

Communities and Economy Performance Report 2015/16



01. Progress in delivery of strategic outcomes

Q2 15/16:

- . Opening of the Borders Rail Line: Progress as part of the blueprint programme to secure longer term investment and tourist offer.
- . Edinburgh Region City Deal: Submission (as part of the consortium of six councils in South East Scotland) of the Edinburgh Region City Deal proposal to the UK and Scottish Governments, with substantial progress in stakeholder engagement and project development.
- . Planning permission granted for the Zero Waste facility at Millerhill.
- . Publication of the Main Issues Report of the Strategic Development Plans for South East Scotland (No.2) for public consultation.
- . Building standards service retains its "Customer Excellence" status with increased levels of performance and quality of service.
- . National launch of "Doors Open Day" took place at Penicuik House in September.

02. Emerging Challenges

Q2 15/16:

- . Deploy sufficient resources to review and implement the Child Poverty Action Plan.
 - . Achieving step change improvements to the Midlothian economy through 'Ambitious Midlothian'.
 - . Maximising the economic dividend from the arrival of the Borders Rail Line.
 - . Securing a 'good deal' for Midlothian from the Edinburgh Region City Deal.
 - . Submit a successful bid for Tyne Esk LEADER funding.
 - . Setting the right strategic agenda for Midlothian in the South East Scotland Strategic Development Plan No. 2.
 - . Successfully take the Midlothian Local Development Plan through to Public Examination stage.
 - . Working with Transport Scotland and others to ensure expansion at the Easter Bush employment/education area is not constrained by lack of essential infrastructure.
 - . Enhancing support for Midlothian communities through review of the neighbourhood planning process, completion of an effective community asset transfer policy, development of participatory budgeting, and tackling the issues around the retailing of new psychoactive substances.
 - . Promoting demonstrable improvement in at least two of Midlothian's town centres; Gorebridge and Penicuik.
 - . Working towards full partnership with East Lothian Council in the delivery of Trading Standards services.
- Food Standards Scotland seeking engagement by LA's with regards to food fraud – a priority for the new food body
Dog control matters continue to increase in volume and complexity resulting in increased demands on the service
The increased volatile nature of certain sectors of the public posing increased risk for Staff safety
- Action to address these challenges are set out in the Communities and Economy Service Plan 2015/16.**

Communities and Economy PI summary

01.1 Outcomes and Customer Feedback

Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	36	28	12	19		Q2 15/16: There have been 19 complaints received so far this year.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	2.2	1.47	1.88	5.83		Q2 15/16: On Target.		5	Number of complaints complete at Stage 1	12
										Number of working days for Stage 1 complaints to be Completed	70
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	25	0	0	0		Q2 15/16: On Target. There were no stage 2 complaints completed during Q2.		20	Number of complaints complete at Stage 2	0
										Number of working days for Stage 2 complaints to be Completed	0
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	88%	100%	87.5%	66.67%		Q2 15/16: Off Target. 2 complaints dealt with in 7 days.		95%	Number of complaints complete at Stage 1	12
										Number of complaints at stage 1 responded to within 5 working days	8
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	0%	100%	100%	0%		Q2 15/16: On Target. There were no stage 2 complaints completed during Q2.		95%	Number of complaints complete at Stage 2	0
										Number of complaints at stage 2 responded to within 20 working days	0

01.2 Making the Best Use of our Resources

Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	N/A	£ 4.315 m	£ 6.492 m		Q2 15/16: Financial information for Q1, 15/16 which was reported to the Council in September 2015		£ 6.767 m		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.37	5.54	2.81	5.12		Q2 15/16: Off Target. A slight improvement from the same period last year.		4.50	Number of days lost (cumulative)	504.52
										Average number of FTE in service (year to date)	98.61

01.3 Corporate Health

Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
05. Complete all service priorities	% of service priorities on target / completed, of the total number	74%	90%	90.48 %	95.24 %		Q2 15/16: On Target 40/42.		90%	Number of service & corporate priority actions	42
										Number of service & corporate priority actions on tgt/completed	40
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	98.01 %	98.94 %	96.84 %	97.12 %		Q2 15/16: On Target		92%	Number received (cumulative)	208
										Number paid within 30 days (cumulative)	202
08. Improve PI performance	% of PIs that are on target/ have reached their target.	72.41 %	90.48 %	77.14 %	80.77 %		Q2 15/16: Off Target 21/26.		90%	Number on tgt/ tgt achieved	21
										Number of PI's	26
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%		Q2 15/16: 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

01.4 Improving for the Future











Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	83.33 %	100%	0%	50%		Q2 15/16: Off Target. Outstanding actions will be addressed in Q3.		90%	Number of on tgt/ completed actions	4
										Number of outstanding actions	8








Communities and Economy Action report



















03. Service Priorities




Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.1.1	01. SMP SG - Reducing poverty and health inequalities	Review and implement the Child Poverty Action Plan. Completion of preparation of plan and achievement of phase 1 actions	31-Mar-2016		50%	Q2 15/16: On target (50%). The review of Child Poverty Action plan has been concluded. New governance/reporting arrangements agreed between IOM/GIRFEC board. Next step is to develop a measurement framework by end of December 2015.
CE.SP.2.1	02. SMP SG - Promoting economic development and business support	Continue to implement the provisions of "Ambitious Midlothian" (economic recovery plan)	31-Mar-2016		50%	Q2 15/16: On Target.
CE.SP.3.1	03. SMP SG - Maximising economic and business investment from the Borders Rail Line	Engage with adjacent Councils and other partners to implement the "Borders Rail Line Blueprint" document	31-Mar-2016		50%	Q2 15/16: On Target. Joint bid -consultant and Business Adviser for tourism sector appointed and work commenced. Launch of Borders Rail on 5 September with attendant publicity. Local businesses took stands at Waverley Market on Saturdays over September.
CE.SP.4.1	04. SMP SG - Progress preparation of SDP2 to formal 'Main Issues Report' stage	Engage with the other five partner local authorities to prepare and publish the "South East Scotland Strategic Development Plan No.2: Main Issues Report"	31-Mar-2016		50%	Q2 15/16: On Target, SESplan M.I.R consultation undertaken, SESplan reviewing and considering representations.
CE.SP.5.1	05. SMP SG - Progress preparation of MLDP to final adoption	Publish MLDP Proposed Plan, submit to Scottish Ministers together with unresolved objections	31-Mar-2016		50%	Q2 15/16: On Target. Collating and considering representations with a view to reporting to elected members in December 2015.
CE.SP.6.1	06. SMP SG - Maintain progress on the implementation of the East Bush Master Plan	Lobby Scottish Ministers for urgent transport infrastructure schemes to serve the Bush. Provide the programme and secretariat for the running of the Easter Bush development Board	31-Mar-2016		50%	Q2 15/16: On Target. Approach new being taken through Midlothian Local Development Plan, and City Deal - Next Easter Bush Development Board due in Q3.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.7.1	07. SMP-SG Protect and improve our historic buildings, environment and town centres	Continue the implementation of Conservation Area Regeneration Scheme at Gorebridge	31-Mar-2016		50%	Q2 15/16: On Target. Regeneration works being implemented as planned. Grant monies being spent on approved projects.
CE.SP.7.2		Secure and Implement a Business Improvement District at Penicuik Town Centre	31-Mar-2016		75%	Q2 15/16: On Target. Company now established. Phase 1 being implemented.
CE.SP.8.1	08. SMP IOM - Improve access to welfare advice through increased local and targeted provision	Provision of support/resource/advice and information to Midlothian Financial Inclusion Network.	31-Mar-2016		50%	Q2 15/16: On target (50%). MARCH and Midlothian Financial Inclusion Network project delivered improved access to welfare advice. NHS staff now routinely referring people to welfare rights team.
CE.SP.9.1	09. SMP-SG Protect the natural environment and promote biodiversity	Ensure product of review of the Planning Service makes provision for appropriate resource allocation to deal with matters of biodiversity and climate change	01-Mar-2016		50%	Q2 15/16: On Target. Planning Service Review progressing. New structure approved by CMT in September 2015. New structure allocates resource to biodiversity issues. New structure to be implemented prior to April 2016.
CE.SP.10.1	10. Secure major additional external investment through the 'City Deal' for the Edinburgh City Region	Engage with the other five councils in the Edinburgh City Region to secure funding for new infrastructure projects within Midlothian	31-Mar-2016		50%	Q2 15/16: On Target. First stage bid to UK and Scottish Government submitted Sept 2015. If successful, formal announcement not due until 2016/17.
CE.SP.11.1	11. Successfully secure the new LEADER programme for East/Midlothian areas	Complete intensive programme of consultation and resubmission of bid to Scottish Government	31-Aug-2015		100%	Q2 15/16: Complete: Submitted. Result due very soon.
CE.SP.11.2		Assess initial set of project applications (LEADER programme)	31-Mar-2016		0%	Q2 15/16: Once confirmation is received, post to be advertised asap.
CE.SP.12.1	12. Supporting and empowering local communities	Engage with a wide range of stakeholders across our communities in a review of the neighbourhood planning process	31-Mar-2016		100%	Q2 15/16: Complete (100%). Recommendations of the review are now being implemented, including the establishment of a Midlothian wide planning group to address cross-cutting issues.
CE.SP.12.2		Complete the CAT policy and commence implementation of priority buildings	31-Mar-2016		100%	Q2 15/16: Complete (100%). Community Asset Policy approved by Council in June 2015. Policy will need to be updated once the Scottish Government publish the supporting statutory guidance.
CE.SP.12.3		Complete approval and implementation of revised scheme for community councils (Year 1 of 3)	31-Mar-2016		80%	Q2 15/16: On target (80%).

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.12.4	12. Supporting and empowering local communities	Complete remaining neighbourhood plans	31-Dec-2015		80%	Q2 15/16: On target (80%). Moorfoot is only outstanding neighbourhood plan. Next step is to implement a schedule of reviews for all neighbourhood plans.
CE.SP.13.1	13. Examine options for a participatory budgeting process	Engage with stakeholders and prepare an options paper on potential for participatory budgeting	31-Aug-2015		100%	Q2 15/16: Complete (100%). Options paper prepared and discussed at council. Participatory Budget being tested in Woodburn in partnership with Coalfield Regeneration Trust. £40,000 committed. Briefing seminar with elected members organised for 1 December 2015. Joined the Scottish Government network of local authorities testing PB.
CE.SP.14.1	14. Tackling alcohol and substance misuse	Engage with the Police and other agencies/stakeholders in monitoring and taking any actions as may be necessary or beneficial in relation to the sale and/or supply of NSP	31-Mar-2016		50%	Q2 15/16: On Target. Further visits made, jointly with the police. Enforcement action taken.
CE.SP.15.0 1	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Maintain level of performance scored in Planning Performance Framework.	31-Mar-2016		50%	Q2 15/16: On Target. 2014/15 PPF submitted. Service level maintained with exception to concluding Section 75 legal agreements as a result of a vacant post for 9 months. Section 75 Officer post filled and team working through backlog of work.
CE.SP.15.0 2		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2016		50%	Q2 15/16: On Target
CE.SP.15.0 3		Re-establish levels of service in Environmental Health following dissolution of the pilot partnership with East Lothian Council	31-Mar-2016		0%	Q2 15/16: On Target. The Partnership pilot for Environmental Health has ceased and recruitment success in Environmental Health means that that we can progress with commencing recovery.
CE.SP.15.0 4		Ensure service levels within Trading Standards are not compromised by potential extended partnership with East Lothian Council	31-Mar-2016		50%	Q2 15/16: On Target. Initial report on Operational Working Practices being produced.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.15.05	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Intelligence gathering. Logging information on to Memex system. Provision of doorstep selling advice to the public.	31-Mar-2016		50%	Q2 15/16: On Target. All intelligence received by Trading Standards is placed on the Memex database and any member of the public who makes direct contact with Trading Standards is given advice, assisted with a possible resolution, or signposted to another appropriate agency. Trading Standards officers also attend various events, where advice/literature are offered to the public. A special 'Beat Doorstep Crime' booklet was created for the pilot No Cold Calling Zones, with additional copies are available for other events.
CE.SP.15.06		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	01-Apr-2016		50%	Q2 15/16: On Target
CE.SP.15.07		Develop a structured reporting framework to identify areas where it may be possible to reduce the time taken to process ground investigation reports relative to ground contamination	01-Apr-2016		51%	Q2 15/16: On Target
CE.SP.15.11		Deliver the functions of the Health & Safety Enforcement Service Plan	31-Mar-2016		14%	Q2 15/16: Staff vacancies in the F&S team means that reactive work relating to service requests and accident reporting is being prioritised. With new staff in post / joining shortly it is anticipated that delivery of the H&S Plan will increase in Q3 &4.
CE.SP.15.12		Deliver the statutory functions on Food Safety and Food Standards enforcement	31-Mar-2016		42%	Q2 15/16: On Target. Sampling work on target, service request work being addressed, inspection work backlog being caught up.
CE.SP.16.1		16. Making people feel safe at home and in their communities	Explore ways in which building standards and planning can best contribute to the work of the access panel	31-Mar-2016		50%
CE.SP.16.2	Develop and implement the establishment of "no cold calling zones". Pilot zone(s) established.		01-May-2015		100%	Q2 15/16: Complete. Some publicity taken by local press/web-sites.
CE.SP.16.3	Undertake enhanced levels of enforcement on tobacco test purchasing		31-Mar-2016		0%	Q2 15/16: Off Target. No further test purchasing (integrity or formal) has been carried out this year so far, due to other priorities. Advice to traders continues to be provided during routine inspections.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.16.4	16. Making people feel safe at home and in their communities	Identify and implement an agreed level of provision taking into account the impact on Midlothian residents, other MC services, Police Scotland and Scot. Govt.	31-Mar-2016		35%	Q2 15/16: On Target.
CE.SP.17.1	17. Promoting economic development, meeting housing need and protecting natural and heritage resources	Lead officer to coordinate Midlothian's response to the Strategic Development Plan process	01-Apr-2016		50%	Q2 15/16: On Target, SESplan M.I.R consultation undertaken, SESplan reviewing and considering representations. Collating and considering MLDP representations (over 800) with a view to reporting to elected members in December 2015.
CE.SP.18.1	18. Addressing the needs of Armed Forces Veterans in our communities	Assisting with grant fund applications under the terms of the Armed Forces Covenant.	31-Mar-2016		80%	Q2 15/16: On Target (80%). New processes being agreed by MOD, work on target.
CE.SP.19.1	19. Continuation of Contaminated Land programme to protect human health	Deliver Contaminated Land Strategy objectives	31-Mar-2016		50%	Q2 15/16: On Target (50%)
CE.SP.19.2		Respond to relevant LA services within 28 days re Contaminated Land peer review assessments	31-Mar-2016		50%	Q2 15/16: On Target (50%)
CE.SP.20.1	20. To enable persons with disability to remain living independently in their own home	Review the Midlothian Council Section 72 Statement of Assistance	31-Dec-2015		50%	Q2 15/16: An extensive review of the Midlothian Council Section 72 Statement of Assistance took place in Q1 & Q2 in conjunction with identified principal stakeholders. The revised document is to be released for consultation with the wider stakeholder group in Q3 with the finalised report to be considered by Cabinet.
CE.SP.21.1	21. Assisting the housing needs of individuals with disabilities	Implement the Housing (Scotland) Act 2008 Section 72 Statement re assisting disabled applicants to remain living independently in their own homes	31-Mar-2016		45%	Q2 15/16: Off Target. 75 % of applications dealt with to NOA* stage within 28 days. Off target due to Environmental Health Public Health Team being one member of staff down and the impact of Partnership working. * NOA is Notice of Approval ie: confirmation that grant will be paid and that applicant can go ahead and organise the adaptation work.
CE.SP.22.1	22. Identify those properties where naturally occurring Radon may be affecting human health to enable protection of human health	Deliver a mechanism to address public health concerns re Radon gas within the Midlothian area	31-Mar-2016		15%	Q2 15/16: On Target. Preparatory work has commenced to test those remaining Council houses identified as at possible increased risk.











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.23.1	23. Protect public health by improving housing opportunities for people in Midlothian	Address the backlog of residential Landlord registration Applications	01-Apr-2016		50%	Q2 15/16: On Target. Backlog owing to change in procedures for fit and proper person test and also increased enforcement targeting unregistered landlords. Scottish Government percentage of approved registrations, as of 31 June 2015, is 77.4%.
CE.SP.24.1	24. Increase levels of community safety and public protection	Integration of the work of environmental health and building standards in the management of safety at public events	01-Apr-2016		50%	Q2 15/16: On Target. Building Standards reviewing current practices. Currently developing procedures and relevant forms to allow formal application for the erection of raised structures under section 89 of the Civic Government (Scotland) Act 1982.
CE.SP.25.1	25. Increased proportion of citizens who are engaged with service development and delivery	Support development of greater third sector and social enterprises	31-Mar-2016		50%	Q2 15/16: On Target.









Communities and Economy PI Report



03. Service Priorities











PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.1.1a	01. SMP SG - Reducing poverty and health inequalities	Medium and longer term SIMD data	N/A	N/A	Yes	Yes			Q2 15/16: Information from SIMD has been detailed and used in the Midlothian and Neighbourhood Profiles, available on the Council website.	Yes	
CE.SP.2.1a	02. SMP SG - Promoting economic development and business support	(Detailed indicators as set out in the "Ambitious Midlothian" document)	N/A	N/A	N/A	N/A			Q2 15/16: Appropriate indicators are under review to be ready for Q3.		
CE.SP.3.1a	03. SMP SG - Maximising economic and business investment from the Borders Rail Line	Amount of additional direct inward investment	N/A	N/A	N/A	N/A			Q2 15/16: To be reported annually.		
CE.SP.3.1b		Increase in tourist visitors and spend	N/A	N/A	N/A	N/A			Q2 15/16: To be reported annually		
CE.SP.3.1c		Number of new jobs directly created	N/A	N/A	N/A	N/A			Q2 15/16: Q2 15/16: To be reported annually.		
CE.SP.4.1a	04. SMP SG - Progress preparation of SDP2 to formal 'Main Issues Report' stage	Publication of SDP No. 2 MIR for formal public consultation	N/A	N/A	Yes	Yes			Q2 15/16: On Target, SESplan M.I.R consultation undertaken, SESplan reviewing and considering representations.	Yes	











PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.5.1a	05. SMP SG - Progress preparation of MLDP to final adoption	Performance as measured against the programme set out in the Councils published Development Plan Scheme No. 7 (March 2015)	N/A	N/A	Yes	Yes			Q2 15/16: Collating and considering representations with a view to reporting to elected members in December 2015.	Yes	DPS Nos 1-6 inclusive
CE.SP.6.1a	06. SMP SG - Maintain progress on the implementation of the East Bush Master Plan	Number of meetings of the Easter Bush Development Board and progress on outcomes.	N/A	N/A	1	1			Q2 15/16: On Target. Meetings held on 11/02/2015 and 23/10/2015. Major item of concern is securing long term transport access.	2	
CE.SP.7.1a	07. SMP-SG Protect and improve our historic buildings, environment and town centres	Number of properties improved and level of spend on CARS at Gorebridge.	N/A	N/A	N/A	N/A			Q2 15/16: Regeneration works being implemented as planned. Grant monies being spent on approved projects.		
CE.SP.7.2a		Successful outcome to Penicuik Bid ballot and implementation of phase 1	N/A	N/A	Yes	Yes			Q2 15/16: On Target. Successful ballot and company now being set up.	Yes	
CE.SP.8.1a	08. SMP IOM - Improve access to welfare advice through increased local and targeted provision	Staff involved demonstrate competence in helping people adapt to new welfare systems as measured by customer satisfaction surveys	N/A	N/A	N/A	N/A			Q2 15/16: Customer satisfaction survey has been revised. Procedures and administrations being drawn up.		Previous targets for WR project delivered on time











PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.9.1a	09. SMP-SG Protect the natural environment and promote biodiversity	Completion of the planning Service review, effectiveness of the review in improving Performance Planning Framework indicators	N/A	N/A	No	No			Q2 15/16: Planning Service Review progressing. New structure approved by CMT in September 2015. New structure allocates resource to biodiversity issues. New structure to be implemented prior to April 2016.	Yes	
CE.SP.10.1a	10. Secure major additional external investment through the 'City Deal' for the Edinburgh City Region	Increase in GVA for every £ spent	N/A	N/A	N/A	N/A			Q2 15/16: City deal bid has been lodged with decision awaited. If successful, evidence of success will only be evident in the longer term (5 to 10 years)		
CE.SP.10.1b		Impact on the welfare provision	N/A	N/A	N/A	N/A			Q2 15/16: City deal bid has been lodged with decision awaited. If successful, evidence of success will only be evident in the longer term (5 to 10 years)		
CE.SP.10.1c		Amount of new City Deal investment procured	N/A	N/A	N/A	N/A			Q2 15/16: City deal bid has been lodged with decision awaited. If successful, evidence of success will only be evident in the longer term (5 to 10 years)		
CE.SP.11.1a	11. Successfully secure the new LEADER programme for East/Midlothian areas	Success of resubmitted bid of LEADER programme	N/A	N/A	N/A	99%			Q2 15/16: On Target.	100%	
CE.SP.11.2a		Allocation of funding to successful bids	N/A	N/A	N/A	N/A			Q2 15/16: This indicator cannot be updated until success of bid resubmission is determined.		
CE.SP.12.1a	12. Supporting and empowering local communities	Completion of the review and commencement of phase 1 actions	N/A	N/A	Yes	Yes			Q2 15/16: Complete (100%). Action group established and met to address areas of commonality.	Yes	

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16			Annual Target 2015/16	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
CE.SP.12.2a	12. Supporting and empowering local communities	Number of buildings transferred to community groups.	N/A	N/A	0	N/A			Q2 15/16: Not going to happen until at least summer 2016 when statutory guidance on asset transfer is issued by the Scottish Government.		
CE.SP.12.3a		Number of neighbourhood plans completed	N/A	N/A	12	15			Q2 15/16: On Target. 15 produced, need to agree schedule of review and finish outstanding one.	16	
CE.SP.12.4a		Number of new constitutions adopted by end of year 1	N/A	N/A	4	3			Q2 15/16: On target.	5	
CE.SP.13.1a	13. Examine options for a participatory budgeting process	Completion of options paper and decision on future development of definitive policy	N/A	N/A	No	No			Q2 15/16: On target. Testing in Woodburn with Coalfields Regeneration Trust. Seminar for elected members arranged for 1 December 2015.	Yes	
CE.SP.14.1a	14. Tackling alcohol and substance misuse	Number of successful interventions in terms of sale of NPS	N/A	N/A	1	2			Q2 15/16: On Target.	4	
CE.SP.15.01a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Planning Performance Framework results	N/A	N/A	Yes	Yes			Q2 15/16: 2014/15 PPF submitted. Service level maintained with exception to concluding Section 75 legal agreements as a result of a vacant post for 9 months. Section 75 Officer post filled and team working through backlog of work.	Yes	
CE.SP.15.02a		Balanced Scorecard Values	N/A	N/A	Yes	Yes			Q2 15/16: On Target.	Yes	
CE.SP.15.05a		No. of cases of rogue traders reported and addressed	N/A	N/A	26	19			Q2 15/16: Annual target removed as this is a data indicator rather than a performance indicator. Figure also includes certain telephone/e-mail scams, where Memex entries have subsequently been made.		

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.06 a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Further development of e-building standards (to meet Scottish Government target launch date)	N/A	N/A	Yes	Yes			Q2 15/16: On Target	Yes	
CE.SP.15.07 a		Information from customer surveys: Completion of minute and evidence of first year implementation	N/A	N/A	N/A	N/A			Q2 15/16: On Target	Yes	
CE.SP.15.08 a		Percentage of planning applications determined within the set targets (two months for a local development and four months for a major development).	N/A	N/A	82%	79%			Q2 15/16: Performance has dipped below the 80% target as a consequence of vacant posts not being filled as a Planning Service Review is being undertaken. New structure approved by CMT in September 2015. Implementation of new structure and back filling vacant posts will take place prior to 1 April 2016. Performance will recover once the vacant post are filled.	80%	
CE.SP.15.09 a		Provide a 'duty officer' service	N/A	N/A	Yes	Yes			Q2 15/16: Duty Officer service provided deal with approximately 2,000 enquiries a month.	Yes	
CE.SP.15.09 c		Percentage of initial investigations into a breach of planning control carried out within 28 days	N/A	N/A	100%	100%			Q2 15/16: All initial investigations were commenced within 28 days of receipt.	100%	
CE.SP.15.10 a		Planning performance framework score monitored.	N/A	N/A	Yes	Yes			Q2 15/16: 2014/15 PPF submitted. Service level maintained with exception to concluding Section 75 legal agreements as a result of a vacant post for 9 months. Section 75 Officer post filled and team working through backlog of work.	Yes	

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.11a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Percentage of all major accidents and injuries reported to the authority which are investigated in line with incident selection policy	N/A	N/A	100%	100%			Q2 15/16: On Target.	100%	Historic performance data
CE.SP.15.12a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	N/A	80%	80%			Q2 15/16: Off Target. 84% is an ambitious target. It is anticipated that with the recent staffing appointments to the F&S team progress can be attained.	84%	
CE.SP.15.12b		Percentage of businesses inspected within timeframe for Category A and B premises	N/A	N/A	57%	100%			Q2 15/16: On Target.	100%	
CE.SP.16.1a	16. Making people feel safe at home and in their communities	Increase effectiveness of contribution of building standards and planning to the work of the Midlothian Access Panel	N/A	N/A	Yes	Yes			Q1 15/16: On Target.	Yes	
CE.SP.16.2a		Number of reported cold calling cases in designated zones	N/A	N/A	N/A	N/A			Q2 15/16: The ideal position is to see no cases at all but realistically there have been probably a few cases each week in these areas in the past (especially during Spring and Summer), but there is an issue of reporting and often the Council or police are not told, or the information received is old. Only really when the zones have been in place for about six months will we know if they have been effective. A 'pre-zone' survey has been put out to the residents and another questionnaire will be sent out early next year in order to gauge some trend. The aim is that in making an area a designated 'No Cold Calling		

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Benchmark	
			Value	Value	Value	Value	Status	Short Trend	Note			
										Zone', the residents will become more vigilant and pass on useful information to the authorities, as well as protecting themselves.		
CE.SP.16.3a	16. Making people feel safe at home and in their communities	Percentage of tobacco retailers visited annually.	N/A	N/A	5.6%	7.4%			Q2 15/16: On Target.	10%		
CE.SP.16.4a		Levels of request for service and customer satisfaction feedback	N/A	N/A	52	53			Q2 15/16: 53 service requests received.			
CE.SP.17.1a	17. Promoting economic development, meeting housing need and protecting natural and heritage resources	Respond to the SES plan MIR.	N/A	N/A	Yes	Yes			Q2 15/16: SESplan M.I.R consultation undertaken, SESplan reviewing and considering representations. Collating and considering MLDP representations (over 800) with a view to reporting to elected members in December 2015.	Yes		
CE.SP.19.2a	19. Continuation of Contaminated Land programme to protect human health	Percentage of enquiries responded to within 28 days of receipt (re Contaminated Land peer review assessments)	100%	N/A	100%	100%			Q2 15/16: On Target.	85%		
CE.SP.21.1a	21. Assisting the housing needs of individuals with disabilities	Percentage of referrals for disabled persons adaptations grants to assist disabled applicants determined within 28 days	N/A	N/A	80%	75%			Q2 15/16: Off Target. 75% of applications dealt with to NOA stage within 28 days. Off target due to Environmental Health Public Health Team being one member of staff down and the impact of Partnership working.	100%	100%	

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16			Annual Target 2015/16	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
CE.SP.22.1a	22. Identify those properties where naturally occurring Radon may be affecting human health to enable protection of human health	Percentage of Midlothian Council Residential properties within the area identified on the revised Radon maps as being at risk to be tested	N/A	N/A	33%	33%			Q2 15/16: Off Target. The radon testing programme for those Midlothian Council residential properties is scheduled to commence in Q3.	75%	
CE.SP.22.1b		Percentage of those properties identified as requiring remedial action receiving such action within 9 months of identification	N/A	N/A	N/A	N/A			Q2 15/16: Zero properties identified in this round of testing; to date.	100%	
CE.SP.23.1a	23. Protect public health by improving housing opportunities for people in Midlothian	Percentage of backlog of Landlord Registration applications determined by 30/09/15	N/A	N/A	75.3%	77.4%			Q2 15/16: Off Target. Backlog owing to change in procedures for fit and proper person test and also increased enforcement targeting unregistered landlords.	95%	
CE.SP.23.1b		(Once backlog cleared) percentage of all applications received that are determined or referred to Committee for determination within 3 months	N/A	N/A	N/A	N/A			Q2 15/16: Significant progress has been made on addressing the backlog of applications.	90%	
CE.SP.24.1a	24. Increase levels of community safety and public protection	Establishment of a written protocol and procedure (for environmental health and building standards intermigration)	N/A	N/A	No	No			Q2 15/16: On Target	Yes	

04. Local Government Benchmarking Framework

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16			Annual Target 2015/16	Benchmark
			Value	Value	Value	Value	Status	Short Trend		
CORP5b2		The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site	0.65 hours	1.01 hours	3.35 hours	1.54 hours	Annual indicator – data will be available Q3			2013/14 Rank 15 (Second Quartile)
ENV5		Cost of trading standards and environmental health per 1,000 population £	N/A	N/A	N/A	Annual indicator – data will be available Q3			2013/14 Rank 3 (TOP Quartile); Midlothian £17,650, Scotland £23,931.	
ENV5a		Cost of Trading standards per 1,000 population.				Annual indicator – data will be available Q3			2013/14 Rank 13 (Second Quartile)	
ENV5b		Cost of environmental health per 1,000 population.	N/A	N/A		Annual indicator – data will be available Q3			2013/14 - Rank 9 (2nd Quartile): Midlothian £13,282, Scotland £18,322	
ENV5bi		Environmental Health Gross Expend £000				Annual indicator – data will be available Q3				