

Communities and Economy Performance Report Q3 2014/15



Progress in delivery of strategic outcomes

Promoting Economic Development:

- Ballot date set for Penicuik Business Improvement District vote – 25 May 2015.
- Borders Railway Blueprint and Action Plan launched – November 2014.
- Draft Leader business plan and Local Development Strategy submitted to Scottish Government.
- Completion of Business Gateway Catalyst Growth Programme (phase 1).

Supporting/Protecting Communities:

- Successful Community Planning Partnership annual planning day.
- Four new grants awarded for Gorebridge Conservation Area Regeneration Scheme.

Improving Quality of Services

- Building Standard service externally reviewed and retained 'Customer Excellence' award with enhanced levels of performance.

Achieving Council Objectives. Approval by Council of Midlothian Local Development Plan (Proposed Plan) for publication in Spring 2015.

Emerging Challenges

Promoting economic development through a co-ordinated focus on implementation of the Ambitious Midlothian programme for economic recovery and growth. In particular the taking of opportunities to make progress across a wide front of activity including the substantial economic dividend of Borders Rail, boosting our key sectors (particularly the life/agri/bio sciences, and tourism), using our regional and local development plans as economy led strategies to encourage indigenous growth as well as inward investment, targeting key infrastructure developments to ensure major development areas (such as the Bush) can expand further, developing new roles for our town centres (including the development of Business Improvement Districts in Penicuik and other centres), linking employment growth and job creation to the Council's positive destinations agenda, and continuing the high level of support for local businesses provided by our Business Gateway team.

Completing review of the pilot partnership arrangement with East Lothian Council for the sharing of joint Environmental Health and Trading Standards services.

Maintaining progress on the remaining statutory stages in the preparation of the Midlothian Local Development Plan.

Maintain and, where possible, improve on performance in the delivery of the Planning and Building Standards services.

Complete and implement the review of neighbourhood planning in the context of the Review of Services to Communities

Establish new arrangements for the monitoring and reporting of performance across all Council services.

Communities and Economy PI summary

01.1 Outcomes and Customer Feedback

Priority	Indicator	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	8	5	19	28	20		Q3 14/15: A total of 20 complaints received during Q1 to Q3. Internal restructuring has resulted in different work areas now being included.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	9.43	7.5	1.29	1.47	2.42		Q3 14/15: On Target.		5	Number of complaints complete at Stage 1	19
											Number of working days for Stage 1 complaints to be Completed	46
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	22	22	0	0	25		Q3 14/15: Off Target. 1 complaint at stage 2.		20	Number of complaints complete at Stage 2	1
											Number of working days for Stage 2 complaints to be Completed	25
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	57.14 %	75%	92.86 %	100%	68.42 %		Q3 14/15: Off Target.		95%	Number of complaints complete at Stage 1	19
											Number of complaints at stage 1 responded to within 5 working days	13
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	0%	0%	N/A	100%	0%		Q3 14/15: Off Target. 1 complaint at stage 2.		95%	Number of complaints complete at Stage 2	1
											Number of complaints at stage 2 responded to within 20 working days	0

01.2 Making the Best Use of our Resources

Priority	Indicator	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	£ 2.100 m	£ 6.491 m	N/A	£ 3.733 m		Q3 14/15: On Target. This information is the latest financial position which will be reported to Council in February 2015.				
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.34	3.66	2.83	5.54	6.63		Q3 14/15: Off Target.		4.50	Number of days lost (cumulative)	748
											Average number of FTE in service (year to date)	112.75

01.3 Corporate Health

Priority	Indicator	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15			Annual Target 2014/15	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
05. Complete all service priorities	% of service priorities on target / completed, of the total number	79.17 %	91.67 %	96.08 %	90%	86%		Q3 14/15: Off Target.		90%	Number of service & corporate priority actions	50
												Number of service & corporate priority actions on tgt/completed
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	94.12 %	94.39 %	98.93 %	98.94 %	98.99 %		Q3 14/15: On Target.		92%	Number received (cumulative)	296
												Number paid within 30 days (cumulative)
08. Improve PI performance	% of PIs that are on target/ have reached their target.	76.92 %	96.15 %	77.27 %	90.48 %	86.96 %		Q3 14/15: Off Target.		90%	Number on tgt/ tgt achieved	20
												Number of PI's
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%		Q3 14/15: On Target.		100%	Number of high risks reviewed in the last quarter	0
												Number of high risks

01.4 Improving for the Future










Priority	Indicator	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15			Annual Target 2014/15	Feeder Data	Value	
		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.	100%	100%	0%	100%	100%		Q3 14/15: On Target.		90%	Number of on tgt/ completed actions	0
												Number of outstanding actions









Communities and Economy Action report





















03. Service Priorities











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.1.1	01. SMP SG - Enhance/safeguard our town centres and historic environment in Midlothian	Completion of Dalkeith Town Centre Townscape Heritage Initiative/Conservation Area Regeneration Scheme	31-Mar-2015		98%	Q3 14/15: On Target. The Dalkeith Conservation Area Regeneration Scheme (CARS) finished at the end of March 2013 and the final audit report has been submitted to Historic Scotland (HS). HS had some queries, which have been resolved, with the final version due for submission in Q4. The Townscape Heritage Initiative (THI) element of the project was granted a two month extension and the building work and training projects were complete/delivered by 31 August 2014. The project evaluation of the THI and financial completion procedures are being finalised.
CE.S.1.2		Progress on implementation of Gorebridge Conservation Area Regeneration Scheme	31-Mar-2015		75%	Q3 14/15: On Target. The Gorebridge Conservation Area Regeneration Scheme (CARS) is now in Year 2 of the five-year project. Four new building grants were approved during Q3. Work is progressing on various community projects including Gorebridge: Past, Present and Future; a community archive project; and the potential reuse of vacant property at Gorebridge Station. A funding application was submitted to the Coalfield Regeneration Trust in regard to the archive project. Community engagement undertaken in Q3 includes a school model-making project (Stobhill), a Victorian Shopfront activity session (Stobhill) and training with the Edinburgh School of Architecture.
CE.S.2	02. SMP SG - Tackle issues relating to climate change	Implementation and Review of Climate Change and Sustainable Development Action Plan	31-Mar-2015		60%	Q3 14/15: Off Target. There has been some slippage with a small number of actions, however completion of the overall plan still anticipated to be before end Q4.



Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.3.1	03. SMP SG - Support the local economy through the Midlothian economic recovery plan (Ambitious Midlothian)	Implementation of 'Ambitious Midlothian' (the Midlothian Economic Recovery Plan).	31-Mar-2015		75%	Q3 14/15: On Target. The Midlothian Economic Recovery Plan is now known as 'Ambitious Midlothian'.
CE.S.3.2		Direct Support to Business	31-Mar-2015		75%	Q3 14/15: On Target. The Midlothian Economic Recovery Plan is now known as 'Ambitious Midlothian'. Involvement in Start Up loan scheme.
CE.S.3.3		Promotion of economic growth in Midlothian including the Bush Estate	31-Mar-2015		75%	Q3 14/15: On Target. The Midlothian Economic Recovery Plan is now known as 'Ambitious Midlothian'. Council provides project governance support for Easter Bush Development Board.
CE.S.3.4		Completion of legal planning agreement, issue of planning permission and implementation of Development at Shawfair	31-Mar-2015		100%	Q2 14/15: Complete. Planning permission issued in August 2014.
CE.S.3.5		Publication of Proposed Midlothian Local Development Plan and further procedures to final adoption	31-Mar-2015		80%	Q3 14/15: On Target. Draft Proposed Plan and associated documents approved by Council on 16 December 2014, which, following publication, will allow the statutory 'deposit' period to begin in early March 2015. Transport appraisal complete. Slight delay on original programme due to external influences (SESplan Strategic Development Plan and publication of new Scottish Planning Policy), but progress on target against revised programme.
CE.S.3.6		Input to Implementation of South East Scotland Strategic Development Plan (SDP) No.1 and the preparation of SDP No.2 plan)	31-Mar-2015		75%	Q3 14/15: On Target. Work is proceeding on SDP2 with inputs to the Housing Needs and Demand Assessment, Cross-Boundary Transport project including transport modelling, accessibility analysis to inform the spatial strategy, and minerals and waste policy topics (Midlothian lead).
CE.S.5.1	05. SMP SG - Promote Midlothian - to visitors and business	Establish and Implement Year One Programme of a New Tourism and Events Strategy	31-Mar-2015		75%	Q3 14/15: On Target. In partnership with Visit Scotland and Midlothian Tourism Forum.
CE.S.6.1	06. SMP IOM - Increased positive destinations for adults and young people	Working with Local Employers to provide 'Positive Destinations'	31-Mar-2015		65%	Q3 14/15: On Target. Council Voluntary Work placements: 6 placements this quarter. Career Academies started planning year with two schools, St David's HS and Lasswade HS. Go4SET introduced to one school (Newbattle HS) and will strengthen our links to a STEM employer, in this case Herriot Watt university.
CE.S.6.2		Support / implement Single Employer Offer	31-Mar-2015		100%	Q1 14/15: Complete. Successful Employer engagement event held with cabinet secretary, Single Offer now launched, so initial action completed.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.6.3	06. SMP IOM - Increased positive destinations for adults and young people	Manage Key Transitions for young people leaving school	31-Mar-2015		75%	Q3 14/15: On Target. Council discussions on going to identify meaningful links with all partners to ensure smooth transitions.
CE.S.6.4		Deliver elements of Whole Systems Approach and early and effective intervention	31-Mar-2015		75%	Q3 14/15: On Target. Whole Systems Approach steering group now taking forward agreed action plan. Opportunities for All has a focus on Looked After Children and those with Additional Support Needs – information sharing session took place with colleagues in social work and other partners; held at Bridges Project this quarter.
CE.S.6.5		Develop vocational curriculum offer in secondary schools	31-Mar-2015		75%	Q3 14/15: On Target. Schools Vocational Programme reached end of first sessions. Introduction to Social Care coming on stream in January; preparatory work for this took place by identifying candidates through Forums. Evaluation began in December. Meeting held in December to look at the Vocational opportunities in Midlothian – first of a few consultations with key partners to ensure 15/16 meets the needs of Developing Scotland Young Workforce.
CE.S.6.6		Develop the Post PAVE Transition Programme	31-Mar-2015		100%	Q1 14/15: Complete.
CE.S.7.1	07. SMP IOM - Engagement with local employers	Co-ordinate Community Benefits in Procurement	31-Mar-2015		75%	Q3 14/15: On Target. Embedded in Newbattle procurement and will be in council house building procurement, now also rolling out in social care service procurement. Responsibility transferring to Lifelong Learning & Employability team following restructuring.
CE.S.7.2		Provide one to one business and capacity building support to Third Sector organisations	31-Mar-2015		50%	Q3 14/15: Off Target. Loss of staff/ restructuring in Q3 means this work is not currently being undertaken beyond essential support to grant applicants.
CE.S.8.1	08. SMP IOM - Support financially vulnerable households in the current economic climate including Welfare Reform	Revise Child Poverty Action Plan	31-Mar-2015		10%	Q3 14/15: Off Target. Loss of staff/ restructuring in Q3 means this work is not currently being undertaken. New Poverty grants stream applications will help address child poverty in Midlothian.
CE.S.8.2		Reconfigure and deliver Welfare Rights Service responding to Welfare Reform	31-Mar-2015		75%	Q3 14/15: On Target. Welfare rights review completed, recommendations formally agreed and implemented. Council coordinating group reformed to address rollout of Universal credit.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.9.1	09. SMP IOM - Build community, workforce and partners' capacity to tackle health inequalities and influence public health policy	Support Joint Health Improvement Partnership	31-Mar-2015		75%	Q3 14/15: On Target. Council managers participating in Joint Health Improvement Plan (JHIP) and the current work streams related to this part of the Community Planning Partnership – Physical health, sexual health, mental health, drug and alcohol.
CE.S.9.2		Co-ordinate the development of current Neighbourhood Plans	31-Mar-2015		75%	Q3 14/15: On Target. 3 rural plans commenced; review of neighbourhood planning event held, report recommendations for new format devised. Service manager / remaining staff covering current work.
CE.S.9.3		Complete the approval of a revised scheme of operation for community councils	31-Mar-2015		100%	Q1 14/15: Complete. Secured agreement, implementation surgeries to be held between Sept and Dec 2014. 3 years for community councils to adopt revised constitution.
CE.S.9.4		Evaluate possible models for future delivery of Neighbourhood planning	31-Mar-2015		100%	Q3 14/15: Complete. Evaluative report produced and reported to Community Planning Partnership annual planning day, new format for delivery being devised .
CE.S.9.5		Widen role of community venues as service hubs, and build their role as key anchors in local areas.	31-Mar-2015		75%	Q3 14/15: On Target. Being taken forward by Head of Customer and Housing Services as part of customer service work stream. European Union innovation fund bid submitted for area targeting includes this project.
CE.S.10.1	10. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Maintain performance levels in the handling of Householder and other Local Planning Applications	31-Mar-2015		75%	Q3 14/15: On Target
CE.S.10.3		Review and develop the Building Standards Balanced Scorecard	31-Mar-2015		75%	Q3 14/15: On Target.
CE.S.10.4		Consolidate and Develop 'Investors in People' status of Building Standards	31-Mar-2015		75%	Q3 14/15: On Target.
CE.S.10.5		Consolidate and Develop 'Customer Excellence' status of Building Standards	31-Mar-2015		75%	Q3 14/15: On Target.
CE.S.10.6		Conduct of six monthly, feedback surveys of Applicants and Others involved in the Planning Application Process	31-Mar-2015		50%	Q3 14/15: On Target. Preparatory work well advanced; survey to be undertaken in March 2015.
CE.S.10.7		Establish and gain approval for the establishment of a revised Planning and Performance Management Framework	31-Mar-2015		30%	Q3 14/15: Off Target. The new structure, roles and responsibilities of the Performance and Planning Team are being clarified, with the new service to be fully operational in Q1 2015/16.







Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.10.8	10. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Establish and co-ordinate robust corporate service planning and performance management across the Council	31-Mar-2015		50%	Q3 14/15: Off Target. Revised Service Planning guidance has been introduced with priorities in each plan linking to the strategic outcomes in the Single Midlothian Plan. The measures in the plans now give greater clarity of a Service's delivery of their priorities. New service to be fully operational in Q1 2015/16.
CE.S.10.9		Review all non determined planning applications which are more than a year old (Legacy applications).	31-Mar-2015		75%	Q3 14/15: On Target
CE.S.11.1	11. Continuation of Contaminated Land Programme	Deliver Contaminated Land Strategy objectives	31-Mar-2015		75%	Q3 14/15: On Target. The remaining desk studies have been completed and have prioritised the sites at which intrusive investigations may be required. The major remediation project is concluded with the exception of very minor snagging matters.
CE.S.12.1	12. Protect and improve the health of people living in Midlothian	Implement the Housing (Scotland) Act 2008 Section 72 Statement. Private Sector Housing Grants to assist disabled applicants to live in their own homes	31-Mar-2015		75%	Q3 14/15: On Target. Section 72 Statement of Assistance implemented through delivery of Private Sector Housing Grants (PSHG) disabled adaptations grants to enable those individuals to continue to live in their own homes. Revision of the Section 72 Statement commenced in Q3 14/15 and has been circulated for 1st stage consultation.
CE.S.12.2		Implement the Housing (Scotland) Act 2008 Section 72 Statement of assistance to homeowners	31-Mar-2015		75%	Q3 14/15: On Target. All homeowners seeking advice or assistance (excluding financial assistance) have received response within service timescales.
CE.S.12.3		Monitor air quality in Midlothian	31-Mar-2015		45%	Q3 14/15: On Target. Progress is as expected given that the collection of data throughout the year amounts to 60% of the workload; the remaining 40% is the production of the annual air monitoring report which takes place in Q4. Findings of 2014 Progress Report report accepted by Scottish Government and SEPA.
CE.S.13.1	13. Deliver an Environmental Health Service in line with current legislation	Through effective partnership working with East Lothian Council improve service capacity, resilience, flexibility and quality; including the identification of efficiencies with an interim review of the pilot in May 2014 and a full review in November 2014.	31-Mar-2015		75%	Q3 14/15: On Target. We are continuing to deliver a service which meets the statutory requirements and the needs of the people in both local authorities in terms of service demands. There has been limited progress in developing the partnership activities beyond partnership management. Full review was completed and the pilot has been extended whilst an options appraisal exercise is carried out to determine how the partnership might proceed.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.13.2	13. Deliver an Environmental Health Service in line with current legislation	Deliver the statutory functions on Food Safety and Food Standards enforcement	31-Mar-2015		57%	Q3 14/15: On Target. The statutory functions of the Food Service plan are being met as resources have been diverted to compensate for staff vacancy. It is anticipated that there may be a downturn in productivity following a post becoming vacant in June 2014 – 2 rounds of recruitment unsuccessful and will continue in Q4.
CE.S.13.3		Prepare for the introduction of the new food body; Food Standards Scotland in April 2015	31-Mar-2015		0%	Q3 14/15: On Target. The publication of information to allow preparation is awaited – no action required at this stage.
CE.S.13.4		Deliver the functions of the Health & Safety Enforcement Service Plan	31-Mar-2015		35%	Q3 14/15: On Target. The statutory functions of the Health & Safety plan are being met with regards to reactive / response work / intervention programme broadly suspended. Anticipated marginal downturn in productivity following a post becoming vacant in June 2014 – recruitment unsuccessful – will continue to Q4.
CE.S.13.5		Deliver a mechanism to address public health concerns re Radon gas within the Midlothian area	31-Mar-2015		7%	Q3 14/15: Off Target. There has been little progress in this matter – a major incident (Newbyres) intervened and has absorbed a significant amount of resources.
CE.S.14.1		14. Deliver a Trading Standards Service in line with current legislation	Deliver a tobacco test purchasing project to detect under-age sales	31-Mar-2015		100%
CE.S.14.2	In conjunction with East Lothian Council agree a framework with the AHVLA for animal health and welfare		31-Mar-2015		60%	Q3 14/15: On Target. No further work in this quarter, but basic framework exists. Needs finalising.
CE.S.14.3	Complete the 'fitting out' of Mass and Volumetric labs		31-Mar-2015		75%	Q3 14/15: On Target. Dampness still present in Mass lab. Surveyors are working on a solution. Volumetric lab not complete. Still awaiting word from surveyors.
CE.S.14.4	Carry out a feasibility study with Police Scotland for the Community Safety Partnership of No Cold Calling Zones		31-Mar-2015		5%	Q3 14/15: Off Target. However, there has now been some good recent progress, with local neighbourhood watch coordinators contacted and a first meeting held to explain proposals. Joint initiative with Police Scotland/Community Safety/Financial Harm. Advisory literature/signage etc to be developed. Pace should now pick up.
CE.S.14.5	Undertake a credit advertising project		31-Mar-2015		100%	Q1 14/15: Complete.
CE.S.14.6	In conjunction with the Financial harm Working group, respond to the National Scams Hub Project		31-Mar-2015		100%	Q1 14/15: Complete.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
SMP.IOM. CE.1.8	SMP IOM - Engagement with local employers	Provide training and support to Third Sector organisations to develop quality volunteering placements and good practice in volunteer management	31-Mar-2015		75%	Q3 14/15: On Target. Volunteer Managers Forum continues to grow and is proving to be a valuable means of support and upskilling to Third Sector staff. In addition we have worked with a number of individual organisations to improve the quality of placements being offered.
SMP.SG. CE.9.1	SMP SG - Maximise next generation community broadband	Close working liaison with Scottish Government and BT in the Rollout of 'Superfast' Broadband across Midlothian	31-Mar-2015		75%	Q3 14/15: On Target.







Communities and Economy PI Report





Service Priorities









PI Code	Priority	PI	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CE.S.1.1a	01. SMP SG - Enhance/safeguard our town centres and historic environment in Midlothian	Programme of annual town centre health checks implemented	N/A	N/A	0	4	4			Q3 14/15: On Target. Health checks have been undertaken in Bonnyrigg, Dalkeith, Loanhead and Penicuik. Results are being compiled.	4	
CE.S.1.2a		Award of available grant funding for Gorebridge Conservation Area Regeneration Scheme	N/A	N/A	20%	34%	61%			Q3 14/15: On Target. The Gorebridge Conservation Area Regeneration Scheme is a five-year project which provides historic building grants to eligible properties within the town centre. A total of £377,500 is available during the five-year work programme. The percentage shown is measured across the full five year programme rather than annually. By Q3 2014/15, £230,010.77 of the total available had been awarded.	25%	
CE.S.2a	02. SMP SG - Tackle issues relating to climate change	Percentage of actions that have been implemented or are on target within the Climate Change and Sustainable Development Action Plan	N/A	N/A	100%	100%	60%			Q3 14/15: Off Target. There has been some slippage however completion is still anticipated by end Q4.	100%	

PI Code	Priority	PI	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15			Annual Target 2014/15	Benchmark		
			Value	Value	Value	Value	Value	Status	Short Trend			Note	
CE.S.3.1a	03. SMP SG - Support the local economy through the Midlothian economic recovery plan (Ambitious Midlothian)	Improved economic indicator data	1	1	1	1	1			Q3 14/15: On Target.	1		
CE.S.3.2a		Number of start-up/micro businesses supported in partnership with Business Gateway	304	236	35	85	93			Q3 14/15: On Target. A further 8 loans have been made with 2 more in progress. This is normal for this time of year. Bulk of starts come in Jan-Mar.	200		
CE.S.3.3a		Number of new jobs and floorspace created in Midlothian including the Bush Estate	N/A	N/A	140	N/A	59			Q3 14/15: 59 jobs and 4995 m2 of floor space created. No target set.			
CE.S.3.4a		Number of houses and other developments provided at Shawfair	Q3 14/15: This measure is dependent on the Shawfair development commencing. Planning permission issued in August 2014. Progress now dependent on the developers and landowners.										
CE.S.3.5a		Complete stages of plan preparation (Midlothian Local Development Plan)	N/A	N/A	50%	65%	80%			Q3 14/15: On Target. See CE.S.3.5.	100%		
CE.S.3.6a		Complete stages of plan preparation (SES Plan)	N/A	N/A	25%	50%	75%			Q3 14/15: On Target. See CE.S.3.6.	100%		
CE.S.5.1a		05. SMP SG - Promote Midlothian - to visitors and business	National "STEAM" (Tourism) indicators	1	1	1	1	1			Q3 14/15: On Target.	1	

PI Code	Priority	PI	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CE.S.6.5a	06. SMP IOM - Increased positive destinations for adults and young people	Number of secondary schools participating in vocational curriculum	New for 14/15	N/A	7	7	7			Q3 14/15: On Target.	7	
CE.S.6.6a		Percentage of PAVE leavers who have positive and sustained destinations	New for 14/15	Q3 14/15: Data will be reported in Q4.							100%	
CE.S.9.2a	09. SMP IOM - Build community, workforce and partners' capacity to tackle health inequalities and influence public health policy	Number of Neighbourhood plans developed	New for 14/15	N/A	N/A	3	3			Q3 14/15: On Target. This work continues to be prioritised with the remaining staff – 3 new plans have begun but 3 more still have to reach a completed plan and 9 more continue to have work being done.	3	
CE.S.10.2a	10. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Reduction in the average time to determine a major planning application	New for 14/15	Q3 14/15. Data not yet available.							10%	
CE.S.10.3b		Percentage of actions in the Building Standards Balanced Scorecard improvement plan that are on target.	100%	N/A	25%	50%	75%			Q3 14/15: On Target.	100%	
CE.S.10.4a		Percentage of actions in the Building Standards 'Investors in People' action plan that are on target	New for 14/15	N/A	25%	50%	75%			Q3 14/15: On Target.	100%	

PI Code	Priority	PI	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CE.S.10.5a	10. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Percentage of actions in the Building Standards Customer Excellence action plan that are on target	New for 14/15	N/A	25%	50%	75%			Q3 14/15: On Target.	100%	
CE.S.10.9a		Reduce the number of undetermined legacy planning applications (as of 1 April 2014)	New for 14/15	Q3 14/15: Data not yet available.							10%	
CE.S.12.1a	12. Protect and improve the health of people living in Midlothian	Percentage of referrals for disabled persons adaptations grants to assist disabled applicants completed or approved within 28 days	100%	100%	97%	100%	100%			Q3 14/15: On Target. DPA are prioritised for assessment and approval.	100%	Legislative requirement to determine all DPA applications without waiting list or queuing.
CE.S.13.1a	13. Deliver an Environmental Health Service in line with current legislation	Efficiencies identified	New for 14/15	Q3 14/15: The Midlothian Council and East Lothian Council Environmental Health partnership pilot is continuing, due for review in Q1 2015-16.								
CE.S.14.1a	14. Deliver a Trading Standards Service in line with current legislation	Number of retailers targeted in tobacco tests	New for 14/15	N/A	46	46	58			Q3 14/15: On Target. A further 12 premises visited in December 2014. Young volunteer work placement conducted informal test purchases for tobacco and other age-restricted products.	25	

PI Code	Priority	PI	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15				Annual Target 2014/15	Benchmark		
			Value	Value	Value	Value	Value	Status	Short Trend	Note				
CE.S.14.3a	14. Deliver a Trading Standards Service in line with current legislation	Amount of income generated from Mass and Volumetric labs	New for 14/15	Q3 14/15: Data will be available in Q4.										
PD.LPI.01	10. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	% of first responses issued to Building Warrant applications (Standard type) within 15 working days	98.1%	97.8%	98%	98%	97.4%			Q3 14/15: On Target.	80%	N/A		
PD.LPI.06	03. SMP SG - Support the local economy through the Midlothian economic recovery plan (Ambitious Midlothian)	Percentage of population covered by a Local Plan or Local Development Plan prepared within the last five years, and (in the case of an LDP) within two years of Strategic Development Plan approval	0%	Q3 14/15: On Target Update: It is five years since the Midlothian Local Plan was adopted (December 2008) and progress with its replacement, the Midlothian Local Development Plan (MLDP), has proceeded in tandem with the timetable for the Strategic Development Plan for South East Scotland (SESplan). SESplan was approved with modifications by Scottish Ministers in June 2013, the modifications requiring the preparation of Supplementary Guidance on Housing Land. The Supplementary Guidance was subject to consultation, ending on 23 December 2013; the finalised Guidance was ratified by the Member Councils and submitted to Scottish Ministers on 21 May 2014. Ministers then sought to amend the Guidance prior to adoption, which resulted in a further three-month slippage in the adoption of the Strategic Development Plan until September 2014. This delay in confirming the SESplan housing land requirements had a knock-on effect on the timetable for confirming the development strategy for the MLDP Proposed Plan. Further, the timing of the publication of the National Planning Framework 3 and new Scottish Planning Policy (June 2013) has been another factor influencing the programme for the Proposed Plan. The draft Proposed Plan, etc. were approved by Council on 16 December 2014, which, following publication, will allow the statutory 'deposit' period to begin in early March 2015.									100%	N/A
PD.LPI.07		% of new housing developments implemented/with planning permission which include at least 5% affordable housing	95%	100%	100%	100%	100%	100%			Q3 14/15: On Target. In this quarter, apart from one Council housing site all housing sites granted planning permission comprised too few units to require affordable housing provision or were elements of development proposals previously consented with affordable housing provision.	95%	N/A	

PI Code	Priority	PI	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
PD.LPI.09	10. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	% of first responses issued to Building Warrant applications (Fast Track) within 10 working days	N/A	N/A	100%	100%	100%			Q3 14/15: On Target.	100%	N/A
PD.LPI.11		Average number of working days that Building Warrant application is with Midlothian Building Standards	N/A	N/A	16.97	17.45	17			Q3 14/15: On Target.	30	N/A
SPI-13		% of planning applications dealt with within two months	84%	85%	83%	84%	82%			Q3 14/15: On Target. The challenge of maintaining the performance, with regard to the determination of planning applications within statutory time periods, at or above 80% is being achieved.	80%	2012/13 Rank 15 Second Quartile of Scottish Local Planning Authorities
CE.LPI.05	13. Deliver an Environmental Health Service in line with current legislation	The % of food premises deemed "Broadly Compliant" with the food hygiene legislation	81%	81%	80%	80%	80%			Q3 14/15: Off Target, due to other priority demands on the service.	84%	N/A

Local Government Benchmarking Framework

PI Code	Priority	PI	2013/14	Q3 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15				Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend	Note			
CHN11	06. SMP IOM - Increased positive destinations for adults and young people	Proportion of Pupils Entering Positive Destinations	89.2%		N/A	N/A	93.9%			Q3 14/15: On Target. Improvement of 4.7% compared to last year and now well above the Scottish average of 92.3%.	93%	2013/14 Rank 7 (TOP Quartile)	
CORP5b2		The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site	1.83 hours	24.70 hours	N/A	1.01 hours	0.98 hours			Q3 14/15: Performance improvement from 1.01 hr in Q2 to 0.98 hours in Q3, although no target has been set.		2013/14 Rank 15 (Second Quartile)	
ENV5		Cost of trading standards and environmental health per 1,000 population £	£17,650.53	Q3 14/15: This will be reported in Q4 14/15.									2013/14 Rank 4 (TOP Quartile)
ENV5a		Cost of Trading standards per 1,000 population	£4,368.36	Q3 14/15: This will be reported in Q4 14/15.									2013/14 Rank 13 (Second Quartile)
ENV5b		Cost of environmental health per 1,000 population	£13,282.17	Q3 14/15: This will be reported in Q4 14/15.									2013/14 - Rank 9 (2nd Quartile)