

# Annual Performance Report 2022-23

## AWARDS AND ACCOLADES

- Waste Management – Gained Silver Award from APSE in their Striving for Excellence Awards 2022 in Waste & Recycling Category;
- Neighbourhood Services attained 5 Beach Awards from Keep Scotland Beautiful;
- Grounds Maintenance retained our current 5 Green Flags & Heritage Award;
- Procurement Team - UK National Government Opportunity Winners 2023 Contract and Supplier Management Award;
- Awarded best Property Maintenance department in the UK in December 2022 at the APSE (Association of Public Services Excellence) - this was the second time in a row Property Maintenance has won this award - the only council in the UK to achieve this;
- Property Maintenance were also invited to both the 2022 UK and Scotland APSE awards for our Craft apprentices - 5 apprentices were in the final in Scotland and 4 in the final in the UK. This was a remarkable achievement for young students; and
- TOPA bronze award – digital inclusion for tenant participation, delivery of Social Letting Service.

## EXTERNAL SCRUTINY

- Each year the Scottish Housing Regulator (SHR) publishes an 'Engagement Plan' for all Social Landlords. The 2022/23 Engagement Plan was published on 31<sup>st</sup> March 2022 and SHR engaged with the Council about its services for people who are homeless;
- Keep Scotland Beautiful scoring for Local Environmental Audit Management Systems (LEAMS) for the cleanliness of our streets and public open space – 87.5%;
- Property Maintenance (Electrical and Gas works division) was selected for an audit in 2022 and passed all scrutiny regarding both SELECT (Electrical) and Gas Safe;
- The Housing Benefit Subsidy Claim is audited every year on behalf of the DWP by External Audit. This exercise is currently ongoing for 2022/23, and due for completion by end Jan 2024. The 2021/22 Audit was completed successfully on time & without qualification;
- The DWP and Scottish Government both publish regular statistics on Benefits & Scottish Welfare Fund processing times;
- Directors of Finance PI's;
- LBBF PI's;
- Annual report on performance against public sector climate change duties using legislatively set template for all public bodies submitted 30 November 2022;
- National Records of Scotland; and
- HNDA – Robust and Credible Status received from Scottish Government December 2022.