth and Kinross.

Through the Empty Homes Initiative, 32 properties were assessed and grant funding of over £208,000 was provided. This resulted in 18 long-term empty properties being brought back into use as affordable housing with the rent fixed at the Local Housing Allowance rate for 5 years as part of the

grant conditions. These properties have been let to people who may otherwise be reliant on social housing including two families fleeing the conflict in Ukraine. We also rehoused 158 households through the Rent Bond Guarantee Scheme (RBGS) by providing a Bond Guarantee in lieu of a deposit and therefore removing one of the key barriers to entry to the private-rented sector.

Revise our Local Housing Strategy in line with the key national priorities within Housing to 2040

(Housing & Social Wellbeing Committee)

Through close partnership working and consultation with local and national housing stakeholders, communities and partner organisations over the last two years, the Local Housing Strategy has been revised, updated, and approved by Committee on 15 March 2023. Work to progress the key outcomes of the strategy are currently being monitored through a local multi-agency delivery group.

Work in partnership with the Health & Social Care Partnership to progress actions within the Housing Contribution Statement and Local Housing Strategy to provide appropriate models of accommodation and support

(Housing & Social Wellbeing Committee)

Our successful Independent Living Panel ensures people with particular housing and support needs have their needs assessed through a multi-agency approach. The right solutions enable them to live independently within their own community. The panel also ensures that future accommodation needs are factored into the Strategic Housing Investment Plan.

A range of independent living accommodation projects were progressed for people with particular housing and support needs. A further two projects have completed, providing 12 units of bespoke accommodation with communal facilities in Rattray.

Through our Older Persons Wellbeing Project, older people living in the community are provided with tailored support to help address issues such as loneliness and isolation and support to access events and activities within our sheltered housing complexes. Work is underway to expand the Project to other areas of Perth and Kinross.

Support the health and wellbeing of our residents by developing our new Sport and Activity Strategy, and our commissioning arrangements with Live Active Leisure (LAL) and with the Health and Social Care Partnership with a focus on wider wellbeing and tackling health inequalities

(Housing & Social Wellbeing Committee)

Following extensive community consultation, a new Physical Activity and Sports Strategy produced, and draft approved by Full Council Dec 2022. This strategy and 1 year action plan focuses on increasing participation in physical activity and sport to support positive mental and physical wellbeing. Final approval of the Strategy will be sought from Council in May 2023.

Children and young people who play outdoors often have better social networks, are more confident and are more involved in their local communities. During 2022/23 over £350k was invested in 3 upgrades of playparks and designs and consultation were under way for a further four upgrades with joint funding from community groups, the Council, and Scottish Government. The Council manages 146 play parks throughout Perth and Kinross and has a 15-year rolling refurbishment plan working in

partnership with communities wherever possible to develop the designs and raise funding

Food Inspections and sample visits
(Housing & Social Wellbeing Committee)

Officers conducted food law inspections to ensure that Perthshire food businesses handle, store and produce food hygienically and in line with National Food Law. Inspections also cover compliance with labelling, presentation, composition of food and the provision of correct allergen information to customers and an opportunity to provide advice and support to businesses.

During 2022/23, the Food Team conducted 1,059 inspections, visits, and sample visits to food establishments in Perth and Kinross. An audit of our

processes was undertaken by Food Standards Scotland which identified that these are undertaken to a high standard.

CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS

Performance Summary for 2022-23

The development of our Climate Change strategy and action plan together with the establishment of our Commission ensures that we are acting now to protect our environment for future generations. This strategy brings together several service areas to ensure that, as a Communities Service, we can influence and deliver on our contribution to mitigate the impact of climate change such as more walking and cycling friendly routes and worked to reduce, reuse, and recycle more of our waste.

This year has seen more engagement with communities providing funding, assets, and practical support to develop stronger communities and support the Perth and Kinross Offer.

Update on Priority Actions 2022-23

Continue to deliver the Climate Change Strategy for Perth and Kinross, which sets out our plans and actions to lower our carbon usage and meet our obligations on upcoming regulatory requirements
(Climate Change and Sustainability Committee)

We improved our Climate Change governance by creating the Climate Change and Sustainability Committee and the Climate Change Commission with over 25% membership of the latter being by young people.

We engaged widely with residents, communities, young people/schools, and businesses and launched a dedicated website that is a one-stop shop for climate change information. This has already received over 14,000 views as well as launching dedicated social media channels; Perth and Kinross Youth Climate Conference in November 2022, was a first step in meaningfully engaging with school pupils. Successful engagement with large employers Scottish and Southern Energy (SSE), Aviva, Stagecoach, Highland Spring and Binn Group has identified key areas of collaboration (transport, energy, waste, skills, and jobs).

Through continued delivery of Flood Risk Management Cycle 1 projects, we are reducing the flood risk to our communities and infrastructure, a new bridge scour assessment programme has started, focused on helping to proactively reduce the risk of future bridge damage and the associated impact to our communities.

During 2022/23, the Heat Energy Advice Team (HEAT), in partnership with SCARF received 1,104 enquiries, carried out 246 home visits and 752 telephone consultations. As a result of these contacts, residents and tenants were provided with information on ways to save money on fuel bills and advice on how to reduce their carbon footprint.

Good progress is being made to ensure the Council remains on track to ensure all council properties meet an EPC (Energy Performance Certificates) Band D or higher by 2025. Out of the total housing stock, only 500 properties require some work to meet this standard.

Funding of £4M was secured from the Scottish Government to replace the existing chalets with new energy efficient chalets at Double Dykes.

Developing a mobility strategy
(Environment, Infrastructure & Economic Development Committee)

Mobility Strategy project commenced in 2022. First formal stage, the Main Issues Report, was approved at Committee in March 2023.

Developing an electric vehicle strategy
(Climate Change and Sustainability Committee)

The Electric A9 Project has been completed in partnership working with Transport Scotland to provide a strategic corridor of rapid electric vehicle (EV) chargers. This was designed to give a 20% increase in public EV charger capacity, which will help give drivers the confidence/impetus to transition to electric vehicle EVs. These have been strategically placed in communities near the A9 to help boost trade and footfall within these areas.

Consultancy study for EV charging strategy commenced in late 2022. This is due to complete in April 2023, subject to Transport Scotland and Scottish Futures Trust response.

Enhancing our waste management arrangements
(Environment, Infrastructure & Economic Development Committee)
(Climate Change and Sustainability Committee)

The Council successfully secured £2.72m of capital investment from the Scottish Government Recycling Improvement Fund (RIF) in 2022. This funding ensures that the Council delivers a more equitable service for residents and that our kerbside recycling service is compliant with the Scottish Charter for Household Recycling. It will also have the following benefits:

- increase the quantity of recyclable material captured which increases recycling rate, reduces waste arisings, and contributes to the net zero

agenda by reducing carbon emissions through capturing food and plastics

- increased participation in recycling and positive behavioural change by residents
- improvement in recycling material quality (by moving a to twin stream service where card/paper are separated from other materials)

The first project, using RIF, was successfully rolled out in November 2022 when dry mixed recycling and food waste communal bins were installed at Perth city centre residual waste bin hubs. This has provided a recycling service to over 1000 households which have never previously had access to recycling services.

Since summer 2020, the 'Stick to the Six' Campaign has proven successful by bringing the contamination rate down from 28.52% at its peak in November 2020 to an average of 19.38% in 2022.

The Stick to the Six campaign was nationally recognised and awarded silver at the APSE (Association for Public Service Excellence) Striving for Excellence Awards in the waste and recycling category in May 2022.

Improving our biodiversity approaches
(Climate Change and Sustainability Committee)

We supported actions to improve our biodiversity through Tayside Local Biodiversity Action plan and other initiatives e.g., Perthshire Nature Restoration Fund. successful outcomes from the Nature Restoration Fund – Year 1 both across the Council Estate and within communities including the Kinross Raingarden Project, which won the Construction Industry Research and Information (CIRIA) award for 'Best Community Sustainable Drainage (SuDS) project'. Blairgowrie is Scotland's First Biodiversity Town.

To tackle the twin challenge of biodiversity loss and climate change, we have undertaken changes in our grassland management. The biodiversity monitoring demonstrated that both approaches produced enhanced biodiversity results. The consultation with the community was positive for the majority of responses: 73.8% were in favour of the proposals. The next step is to seek committee approval to extend the areas of “No mow” and areas managed for biodiversity and to investigate how we can make this an environmentally and financially sustainable method of managing our greenspaces.

Inspection of Perth Crematorium by the Federation of Burial and Crematorium Authorities
(Environment, Infrastructure & Economic Development Committee)

An inspection of Perth Crematorium was carried out by the Federation of Burial and Crematorium Authorities (FBCA) in June 2022 which received a compliance score of 98.4% which is higher than the industry average of 96%.

The inspection highlighted strengths in all areas including the grounds, premises and facilities, service, staff, and administration.

KEY PERFORMANCE INDICATORS

GIVING EVERY CHILD THE BEST START IN LIFE & DEVELOPING, RESPONSIBLE AND INFORMED CITIZENS

Culture & Communities

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Percentage of residents satisfied with local libraries (Environment, Infrastructure & Economic Development Committee)	78%	Not Collected Due to Covid	95%	82%
Number of library visits, in person and online (Environment, Infrastructure & Economic Development Committee)	3,469,000	1,062,804	1,280,912	350,000
Comments on Performance for 2022-23 and Target There has been a 91.7% increase in library footfall this year when compared to the previous year 2021/22. This shows the sign of a strong recovery. This picture is mirrored across many library authorities in Scotland as people have changed habits or seek their reading material and information elsewhere. The satisfaction levels with the library visits has increased by 17% since 2020/21.				
Numbers of adult learners supported to improve their employability or digital skills (this includes commissioned services via the Adult Learning Partnership) (Environment, Infrastructure & Economic Development Committee)	110	279	780	350
Comments on Performance for 2022-23 and Target As of December 2022, there were 780 adult learners supported to improve their employability or digital skills. This is significantly higher than the previous two years combined, largely due to the limitations in place during the pandemic.				

Housing

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Number of families presenting as homeless (Housing and Social Wellbeing Committee)	83	107	141	Regulatory guidance advises the setting of

				targets would not be appropriate
Number of overcrowded households (Housing and Social Wellbeing Committee)	116	117	123	110
<p>Comments on Performance for 2022-23 and Target</p> <p>The total of 141 presentations from families in 2022/23 is an increase in presentations of 32% compared to the previous year. It should be noted that presentations from families in particular were suppressed during the pandemic and cost of living pressures are contributing to an increase in relationship breakdowns. Our Housing Support Service aims to prevent homelessness through the provision of person-centred housing support.</p> <p>The number of overcrowded households between 2020/21 and 2022/23 has remained fairly static. Monitoring arrangements are in place, and we make every effort to reduce overcrowding. Specific factors, including property types and areas of choice impacts on the allocations process. In turn, overcrowding can only be reduced when there is appropriate housing available to allocate.</p> <p>There is no national average available for this indicator.</p>				

PROMOTING A PROSPEROUS, INCLUSIVE AND SUSTAINABLE ECONOMY

Housing

Planning & Development

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Gross arrears as a % of gross rent due for the reporting year (Housing and Social Wellbeing Committee)	10.75%	10.69%	11.45%	8.4%
Rent collected as a % of the total rent due in the reporting year (Housing and Social Wellbeing Committee)	96.91%	99.08%	98.6%	98.9%
Comments on Performance for 2022-23 and Target <p>Rent arrears are continuing to rise in Perth and Kinross and this trend is reflected nationally. The Scottish local authority average for this indicator was 8.67% in 2021/22.</p> <p>We continue to monitor each of our locality offices performance to ensure that the collection rate is maximised and to identify any requirement for changes in practice or resources across our four geographical localities. As a result of this close monitoring, we are piloting a centralised arrears team to focus on arrears and to provide tailored support and assistance to tenants, in partnership with locality teams.</p> <p>The Scottish local authority average for this indicator was 98.6% in 2021/22 for rent collection, national data for 2022/23 is not yet available.</p>				
Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Economic impact of events supported by the Council (Environment, Infrastructure & Economic Development Committee) <i>Awaiting year end data</i>	0	0	N/A	£14m
Number of new businesses started up with support from Business Gateway (Environment, Infrastructure & Economic Development Committee)	267	220	250	300
No. of businesses supported by a growth programme (Environment, Infrastructure & Economic Development Committee)	33	37	18 (Jan 23)	60

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Area of available Serviced business land (Ha) (Environment, Infrastructure & Economic Development Committee)	32.05	37.9	N/A	14.9
Comments on Performance for 2022-23 and Target <p>Although events resumed post Covid the sector was still responding to the impact of restrictions with a number of traditionally recurring events not proceeding in 2022. Events supported in 22/23 included activities to mark the Platinum Jubilee and Winter Festival. The Royal National Mod generated an estimated economic impact of £1.8 million but it has not been possible to determine an overall impact figure for 22/23.</p> <p>Although the start up target for Perth & Kinross has not been met P&K does have the highest number of the three Tayside local authorities. The Business Gateway contract was retendered by Dundee City Council on behalf of the three Tayside councils in late 2022 for the period from 1 April 2023 to March 2025. It is intended that UK Shared Prosperity Fund allocations will be used to expand the BG service provision over this time in the same was as ERDF funding was and with particular reference to enhanced expert help and community outreach. Support for start up micro enterprises / self employed individuals and social enterprises in rural Perth & Kinross is also provided by Growbiz which was supported financially by the Council in 22/23 to expand its provision.</p> <p>We commissioned an Employment Land and Property market study to inform our Employment Land Strategy which was completed in June 2022. The findings of this study were used to develop the future Perth and Kinross Local Development Plan and the Council's Property Investment Strategy.</p> <p><i>Note: Data for 2023 will not be available until September 2023 after land audit has been completed.</i></p>				
Perth City Centre Footfall (Nos) % above the national level (Environment, Infrastructure & Economic Development Committee)	16.4%	-10.2%	-4.5%	4%
% of vacant retail units in Perth City Centre (Environment, Infrastructure & Economic Development Committee)	11.7%	9.9%	10.5%	8.2%
Comments on Performance for 2022-23 and Target				

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
<p>The city centre footfall in Perth has improved during 2022/23 with a year-to-date figure of 653,217 visitors which is up 5.3% on the previous year. Improvements are ongoing to ensure the city centre footfall captured is reflective and new counters are being installed in May at the City Hall and near Costa Café. These areas are where the highest footfall occurs on the City Centre.</p> <p>The % of vacant retail units increased compared to the previous year and is below set target for 2022/23.</p> <p>During 2022-23 the Council continued to provide further support to retail and other businesses through a range of measures including business advice, destination promotion via improvement to the Perth city website, media, and digital channels: employment and business support; digital incentives and platforms providing current market/consumer intelligence.</p>				
% of working age population unemployed, based on the claimant count (Environment, Infrastructure & Economic Development Committee)	4.6%	2.7%	2.3%	1.0%
No. of unemployed people supported into work as a result of Employability programmes supported by the Housing & Environment service (Environment, Infrastructure & Economic Development Committee)	246	290	N/A	500
<p>Comments on Performance for 2022-23 and Target</p> <p>The % of working age population unemployed has reduced since 2020/21, the 2022-23 figure is above our set target but below the Scottish Local Authority Average of 3.2%.</p> <p>In 2022/23, the Skills and Employment Initiatives team have delivered an enhanced menu of service offers to unemployed residents and local businesses. With emphasis placed on new job creation, there has been impetus for micro and small businesses to create brand new roles for our unemployed clients. In addition to this we have enhanced our skills intervention offerings. This means that unemployed people and/or those seeking self-employment have greater access to support funds to enhance their skillset/qualifications to aid progression.</p> <p>In 2022/23 we developed a Local Employability Partnership Delivery Plan focussing on key improvements in delivery and partnership working. We have also launched an Employability Challenge Fund to provide access to the Scottish Government NOLB (No One Left Behind) funding to a wider range of partners including the voluntary sector. <i>Note: Data for unemployed people supported into work is not yet available. Source for data is taken from the SLAED return, due date July 2023.</i></p>				

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
% of residential and business premises with access to Next generation broadband (Environment, Infrastructure & Economic Development Committee)	86.2%	86.3%	88.3%	100%
Comments on Performance for 2022-23 and Target The percentage of residential and business properties with access to superfast broadband (>30mbps) has increased by 2% during 2022/23 (88.3%). Whilst this is below the national average of 95.4%, the rurality of Perth and Kinross does impact on the performance. 96.51% of all homes and business premises in Perth and Kinross have access to partial or full fibre broadband as of March 2023.				

Culture & Communities

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Percentage of residents satisfied with local museums and galleries (Environment, Infrastructure & Economic Development Committee)	74%	N/A	95%	80%
Number of visits to museums that are funded, or part funded, by the council (Environment, Infrastructure & Economic Development Committee)	108,777	258,884	291,628	200,000
Comments on Performance for 2022-23 and Target The total year's footfall is down by 24.1% compared to 2019-2020 (pre - COVID). Direct comparisons are not like for like on the full year due to changes in opening hours and a closure of galleries and exhibitions at the end of December '22 for refurbishment and building works to transform the venue into the new Perth Art Gallery, opening again later in 2023. Alyth Museum was redeveloped for the summer season as the Cateran Eco-museum Hub and attracted 1080 visitors, a 20% increase over the 2019 figure. Perth Museum and Art Gallery (PMAG) was used in October during the National Mod in Perth, with PMAG being used as the BBC studio for the event. The annual target has been achieved and there has been a 9.5% increase in online visits compared to 2021-2022.				

SUPPORTING PEOPLE TO LIVE INDEPENDENT, HEALTHY AND ACTIVE LIVES

Housing

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Number of housing options interviews completed (Housing and Social Wellbeing Committee)	2,297	2,214	2,663	Regulatory guidance advises the setting of targets would not be appropriate
Number of households presenting as homeless (Housing and Social Wellbeing Committee)	670	610	737	Regulatory guidance advises the setting of targets would not be appropriate
Number of applicants assessed as homeless (Housing and Social Wellbeing Committee)	550	520	566	Regulatory guidance advises the setting of targets would not be appropriate
Comments on Performance for 2022-23 and Target <p>There has been an increase of 449 housing options interviews completed (20%).</p> <p>The number of households presenting as homeless increased by 21% compared to the previous year. This follows several years of consecutive reductions in homeless presentations. The number of applicants assessed as homeless has remained stable with the increase being linked to the overall increase in presentations. In the 3rd and 4th quarters of 2022/23, we increased the proportion of allocations to homeless applicants in response to the increased demand and reduced supply of permanent accommodation.</p>				

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Number of people who slept rough the night before their homeless application (Housing and Social Wellbeing Committee)	24	36	39	Regulatory guidance advises the setting of targets would not be appropriate
Average days in temporary accommodation (All types) (Housing and Social Wellbeing Committee)	79	51	62	75
% of allocations to homeless households in permanent settled accommodation (Housing and Social Wellbeing Committee)	46%	35%	43%	50%
Comments on Performance for 2022-23 and Target				

During 2022/23, the average number of days in temporary accommodation has increased compared to the previous year. This is partly due to the supply and demand pressures associated with an increase in presentations and a reduction in vacancies and partly due to a small number of complex cases and the reduced throughput of available properties.

The target for the proportion of allocations to homeless applicants is 'indicative.' The Home First model is designed to be flexible to respond to changes in demand and supply. The 43% allocations figure reflects the reduction in the number of homeless people waiting for an offer of housing rather than a failure to meet a target. In the 3rd and 4th quarters of 2022/23, we increased the proportion of allocations to homeless applicants in response to the increased demand and reduced supply of permanent accommodation.

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
% of tenants satisfied with the overall service provided (Housing and Social Wellbeing Committee)	82.9%	82.2%	78.4%	95%
% of tenants satisfied with opportunities given to them to participate in the landlord's decision making (Housing and Social Wellbeing Committee)	75.40%	76.3%	72.0%	99%

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2022/23	2022/23	2022/23
Comments on Performance for 2022-23 and Target There has been a decline in tenant satisfaction in the past two financial years. Landlords are required to carry out satisfaction surveys every three years, and the Scottish Housing Regulator has noted that the pandemic played a part in the reduction of the satisfaction levels nationally in 2021/22. Between June 22 and March 23, we conducted 1,190 satisfaction surveys using face-to-face and telephone methodology. We are continuing to conduct monthly surveys in 2023/24 to gain useful feedback from tenants around what matters to them and how we shape our service in the future. Local Authority Average for satisfaction with the overall service 2021/22 was 82.2% Local authority average for satisfaction with opportunities to participate 2021/22 was 79.3%				
Average time (in days) taken to complete approved applications for medical adaptations in the reporting year (Housing and Social Wellbeing Committee)	44.72	40.58	57.42	55
Comments on Performance for 2022-23 and Target The average time taken to complete medical adaptations has increased from 40.58 days in 2021/22 to 57.42 days in 2022/23. The increase is due to a waiting list that was carried forward from 2021/22. A review of the procedures has been undertaken in order to improve performance. The Scottish average for this indicator is 53.6 days for 2021/22				

Culture & Communities

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Numbers of community groups supported to increase their capacity (Environment, Infrastructure & Economic Development Committee)	270	236	343	270
Comments on Performance for 2022-23 and Target This figure includes support for groups to apply for Community Investment Funding, food insecurity funding and developing community action plans. For 22/23, additional funding was available for volunteer upskilling and warm spaces, increasing the number of groups the service worked with.				

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Percentage of residents satisfied with local leisure facilities (Environment, Infrastructure & Economic Development Committee)	74%	Not collected due to Covid	58%	70%
Number of attendances to pools, indoor and outdoor sport, and leisure facilities (Environment, Infrastructure & Economic Development Committee)	63,000	555,188	1,059,466	875,000
Comments on Performance for 2022-23 and Target Activities include an uplift in swimming at Perth Leisure Pool, due to the Olympia Pool in Dundee being closed throughout the year, accounting for approx. 7% impact on total customer generated income. Fitness Membership is continuing to slowly increase with total membership numbers at the end of March increasing to 3,709. Most venues have returned to be fully operational and attendance levels are sitting at approx. 87% of pre-covid levels. The industry average sits approx. 80-90%, so this is a positive position to report upon. Regarding the decrease in satisfaction levels, customer surveys have shown issues with cleanliness, particularly in Perth Leisure Pool, which is mainly due to the older age of the building, and general wear and tear, which is causing an appearance of uncleanness. The surveys have also shown customer dissatisfaction with the amount of parking available at Bells Sport Centre. The options to resolve this issue have been restrictive however Live Active Leisure have removed some grass areas to increase the number of spaces slightly. Additional bike racks have also been added to encourage cycling as a mode of transport to the centre.				

CREATING A SAFE AND SUSTAINABLE PLACE FOR FUTURE GENERATIONS

Environment

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Municipal waste collected that is recycled or composted (%) (Environment, Infrastructure & Economic Development Committee)	47.4%	46.9	47.2 (Apr to Dec 22 unvalidated)	65%
Emissions from council properties (tonnes CO2) (Environment, Infrastructure & Economic Development Committee)	10,119	10,751	9,224	13,000
Vacant residential / commercial premises brought back into use	93	134	66	135

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
(Environment, Infrastructure & Economic Development Committee)				
Comments on Performance for 2022-23 and Target <p>There has been a slight increase in the percentage of waste that is recycled, however, the latest 2022/23 figure is below the target of 65%</p> <p>Emissions reduced due to extension of Building Management System (BMS) controls to further sites and upgrades of existing heating controls, amendment to heating calendar, energy efficiency measures/works, data monitoring and associated energy management, a reduction in the conversion factor for electricity and generally mild weather.</p> <p>Throughout 2022/23 the Vacant Property Team operated with a reduced capacity. This directly correlated to a reduced ability to be proactive in vacant property work which in turn has resulted in a reduced number of vacant premises brought back into use compared to previous years and the target of 135. Going forward the capacity in the team has been restored which should result in targets being achieved in future years.</p>				

Housing

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
No of new publicly available social housing units including buy backs, conversions, and empty homes conversions (Housing and Social Wellbeing Committee)	246	310	203	200
Comments on Performance for 2022-23 and Target <p>The number of new publicly available social housing units increased from 246 in 2020/21 to 310 in 2021/22. We delivered 203 affordable homes within Perth and Kinross during 2022/23. Of these:</p> <ul style="list-style-type: none"> • 130 Social Rent (Council and Housing Association) • 49 Mid-Market Rent (MMR) • 24 Low-Cost Home Ownership (LCHO) 				
Overall % of new tenancies sustained for more than a year (Housing and Social Wellbeing Committee)	86%	87.4%	93.79%	91%

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Comments on Performance for 2022-23 and Target We have continued to focus on tenancy sustainment during 2022/23 which has resulted in improved performance in line with our target. The national average for this figure in 2021/22 was 91%.				
Average length of time taken (hours) to complete emergency repairs (Housing and Social Wellbeing Committee)	2.76	2.97	4.0	4.0
% Tenants satisfied with the repairs service (Housing and Social Wellbeing Committee)	97.5%	98.8%	97.5%	94%

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Comments on Performance for 2022-23 and Target Emergency repairs performance is currently in-line with our BMIP target of 4 hours. This figure is therefore likely to improve as this information when year-end information is received, and the final figure will be reported in our ARC return. In comparison during 21/22 our emergency repairs performance was 2.97 hours and 2.76 in 20/21. Since the pandemic, the industry has struggled with delays and cost increases for some building materials and a reduction nationally in skilled trades leading to difficulties in filling vacancies. These issues have affected our inhouse trades team and our external contractors. Despite delays in the completion of some repairs as a result of national delays, cost increases for some materials and a reduction in skilled trades personnel, satisfaction with repairs service delivery has remained high at 97.5% and is comparable to recent years). We have continued our efforts to encourage the online reporting of repairs and have increased our online guidance videos for minor common repairs. In general, we have also increased communications with tenants using our email response and social media to update customers on performance and service delivery updates.				
Average calendar days to re-let properties (Housing and Social Wellbeing Committee)	32.8	44.6	42.81	29
% of rent due in the year that was lost due to voids (Housing and Social Wellbeing Committee)	1.11%	1.33%	1.06%	0.9%
Comments on Performance for 2022-23 and Target				

Performance in re-letting properties has improved compared to the previous year, despite a reduction on performance nationally. Local Authority average in 2021/22 to re-let properties was 59.4 days.

Factors impacting performance in the past year have included the national shortage of skilled tradesmen and issues with utilities companies which has been raised nationally. We now have a service level agreement which commenced in February 2023 and should help with improving void turnaround times.

During 2022/23, we also improved our performance in relation to % of rent lost due to voids. The national average for the % of rent lost due to voids in 2021/22 was 1.6%.

% of properties meeting the EESSH (Energy Efficiency Standard for Housing) (Housing and Social Wellbeing Committee)	82.2%	82.0%	N/A	100%
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Comments on Performance for 2022-23 and Target

During 2022/ 23, we focused on addressing the SHQS failures in relation to EESSH by making improvements mainly through our 'energy efficiency' programme and 'heating/insulation' programme. *Note: Data will be available mid-May 2023.*

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
% of ASB (Anti-Social Behaviour) complaints resolved within locally agreed targets (Housing and Social Wellbeing Committee) Year-end data available 16th April - NM	95.9%	89.2%	81%	90%
Comments on Performance for 2022-23 and Target The % of ASB complaints resolved within locally agreed targets has reduced compared to the previous year and below target. This is due to the nature and complexity of some cases. Work has been undertaken with the locality teams to improve performance and meet the target of 90% in future reports.				

Culture & Communities

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
Number of community groups supported in the asset transfer process (Environment, Infrastructure & Economic Development Committee)	5	7	26	10
Number of groups receiving Community Investment funding (Environment, Infrastructure & Economic Development Committee)	0	141	85	N/A
Numbers of Participation Requests (Environment, Infrastructure & Economic Development Committee)	1	0	0	N/A
Comments on Performance for 2022-23 and Target The council has supported 26 community groups in 22/23, who have enquired about Community Asset Transfer (CAT), by sharing relevant information that the council holds in relation to assets being enquired about and provided with a single point of contact to work with. This has built the relationship between the council and the groups, which has then allowed for continued dialogue and shared process updates, as well as discussing whether a CAT is right for the group at this time. As a result of our partnership work, at least 9 of the 26 groups are currently live cases at the end of 22/23 and support will continue to be provided to these groups into financial year 23/24. During 2022/23, 85 Community Groups and Organisations successfully applied to the Community Investment Fund (CIF) and is lower than the 2021/22 figure. In 2022/23, CIF only ran once as opposed to twice in 21/22; therefore, the total number of applications was down on the previous year. In 2022/23, Community Groups also had the opportunity to apply to other grant schemes, such as the Cost-of-Living Fund, which supported Community Groups and Organisations to set up and run Community based Warm Spaces and give out Warm packs to those in need in their community. The Cost-of-Living Fund may have impacted on the number of CIF applications received by the closing date.				

Indicator (Data covering to year end unless otherwise stated)	Performance			Target
	2020/21	2021/22	2022/23	2022/23
In 2022/23, we received no Participation Requests. This situation is not unique to Perth and Kinross, as other local authorities also report low numbers. In recognition of this, Part 3 of the Community Empowerment Act 2015 is being reviewed first as part of a broader Community Empowerment Act review by the Scottish Government. The Scottish Community Development Centre (SCDC) has formed a working group to lead this review with relevant authorities, and Perth and Kinross Council is represented in this working group.				

Following Information will not be available	
Indicator	Indicator will be available
Area of available Serviced business land (Ha)	September 23 after land audit
% of properties meeting the EESSH	Available May 2023 (this is included in the Annual Return on the Charter and requires external validation)
No. of unemployed people supported into work as a result of Employability programmes supported by the Housing & Environment service	Available July 2023 – SLAED

GLOSSARY OF TERMS	
APSE	<i>Association for Public Service Excellence</i>
BMS	<i>Business Management System</i>
CAB	<i>Citizens Advice Bureau</i>
CAT	<i>Community Asset Transfer</i>
CIF	<i>Community Investment Fund</i>
CIRIA	<i>Construction Industry Research and Information</i>
CLD	<i>Community Learning and Development</i>
CPP	<i>Community Planning Partnership</i>
CTLR	<i>Cross Tay Link Road</i>
DWP	<i>Department for Work and Pensions</i>
EPC	<i>Energy Performance Certificate</i>
ESOL	<i>English for Speakers of Other Languages</i>
EESH	<i>Energy Efficiency Standard for Social Housing</i>
EV	<i>Electric Vehicle</i>
FBCA	<i>Federation of Burial and Crematorium Authorities</i>
FfF	<i>Futures for Families</i>
HEAT	<i>Home Energy Advice Team</i>
LAL	<i>Live Active Leisure</i>
LCHO	<i>Low-Cost Home Ownership</i>
LHEES	<i>Local Heat Energy Efficiency Strategy</i>
MMR	<i>Mid-Market Rent</i>
PESF	<i>Parental Employment Support Fund</i>
PMAG	<i>Perth Museum and Art Gallery</i>
RCGF	<i>Regeneration Capital Grant Fund</i>
RIF	<i>Scottish Government Recycling Improvement Fund</i>
RRTP	<i>Rapid Rehousing Transition Plan</i>
SCARF	<i>Save Cash and Raise Fuel</i>
SCDC	<i>Scottish Community Development Centre</i>
SSE	<i>Scottish and Southern Energy</i>
SuDS	<i>Best Community Sustainable Drainage</i>
UKSPF	<i>UK Shared Prosperity Fund</i>