

Communities and Economy Performance Report 2015/16



01. Progress in delivery of strategic outcomes

Q1 15/16:

Promoting Economic Development

Edinburgh Region City Deal: Collaborative work with five partner Councils in South East Scotland to prepare and submit bid to Scottish and UK Governments in September 2015. This innovative partnership is seeking to achieve funding from Central Government and Scottish Government together with funding from local authorities, along with levered in private sector funding to improve economic growth and welfare outcomes across the five local authorities. Officers from across the Council are supporting the development of the bid, which is directly lead by the Chief Executive and the Head of Communities and Economy as operational co-ordinator.

The opening of the new Borders Rail line in September provides substantial opportunities for local businesses and tourism; the Economic Development section has held two successful events to ensure that businesses in Midlothian are aware of the impact that this rail link will bring. We are also engaging with adjacent Councils and other partners to implement the "Borders Rail Line Blueprint" document so that we maximise the benefits of the new rail link.

Approval of Strategic Development Plan (SESplan) No.2 Main Issues Report for public consultation. We are engaging with the other five partner local authorities to prepare and publish the "South East Scotland Strategic Development Plan No.2: Main Issues Report".

Midlothian Local Development Plan: Proposed Plan completed its formal notification period in June 2015. Over 800 representations received, Following consideration of these by the Council, Scottish Ministers will consider them, particularly those which are unresolved objections.

Penicuik Business Improvement District ballot was successful with over 70% voting in favour of setting up the BID project: Economic Development Staff are now working with the BID Project Manager and the businesses to set up governance and management arrangements.

Successful Midlothian Food and Drink Awards event in June 2015. This fully booked event at Oxenfoord Castle attracted 90 local businesses. In relation to the awards over 12,000 votes were cast, this being 50% up on previous years. Supporting, Protecting and Developing Communities

Publication of the Bonnyrigg, Lasswade and Poltonhall Neighbourhood Plan. The local community councils, in collaboration with other local community organisations, have prepared a Plan of practical and achievable actions to improve the lives of residents of this growing Bonnyrigg area.

Gorebridge Conservation Area Regeneration. The implementation of the scheme is progressing ahead of schedule.

02. Emerging Challenges

Q1 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.

Action to address these challenges are set out in the Communities and Economy Service Plan 2015/16.

Suggested changes to priorities

Q1 15/16:

Action **CE.SP.15.1: Seek improvement in the Planning Performance Framework.**

Request change of wording from 'Seek improvement in the' to 'Maintain level of performance scored in'.

Action **CE.SP.15.8: Maintain performance in handling of planning applications**

Action **CE.SP.15.9: Deliver a high quality, customer focussed planning service**

Action **CE.SP.15.10: Complete a service review of the planning service**

Request to delete these actions as these are covered in CE.SP.15.1

Indicator: **CE.SP.6.1a: Number of meetings of the Easter Bush Development Board**

Request to amend wording to: Number of meetings of the Easter Bush Development Board and progress on outcomes.

Indicator: **CE.SP.6.1b: Number of master plan actions completed.**

Indicator: **CE.SP.6.1c: Success in lobbying for resources to implement transport schemes**

Request to delete these indicators as these will be reported in CE.SP.6.1

Indicator **CE.SP.15.9b: Percentage of pre application enquiries responded to within 42 days**

Request to delete this PI as this is not measured.

Indicator **CE.SP.15.10a: Planning performance framework improvement demonstrated.**

Request to change wording from 'improvement demonstrated' to 'score monitored'.

Indicator **CE.SP.17.1a: Maintaining an up to date strategic development plan**

Request to change wording to 'Respond to the SESplan MIR'.

Communities and Economy PI summary









Outcomes and Customer Feedback

Priority	Indicator	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	36	19	12		Q1 15/16: There were 12 complaints received during Q1.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	2.2	1.29	1.88		Q1 15/16: On Target.		5	Number of complaints complete at Stage 1	8
									Number of working days for Stage 1 complaints to be Completed	15
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	25	0	0		Q1 15/16: On Target. There were no stage 2 complaints completed during Q1.		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%	92.86 %	87.5%		Q1 15/16: Off Target. One complaint out of 7 was completed in 6 days.		95%	Number of complaints complete at Stage 1	8
									Number of complaints at stage 1 responded to within 5 working days	7
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	0%	N/A	100%		Q1 15/16: On Target. There were no stage 2 complaints completed during Q1.		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	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	£ 6.491 m	£ 4.315 m		Q1 15/16: Off Target. Financial information for 14/15 was reported to the Council in June 2015.		£ 3.346 m		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.37	2.83	2.81		Q1 15/16: Off Target, comparable to Q1 last year.		4.50	Number of days lost (cumulative)	275.72
									Average number of FTE in service (year to date)	98.31

Corporate Health

Priority	Indicator	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
05. Complete all service priorities	% of service priorities on target / completed, of the total number	74%	96.08 %	90.48 %		Q1 15/16: On Target.		90%	Number of service & corporate priority actions	42
									Number of service & corporate priority actions on tgt/completed	38
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	98.01 %	98.93 %	96.84 %		Q1 15/16: On Target.		92%	Number received (cumulative)	95
									Number paid within 30 days (cumulative)	92
08. Improve PI performance	% of PIs that are on target/ have reached their target.	72.41 %	77.27 %	77.14 %		Q1 15/16: Off Target.		90%	Number on tgt/ tgt achieved	27
									Number of PI's	35
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%		Q1 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

Improving for the Future










Priority	Indicator	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Feeder Data	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 %	0%	0%		Q1 15/16: Off Target. These 4 actions will be addressed in Q2.		90%	Number of on tgt/ completed actions	0
									Number of outstanding actions	4









Communities and Economy Action report




















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	30-Aug-2015		50%	Q1 15/16: On Target. The review of the Child Poverty Action Plan is ongoing; to be concluded by October 2015 and reviewed by the IOM group.
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		25%	Q1 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		25%	Q1 15/16: On Target. Two public meetings for businesses were held in May. Joint bid to take on consultant and Business Adviser for tourism sector in progress.
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		25%	Q1 15/16: On Target. Midlothian engaging in SESplan M.I.R process.
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		25%	Q1 15/16: On Target. Proposed MLDP published. Representation period expired 26 June 2015. Over 800 representations received.
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		25%	Q1 15/16: On Target. Approach new being taken through Midlothian Local Development Plan, and City Deal - Next Easter Bush Development Board due in Q2.

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		25%	Q1 15/16: On Target. Projects identified. Grants awarded. Works ongoing.
CE.SP.7.2		Secure and Implement a Business Improvement District at Penicuik Town Centre	31-Mar-2016		50%	Q1 15/16: On Target. Successful ballot and company now being set up.
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		25%	Q1 15/16: On Target. MFIN continues to support the council and third sector joint working to provide research and joint funding applications to address welfare inequalities. MFIN secured a successful Community Capacity & Resilience Fund for better banking facilities in Midlothian.
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		25%	Q1 15/16: On Target. Planning Service Review underway.
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		25%	Q1 15/16: On Target. Extensive activity including with consultants to prepare City Deal bid by Q4 (Jan 2016).
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		50%	Q1 15/16: On Target. The bid is in the process of being resubmitted by 31 August 2015.
CE.SP.11.2		Assess initial set of project applications (LEADER programme)	31-Mar-2016		0%	Q1 15/16: This cannot be progressed until CE.SP.11.1 is completed.
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%	Q1 15/16: Complete. 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%	Q1 15/16: Complete. Community Asset Policy approved by Council in June 2015. Policy will need to be updated once the Scottish Government publish the supporting statutory guidance.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.12.3	12. Supporting and empowering local communities	Complete approval and implementation of revised scheme for community councils (Year 1 of 3)	31-Mar-2016		80%	Q1 15/16: On Target. 4 Community councils (CC) adapted new scheme and also the Federation of CC.
CE.SP.12.4		Complete remaining neighbourhood plans	31-Dec-2015		80%	Q1 15/16: On Target. Tynewater, Moorfoot, Rosewell, Bonnyrigg outstanding; will be complete by end of financial year.
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%	Q1 15/16: Complete. Options paper prepared and discussed at council. Participatory Budget being tested in Woodburn in partnership with Coalfield Regeneration Trust. £40,000 committed.
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		25%	Q1 15/16: On Target. Joint Trading Standards/Police visits have been instigated. Only one 'official' NPS premises known of in Midlothian. Premises to be re-visited every 2-3 months. UK Legislation currently going through Parliament.
CE.SP.15.0 1	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Seek improvement in the Planning Performance Framework.	31-Mar-2016		25%	Q1 15/16: On Target. Request change of wording from 'Seek improvement in the' to 'Maintain level of performance scored in'. 2014/15 PPF submission in preparation.
CE.SP.15.0 2		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2016		25%	Q1 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%	Q1 15/16: On Target. The Partnership pilot for Environmental Health ceased on 31 May 2015 with limited support continuing to East Lothian Council whilst they address their situation. This coupled with the ongoing recruitment difficulties in Environmental Health at Midlothian Council has meant that we are at the early stages of 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		30%	Q1 15/16: On Target. Work ongoing in relation to potential partnership with East Lothian Trading Standards.

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		26%	Q1 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		25%	Q1 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-Dec-2015		0%	Q1 15/16: Off Target. This is scheduled to commence in Q2.
CE.SP.15.08		Maintain performance in handling of planning applications	01-Apr-2016		0%	Q1 15/16: Request deletion of this action as it is covered in CE.SP.15.1
CE.SP.15.09		Deliver a high quality, customer focussed planning service	01-Apr-2016		0%	Q1 15/16: Request deletion of this action as it is covered in CE.SP.15.1
CE.SP.15.10		Complete a service review of the planning service	01-Jan-2016		0%	Q1 15/16: Request deletion of this action as it is covered in CE.SP.15.1
CE.SP.15.11		Deliver the functions of the Health & Safety Enforcement Service Plan	31-Mar-2016		5%	Q1 15/16: Health and safety plan being drafted – On going reactive work being prioritised = Ryze, Midstock festival etc.
CE.SP.15.12		Deliver the statutory functions on Food Safety and Food Standards enforcement	31-Mar-2016		25%	Q1 15/16: On Target. Food service plan 15/16 agreed and being implemented subject to staff resources.
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	01-Sep-2015		25%	Q1 15/16: On Target.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.SP.16.2	16. Making people feel safe at home and in their communities	Develop and implement the establishment of "no cold calling zones". Pilot zone(s) established.	01-May-2015		100%	Q1 15/16: Complete. Established as of July 2015, only relevant publicity remains, but is in-hand.
CE.SP.16.3		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2016		0%	Q1 15/16: Off Target. No further test purchasing (integrity or formal) has been carried out this year so far, due to other priorities.
CE.SP.16.4		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		15%	Q1 15/16: On Target. Formal review of the Out of hours noise team has commenced and is proceeding with assistance from the Business Transformation Team – data gathering and consultations are proceeding.
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		25%	Q1 15/16: On Target. Midlothian engaging in SESplan M.I.R process. Proposed MLDP published. Representation period expired 26 June 2015. Over 800 representations received.
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%	Q1 15/16: On Target. Autumn 2015 next launch. Regeneration Officer leading on the support to grant applicants.
CE.SP.19.1	19. Continuation of Contaminated Land programme to protect human health	Deliver Contaminated Land Strategy objectives	31-Mar-2016		25%	Q1 15/16: On Target. A review of desk studies and their categorisations is complete, with two Category 1 sites remaining. Detailed investigation of one site planned for 2015/16.
CE.SP.19.2		Respond to relevant LA services within 28 days re Contaminated Land peer review assessments	31-Mar-2016		25%	Q1 15/16: On Target.
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%	Q1 15/16: On Target. The review of the Statement of Assistance is almost complete and currently in draft form. A consultation exercise with relevant stakeholders will take place, with the finalised report being taken before Cabinet.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		25%	Q1 15/16: Off Target. 80% 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		5%	Q1 15/16: On Target. Preparatory work has commenced to test those remaining Council houses identified as at possible increased risk.
CE.SP.23.1	23. Protect public health by improving housing opportunities for people in Midlothian	Address the backlog of residential Landlord registration Applications	30-Sep-2015		30%	Q1 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 75.3%.
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	30-Jun-2015		10%	Q1 15/16: Off Target. There are a number of strands of work within the Council secretariat remit currently under review to establish best practice. Meantime Environmental Health / Building Standards (BS) are providing response to those events we have a regulatory interest in and are formally consulted on or become aware of. BS currently reviewing the process for the formal submission of Section 89, of the Civic Government (Scot) Act. Consultation with relevant sections to be carried out Q2.
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		25%	Q1 15/16: On target, through support to the Third Sector and social enterprises. Need to clarify evidence.

Communities and Economy PI Report
























Service Priorities









PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Benchmark
			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		N/A	Q1 15/16: See 2015 profile. The review of the Child Poverty Action Plan is ongoing; to be concluded by October 2015 and reviewed by the IOM group.	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	N/A	Q1 15/16: Appropriate indicators are under review to be ready for Q2.		
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	N/A	Q1 15/16: To be reported annually or half-yearly.		
CE.SP.3.1b		Increase in tourist visitors and spend	N/A	N/A	N/A	N/A	N/A	Q1 15/16: To be reported annually or half-yearly.		
CE.SP.3.1c		Number of new jobs directly created	N/A	N/A	N/A	N/A	N/A	Q1 15/16: To be reported annually or half-yearly.		
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			Q1 15/16: On Target. Midlothian engaging in SESplan M.I.R process.	Yes	
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			Q1 15/16: On Target. Proposed MLDP published. Representation period expired 26 June 2015. Over 800 representations received.	Yes	DPS Nos 1-6 inclusive











PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
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.	N/A	N/A	1			Q1 15/16: On Target. Further report on progress at Q2 after next Board meeting. Request to amend wording to: <i>Number of meetings of the Easter Bush Development Board and progress on outcomes.</i>	2	
CE.SP.6.1b		Number of master plan actions completed.	N/A	N/A	N/A	N/A	N/A	Q1 15/16: Request to delete this indicator as this will be reported in CE.SP.6.1		
CE.SP.6.1c		Success in lobbying for resources to implement transport schemes	N/A	N/A	N/A	N/A	N/A	Q1 15/16: Request to delete this indicator as this will be reported in CE.SP.6.1		
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	N/A	Q1 15/16: On Target. £413,562 committed to improve 15 buildings - early stage of project, so no works have been completed to date.		
CE.SP.7.2a		Successful outcome to Penicuik Bid ballot and implementation of phase 1	N/A	N/A	Yes			Q1 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	N/A	Q1 15/16: Recording of benefit outcomes for Welfare Rights Service and joint funded posts. Evaluation of funded posts. Evaluation of training programme on welfare reform and attendance at welfare rights forum. Benefit outcomes above £1.5 million. Attendance at training 150 Welfare Rights Forum planned - 6.		Previous targets for WR project delivered on time
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			Q1 15/16: On Target: Planning Service Review underway.	Yes	

PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
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	N/A	Q1 15/16: This is under review. As part of the preparation of the City Deal bid, a suite of indicators will be established.		
CE.SP.10.1b		Impact on the welfare provision	N/A	N/A	N/A	N/A	N/A	Q1 15/16: This is under review. As part of the preparation of the City Deal bid, a suite of indicators will be established.		
CE.SP.10.1c		Amount of new City Deal investment procured	N/A	N/A	N/A	N/A	N/A	Q1 15/16: This information unlikely to become available until 2017/18.		
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	N/A	N/A	Q1 15/16: The bid is in the process of being resubmitted by 31 August 2015 so not able to determine this indicator until after this date.	Yes	
CE.SP.11.2a		Allocation of funding to successful bids	N/A	N/A	N/A	N/A	N/A	Q1 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			Q1 15/16: Complete. Action group established and met to address areas of commonality.	Yes	
CE.SP.12.2a		Number of buildings transferred to community groups.	N/A	N/A	0	N/A	N/A	Q1 15/16: Approved in June, still need to produce asset register. Some buildings such as Bonnyrigg Leisure Centre and Mayfield Pavilion are being transferred.		
CE.SP.12.3a		Number of neighbourhood plans completed	N/A	N/A	12			Q1 15/16: On Target. 12 of 16 completed. Remaining to be completed by end of 2015.	16	
CE.SP.12.4a		Number of new constitutions adopted by end of year 1	N/A	N/A	4			Q1 15/16: On Target. 4 Community councils adapted new scheme and also the Federation of CC.	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			Q1 15/16: On Target. Participatory budgeting is being tested in Woodburn/Dalkeith in partnership with Coalfield Regeneration Trust.	Yes	

PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
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			Q1 15/16: On Target. 1 advisory visit made.	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			Q1 15/16: On Target. In the 2013/14 feedback report on the fifteen performance matters, five were rated as 'green' giving no cause for concern, eight were rated as 'amber' where areas for improvement are identified, and the following two areas were rated as 'red' where some specific attention is required. This compares to four performance matters being rated as green, eight rated as amber and three rated as red in 2012/13.	Yes	
CE.SP.15.02a		Balanced Scorecard Values	N/A	N/A	Yes			Q1 15/16: On Target.	Yes	
CE.SP.15.05a		No. of cases of rogue traders reported and addressed	N/A	N/A	26			Q1 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.		
CE.SP.15.06a		Further development of e-building standards (to meet Scottish Government target launch date)	N/A	N/A	Yes			Q1 15/16: On Target.	Yes	
CE.SP.15.07a		Information from customer surveys: Completion of minute and evidence of first year implementation	N/A	N/A	N/A	N/A	N/A	Q1 15/16: This is scheduled to commence in Q2.	Yes	
CE.SP.15.08a		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%			Q1 15/16: On Target. Performance is above the 80% target and is comparable to the significant improvement in performance made in recent years.	80%	

PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.SP.15.09 a	15. Focus on maintaining service delivery to a high standard in the regulatory and development services	Provide a 'duty officer' service	N/A	N/A	Yes			Q1 15/16: On Target. Duty Officer service provided deal with approximately 2,000 enquiries a month.	Yes	
CE.SP.15.09 b		Percentage of pre application enquiries responded to within 42 days	N/A	N/A	N/A	N/A	N/A	Q1 15/16: Request to delete this PI as this is not measured.	100%	
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%		N/A	Q1 15/16: On Target. All initial investigations were commenced within 28 days of receipt.	100%	
CE.SP.15.10 a		Planning performance framework improvement demonstrated.	N/A	N/A	Yes		N/A	Q1 15/16: Request to change wording from 'improvement demonstrated' to 'score monitored'.	Yes	
CE.SP.15.11 a		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%		N/A	Q1 15/16: On Target. No accidents or injuries required investigation.	100%	Historic performance data
CE.SP.15.12 a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	80%	80%			Q1 15/16: Off Target. % Broad compliance is related to a mixture of factors including number of businesses, number of enforcement staff as well as actual legal compliance by food business operators.	84%	
CE.SP.15.12 b		Percentage of businesses inspected within timeframe for Category A and B premises	N/A	N/A	57%			Q1 15/16: Off Target. A number of businesses are still within the 28 day "window". 2 inspections completed >28 days. Recruitment of staff and catch up of previously missed inspections has contributed to this level of performance but it is anticipated that all businesses will be inspected – 90% within target time	100%	











PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
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			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	N/A	Q1 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 Zone', the residents will become more vigilant and pass on useful information to the authorities, as well as protecting themselves.		
CE.SP.16.3a		Percentage of tobacco retailers visited annually	N/A	N/A	5.6%			Q1 15/16: On Target. 7 retailers visited (approximately 5.6%)	10%	
CE.SP.16.4a		Levels of request for service and customer satisfaction feedback	N/A	N/A	52			Q1 15/16: Number of requests for assistance received by the Out of Hours Noise Service via the police call centre. Customer satisfaction survey to be carried out in Q2		
CE.SP.17.1a		17. Promoting economic development, meeting housing need and protecting natural and heritage resources	Maintaining an up to date strategic development plan	N/A	N/A	Yes			Q1 15/16: On Target. Request to change wording to 'Respond to the SESplan MIR'.	Yes







PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16				Annual Target 2015/16	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
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%			Q1 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%			Q1 15/16: Off Target. 80% 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%
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%			Q1 15/16: On Target. Reflects percentage of MLC properties identified on revised radon maps which have been tested.	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	N/A	Q1 15/16: Tied in with review of Statement of Assistance. Programme due to commence in Q2	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%			Q1 15/16: Off Target. Scottish Government figure at 31 May 2015. Backlog owing to change in procedures for fit and proper person test and also increased enforcement targeting unregistered landlords.	95%	
CE.SP.23.1b	23. Protect public health by improving housing opportunities for people in Midlothian	(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	N/A	Q1 15/16: Backlog still to be cleared (by 30 Sept 2015).	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			Q1 15/16: Off Target. Due to conflicting demands drafting of the formal protocol did not commence in Q1.	Yes	

Local Government Benchmarking Framework – 2014/15 data will be available in Quarter Three

PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16			Annual Target 2015/16	Benchmark
			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	N/A	3.35 hours	■	↓		2013/14 Rank 15 (Second Quartile)
ENV5		Cost of trading standards and environmental health per 1,000 population £	N/A	Annual Indicator					2013/14 Rank 3 (TOP Quartile); Midlothian £17,650, Scotland £23,931.
ENV5a		Cost of Trading standards per 1,000 population.		Annual Indicator					2013/14 Rank 13 (Second Quartile)
ENV5b		Cost of environmental health per 1,000 population.	N/A	Annual Indicator					2013/14 - Rank 9 (2nd Quartile): Midlothian £13,282, Scotland £18,322
ENV5bi		Environmental Health Gross Expend £000		Annual Indicator					

Local Performance Indicators

PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16			Annual Target 2015/16	Benchmark
			Value	Value	Value	Status	Short Trend		
CE.LPI.01		The number of fixed penalty notices issued for dog fouling	13	2	3			Q1 15/16: Data only.	Data collection only
CE.LPI.02		The number of fixed penalty notices issued for environmental offences (other than dog fouling)	18	11	2			Q1 15/16: Data only.	Data collection only
CE.LPI.03		The percentage of food samples taken in accordance with the annual food sampling plan	100%	N/A	100%			Q1 15/16: On Target. All planned sampling for the quarter was completed.	100% No benchmarking available.
CE.LPI.05		The % of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	80%	80%			Q1 15/16: Off Target. % Broad compliance is related to a mixture of factors including number of businesses, number of enforcement staff as well as actual legal compliance by food business operators.	84% N/A
CE.LPI.06		The percentage of food establishments subject to official food control by inspection during the year, inspected within the prescribed time period - 6 months	100%	100%	100%			Q1 15/16: On Target.	100% No benchmarking available

PI Code	Priority	PI	2014/15	Q1 2014/15	Q1 2015/16			Annual Target 2015/16	Benchmark	
			Value	Value	Value	Status	Short Trend			Note
CE.LPI.07		The percentage of food establishments subject to official food control by inspection during the year, inspected within the prescribed time period - 12 months	93.1%	100%	62.5%			Q1 15/16: Off Target. However, 87.5% of premises for this quarter have been inspected – 4 out of time and 2 remain to be done. Staff numbers are still below establishment although recruitment attempts continue. It is anticipated that all premises will be inspected within the plan.	100%	No benchmarking available
CE.LPI.08		The percentage of food establishments subject to official food control by inspection during the year, inspected within the prescribed time period - 18 - 24 months	82.3%	82.7%	63.5%			Q1 15/16: Off Target. However, 71% of premises for this quarter have been inspected - 4 out of time and 15 remain to be done. Staff numbers remain below establishment so existing staff have prioritised higher risk businesses.	90%	No benchmarking available
CE.LPI.09		The average number of working days to respond to non domestic noise complaints (including enquiries)	N/A	N/A	1.4			Q1 15/16: On Target.	2.5	No benchmarking available.