

# Customer and Housing Services Performance Report 2015/16



## 01. Progress in delivery of strategic outcomes

### Q2 15/16:

#### 1. Newbyres Crescent - Gore Avenue, Gorebridge: CO2 emissions

Midlothian Council has managed the issues in relation to ground gas penetration into 64 properties at Newbyres Crescent, Gorebridge to ensure the protection of public health of the residents and long term resolution for the site. In June 2014, a Special Council Meeting was held to consider options for the Newbyres Crescent development and following the demolition decision all residents have now been relocated from the site to alternative housing.

The effective response to a crisis situation ensured that all households were re-housed safely from the public health concern and were provided with support to assist them during an extremely stressful time. Whilst this has been an understandably difficult experience for tenants and challenging for the staff involved, the project is an exemplar for effective partnership working across the Council to overcome a challenging situation for the benefit of affected tenants.

Actions continue for demolition of the properties and redevelopment on the site.

#### 2. Customer Services (Contact Centre & Libraries & Registrars)

Mayfield Library and Customer Hub launched in Q2, as a pilot project in developing new ways of working and delivering accessible services within our localities. Learning points and outcomes will be used for a roll out across Midlothian libraries to develop customer services.

Midlothian Libraries launched the groundbreaking Bibliotherapy project in June 2014 and over the past 12 months the project has delivered outstanding achievements and contributed to improving outcomes for the citizens of Midlothian. This has been as a direct result of the strong, positive relationships with external partners, service providers and service users.

Initially the project was funded by the Scottish Library and Information Council however recently, as a result of the successful partnership working which has developed, further funding has been sourced from the NHS Integration Change Fund, demonstrating how the project has successfully delivered shared goals for both Midlothian Council and NHS Lothian.

Bibliotherapy promotes the enjoyment of reading, listening and talking with one another in order to strengthen individuals' self-confidence, explore ways of communicating feelings, emotions and thoughts and contributes to overall improved mental health and well being. Evidence from the Midlothian Bibliotherapy project and others has demonstrated the effectiveness of this community based provision for people with mild-moderate mental ill-health and long-term conditions and also where Bibliotherapy can offer an effective approach to supporting healthy development and increased well being across people regardless of their mental health history.

#### 3. Community Safety

The Challenge project is a leadership project that aims to divert young people from antisocial behaviour, improve attendance at school, and teach them about social boundaries, accepting consequences of their behaviour, responsibility and respect. The project aims to address anti- social behaviour (ASB), uncertainty , anxiety, low school attendance, bullying , hate crime etc. The project is part funded by the Army Community Covenant.

The "Challenge" project programme offers five different daily activities led by Community Safety partners. This includes activities such as: team building, orienteering, shelter building, judo, rugby, Heartstart Life support skills, fire raising consequences, Crime Scene Investigations, Police quad bike sections, team physical challenges, team dynamics, discussions about ASB, criminal behaviour, value of education, integrity, equality, respect to others etc.

Partners meet before each project to discuss referrals. During each project partners meet regularly to ensure each programme is tailored to address any specific issues for young people , for example: name calling, disrespect, bullying, racism, etc. At the end of each challenge project, the week finishes with an award ceremony with a responsible adult invited along (parents, guardians, grandparents etc).

The impact of each project is measured through day to day observations, discussion with parents or guardians at the last day and through the follow up visits to the schools and childrens' own testimonials. The short term impact has been evident at each course by a change in the childrens attitudes and their adhering to the set rules and code of conduct discussed and agreed at the beginning of each course. In the medium term, impacts include improved self confidence, problem solving, decision making and working with others. The biggest impact, in their opinion, was better listening and talking to others skills, friendship trust and accepting others; and being valued as a member of their community. The post evaluation feedback(annual and half year) from parents evidenced change in behaviour, attitudes, school attendance, thinking about future, aspirations and how individual actions manifested in ASB can influence others. Data from the courses indicates improved school attendance and reduced involvement in Antisocial Behaviour and offending.

Towards September 2015, 6 courses have been held with 60 young people attending. Partnership working has continued to develop throughout the Challenge project, with benefits including gained mutual support, trust, flexibility and an open minded attitude

#### **4. Housing Services**

Reducing reoffending through the Prison Project is improving access to a range of housing services for short-term prisoners residing in HMP Edinburgh who are Midlothian residents. There is a well evidenced and complex relationship between homelessness and offending. Spending time in prison increases the risk of homelessness and a lack of stable accommodation increases the likelihood of offending or reoffending. This can lead to a negative cycle.

This relatively new service is aligned to national strategic objectives that aim to reduce reoffending. Stable housing is the foundation for every other part of rehabilitation, resettlement, and risk management, and is the cornerstone for beginning a life free from crime.

Nationally, reconviction rates show that around half of those released will have re-offended and been re-sentenced again within a year. Time in prison can cause homelessness and can in-turn lead to re-offending; 79% for homeless offenders compared to average 47%.

Re-offending carries high social and economic costs to the Scottish Government (£34,000 per prison stay, per annum) Midlothian Council, local communities and residents if re-offending persists. Across Scotland, many people leave prison without stable accommodation to go to. This service has developed an effective approach to supporting short-term prisoners. It aims to break the cycle of a lack of stable accommodation, the threat of homelessness and re-offending to this hard to reach, vulnerable group.

#### **5. Housing Strategy**

Environmental Project at McNeill Terrace reached completion. The difference this project has made to the street and its residents is visible and has also been recognised by other residents in Loanhead as the flats from the exterior look like new properties. The work to the buildings has dramatically improved McNeill Terrace and the external works to fencing, gardens and landscaping has resulted from a coproduction ethos between the council and its tenants. Turnover in the street has also reduced dramatically during the period of works, suggesting that the neighbourhood will become a more sustainable popular neighbourhood for tenants and residents. Turnover reduced from 29% in 2010/11 to 0% in 2014/15.

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

**Q2 15/16:**

### **1. Challenge**

#### **Revenues Services**

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

#### **Action**

In- Year collection in rents and Council Tax performance improved to date with collection amount and collection percentage measures increased. DWP has been working with local authorities to look at areas where joint working would assist both council and DWP in a fraud and error reduction incentive scheme (FERIS) and real time earning information (RTEI) received from HMRC targets for interventions and recoveries.

### **2. Challenge**

#### **Community Safety**

In reducing reoffending, with the planned replacement of the Community Justice Authorities and development of local Reducing Reoffending Partnerships, consideration and planning needs to be given to how this will link into the national oversight body, Community Justice Scotland.

Council approved that the Safer Communities Board will incorporate the shadow arrangements required for the Reducing Reoffending Partnership as Community Justice Authorities are disestablished by 2017. The Scottish Government has proposed that Community Planning Partnerships will be expected to actively contribute to reducing reoffending and be held accountable for performance, including its contribution to community justice through its existing governance and accountability arrangements.

#### **Action**

Further guidance is expected from Scottish Government toward implementation in 2017. Meantime, development of the shadow structure locally has been approved by Council and development of service structures and training is planned as improved outcomes will depend on a number of agencies working collaboratively to make communities safer and manage risk on a multi-agency basis to protect the public in relation to a range of offenders.

### **3. Challenge**

#### **Customer Services (Contact Centre & Libraries & Registrars)**

The Customer Services Review completed an initial phase of customer profiling to understand who our customers are, why they contact us, how they access services and how we redesign to improve the customer experience and achieve efficiencies. The Customer Service Strategy Delivery Plan in phase 2 is now taking place.

Channel shift transactions are increasing in Revenues and Library services for accessible and convenient contacts to customers. The promotion of digital participation and development of online skills is improving the capacity of customers to realise the benefits of digital by design services to respond to Welfare Reform changes and to complement the channel shift work already underway to maximise savings and efficiencies.

# Customer and Housing Services PI Summary

## 01.1 Outcomes and Customer Feedback

Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	134	95	34	65		Q2 15/16: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	5	3.7	4.8	4.1		Q2 15/16: On Target.		5	Number of complaints complete at Stage 1	59
										Number of working days for Stage 1 complaints to be Completed	243
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	22	5	25	16.3		Q2 15/16: On Target		20	Number of complaints complete at Stage 2	6
										Number of working days for Stage 2 complaints to be Completed	98
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	71%	77.65%	71.88%	77.97%		Q2 15/16: Off Target. Improving performance. Of 27 complaints in Q2, 2 at 6 days, 1 at 7 days, 1 at 13 days.		95%	Number of complaints complete at Stage 1	59
										Number of complaints at stage 1 responded to within 5 working days	46
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	25%	100%	0%	66.67%		Q2 15/16: Off Target One complaint of 5 in quarter at 21 days.		95%	Number of complaints complete at Stage 2	6
										Number of complaints at stage 2 responded to within 20 working days	4

## 01.2 Making the Best Use of our Resources

Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	N/A	£ 12.613 m	£ 12.886 m		Q2 15/16: Financial information for Q1, 15/16 which was reported to the Council in September 2015		£ 12.813 m		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.55	3.82	2.65	4.72		Q2 15/16: Off Target. Of 3 long term sick cases - 2 resolved and 1 expected to be resolved in Q3.		6.50	Number of days lost (cumulative)	758.32
										Average number of FTE in service (year to date)	160.76

### 01.3 Corporate Health

Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
05. Complete all service priorities	% of service priorities on target / completed, of the total number	90.24 %	95.12 %	97.78 %	93.33 %		<b>Q2 15/16: On Target</b> Monthly Performance monitoring included for managers review.		90%	Number of service & corporate priority actions	45
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	97.42 %	97.42 %	96.62 %	95.6%		<b>Q2 15/16: On Target.</b>		90%	Number received (cumulative)	2,111
08. Improve PI performance	% of PIs that are on target/ have reached their target.	63.89 %	58.33 %	69.57 %	65%		<b>Q2 15/16: Off Target.</b> See PI report for detail of off target PIs		90%	Number on tgt/ tgt achieved	13
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	N/A	N/A		<b>Q2 15/16:</b> No Risks classified as high in quarter. 17 of 17 non high risks reviewed in Q2 15/16.		100%	Number of high risks reviewed in the last quarter	0

### 01.4 Improving for the Future








Priority	Indicator	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16				Annual Target 2015/16	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	100%	36.36 %	100%	100%		<b>Q2 15/16: On Target.</b>		90%	Number of on tgt/ completed actions	1





# Customer and Housing Services Action report









## 03. Service Priorities









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CH.SMP.08 .01	08. SMP - SG - Work to prevent homelessness through delivery of an education programme	Deliver "Leaving Home" education programme in schools.	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Sessions agreed with Dalkeith High School, St David's High School and Newbattle Community High School for after the summer holiday (commencing in September, allowing for new term resettlement in August). Lasswade and Penicuik High Schools will engage after Christmas. Beeslack still to engage.
CH.SMP.08 .02		Deliver homelessness prevention education programme to agencies working with vulnerable youths	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Commitment from MTS's Employability Fund and opportunity identified to deliver SQA recognised pre-tenancy training in collaboration; readying youth people for their transition into a tenancy. Similarly Through Care/After Care will engage in this project, ensuring the positive destinations agenda is met. This will target 20 -30 households per year and delivered by Youth Homeless Officers.
CH.SMP.09 .01	09. SMP - SG - Improve access to homelessness advice and assistance	Increase the support to households approaching the homelessness department	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Homelessness referral and prevention outcomes evidence mediation and support results. Homeless presentation results detail positive housing options outcomes for clients continue. Joint discussions held with NHS practitioners to increase range of health supports available.
CH.SMP.09 .02		Increase the support to young people through the Youth Homeless Prevention Service	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Youth homelessness referral and prevention outcomes evidence mediation and support results. Reduction in homeless presentation and results detail positive housing options outcomes for clients continue. Funding acquired from Scottish Government to develop a pre-tenancy course (SQA accredited) and delivered by Youth Homelessness Officers.










Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CH.SMP.10.01	10. SMP - SG - Effectively meet the challenge of homeless presentations within resources	Continue to provide temporary accommodation where necessary, ensuring all private sector rentals are through registered landlords.	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> All homeless applicants provided with temporary accommodation in accordance with legislation. Landlords advertising properties on the housing options website are registered. No un-registered landlords can progress their adverts without approval.
CH.SMP.11.01	11. SMP - SG - Provide affordable housing through direct provision and partnership working	Minimise re-let timescales for mainstream housing and temporary accommodation through voids initiative actions	31-Mar-2016		30%	<b>Q2 15/16: Off target.</b> Average re-let time improved with exception of Newbyres rehousing effects on voids services. 2 properties held for Newbyres residents caused increase in re-let time. Without these properties outcome would have been 47 days.
CH.SMP.11.02		Review Rent Strategy for 2016/17 including stakeholder consultation on future direction	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Consultation commenced, incorporating a newsletter style document providing information to tenants and a survey. Local meetings have also been conducted in six areas in Midlothian.
CH.SMP.11.03		Review allocation policy taking into account allocations outcomes analysis, SG policy and stakeholder consultation.	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Letting Outcomes Analysis 2014/15 reported to Cabinet. Consultation commenced, incorporating a newsletter style document providing information to tenants and a survey. Local meetings have also been conducted in six areas in Midlothian.
CH.SMP.11.04		Complete review of Tenant Participation Strategy	31-Mar-2016		10%	<b>Q2 15/16: Off Target.</b> Alternative tenant engagement and consultation events included in Strategy review to be completed.
CH.SMP.12.01		12. SMP - SG - 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 needs of vulnerable clients.	31-Mar-2016		50%
CH.SMP.12.02	Process new benefit claims and change in circumstances promptly and accurately.		31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> Average processing times during quarter 18 days for new claims and 8 days for changes of circumstances (Latest Scottish average 24 days/8 days). Claim checking for accuracy identified 1.47% of claims with financial error (within target of 2.00%).







Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CH.SMP.12.03	12. SMP - SG - 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 on-line forms and applications	31-Mar-2016		100%	<b>Q2 15/16: On Target.</b> Local support services established in libraries, job centres and CAB. Digital inclusion mentoring available in all libraries.
CH.SP.13.01	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-2016		50%	<b>Q2 15/16: On Target</b> Mayfield Library Customer Hub was launched on 24/8/15 and is now in full delivery mode with review meetings ongoing and service developments being delivered. A full evaluation framework has been developed. Buccleuch House ground floor plans finalised. Specifications submitted for Shawfair development. Planning group ongoing for Newbattle and initiated for Loanhead.
CH.SP.13.03		Aim to increase footfall through libraries at the same time as increasing the proportion of interactions electronically	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> The expected increase in electronic interactions is continuing (55% since last year) – supported by service-wide promotions. The intended increase in physical footfall is being targeted with a range of events and promotional activities and campaigns including Midlothian Science Festival where an extensive range of events are delivered in library venues and planning for a large scale Book Week Scotland programme is underway. Specific locations are experiencing an increase in physical visits as a result of the summer children's events programme including Danderhall, Mayfield, Loanhead and Mayfield. The success of the summer events programme has led to a 5% increase in physical visits in the month of August.
CH.SP.14.01	14. Improve Positive Destinations including qualifications for young people	Continue to provide workplace experience opportunities in libraries for people with the aim to improve positive destinations	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> 6 people have now experienced workplace placements within the Library Service and this has now been developed to include the contact centre. This includes school placements and supported longer term work placements in partnership with local employment agencies. Although the target has been met, work will continue to increase the number of workplace experience opportunities with further school placements planned and a further supported work placement being investigated with a national employment agency.



Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CH.SP.15.0 1	15. Improving the lives of children and young people	Further develop summer reading challenge to engage children in reading during summer holidays.	31-Mar-2016		100%	<b>Q2 15/16: Complete</b> Slight increase in the overall number of C&YP involved also a larger increase of 13% in numbers completing the scheme. Also a slight increase in the number of new library members resulting from the scheme. The development of the events programme for the summer reading challenge led to a 5% increase in visitor figures for the month of August.
CH.SP.15.0 2		Initiate national pilot for three year olds "Every child a library member".	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Preparatory work undertaken with nurseries and parents in 3 target areas. Pirate packs distributed for book gifting w/b 21st September including membership cards for all children. Letters sent to nurseries, parents and partners explaining the process.
CH.SP.15.0 3		Revise and review healthy reading collections for children, young people and families.	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Work ongoing with overall Health Reading Collections to replenish and replace titles and also to add updated titles. Bibliotherapy Steering group leading the work.
CH.SP.16.0 1	16. Reduce health inequalities and improve the health of people in Midlothian	Work with MELDAP to run further Recovery Conversation Cafes in libraries	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> As a result of the intended change in delivery method for this recovery work by using bibliotherapy techniques, a new project plan was required by Community Safety Partnership. Submitted and approved in July 2015. Work is now being developed with the new MELDAP Recovery Co-ordinator and our full time Bibliotherapist. With expected development in Q3.
CH.SP.16.0 2		Provide Bibliotherapy services through libraries and other appropriate venues.	31-Mar-2016		100%	<b>Q2 15/16: Complete</b> Work continues to develop and extend the Bibliotherapy network – delivering increased outcomes and numbers of individuals involved and benefitting from Bibliotherapy.
CH.SP.18.0 1	18. Supporting children who may be at risk of harm	Work in partnership to take early action to prevent young people from offending	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> The partnership manages and is developing a range of early intervention activities aimed at preventing offending. The Multi-agency Youth Justice Forum meets regularly to discuss high risk youth offenders. The number of referrals to the screening group and to SCRA have decreased. A pilot at Lasswade High School will commence in October 2015 to screen offences in preparation for the Role Of Names Person Legislation.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CH.SP.19.0 1	19. Improve Home Safety	Improve partnership working to enhance home safety awareness, including referring residents for home safety checks as required	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> Partnership home safety checklist is being publicised to encourage use.
CH.SP.19.0 2		Work as a partnership to reduce the likelihood of accidental injury in the home	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> A number of Community Safety road show events have taken place during Q2, aiming to raise awareness of home safety issues.
CH.SP.20.0 1	20. Community Involvement in setting and delivering community safety outcomes	Co deliver Midlothian Community mediation service.	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> Following discussion of a report reviewing the service, BTB has agreed to the recruitment of a mediator for an initial period of 2 years to allow expansion of the service beyond neighbour disputes. This is an excellent opportunity to provide this service to other types of dispute, to prevent them from escalating.
CH.SP.20.0 2		Expand support to groups seeking funding to implement community safety initiatives.	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> Local support services established in libraries providing resource. Community Groups assisted directly in Community Safety development.
CH.SP.20.0 3		Undertake a programme of communication and engagement activity to raise awareness and keep people safe	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> The highlight of Q2's communication and engagement activity was undoubtedly the Community Safety Partnership 'Village' at the Midfest family fun day. Partners worked together to make vital community safety information available to the 6000 people who attended the day.
CH.SP.21.0 1	21. Reduce Anti Social Behaviour (including hate crime)	Effectively operate our three tiered intervention programme for ASB.	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> An effective partnership structure is in place which combines robust management of complex cases with proactive preventative work. During Q2 ASB processes have been reviewed to ensure alignment with other council departments and partner procedures.
CH.SP.21.0 2		Work in partnership to decrease the number of victims of antisocial behaviour in Midlothian	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> A robust partnership structure is in place which includes regular meetings to discuss ASB trends, hotspots and specific cases. A range of preventative work is in place and new projects are being developed to deter antisocial behaviour and support victims.
CH.SP.21.0 3		Coordinate multi agency resources to enhance public confidence and reduce incidence of hate crime.	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> A review of remote hate crime reporting is underway. Hate crime incidents are reviewed at monthly Delivery group meetings and multi-agency hate crime case conferences called as required.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
SMP.CS.AS C.03.04	03. SMP - CS - Reduce violence against women and girls; Community Safety	Effectively implement the Caledonian system	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> (50%). The Criminal Justice Team continue to implement the Caledonian system. New Caledonian Children's worker appointed, and no staff vacancies within the system. One Team Leader attends MARAC (Multi Agency Risk Assessment Committee) meetings to ensure that links are maintained with Caledonian. A national evaluation of the Caledonian System is taking place and the outcome of this will be published in 2016.
SMP.CS.C H.01.07	01. SMP - CS - Reduce alcohol and drug misuse; Community Safety	Police to actively identify and monitor problem and monitored licensed premises	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> 5 inspections have been made to 2 monitored problematic premises.
SMP.CS.C H.01.08		Encourage licensed premises to apply for the best bar none scheme	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> 7 premises are participating in this year's scheme.
SMP.CS.C H.01.09		Manage the intensive family support service (DASS) targeted to support 10 families for 12 weeks maximum at a time in Midlothian	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> The total number of referrals received was 27 with 17 families (target was 10) being progressed to 12 week support from the service. Families involved have reported improved outcomes (82% report that the child is living in a safer environment and 86% report that the child/young person is at reduced risk of harm as a result of parental drug and alcohol use.)
SMP.CS.C H.01.10		Increase number of individuals engaging in post treatment Recovery Services	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> Weekly attendance of 15 men at 'alive and kicking'. 89 clients have received support through the MELDAP recovery college.
SMP.CS.C H.02.02	02. SMP - CS - Reduce Violent Crime; Community Safety	Work in partnership through the ASBVO group to reduce the risk posed by violent offenders	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> ASBVO meets monthly to discuss antisocial and violent offenders and assess partner agency intervention or sanction outcomes required. Group membership has expanded over the last 6 months, with further housing associations joining.
SMP.CS.C H.03.01	03. SMP - CS - Reduce violence against women and girls; Community Safety	Increase multiagency working to improve the safety of high risk victims of domestic abuse	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> Partnership work includes MARAC and MATAAC forums for actions and interventions for perpetrators and victims. VAW team integrated into Public Protection Committee and reports directly to Committee and Chief Officer Group; Public Protection Team established.
SMP.CS.C H.03.03		Increase awareness of violence against women	31-Mar-2016		25%	<b>Q2 15/16: Off Target.</b> Vacancies within the Public Protection team have impacted on awareness raising activity. The VAW strategy co-ordinator post has now been filled and this will be a priority.
SMP.CS.C H.03.06	03. SMP - CS - Reduce violence against women and girls; Community Safety	Effective Risk Management of registered sex offenders	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b>

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
SMP.CS.C H.04.01	04. SMP - CS - Reduce crimes of dishonesty; Community Safety	Target prolific house breakers and thieves through ASBOs and CRASBOs, working in partnership with the ASBVO group.	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> The Antisocial Behaviour and Violent Offender (ASBVO) group are working to ensure a co-ordinated partnership approach to target prolific house breakers and thieves. The group monitors all ASBO's in force and works in partnership to ensure new ASBO's are applied for as required.
SMP.CS.C H.04.02		Work in partnership to raise public awareness of crime prevention through campaigns and crime prevention initiatives	31-Mar-2016		50%	<b>Q2 15/16: On Target.</b> Crime prevention advice is provided at the programme of Community Safety roadshows held throughout the year. The Community Safety Partnership have funded property marking kits and leaflets providing home security tips.
SMP.SG.C H.09.1	05. SMP - SG - Social Housing - Number of completions by Midlothian Council; Sustainable Growth	In partnership between Council , RSL and private developers, deliver more social housing	31-Mar-2016		50%	<b>Q2 15/16:On Target</b> 34 New Units completed at Eastfield Drive and Craigiefield Grove, Penicuik. Site starts are anticipated on 5 further sites during the remainder of 2015/16.
SMP.SG.C H.09.2	06. SMP - SG - Designate housing for particular needs with existing and new build stock; Sustainable Growth	Achieve planning permission for Complex Care Housing, Extra Care Housing and Gorebridge Developments	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Planning permission granted for Complex Care Housing at Eastfield Farm Road in August 2015. Stobhill Road, Gorebridge: Planning permission expected in September 2015.
SMP.SG.C H.10.1	07. SMP - SG - Increase Housing Options; Sustainable Growth	Increase the support to young people through the Youth Homelessness Prevention Service	31-Mar-2016		50%	<b>Q2 15/16: On Target</b> Youth homelessness referral and prevention outcomes evidence mediation and support results. Reduction in homeless presentation and results detail positive housing options outcomes for clients continue. Funding acquired from Scottish Government to develop a pre-tenancy course (SQA accredited) and delivered by Youth Homelessness Officers.
SMP.SG.C H.10.2		Launch online housing options advice toolkit to improve the availability of tailored information and advice.	31-Mar-2016		31%	<b>Q2 15/16: Off Target</b> Housing options toolkit accessed by 125 households and embedded in delivery of housing options advice. Promotional work and staff training ongoing as required.











# Customer and Housing Services PI Report







## 03. Service Priorities

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16			Annual Target 2015/16	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
CH.SMP.08.1a	08. SMP - SG - Work to prevent homelessness through delivery of an education programme	Deliver "Leaving Home" education programme to all High Schools in Midlothian area % of schools)	New for 15/16		33%	33%			<p><b>Q2 15/16: Off Target</b> Sessions agreed with Dalkeith High School, St David's High School and Newbattle Community High School for after the summer holiday (commencing in September, allowing for new term resettlement in August). Lasswade and Penicuik High Schools will engage after Christmas. Beeslack still to engage.</p>	100%	
CH.SMP.08.2a	08. SMP - SG - Work to prevent homelessness through delivery of an education programme	Increase the support to vulnerable young people through the Youth Homelessness Prevention Services presentation sessions	New for 15/16		3	5			<p><b>Q2 15/16: Off Target</b> Commitment from MTS's Employability Fund and opportunity identified to deliver SQA recognised pre-tenancy training in collaboration; readying youth people for their transition into a tenancy. Similarly Through Care/After Care will engage in this project, ensuring the positive destinations agenda is met. This will target 20 -30 households per year and delivered by Youth Homeless Officers.</p>	15	

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CH.SMP.09.01a	09. SMP - SG - Improve access to homelessness advice and assistance	% of people presenting and going through a homeless assessment	53%	58%	57%	60%			<b>Q2 15/16: Data Only</b> Homeless assessments consistent with 2014/15 position - projected 500 per annum.		This is a Local indicator with no benchmarking available.
CH.SMP.09.02a		Number of young people receiving support through the Youth Homelessness Service	53		89	61			<b>Q2 15/16: Data Only</b> Actual numbers reported.		This is a Local indicator with no benchmarking available.
CH.SMP.10.1a	10. SMP - SG - Effectively meet the challenge of homeless presentations within resources	Total number of homeless households accommodated in Midlothian temporary accommodation	New for 15/16		495	492			<b>Q2 15/16: Data Only</b> Actual numbers reported.		
CH.SMP.10.1b		% of private sector rentals made through registered landlords	New for 15/16		100%	100%			<b>Q2 15/16: On Target</b> Private let rentals managed internally and landlord registration confirmed. Also includes website sourced landlord referrals in Lothian Hub site.	100%	
CH.SMP.11.01a	11. SMP - SG - Provide affordable housing through direct provision and partnership working	Average time from return of property to re-let (days)	46 days	51 days	40 days	52 days			<b>Q2 15/16: Off target.</b> Asbestos found in one property took 98 days. 2 properties held for Newbyres residents caused increase in relet time. Without these properties would have been 47 days.	35 days	11/12 Scottish Average 41 days (SHBVN)

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CH.SMP.12.01a	12. SMP - SG - Support financially vulnerable households in the current economic climate including welfare reform	Number of calls received regarding Scottish Welfare Fund	6,754	1,532	1,720	1,875			<b>Q2 15/16: Data Only</b> 1,875 Scottish Welfare Fund calls received. 3595 year to date.		
CH.SMP.12.01b		Number of calls leading to application to Scottish Welfare Fund	3,914	868	1,018	1,070			<b>Q2 15/16: Data only</b> 1070 applications received - 767 awarded, 277 refused, 25 declined.		
CH.SMP.12.01c		% of claims to Scottish Welfare Fund dealt with within 48 hours	97.24%	96.66%	97.64%	97.57%			<b>Q2 15/16: Data Only</b> 97.57% claims decided within 48 hours - 1044/1070		
CH.SMP.12.02a		Average processing time for new claims (internally calculated)	20 days	22 days	19 days	18 days			<b>Q2 15/16: On Target.</b> Year to date 19 days. Within annual target of 21 days.	21 days	2012/13 Scottish Average - 25 days
CH.SMP.12.02b		Average processing time for change of circumstances (internally calculated)	3 days	11 days	8 days	8 days			<b>Q2 15/16: On Target.</b> Year to date 8 days. Within annual target of 8 days.	8 days	2012/13 Scottish Average - 11 days
CH.SMP.12.03a		Number of customers helped with IT skills in quarter	New for 15/16		80	81			<b>Q2 15/16: Data Only</b> Local support services established in libraries, job centres and CAB. Digital inclusion mentoring available in all libraries.		





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			Value	Value	Value	Value	Status	Short Trend		
CH.SP.13.03 a	13. Customer access - localised services - start to plan towards the longer term objectives for customer access/localised services	Number of Library visits (Physical and Virtual) per 1000 population	6,888	1,673	1,462	1,402		↓	<b>Q2 15/16: Data Only.</b> Actual numbers reported. Across libraries the overall PC use has increased on last year. Physical visitor figures are maintaining stability while virtual visitor figures have increased by 55%. NB Physical visits increased across all libraries by 5% during August 2015 as a result of the summer children's events programme.	2012/13 Rank 17 Third Quartile
CH.SP.13.03 b		Number of Virtual Library Visits per 1000 population	81,818		435	449		↑	<b>Q2 15/16: Data Only.</b> Actual numbers reported. Across libraries the overall PC use has increased on last year. Physical visitor figures are maintaining stability while virtual visitor figures have increased by 55%. NB Physical visits increased across all libraries by 5% during August 2015 as a result of the summer children's events programme.	
CH.SP.14.01 a	14. Improve Positive Destinations including qualifications for young people	The number of people on workplace experience within the library service			1	5		↑	<b>Q2 15/16: Off Target</b> 6 people have now experienced workplace placements within the Library Service and this has now been developed to include the contact centre. This includes school placements and supported longer term work placements in partnership with local employment agencies.	15
CH.SP.15.02 a	15. Improving the lives of children and young people	Number of libraries initiating "Every Child a Library Member" in 3 priority areas.			0	0		▬	<b>Q2 15/16: On Target</b> Preparatory work undertaken with nurseries and parents in 3 target areas. Pirate packs distributed for book gifting w/b 21st September including membership cards for all children. Letters sent to nurseries, parents and partners explaining the process.	3



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			Value	Value	Value	Value	Status	Short Trend			Note
CH.SP.15.03a	15. Improving the lives of children and young people	Revise and review Healthy Reading Collections for children, young people and families (Number of collections improved)	5%	2%	0%	5%			<b>Q2 15/16: On Target</b> Work ongoing with overall Health Reading Collections to replenish and replace titles and also to add updated titles. Bibliotherapy Steering group leading the work.	5%	
CH.SP.16.01a	16. Reduce health inequalities and improve the health of people in Midlothian	Number of individuals who attended Recovery Conversation Cafe sessions	New for 15/16		0	40			<b>Q2 15/16: Off Target</b> As a result of the intended change in delivery method for this recovery work by using bibliotherapy techniques, a new project plan was required by Community Safety Partnership. Submitted and approved in July 2015. Work is now being developed with the new MELDAP Recovery Co-ordinator and our full time Bibliotherapist. With expected development in Q3.	160	
CH.SP.16.02a		Number of bibliotherapy sessions held	51	5	27	40			<b>Q2 15/16: On Target.</b> Work continues to develop and extend the Bibliotherapy network – delivering increased outcomes and numbers of individuals involved and benefitting from Bibliotherapy.	52	
CH.SP.20.01a	20. Community Involvement in setting and delivering community safety outcomes	Percentage of Midlothian Community mediation cases with a positive outcome	81%	90%	79%	84.2%			<b>Q2 15/16: On Target.</b> 48 positive outcomes achieved out of 57.	80%	
CH.SP.20.03a		Number of community safety events delivered	New for 15/16		6	11			<b>Q2 15/16: On Target.</b> Event's included: Community Safety 'Village' at Midfest, Bike security and safety event at Halfords, Home safety event at IKEA.	24	

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CH.SP.21.01 a	21. Reduce Anti Social Behaviour (including hate crime)	Reduce the percentage of acceptable behaviour contracts (ABC) breached	51.9%	40%	5.3%	40%			<b>Q2 15/16:</b> On Target. 6 out of 15 live ABC's breached during Q2.	46.9%	
CH.SP.21.01 b		Reduce the percentage of initial warning cases escalated to ABC	2.56%	2.95%	0.68%	2%			<b>Q2 15/16:</b> On Target. 199 Initial warnings issued, 4 ABC's signed.	3.5%	
CH.SP.21.01 c		Percentage of ASBOs breached	35.3%	15.38%	20%	20%			<b>Q2 15/16: On Target.</b> 1 out of 5 ASBO's breached. This figure is subject to change due to pending cases. There were 5 ASBO's live at the start of the year, one expired during H1.	32%	
CH.SP.21.02 a		Decrease the number of incidents of antisocial behaviour reported	6,041	2,505	1,108	3,252			<b>Q2 15/16:</b> Off Target. 3252 is the cumulative figure for H1. ASB is closely monitored by the partnership and analysis of hotspots and repeat offenders is being undertaken. This is Police Scotland performance unit data. Target – reduce by 1.5% on 2 yr average (2013-15) figure (5988). Target for 2015/16: 5898	5,898	
CH.SP.21.03 a		Number of hate crime incidents reported	77	48	30	38			<b>Q2 15/16:</b> Off Target. 38 is cumulative figure at the end of Q2. This PI target has been set to encourage hate crime reporting. A publicity campaign was led by Police over the summer and a review of remote reporting sites is currently underway. Please note target is 1.5% increase on 2 yr average (2013/15) of 76. This has been incorrectly added as 82. Now amended to 77.	77	

04. Local Government Benchmarking Framework

PI Code	Priority	PI	2014/15	Q2 2014/15	Q1 2015/16	Q2 2015/16			Annual Target 2015/16	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
CORP7		Percentage of income due from council tax received by the end of the year %	93.8%	52.3%	27.1%	52.4%			<b>Q2 15/16: On Target.</b> 0.1% improvement on same period last year. Income received year to date £26.138 million (increase of £0.82 million from last year).	94.2%	2013/14 Rank 30 (Bottom Quartile)
HSN1a		Current tenants' arrears as a percentage of total rent due (quarterly-formula)	8.68%	8.87%	8.84%	9.02%			<b>Q2 15/16: Off Target.</b> In relation to target of 8.00% due to ongoing economic position and affects of welfare reform. Universal Credit introduced from 27 April 2015 for single claimants with 50 tenants now receiving housing costs through Universal Credit. Increase in direct contact with tenants through early intervention and compliance with legislation regarding advice and assistance prior to proceeding with court action. Discretionary Housing Payments continue to help mitigate under occupancy charges. Rent statements issued to all tenants with arrears.	8%	2013/14 Rank 14 (2nd Quartile)