

01. Progress in delivery of strategic outcomes

1. Library of the Year 2014

Midlothian Libraries was voted Library of the Year in the Bookseller Industry Awards in London on 12 May, beating off significant competition. This is external validation of the contribution Midlothian Libraries makes in the corporate priorities of early years provision and positive destinations in addition to providing an excellent and imaginative service to our users.

2. Newbattle Centre

Plans are starting to develop around the provision of a new library in the Newbattle Centre which is due to open in summer 2016. A library design company will be employed to advise on layout, furniture and fittings in another exciting new library for the citizens of Midlothian.

3. Welfare Reform

The Council in partnership with MVA and others has been successful in obtaining £45,000 from the Scottish Government to transform digital access for vulnerable individuals to welfare reform services in Midlothian and to prepare for Universal Credit on-line claims.

We will pilot a digital access point in Gorebridge Library which will work in coproduction with potential users eg disabled people, and partner agencies eg. CAB; identify data security issues eg. public computers coaching information and how to address them; pilot the use of secure video technology to interact with Council staff; assess and address the training needs of front-line staff; assess and address the support needs of users; identify volunteer issues and training needs, and provide guidance in partnership with Volunteer Centre Midlothian; link digital access to existing Job Clubs and Welfare Rights Surgeries; and develop a workable model, including a manual to allow replication.

4. Community Safety Partnership (CSP) Funding

Funding criteria were issued for Community Safety Funded grants in 2014/15, which were set against the national strategy, SOA and local needs.

The bid process was launched with advice and support given by the Community Safety Team. An evaluation for funding bids was distributed and a coproduction funding panel determined successful applications.

02. Summary of the major challenges and actions to address them

1. Challenge

Newbyres Crescent - Gore Avenue, Gorebridge: CO2 emissions

Members will be aware from separate reporting to Cabinet and Council, that in September 2013, persons residing at two adjacent houses in Newbyres Crescent became unwell and two people attended the Royal Infirmary of Edinburgh. Subsequent investigation identified that carbon dioxide (CO₂) was migrating into the houses and accumulating at levels sufficient to affect human and animal health. Following an initial assessment by the Coal Authority, on 26 November Midlothian Council contracted Fairhursts, consultant engineers, to undertake a review of issues associated with ground gases entering houses built on 'Gorebridge Site 32' at Newbyres Crescent and to provide advice regarding further investigations.

The houses on this site were built and completed in 2009. They formed part of Phase 1 of the Council's Housing Project. Following the initial incident, five of the 62 households have been relocated, and Fairhursts had been advising the Council on the requirements for monitoring and the CO₂ levels at which action is required by Council officers.

Action

There is a standard pathway for the investigation and mitigation of the impact of environmental hazards on human health and this is in place. This involves addressing the immediate acute problems of exposure, but also involves

addressing the longer term issues of eliminating the possibility of a recurrence at the Newbyres Crescent site once the immediate mitigation measures are established. Investigation of the options for the future of the site and the housing development are being explored with the assistance of independent expert advisors.

Out of hours support and assistance is in place to effect this if required to respond to residents and the anxiety the incident has caused. A range of mitigation measures have been reported separately to Cabinet and Council.

2. Challenge

Scottish Welfare Fund in Midlothian

Midlothian Council took on responsibility for administering the Scottish Welfare Fund (SWF) in Midlothian. SWF replaced parts of the Discretionary Social Fund previously administered by the Department of Work and Pensions (DWP). The SWF is a national policy and fund, which provides a safety net for some of Scotland's most vulnerable people. It is locally delivered in partnership with the Scottish Government. Legislation is progressing to make permanent arrangements to place the SWF duty on local authorities.

Action

Timescales were very short for the implementation of the SWF and it is a significant achievement that a workable system was implemented in time for the live date of the SWF: 2 April 2013. Our Internal Audit have reviewed the SWF service in Midlothian and identified that management have established a number of internal controls to deliver the Scottish Welfare Fund effectively.

If the Bill is passed it will provide certainty that local welfare provision will continue following abolition of the discretionary DWP Social Fund in Welfare Reform.

3. Challenge

Revenues

Revenues collections for rental income, Non- Domestic Rates and Council Tax continue to be challenging to secure the income to the Council in a background of Welfare Reform and economic difficulties for residents and business in Midlothian.

Action

Continued efforts by revenues services to engage and assist payers, with recovery action otherwise pursued for liable debt. The Scottish Government has confirmed its intention to revise the Discretionary Housing Payment cap to allow flexibility for local authorities to support people who need extra help with their housing costs, within the framework set by DWP. The necessary legislation for DHP is expected during the current financial year.

4. Challenge

Annual Return on Scottish Social Housing Charter (ARC)

The Scottish Social Housing Charter is a new requirement effective from April, 2014 and replaces the performance standards set out in the previous 2006 guidance from housing legislation. It does not replace any of the legal duties that apply to social landlords, but describes the results outcomes social landlords should achieve in meeting their legal duties. The Charter will help to improve the quality and value of the services that social landlords provide.

Action

Midlothian Council submission was provided as required by June, 2014 and details what tenants and other service users can expect from Midlothian housing services and the efforts towards achieving outcomes that matter to our customers. The Charter submission establishes a basis for the Scottish Housing Regulator to assess and report on how well Midlothian housing services are performing. This assessment will enable the Regulator, tenants and other customers to identify areas of strong performance and areas needing improvement.

The Regulator's reports will also help the Scottish Government ensure that public investment in new social housing goes only to landlords assessed as performing well.

Suggested changed to priorities

Q1 2014/15:

Remove actions

CHS.S.3.1 - Complete 2013/14

CHS.S.11.3 - Complete 2013/14

IA.HA.12 - Complete 2013/14

CHS.S.14.3 - action being progressed by other delivery group.

Remove PIs

CHS.S.19.2 - No new build planned for completion in 2014/15

CHS.S.20.a - No new build planned for completion in 2014/15

CHS.2.1a - This indicator was removed from the SMP and replaced by 'Number of high risk home safety checks carried out'

CHS.S.3.3d - This indicator has been removed for the 14/15 SMP and replaced with 'The proportion of premises for which a licensing board review has been sought and grounds for review upheld'

CHS.S.05b - This indicator is not in the Single Midlothian Plan for 2014/15. It was removed as this event is not taking place in 2014/15.

CHS.S.4.1a - No new build planned for completion in 2014/15

CHS.S.12.2a – Measure to be reviewed by service

CHS.S.12.4a – Measure to be reviewed by service

CHS.S.18b – Measure to be reviewed by service

Customer and Housing Services PI Summary

01.1 Outcomes and Customer Feedback

Priority	Indicator	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	119	39	45		Q1 14/15: Data Only.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	6.07	4.64	2.84		Q1 2014/15: On Target. Improving position. Monthly Performance monitoring included for managers review.		5	Number of complaints complete at Stage 1	38
									Number of working days for Stage 1 complaints to be Completed	108
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	19.5	26.5	5		Q1 2014/15: On Target. Improving position. Monthly Performance monitoring included for managers review.		20	Number of complaints complete at Stage 2	1
									Number of working days for Stage 2 complaints to be Completed	5
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	76.24 %	72.73 %	78.95 %		Q1 14/15: Off Target. Continued improvement in complaints handling efficiency.		95%	Number of complaints complete at Stage 1	38
									Number of complaints at stage 1 responded to within 5 working days	30
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	50%	0%	100%		Q1 14/15: On Target		95%	Number of complaints complete at Stage 2	1
									Number of complaints at stage 2 responded to within 20 working days	1

01.2 Making the Best Use of our Resources

Priority	Indicator	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	£ 3.859 m	£ 4.817 m		2014/15: Performance against budget will be reported to the Council in June		£ 4532.000		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.77	1.42	2.35		Q1 2014/15: On Target.		6.50	Number of days lost (cumulative)	388.87
									Average number of FTE in service (year to date)	165.74

01.3 Corporate Health

Priority	Indicator	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	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	93.33 %	75%	97.62 %		Q1 2014/15: On Target.		90%	Number of service & corporate priority actions	42
									Number of service & corporate priority actions on tgt/completed	41
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	97.09 %	99.7%	97.88 %		Q1 14/15: On Target.		90%	Number received (cumulative)	1,130
									Number paid within 30 days (cumulative)	1,106
08. Improve PI performance	% of PIs that are on target/ have reached their target.	57.9%	47.37 %	66.67 %		Q1 2014/15: Off Target. See PI report for detail of off target PIs		100%	Number on tgt/ tgt achieved	6
									Number of PI's	9
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%		Q1 2014/15: On Target.		100%	Number of high risks reviewed in the last quarter	1
									Number of high risks	1

01.4 Improving for the Future







Priority	Indicator	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	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.	100%		68%		Q1 2014/15: Off Target.		90%	Number of on tgt/ completed actions	17
									Number of outstanding actions	25
11. Fully implement the Competency Framework	% employees assessed as performing as fully effective or exceptional (Competency Framework / P&DR Scheme)		85.97 %	77.55 %		Q1 14/15: Data only			Number of employees assessed as performing as fully effective or exceptional (Competency Framework / P&DR Scheme)	152
									total number of employees	196





Customer and Housing Services Action report














03. Service Priorities








Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.1.1	01. SMP CS - Reduction in crimes of dishonesty	Target prolific house breakers and thieves through ASBOS and CRASBOS	31-Mar-2015		25%	Q1 2014/15 On Target Provisional Police data
CHS.S.1.2	01. SMP CS - Reduction in crimes of dishonesty	Raise public awareness through campaigns and crime prevention initiatives	31-Mar-2015		40%	Q1 2014/15 On Target Delivery campaign developed with Community Safety Partnership
CHS.S.2.1	02. SMP CS - Improvement in Home Safety	Fire Home Safety Visits	31-Mar-2015		40%	Q1 2014/15 On Target Significant increase in enhanced home safety visits in reviewing the EHFSV process and providing training to partner agencies and targeting partner agency referrals for vulnerable persons.
CHS.S.2.2	02. SMP CS - Improvement in Home Safety	Provide enhanced Fire Home Safety Checks	31-Mar-2015		40%	Q1 2014/15 On Target Significant increase in enhanced home safety visits in reviewing the EHFSV process and providing training to partner agencies and targeting partner agency referrals for vulnerable persons.
CHS.S.3.1	03. SMP CS - Reduction in Anti Social behaviour	Effectively operate 3 tiered intervention programme for antisocial behaviour	31-Mar-2015		100%	Q1 2014/15: Complete.
CHS.S.3.2	03. SMP CS - Reduction in Anti Social behaviour	Effectively target resources through weekly tactical group interventions and referrals to support services	31-Mar-2015		25%	Q1 2014/15: On Target. Weekly TAC determines partnership resources and interventions to improve outcomes.









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.3.3	03. SMP CS - Reduction in Anti Social behaviour	Sustain and develop targeted programmes for young people	31-Mar-2015		25%	Q1 2014/15: On Target The programme continues to be delivered within school term time and school holiday to provide diversionary activities.
CHS.S.4.1	04. SMP SG - Provision of more social housing taking account of local demand	Social Housing Programme New Build	31-Mar-2015		25%	Q1 2014/15: On Target.
CHS.S.4.2	04. SMP SG - Provision of more social housing taking account of local demand	Increase Housing Options	31-Mar-2015		40%	Q1 2014/15: On Target. All housing applicants presenting are offered appropriate Housing Options advice. Increased opportunities have been developed in Midlothian.
CHS.S.8	08. SMP CS - Reduction in Hate Crime	Co-ordinate multi agency resources to reduce incidence of hate crime through weekly TAC and multiagency hate crime conferences	31-Mar-2015		50%	Q1 2014/15: On Target Hate Crime campaign launched in Q1 and profile increased in TAC and Delivery Group response and resource.
CHS.S.9.1	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Ensure equitable access by children/young people and their families to universal library services.	31-Mar-2015		40%	Q1 2014/15: On Target. Increased opportunities for access in developments led by feedback from service users and targeting engagement with Midlothian young citizens not presently using services.
CHS.S.9.2	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Increase the number of children who start and finish the summer reading challenge	31-Mar-2015		15%	Q1. 2014/15: Off Target. Summer Reading challenge launched in June and will be reported in Q2 results.


Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.9.3	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Revise and review Healthy Reading Collections for children, young people and families	31-Mar-2015		50%	Q1 2014/15: On Target. All Healthy Reading collections being reviewed in Q1 and report outcome in Q2.
CHS.S.9.4	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Maximise early years resources and coordinate PEEP & Bookbug sessions across the council and voluntary sector within Midlothian	31-Mar-2015		50%	Q1 2014/15: On Target. Increased provision in PEEP And Bookbug sessions across Midlothian and increased attendance. Targetted provision in SIMD areas for new groups.
CHS.S.9.5	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Involve children, young people and adults in the production of an online memorial to the people of Midlothian killed in WWI	31-Mar-2015		40%	Q1 2014/15: On Target. Midlothian Remembers WW1 on line and practical projects are being co-ordinated in libraries and with schools.
CHS.S.10.1	10. SMP GIRFEC - Raise educational attainment and achievement of children and young people including improving the numbers going on to positive destinations after leaving school	Support parents, carers and others to increase their employability prospects	31-Mar-2015		30%	Q1 2014/15: On Target . Literacy and numeracy sessions increased provision in libraries. Welfare Resilience funding will launch pilot in Gorebridge library for further computer skills training.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.10.2	10. SMP GIRFEC - Raise educational attainment and achievement of children and young people including improving the numbers going on to positive destinations after leaving school	Continue to provide work experience opportunities in libraries for young people to improve positive destinations	31-Mar-2015		40%	Q1 2014/15: On Target . Work experience and volunteer placements are being provided in Midlothian libraries
CHS.S.10.3	10. SMP GIRFEC - Raise educational attainment and achievement of children and young people including improving the numbers going on to positive destinations after leaving school	Further develop summer reading challenge to engage children in reading during school holidays	31-Mar-2015		100%	Q1 2014/15: Complete
CHS.S.11.1	11. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	Work with MELDAP to explore the feasibility of running further Recovery Conversation Cafes in Libraries	31-Mar-2015		50%	Q1 2014/15: On Target . Current survey of service user feedback for this purpose.
CHS.S.11.2	11. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	Explore funding opportunities to provide recovery collections of books and other materials in libraries	31-Mar-2015		50%	Q1 2014/15: On Target . Funding bid submitted to SLIC in Q1. Await outcome.
CHS.S.12.1	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Ensure appropriate distribution of Discretionary Housing Payments, particularly to assist those affected by Welfare Reform	31-Mar-2015		60%	Q1 2014/15: On Target . DHP spend rate at 68%. await extended DHP provision committed from Scottish Government in current financial year
CHS.S.12.2	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Offer pro-active benefits and arrears advice and guidance particularly to tenants/claimants affected by Welfare Reforms	31-Mar-2015		30%	Q1 2014/15: On Target . Financial Inclusion review taking place of the proactive mitigation actions by Council services.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.12.3	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Award monies through Scottish Welfare Fund, in line with set criteria, for Crisis Grants and Community Care Grants, to meet the need of vulnerable clients.	31-Mar-2015		50%	Q1 2014/15 On Target: All criteria set and operational as SWF a priority task. Internal Audit of new service has taken place in Q1. Actions continue led to maximise the by the support people about sources for those in hardship, such as Discretionary Housing Payments, Scottish Welfare Fund, Welfare Rights, Credit Unions, budgeting advice and foodbank provision.
CHS.S.12.4	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Process new benefit claims and change in circumstances promptly and accurately (former DWP "Right Benefit, Right Time" indicator)	31-Mar-2015		50%	Q1 2014/15: On Target Outstanding processes and processes completed on Comino - this shows the outstanding processes in each holding tray by month. It also includes the total number of processes which are "In Processing" or "Pending". HB Processing 2014/15 – this shows the total number and the average number of days taken to process new claims and changes of circumstances. Number of incoming Council Tax and Benefits documents received on Comino – 6121 documents received in June.
CHS.S.12.5	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Provide support and help for those who have limited or no IT skills to complete online forms and applications	31-Mar-2015		30%	Q1 2014/15: On Target . Welfare Reform Resilience funding awarded in Q1. Data will be available in Q2
CHS.S.13	13. Customer access - localised services - start to plan towards the longer term objectives for customer access/localised services.	Continue with review of customer access in contact centre and receptions, then widen to include all customer access points. Develop comprehensive implementation plan, in conjunction with EWiM workplan.	31-Mar-2015		30%	Q1 2014/15On Target. Customer Service Strategy developed and action plan to implement customer profile, channel shift and localised service opportunities for access. Pilot project scheduled in Q2.
CHS.S.14.1	14. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity.	Increase the use of volunteers in libraries to complement services currently provided	31-Mar-2015		25%	Q1 2014/15:On Target.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.14.2	14. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity.	Continue to explore the use of libraries to provide enhanced council services	31-Mar-2015		25%	Q1 2014/15: On Target. Customer Service Strategy developed and action plan to implement pilot project scheduled in Q2 to include libraries opportunities.
CHS.S.14.3	14. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity.	Lead on improving collection rates for Accounts Receivable across the organisation.	31-Mar-2015		0%	Q1 2014/15: Measure to be removed.
CHS.S.15.1	15. Effectively meet the challenge of homeless presentations within resources	Continue to provide temporary accommodation where necessary, ensuring all private sector rentals are through accredited landlords	31-Mar-2015		100%	Q1 2014/15: Completed. All private sector housing options are sourced from Registered Landlords only.
CHS.S.15.2	15. Effectively meet the challenge of homeless presentations within resources	Improve access to homelessness advice & assistance. Develop homeless prevention measures through advice & assistance.	31-Mar-2015		100%	Q1. 2014/15: Completed. Housing Options process has improved homeless prevention and choice outcomes for clients. Housing Allocation Policy includes percentage lets for specific needs groups. Common Housing Register improves access to housing and customer focus.
CHS.S.16	16. Work to prevent homelessness through the delivery of education programme	Improve homelessness awareness via delivery of a 'leaving home' Education programme to youth agencies and schools	31-Mar-2015		50%	Q1 2014/15: On Target. Activity with new schools and agencies targeted. Actual and planned sessions exceeded target level.
CHS.S.18	18. Play the lead role in educating services and service users in moving customers to alternative cheaper methods of service delivery where appropriate.	Continue to roll-out Channel Shift implementation plan	31-Mar-2015		30%	Q1 2014/15 On Target. Customer Service Strategy developed and action plan to implement customer profile, channel shift and localised service opportunities for access. Pilot project scheduled in Q2.
CHS.S.19.1	19. Provide affordable housing through direct provision and partnership working	Minimise re-let timescale for mainstream housing and temporary accommodation through voids initiative actions	31-Mar-2015		60%	Q1. 2014/15: On Target. Review of voids process currently being undertaken to identify efficiency improvement

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.19.2	19. Provide affordable housing through direct provision and partnership working	Investigate options for the Social Housing Programme: Phase 2 of Council Housing New Builds.	31-Mar-2015		20%	Q1. 2014/15 On Target Midlothian Council agreed to funding a further £56 Million for new council housing, to develop around 500 homes to address the increasing demand for affordable housing in Phase 2 programme. Council approved potential development sites, housing mix and house types after consultation. Three developments have been completed, further site starts in 2014/15.
CHS.S.20	20. Provision of Housing for Particular needs	Designate housing for particular needs within existing and new build stock	31-Mar-2015		20%	Q1. 2014/15: On Target. Council new build developments in Phase 2 are not due to be allocated until year end Similarly, nominations for Housing Association new builds are not expected until October, 2014 to provide increased turnover of housing.
SMP.CS.CH.2.1	06. SMP CS - Reduction in Violent crime; Community Safety	Work in partnership through the ASBVO group to reduce the risk posed by violent offenders	31-Mar-2015		25%	Q1 14/15: On Target
SMP.CS.CH.3.1	07. SMP CS - Reduction in Domestic Abuse; Community Safety	Increase multiagency working to improve the safety of high risk victims of domestic abuse	31-Mar-2015		25%	Q1 14/15: On Target.
SMP.CS.CH.3.2	07. SMP CS - Reduction in Domestic Abuse; Community Safety	Increase the % of domestic abuse perpetrators successfully completing the Caledonian programme	31-Mar-2015		25%	Q1 14/15: On Target.
SMP.CS.CH.3.3	07. SMP CS - Reduction in Domestic Abuse; Community Safety	Increase awareness of violence against women	31-Mar-2015		25%	Q1 14/15: On Target.
SMP.SG.CH.6.2	04. SMP SG - Provision of more social housing taking account of local demand; Sustainable Growth	Increase the support to young people through the Youth Homelessness Prevention Service	31-Mar-2015		80%	Q1 2014/15: On Target Housing Options approach has led to a reduction of homeless assessments in youth homeless, aged 16 - 25 years old, now returning home or pursuing housing options other than homelessness case as a result of the Youth Intervention Project
SMP.SG.CH.6.3	04. SMP SG - Provision of more social housing taking account of local demand;	Deliver 'leaving home' education programme in schools	31-Mar-2015		50%	Q1 2014/15: On Target Housing Options approach has led to a reduction of homeless assessments in youth homeless, aged 16 - 25





Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
	Sustainable Growth					years old, now returning home or pursuing housing options other than homelessness case as a result of the Youth Intervention Project
SMP.SG.CH.6.4	04. SMP SG - Provision of more social housing taking account of local demand; Sustainable Growth	Increase the number of households accessing energy saving or fuel poverty advice and assistance schemes	31-Mar-2015		50%	Q1 20-14/15. On Target Midlothian participation in partnership with Changeworks and UK Together, a collective of local authorities in the South East of Scotland successfully bid for funding from the DECC to facilitate a collective switching project from an energy supplier.

Customer and Housing Services PI Report





03. Service Priorities

PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Status	Short Trend			Note
CHS.S.1.1a	01. SMP CS - Reduction in crimes of dishonesty	Number of crimes of housebreaking	N/A	N/A	N/A	N/A	N/A	Q1 14/15: Data reported 6 monthly	298	
CHS.S.1.2c	01. SMP CS - Reduction in crimes of dishonesty	Number of crimes of dishonesty	N/A	N/A	N/A	N/A	N/A	Q1 14/15: Reported 6 monthly.	1,976	
CHS.S.2.1a	02. SMP CS - Improvement in Home Safety	Number of Fire Home Safety visits	N/A	N/A	N/A	N/A	N/A	Q1 14/15: This indicator was removed from the SMP and replaced by 'Number of high risk home safety checks carried out'	600	
CHS.S.3.1c	03. SMP CS - Reduction in Anti Social behaviour	Number of recorded crimes of vandalism	N/A	N/A	N/A	N/A	N/A	Q1 14/15: Reported 6 monthly	1,017	
CHS.S.3.3d	03. SMP CS - Reduction in Anti Social behaviour	Number of Police visits to licensed premises on and off sale	796	N/A	N/A	N/A	N/A	Q1 14/15: This indicator has been removed for the 14/15 SMP and replaced with 'The proportion of premises for which a licensing board review has been sought and grounds for review upheld'		



PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CHS.S.4.1a	04. SMP SG - Provision of more social housing taking account of local demand	Designate housing for particular needs within existing and new build stock. Phase 2 new build sites completed	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Indicator to be removed.	2%	
CHS.S.4.2a	04. SMP SG - Provision of more social housing taking account of local demand	Housing Options Outcomes. % of people presenting as homeless going on to temporary accommodation	54%	47%	63%			Q1 2014/15: On Target. Improvement in prevention activity negatively impacting on this measure. Numbers going onto temporary accommodation again reduced.	70%	
CHS.S.05a	05. SMP CS - Improvement in Road Safety	Number of young people involved in Tomorrows Driver Event	550	N/A	0		N/A	Q1 14/15: Tomorrow's Driver event takes place in September each year. Attendance data should be available at the end of September. This indicator is not in the Single Midlothian Plan for 2014/15		
CHS.S.05b	05. SMP CS - Improvement in Road Safety	Number of soldiers involved in Driving for Life Event - Armed Forces	225	N/A	0		N/A	Q1 14/15: This indicator is not in the Single Midlothian Plan for 2014/15. It was removed as this event is not taking place in 2014/15.		
CHS.S.8a	08. SMP CS - Reduction in Hate Crime	Number of hate crime incidents reported	N/A	N/A	N/A	N/A	N/A	Q1 14/15: Reported 6 monthly	76	
CHS.S.8b	08. SMP CS - Reduction in Hate Crime	The detection rate for hate crimes in Midlothian	N/A	N/A	N/A	N/A	N/A	Q1 14/15: n/a reported 6 monthly	71%	
CHS.S.9.2a	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected,	Number(%?) of children who improved their literacy skills during the summer holidays	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Reported 6 monthly.		



PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
	responsible and included within a local family or care setting									
CHS.S.9.3a	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Revise and review Healthy Reading Collections for children, young people and families (Number of collections improved)	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: On Target. All Healthy Reading collections being reviewed in Q1 and report outcome in Q2.	5%	
CHS.S.9.3b	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Revise and review Healthy Reading Collections for children, young people and families (Number of titles borrowed)	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: On Target. All Healthy Reading collections being reviewed in Q1 and report outcome in Q2.	270	







PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CHS.S.9.3c	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	% borrowers who say the collections helped their mental wellbeing	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: On Target. Increased opportunities for access to Healthy Reading collections. Survey of service users will be reported in Q2.	60%
CHS.S.9.4a	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a local family or care setting	Number of PEEP and Bookbug sessions introduced to Mayfield & Easthouses area	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: On Target. Increased opportunities for access and activities delivered in Mayfield & Easthouses PEEP & Bookbug group.	5
CHS.S.9.5a	09. SMP GIRFEC - Focus on prevention and early intervention to ensure children and young people are safe, healthy, achieving, nurtured, respected, responsible and included within a	% of children, young people and adults involved who say they found involvement a valuable experience	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: On Target . Data will be available in Q2	75%


PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15			Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend		
	local family or care setting								
CHS.S.10.1a	10. SMP GIRFEC - Raise educational attainment and achievement of children and young people including improving the numbers going on to positive destinations after leaving school	Number of parents achieving PEEP WEA SQA qualification	9	2	10			Q1 2014/15: Off Target . 10 have achieved SQA qualifications and further courses will progress after Summer term holidays.	50
CHS.S.10.3a	10. SMP GIRFEC - Raise educational attainment and achievement of children and young people including improving the numbers going on to positive destinations after leaving school	Number of volunteers who provide help and support during the summer reading challenge	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: On Target . Current volunteers in place and further placements will progress after Summer term holidays. Data will be available in Q2.	15
CHS.S.11.1a	11. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	% participants who say the Recovery Conversation Cafes helped their recovery	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Data available in Q2.	60%

PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark	
			Value	Value	Value	Status	Short Trend	Note			
CHS.S.11.2a	11. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	Funding received (Explore funding opportunities to provide recovery collections of books and other materials in libraries)	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Data will be available in Q2	60%	
CHS.S.11.2b	11. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	Number of collections in libraries	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Data will be available in Q2	60%	
CHS.S.11.2c	11. SMP GIRFEC - Improve outcomes for vulnerable or at risk children and young people	% borrowers who find the titles help their recovery	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Data will be available in Q2.	60%	
CHS.S.12.1a	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	1. Met needs of specific groups as identified. 2. Ensured all allocated funds (DWP and Scottish Government) are distributed.	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Data available Q2. Actions continue led to maximise the by the support people about sources for those in hardship, such as Discretionary Housing Payments, Scottish Welfare Fund, Welfare Rights, Credit Unions, budgeting advice and foodbank provision.		
CHS.S.12.2a	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	1. Benefits maximised. 2. Arrears minimised. 3. customer satisfaction in advice provided.	N/A	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Data available Q2. Actions continue led to maximise the by the support people about sources for those in hardship. HB Processing 2014/15 – this shows the total number and the average number of days taken to process new claims and changes of circumstances. During June new claims were processed in an average of 20 days and changes of circumstances in an average of 11 days from the date of		

PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15			Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend		
								notification of the change. Number of incoming Council Tax and Benefits documents received on Comino – 6121 documents received in June. Scottish Welfare Fund for the quarter from April to June 2014. 900 applications were received in this period with awards totalling £80,748 (£22,321 crisis grants, £58,427 community care grants) which is below our budget for the quarter of £119,930 (increased from last year due to carry forward of under spend).	
CHS.S.12.3a	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Number of calls received			900		N/A	Q1 2014/15 On Target 900 SWF calls received	
CHS.S.12.3b	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Number of calls leading to application			600		N/A	Q1 2014/15 On Target 600 Awards	
CHS.S.12.3c	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	% of claims dealt with within 48 hours			96	N/A	N/A	Q1 2014/15 On Target 96% claims dealt within 48 hours	


PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CHS.S.12.4a	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	1. processing targets met. 2. customer satisfaction target achieved in benefit processing.	N/A	N/A	N/A	N/A	N/A	<p>Q1 2014/15 On Target: HB Processing 2014/15 – this shows the total number and the average number of days taken to process new claims and changes of circumstances. During June new claims were processed in an average of 20 days and changes of circumstances in an average of 11 days from the date of notification of the change.</p> <p>Number of incoming Council Tax and Benefits documents received on Comino – 6121 documents received in June. Scottish Welfare Fund for the quarter from April to June 2014. 900 applications were received in this period with awards totalling £80,748 (£22,321 crisis grants, £58,427 community care grants) which is below our budget for the quarter of £119,930 (increased from last year due to carry forward of under spend).</p>		
CHS.S.12.5a	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	% library users who say library intervention has helped improve their IT skills	N/A	N/A	N/A	N/A	N/A	<p>Q1 2014/15: Funding bid award from Welfare Reform Resilience fund. Report in Q2.</p>	100	
CHS.S.15.1a	15. Effectively meet the challenge of homeless presentations within resources	% of people presenting and going through a homeless assessment	49%	54%	56%			<p>Q1 2014/15: On Target.</p>		This is a Local indicator with no benchmarking available.

PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Status	Short Trend			Note
CHS.S.16a	16. Work to prevent homelessness through the delivery of education programme	Number of awareness sessions delivered to youth agencies and schools in the year	49	1	22			Q1 2014/15: On Target. Increase in activity with new schools and agencies targeted. Actual and planned sessions exceeded target level.	12	
CHS.S.18b	18. Play the lead role in educating services and service users in moving customers to alternative cheaper methods of service delivery where appropriate.	Increase in online payments	N/A	N/A	N/A	N/A	N/A	Q1 2014/15: Data Available Q2.		
CHS.S.19.1a	19. Provide affordable housing through direct provision and partnership working	Average time from return of property to re-let (days)	48 days	42 days	49 days			Q1 2014/15: Off Target. Change of use to 3 properties in Hunter Square without which 43 days achieved.	35 days	11/12 Scottish Average 41 days (SHBVN)
CHS.S.19.2a	19. Provide affordable housing through direct provision and partnership working	Number of new build properties	77	1	0			Q1 2014/15: No new build properties planned for current financial year. Measure should be removed.	400	
CHS.S.20a	20. Provision of Housing for Particular needs	% of council new builds allocated to Extra Care Housing provision	42%	N/A	N/A	N/A	N/A	Q1 2014/15: No new build properties planned for current financial year. Measure should be removed.	2%	

PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
SMP.CS.AS C.3.2b	07. SMP CS - Reduction in Domestic Abuse	Percentage of MARAC cases showing reduction in risk upon exit from the domestic abuse	N/A	N/A	N/A	N/A	N/A	N/A	Q1 14/15: n/a Reported 6 monthly	
SMP.CS.CH. 2.1a	06. SMP CS - Reduction in Violent crime; Community Safety	Percentage reduction in the number of minor assaults	N/A	N/A	N/A	N/A	N/A	N/A	Q1 14/15: n/a reported 6 monthly.	2.4%
SMP.CS.CH. 3.1a	07. SMP CS - Reduction in Domestic Abuse; Community Safety	The number of detections for bail offences	N/A	N/A	N/A	N/A	N/A	N/A	Q1 14/15: n/a - reported 6 monthly.	
SMP.CS.CH. 3.1b	07. SMP CS - Reduction in Domestic Abuse; Community Safety	Detection rates for crimes of domestic abuse	78.4%	N/A	N/A	N/A	N/A	N/A	Q1 14/15: na/ - Reported 6 monthly.	79%
SMP.CS.CH. 3.3a	07. SMP CS - Reduction in Domestic Abuse; Community Safety	Number of Violence Against Women training events taking place	N/A	N/A	N/A	N/A	N/A	N/A	Q1 14/15: n/a - reported 6 monthly	
SMP.SG.CH .6.2a	04. SMP SG - Provision of more social housing taking account of local demand; Sustainable Growth	Number of 16-25 year olds presenting offered support	438	N/A	91		N/A	N/A	Q1 2014/15: Off Target. All 16 to 25 year olds presenting are offered specific support by homeless prevention team.	401
SMP.SG.CH .6.4a	04. SMP SG - Provision of more social housing taking account of local demand;	Number of households provided with energy saving or fuel poverty advice	2,435	N/A	N/A	N/A	N/A	N/A	Q1 2013/14: Data available Q2.	10

PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
	Sustainable Growth									

04. Local Government Benchmarking Framework

PI Code	Priority	PI	2013/14	Q1 2013/14	Q1 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CORP04		Cost of collecting council tax per dwelling	£14.09	N/A	N/A		N/A	14/15: Data Only measure, data will be available in Q4		2012/13 Rank 21 Third Quartile
HSN01		Current tenants' arrears as a percentage of total rent due (quarterly-formula)	7.53%	7.5%	N/A	N/A	N/A	Q1 2014/15: Data available Q2. In Year Target achieved due to continued extensive work in engagement with tenants and promotion of DHP to assist tenants in receipt of Housing Benefit, particularly those affected by the under occupancy charge	10%	2012/13 Rank 14 Second Quartile
HSN02		Percentage of rent due in the year that was lost due to voids	1.6%	N/A	N/A	N/A	N/A	14/15: Annual Measure, data will be available in Q4	1.4%	2012/13 Rank 16 Second Quartile