

Communities and Economy

Quarter 2 Performance Report 2016/17



Progress in delivery of strategic outcomes

Overall Strategy

- Formal submission of the Midlothian Local Development Proposed Plan to Scottish Ministers for public examination of objections and representations.
- Formal approval by Council of the South East Scotland Strategic Development Proposed Plan for notification and receipt of representations.
- Further input to the preparation of the Edinburgh and South East Scotland Region City Deal bid to the UK and Scottish Governments.

Serving Communities

- Submission of a bid for funding for a major scheme of improvement at Penicuik Town Centre, to the Heritage Lottery and Historic Environment Scotland.
- Substantial funding allocated by the Borders Rail Blueprint Fund for community based master-planning work at Newtongrange Town Centre and Stobhill
- Management of a second incident of carbon dioxide gas ingress into residential properties in Gorebridge.

Economic Development

- Substantial funding allocated by the Borders Rail Blueprint Fund to promote and develop the tourism sector along the Borders Railway corridor.
- Preparations of a suite of economic development projects to capitalise on the impact of the Borders Railway; bids to be submitted to the Borders Rail Blueprint Fund in December 2016.

Service Development and Improvement

- The 2015/16 Planning Performance Framework submission to Scottish Government shows a return to high levels of performance in the speed and efficiency of handling planning applications.

Emerging Challenges

Overall Strategy

- Securing genuine engagement across the Community Planning Partnership to achieve tangible outcomes arising from the Single Midlothian Plan.
- Complete statutory stages to adoption of Midlothian Local Development Plan.
- Working with five partner Councils to conclude preparation of Strategic Development Plan (SESplan) No.2.
- Collaboration with five partner Councils to secure a City Deal for the Edinburgh City Region; to include proposals that meet the expectations of Midlothian in the areas of infrastructure, housing, skills and innovation.

Serving Communities

- Building the capacity of Community Councils and third sector groups to engage fully in community planning and neighbourhood planning work to achieve demonstrable outcomes for their communities.
- Mitigate the impact of welfare reform.
- Deliver on health and safety, and food safety responsibilities and tackle underage sales of tobacco.
- Review the climate change and biodiversity agenda for Midlothian.
- Dealing with an increased prevalence of pests of public health significance.
- Managing changes in the enforcement of animal feedstuffs legislation.

Economic Development

- Continue to maximise the medium and long term economic benefits of the Borders Railway.
- Ensure a strong start to the EU funded rural development LEADER programme.
- Maintain a focus on promoting town centres.
- Continue to support and promote further science based development at Easter Bush; and lead in seeking to address infrastructure (especially transport) constraints.
- Managing the consequences of the BREXIT decision in terms of business confidence, inward investment and EU funding programmes.

Service Development and Improvement

- Implementation of 'Delivering Excellence' by driving further improvements in the development and regulatory services.
- Completion of review of Economic Development service.
- Review of the Business Gateway service as part of a new programme from August 2016.
- Rollout of e-Building Standards.
- Meeting the challenges of the outcome of the current Scottish Govt's Strategic Review of Trading Standards.

Communities and Economy PI summary









Outcomes and Customer Feedback

Priority	Indicator	2015/ 16	Q2 2015/ 16	Q1 2016/ 17	Q2 2016/17				Annual Target 2016/ 17	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	44	19	26	47		Q2 16/17: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	9	5.83	3.38	2.85		Q2 16/17: On Target		5	Number of complaints complete at Stage 1	26
										Number of working days for Stage 1 complaints to be Completed	74
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	19	0	0	100		Q2 16/17: Off Target One complaint at stage 2 it was not completed within 20 days. Ongoing due to complexity of complaint		20	Number of complaints complete at Stage 2	0
										Number of working days for Stage 2 complaints to be Completed	100
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	52.38 %	66.67 %	87.5%	88.46 %		Q2 16/17: Off Target From 26 complete complaints 3 off target.		95%	Number of complaints complete at Stage 1	26
										Number of complaints at stage 1 responded to within 5 working days	23
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	100%	0	100%	0%		Q2 16/17: Off Target. One complaint at stage 2, it was not completed within 20 days. Ongoing due to complexity of complaint		95%	Number of complaints complete at Stage 2	0
										Number of complaints at stage 2 responded to within 20 working days	0



Making the Best Use of our Resources

Priority	Indicator	2015/ 16	Q2 2015/ 16	Q1 2016/ 17	Q2 2016/17				Annual Target 2016/ 17	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 4.235 m	£ 6.492 m	£ 4.613 m	£ 4.810 m		Q2 16/17: Off Target				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.12	5.12	1.23	2.77		Q2 16/17: Off Target This is a an improvement on the same period last year (5.12)		4.50	Number of days lost (cumulative)	258.38
										Average number of FTE in service (year to date)	93.19







Corporate Health










Priority	Indicator	2015/ 16	Q2 2015/ 16	Q1 2016/ 17	Q2 2016/17				Annual Target 2016/ 17	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	90.48 %	95.24 %	100%	94.29 %		Q2 16/17: On Target		90%	Number of service & corporate priority actions	35
										Number of service & corporate priority actions on tgt/completed	33
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	97%	94%	96%		Q2 16/17: On Target		92%	Number received (cumulative)	217
										Number paid within 30 days (cumulative)	208
06. Improve PI performance	% of PIs that are on target/ have reached their target.	83.33 %	80.77 %	75.68 %	68.29 %		Q2 16/17: Off Target 28/41		90%	Number on tgt/ tgt achieved	28
										Number of PI's	41
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	0%	100%	100%		Q2 16/17: On Target There were no risks graded as high		100%	Number of high risks reviewed in the last quarter	0
										Number of high risks	0










Improving for the Future








Priority	Indicator	2015/ 16	Q2 2015/ 16	Q1 2016/ 17	Q2 2016/17				Annual Target 2016/ 17	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	68.75 %	50%	16.67 %	12.5%		Q2 16/17: Off Target Actions in place to complete outstanding audit actions.		90%	Number of on target actions	1
										Number of outstanding actions	8





Communities and Economy Action report

Service Priority Actions						
Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
M.SG.CE.01.01	01. Promote and implement support for businesses in Midlothian	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar-2017		50%	Q2 16/17: On Target In Progress.
M.SG.CE.02.01	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document	31-Mar-2017		75%	Q2 16/17: On Target
M.SG.CE.03.01	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2017		50%	Q2 16/17: On Target First applications being considered 31/10/16
CE.S.04.01	04. Maintain progress on the implementation of the Easter Bush Master Plan	Continue to lobby the Scottish Government for urgent transport infrastructure schemes to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2017		75%	Q2 16/17: On Target
CE.S.05.01	05. Fewer people are victims of crime, abuse or harm	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2017		45%	Q2 16/17: On Target 2 intervention campaigns have been completed. All high risk inspections, incidents and complaints investigated. Further intervention planning delayed due to PF investigation
CE.S.05.02		Deliver the Council's regulatory functions with respect to food safety and standards regulations	31-Mar-2017		42%	Q2 16/17: On Target Broad compliance = 80% Food A= on target - 100% for Q2 Food B= 5% off target for Q2 (2 premises) 91% food C+D =10% off target for Q2 (9 premises) 80% 2 PF reports in progress using time

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.05.03	05. Fewer people are victims of crime, abuse or harm	Review the guidance available to organisers produced by Env Health in relation to events safety management	31-Mar-2017		75%	Q2 16/17: On Target Environmental Health has reviewed its guidance and provided an amended version for inclusion in a corporate document being drawn together by Risk, Safety and Civil Contingencies
CE.S.05.04		Protect and improve public health with regards to liquor and gambling	31-Mar-2017		30%	Q2 16/17: On Target Inspection programme prepared, but actual inspections still to commence.
CE.S.05.05		Deliver the Council's regulatory functions with respect to water quality regulations	31-Mar-2017		50%	Q2 16/17: On Target Statutory responsibility to sample all Type A supplies. 83% have been sampled.
CE.S.06.01	06. There is a reduction in inequality in health outcomes	Protecting public health by improving standards and safety in private rented housing	31-Mar-2017		25%	Q2 16/17: On Target No progress has been made during Q2 due to staff involvement in major incident in Gorebridge.
CE.S.06.02		Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2017		10%	Q2 16/17: On Target Next 2 priority sites for investigation have been identified and meeting has been arranged with Coal Authority for necessary input in relation to progressing remediation of the sites.
CE.S.06.03		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	31-Mar-2017		100%	Q2 16/17: Complete
CE.S.06.04		Support and meet the challenge to drive forward sustainable economic development. Set challenging performance targets for building warrant applications which benefit economic development.	31-Mar-2017		50%	Q2 16/17: On Target
CE.S.06.05		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2017		50%	Q2 16/17: On Target
CE.S.06.06		Prepare protocol for liaison between Building Standards, Environmental Health and Development Management to achieve benefits in the handling of applications relating to energy performance requirements, environmental reviews and public safety at events.	31-Mar-2017		50%	Q2 16/17: On Target













Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.07.01	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	As part of the Trading Standards Partnership with East Lothian, look at the possibility of database integration.	31-Mar-2017		15%	Q2 16/17: On Target Uniform system has been upgraded. East Lothian staff now using the system in the way intended. Discussions yet to be held with IT on possibility of database integration.
CE.S.07.02		Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar-2017		10%	Q2 16/17: On Target. Trading Standards (TS) Manager attended APSE training (on behalf of the partnership), on data collection for the Trading Standards template. A national pilot (Scottish TS authorities) is to run Oct./Nov. 2016. TS Manager to collate data from Mid and East Lothian.
CE.S.07.03		A proportion of East Lothian Trading Standards staff to work part of the week from Fairfield House.	31-Mar-2017		8%	Q2 16/17: On Target One member of the East team working from Fairfield on a couple of occasions in July, but due to staffing issues in the East team and annual leave, this could not be maintained in Aug/Sept.
CE.S.07.04		Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2017		50%	Q2 16/17: On Target Continual intelligence gathering and liaison with Police. Participated in Operation Monarda (targets doorstep callers and rogue traders) with police in April. Further 'day of action' to take place in October. As an example; a specific complaint (price and quality of a driveway) from a Dalkeith resident in July led to an officer attending with police - a trader was subsequently arrested and a sheriff then barred him from entering the Lothians until further notice. A poster warning residents in Midlothian of rogue traders, was produced in-house and has been placed on the Council's and the police's Facebook page.
CE.S.07.05		Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2017		50%	Q2 16/17: On Target
CE.S.07.06		Trading Standards: Routine risk assessed primary inspections to traders.	31-Mar-2017		31%	Q2 16/17: On Target
CE.S.07.07		Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2017		25%	Q2 16/17: On Target
CE.S.07.08		Trading Standards: resolution of consumer complaints.	31-Mar-2017		25%	Q2 16/17: On Target
CE.S.07.09		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2017		10%	Q2 16/17: On Target No test purchasing this quarter. Expecting progress during Q3.













Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.07.10	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2017		50%	Q2 16/17: On Target Participated in Midlothian Tenants Day and also in the Community Safety Village at MidFest. Rogue trader poster created for display in targeted areas of Midlothian. Promoted East Lothian's Trusted Trader Scheme. Placed a safety poster re button batteries on the Council's Facebook page. Sent out warnings re a specific charity bag collection.
CE.S.08.01	08. Performance improvement	Drive performance across Council and Community Planning Partnership – self evaluation	31-Mar-2017		50%	Q2 16/17: On Target Performance team bedding in and providing support on performance reporting across the Council. Customer satisfaction survey completed on performance reporting and 94% of respondents felt that the support received was useful
CE.S.08.02		Improve use of performance information at all levels	31-Mar-2017		25%	Q2 16/17: On Target Two new team plans created and further 8 team plans reviewed for use at management ,meetings.
CE.S.09.01	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Convert existing team post into traineeship.	31-Mar-2017		100%	Q2 16/17: Complete Completed during Q1
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar-2017		50%	Q2 16/17: On Target 23 appeals attended
CE.S.11.01	11. Citizens are engaged with service development and delivery	Implement Community Development as part of Community Learning and Development action plan	31-Mar-2017		50%	Q2 16/17: On Target How Good is our Community Learning and Development inspection confirms that Community learning and Development is effective
CE.S.11.02		Implement improvements from neighbourhood plan review	31-Mar-2017		50%	Q2 16/17: On Target Meeting of Midlothian wide Neighbourhood Planning (NP) group focused on Town Centres, as per recommended in review. This brought together Planners and NP groups. Undertook an online survey for stakeholders which has informed a schedule of review meetings to address the topics that cut across NP groups. Created a guide to help ensure consistency across NP. Have made progress against all of the seven recommendations, this is an ongoing process with no end date as improvements will be ongoing.









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.11.03	11. Citizens are engaged with service development and delivery	Build capacity of Community Councils and third sector groups	31-Mar-2017		25%	Q2 16/17: On Target Increased support to Community Councils with named officers for each one. Increased funding support, and continue to increase the engagement of the Federation with Community Planning Partnership partners. Core role of Communities Team documented in the Teams work plan
CE.S.12.01	12. Midlothian is an attractive place to live, work and invest in	Draft a Local Biodiversity Action Plan which through its implementation seeks to raise the profile of biodiversity issues in Midlothian.	31-Mar-2017		10%	Q2 16/17: Off Target The Local Biodiversity Action Plan (LBAP) has not been drafted to date – this work will commence in Q3. Other work commitments have resulted in this work being delayed
CE.S.12.02		To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2017		50%	Q2 16/17: On Target 80% of planning applications were determined within target.
M.SG.CE.10.01		Submit the Proposed Midlothian Local Development Plan (MLDP) to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination	31-Mar-2017		100%	Q2 16/17: Complete The proposed Midlothian Local Development Plan (MLDP) has been submitted to the Scottish Government's Directorate for Planning and Environmental Appeals (DPEA) for Examination. The timetable for adoption is dependent on the DPEA.









Communities and Economy Performance Indicator Report






Service Priority Performance Indicators











PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.01.0 1b	01. Promote and implement support for businesses in Midlothian	Number of account managed businesses accepted by Scottish Enterprise	New for 16/17		0	0			Q2 16/17: On Target A number of businesses are working towards account management	2	
M.SG.CE.01.0 1c		Number of business related training workshops held	New for 16/17		11	32			Q2 16/17: On Target	30	
M.SG.CE.01.0 1a		Number of new Business Start Ups assisted (cumulative)	173		9	50			Q2 16/17: Off Target Action plan in place to reach target	200	
M.SG.CE.02.0 1a	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of new business start ups in Midlothian area of Borders Rail Line corridor	New for 16/17		7	37			Q2 16/17: Data Only		
M.SG.CE.02.0 1b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor	New for 16/17		16	7			Q2 16/17: Data Only		
M.SG.CE.02.0 1c		Hectareage take up of economic land in Midlothian area of Borders Rail Line corridor	New for 16/17		0	0			Q2 16/17: Data Only		














PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.02.01d	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of inward investment/ indigenous enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)	New for 16/17		14	36			Q2 16/17: Data Only		
M.SG.CE.03.01a	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas	Number of LEADER projects funded	New for 16/17		0	0			Q2 16/17: Data Only The Local Action Group will be assessing 6 applications at the next LAG meeting on the 31st October.		
M.SG.CE.03.01b		Number of businesses participating in LEADER application process by submitting an Expression of Interest	New for 16/17		0	2			Q2 16/17: Data Only While there have only been two Expressions of Interest (Eols) from businesses, there have been many more Eols from social enterprises from the third sector. The team noted the relative lack of Eols from Midlothian businesses during the last quarter and sought to address it by engaging with business sectors but the closest opportunity to do so was in the third quarter		
M.SG.CE.03.01c		Number of new jobs created through LEADER	New for 16/17		0	0			Q2 16/17: Data Only No applications have been approved yet so there have been no jobs created.		
M.SG.CE.03.01d		Number of training opportunities created through LEADER	New for 16/17		0	0			Q2 16/17: Data Only No applications have been approved yet so there have been no training opportunities created.		
CE.S.04.01a	04. Maintain progress on the implementation of the Easter Bush Master Plan	Number of meetings of the Easter Bush Development Board and progress on outcomes.	2	1	1	1			Q2 16/17: On Target	2	














PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.05.01a	05. Fewer people are victims of crime, abuse or harm	Carry out Health and Safety interventions within the year. Reducing Violence in the workplace, reduce risk of scalding and care and control of risk around warehouses.	New for 16/17		1	1			Q2 16/17: On Target Cumulative	3	
CE.S.05.02a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	81.1%	80%	80%	80%			Q2 16/17: Off Target Food premises may be classified as not "broadly compliant" for a variety of reasons including structural aspects which although not fully compliant with the legislation have limited impact on food safety. In accordance with the approved Enforcement Policy, appropriate enforcement action is taken in premises where food safety may be compromised.	84%	
CE.S.05.05a		Percentage of private water supplies sampled in accordance with the Council's sampling programme which are broadly compliant with water quality regulations.	81.1%		100%	80%			Q2 16/17: Data Only 2 failures out of 10 programmed private water supplies sampled. Failures are being followed up.		
CE.S.05.03a		Guidance reviewed and made available to event organisers and via the Council website	New for 16/17		75%	75%			Q2 16/17: On Target	100%	







PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.05.04a	05. Fewer people are victims of crime, abuse or harm	Develop targeted inspection programme in relation to licensed premises and gambling establishments	New for 16/17		50%	50%			Q2 16/17: On Target Targeted inspection programme has been developed for licensed premises. This will initially be on an area basis and following inspection, the risk assessment outcome will be used to determine frequency of further inspections. The inspection programme for gambling establishments will be developed during Q3.	100%	
CE.S.05.04b		Conduct inspection programme in relation to licensed premises with emphasis on protecting and improving public health and protecting children from harm	New for 16/17		22%	25%			Q2 16/17: Data Only		
CE.S.05.04c		Conduct inspection programme in relation to gambling establishments with emphasis on protecting vulnerable persons	New for 16/17		N/A	N/A			Q2 16/17: Data Only Inspection programme to commence after development of targeted inspection programme for gambling establishment		
CE.S.06.01a	06. There is a reduction in inequality in health outcomes	Review policies re private rented housing inc. interdepartmental and agency working to ensure properties in private residential sector meet statutory requirements are in good repair, safe, landlords are fit and proper persons	New for 16/17		25%	25%			Q2 16/17: Off Target No further progress has been made in Q2 due to Public Health Team staff dealing with incident in Gorebridge.	100%	







PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.01b	06. There is a reduction in inequality in health outcomes	Develop a procedure to assess housing conditions for people with disabilities to ensure compliance with the Tolerable Standard, particularly in relation to electrical safety, insulation and water quality.	New for 16/17			10%			Q2 16/17: Off Target Procedure to be completed during 16/17	100%	
CE.S.06.02a		Review and update contaminated land strategy including re-prioritisation of sites			5%	10%			Q2 16/17: Off Target The Contaminated Land Strategy will be reviewed and updated during 16/17.	100%	
CE.S.06.02b		Undertake Site Investigations in accordance with contaminated land strategy	New for 16/17		0	0			Q2 16/17: Off Target Progress with investigating the next priority sites had been delayed due to difficulties contacting the Coal Authority. A site meeting with the Coal Authority has been arranged week beginning 17 October to obtain specialist advice required to produce detailed scope of works.	4	
CE.S.06.03a		Further development of e-building standards (to meet Scottish Government target launch date)	Yes	Yes	Yes	Yes			Q2 16/17: Complete	Yes	
CE.S.06.04a		Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days	New for 16/17		100%	90%			Q2 16/17: On Target	80%	
CE.S.06.04b		Undertake annual focus group meetings with local architects	New for 16/17		50%	50%			Q2 16/17: On Target	100%	



















PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.04c	06. There is a reduction in inequality in health outcomes	Undertake annual one to one meetings with major developers currently constructing within Midlothian. (100% by April 17)	New for 16/17		25%	50%			Q2 16/17: On Target	100%	
CE.S.06.05a		Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service	New for 16/17		91.7	91.4			Q2 16/17: On Target	85	
CE.S.06.06a		Have in place a performance management system which enables the recording, tracking and analysis of all associated workload allocation against risk and development complexity.	New for 16/17		25%	50%			Q2 16/17: On Target	100%	
CE.S.07.01a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	How do both authorities Trading Standards services working practices differ and how easily can integration take place	New for 16/17		10%	15%			Q2 16/17: Off Target Uniform system has been upgraded. Discussions still to be held about database integration.	100%	
CE.S.07.02a		Trading Standards Partnership: The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators	New for 16/17		5%	10%			Q2 16/17: Off Target A national pilot (Scottish TS authorities) is to run Oct/Nov 2016. Trading Standards Manager to collate data from Mid and East Lothian.	100%	



PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.07.03a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards Partnership: The level of regular working from Fairfield House as base	New for 16/17		5%	3%			Q2 16/17: Off Target. This could not be maintained in Aug/Sept due to staffing issues and annual leave.	25%	
CE.S.07.04a		Trading Standards: Number of active interventions. Target is an estimate of the number of investigations likely to be undertaken, based on action in 2015/16	New for 16/17		17	51			Q2 16/17: On Target	35	
CE.S.07.05a		Trading Standards: Number of Memex logs made. We would expect in excess of 350 for the year, based on current performance.	New for 16/17		115	224			Q2 16/17: On Target	350	
CE.S.07.06a		Trading Standards: Number of primary inspections conducted	New for 16/17		38	58			Q2 16/17: Off Target By only 4 inspections	125	
CE.S.07.07a		Trading Standards: Number of criminal investigations instigated	New for 16/17		4	9			Q2 16/17: On Target	10	
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days	New for 16/17		86.3%	90.2%			Q2 16/17: On Target	80%	
CE.S.07.09a		Trading Standards: Percentage of tobacco retailers visited annually.	21%	7.4%	14.8%	6.6%			Q2 16/17: On Target Number of tobacco retailers within Midlothian has slightly reduced	10%	
CE.S.07.10a		Trading Standards: Participation in safety initiatives	New for 16/17		0	2			Q2 16/17: On Target	3	

PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.08.01a	08. Performance improvement	% of managers who feedback on increased/improved support from performance team	New for 16/17			94%			Q2 16/17: Data Only Customer satisfaction survey during Q2 completed. 94% of respondents felt that the support received was useful		
CE.S.08.02a		Reduce the number of indicators used at strategic and operational level	New for 16/17		N/A	N/A			Q2 16/17: Data Only This year's data will provide baseline for future performance. Analysis during Q3		
CE.S.08.02b		Number of key indicators relating to improvement actions rather than mainstream business	New for 16/17		9	9			Q2 16/17: Data Only This year's data will provide baseline for future performance 9 management areas have individual monitoring of team plans within the council performance management information system		
CE.S.08.02c		Increased use of operational indicators in management meetings to track performance	New for 16/17		10	10			Q2 16/17: Data Only This year's data will provide baseline for future performance. Currently 2 new team plans created and 8 reviewed for use in management meetings.		
CE.S.09.01a	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of young people employed on traineeship	New for 16/17		1	1			Q2 16/17: Complete One traineeship continues within Performance and Planning team	1	
CE.S.10.01a	10. Poverty levels in Midlothian overall are below the Scottish average	Number of Welfare Claim tribunals attended	New for 16/17		38	61			Q2 16/17: Off Target By only 1 case	124	
CE.S.10.01b		Number of Welfare Rights referrals received per quarter	New for 16/17		180	314			Q2 16/17: On Target	600	

PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.11.01a	11. Citizens are engaged with service development and delivery	Deliver the 20 capacity building actions identified in the Communities Team contribution to the CLD (Community Learning and Development) Regulations	New for 16/17		4	7			Q2 16/17: Off Target Of the 20, 7 are complete, 7 no progress, 6 some progress to date. Note, HIME inspection confirmed “very good” in all aspects of the team’s performance.	20	
CE.S.11.02a		Complete all 16 Neighbourhood Plans and agree a schedule of review	New for 16/17		15	15			Q2 16/17: On Target 15 of the 16 Neighbourhood Profiles complete, Moorfoot no progress.	16	
CE.S.11.02b		Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	New for 16/17		11	22			Q2 16/17: On Target - Mayfield and Easthouses In It Together - Master Planning briefing document produced and circulated for consultation. - Newtongrange Community Directory completed and distributed locally, Distribution electronically - on Midlothian Council Website and via electronic networks. - Tynewater Community Council leading on reduction in Fly tipping incidents (Outcome 1). - Tynewater Midlothian Council staff have provided detailed information on minor roads which has improved reporting process and accelerated removal of waste. - Rosewell – raised £650 in local donations to the production of their 2017 Neighbourhood Planning calendar. - Damhead – order for new notice board placed to increase community awareness of activities. - Bonnyrigg, Lasswade and	45	

PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
									Poltonhall – Bonnyrigg Hub held a go cart workshop attended by 10 families that allowed families to build their own cart and race them the following week. - Gorebridge – Successful £104,000 grant to develop community facilities for Arniston Rangers Youth Football Club - Gorebridge Auld Gala Park has been reopened - Gorebridge Successful application for dog fouling project with schools		
CE.S.11.03a	11. Citizens are engaged with service development and delivery	All 16 geographic Community Councils and the Federation of Community Councils to adopt the revised constitutions	New for 16/17		3	8			Q2 16/17: On Target	17	
CE.S.12.01a	12. Midlothian is an attractive place to live, work and invest in	When a Local Biodiversity Action Plan has been drafted and a programme of action has been identified	New for 16/17		10%	10%			Q2 16/17: Off Target The Local Biodiversity Action Plan (LBAP) has not been drafted to date – this work will commence in Q3. Other work commitments have resulted in this work being delayed. It was originally scheduled to start in Q2.	100%	N/A
CE.S.12.02a		The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government	New for 16/17		80%	80%			Q2 16/17: On Target 80% of planning applications have been determined within target.	80%	78% of planning applications were determined within target in 2015/16.

PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.10.0 1a	12. Midlothian is an attractive place to live, work and invest in	When the MLDP has been submitted to the Scottish Government. The MLDP is the Council's spatial strategy and provides certainty to businesses and residents	New for 16/17		No	Yes			Q2 16/17: Complete	Yes	N/A
BS.CE.01	13. Balanced Scorecard Quarterly indicators	Number of neighbourhood plans completed	15	15	15	15			Q2 16/17: On Target. 15 of the 16 Neighbourhood Profiles complete, Moorfoot no progress.		
BS.CE.05		Number of buildings transferred to community groups.	0	N/A	0	0			Q2 16/17: Data Only. Bright Sparks building complete. SLA under discussion.		
BS.CE.06		Amount of additional direct inward investment	N/A	N/A		N/A			Q2 16/17: No data available this quarter		
BS.CE.07		Increase in tourist visitors and spend	N/A	N/A		N/A			Q2 16/17: Data not available this Quarter Provided by Scottish Tourism Economic Activity Monitor and is available on 6 month then annual basis. 6 monthly figure will be available in Q3		
BS.CE.08		Number of new jobs directly created	N/A	N/A		N/A			Q2 16/17: No data available this quarter		
BS.MC.SPSO.01		Total number of complaints received (cumulative)	4,756	1,777	1,730	3,215			Q2 16/17: Data Only Analysis of complaints currently being performed		
BS.MC.SPSO.05.1		Percentage of complaints at stage 1 complete within 5 working days	94.87%	95.74%	92.56%	91.53%			Q2 16/17: Off Target 2604 1st stage complaints complete on target; 241 off target. Review of complaints currently being undertaken.	95%	
BS.MC.SPSO.05.2		Percentage of complaints at stage 2 complete within 20 working days	88.14%	85%	50%	61.54%			Q2 16/17: Off Target 16 2nd stage complaints complete on target, 10 complete off target.	95%	

PI Code	Priority	PI	2015/16	Q2 2015/16	Q1 2016/17	Q2 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CORP5b2	14. Local Government Benchmarking Framework – Quarterly Indicator	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site (LGBF)	2.70 hours	1.54 hours		1.00 hours			Q2 16/17: On Target One call received in Q2		14/15 Rank 8 (Top Quartile) 13/14 Rank 15 (Second Quartile)

Local Government Benchmarking Framework - Communities and Economy

The LGBF data for 2015/16 will be published by the Improvement Service in January 2017.
Service performance information for 2015/16 where available is detailed.



Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-CORP5b2	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site (LGBF)	55.90 hours	22.10 hours	25.23 hours	1.83 hours	0.65 hours	2.70 hours	14/15 Rank 8 (Top Quartile) 13/14 Rank 15 (Second Quartile)

Economic Development

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)	Not measured by LGBF until 12/13		8	6.83	12.33		14/15 Rank 15 (Second Quartile). 13/14 Rank 23 (Third Quartile)

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-ENV5a	Cost of Trading standards per 1,000 population. (LGBF)	Not measured by LGBF until 12/13		£4,273.50	£4,368.36	£8,189.31		14/15 Rank 27 (Bottom Quartile) 13/14 Rank 13 (Second Quartile)
P-ENV5b	Cost of environmental health per 1,000 population. (LGBF)	Not measured by LGBF until 12/13		£8,855.65	£13,282.17	£9,697.25		14/15 Rank 3 (TOP Quartile) 13/14 Rank 9 (2nd Quartile)