

01. Progress in delivery of strategic outcomes

Q2 2014/15

1. Travellers Site refurbishment.

A Gypsy Travellers site is currently operational at Smeaton on the East Lothian/ Midlothian border. Midlothian Council and East Lothian Council currently lease the site which is a rural setting, approximately 1km south of the East Lothian village of Whitecraig and approximately 1.5km north of the town of Dalkeith. The site was opened in October 1994 with 20 pitches for Gypsy/Travellers. In recent years, conditions on the site had deteriorated.

The refurbishment project is completed and involved the commitment, dedication and team work of Midlothian Council, East Lothian Council and Shelter, who have overcome huge challenges, including complex leasing negotiations, to deliver an upgraded gypsy/travellers' site that more than meets the statutory requirement in the Local Housing Strategy to provide suitable accommodation for this group within our community. By consulting extensively with the gypsy/travelling community on, for example, prioritising the work schedules and even colours for the new portacabins, relations between the authorities and this community has improved significantly. Securing a permanent site for the travelling peoples will also help them access education, health and employment opportunities and make for a more balanced and equal community in Midlothian. Further benefits to the council and wider community include increased rent revenue and a rise in the number people applying for a place on the site.

2. Libraries for All

The Libraries are continuing their transformation of services by the pilot of a digital access point in Gorebridge Library to enable vulnerable people affected by welfare reform in Midlothian to access advice and support in a secure local setting. This will enable disabled people in Midlothian and their carers to better able to access support locally in a way that is suitable for their needs; increase the ability of Midlothian Council and its partners to respond to the digital challenges of welfare reform. In delivering these objectives, the supporting activities will include: a review of data security issues; establish the needs of JSA claimants and how to address them; address the needs of disabled people when using public access terminals; investigate the volunteering implications of supporting online benefit applications; and development of partnership working arrangements to raise awareness of the issues relating to on-line benefits and job searching and promote a coordinated response.

A Bibliotherapy service started in September, with a Bibliotherapist providing mediation by exploring feeling and emotions through the written word, poetry or prose. The way the staff work together as a team and with others to deliver services, meet the needs of customers, exceed the expectations of industry peers and improve the lives of Midlothian residents epitomises and encapsulates community and societal values, priorities and aspirations.

3. Community Safety - Licensing

Each licensing policy statement published by a Licensing Board must include a statement as to the extent which the Board considers there to be over provision of licensed premises, or of a particular description in any locality within the Boards area.

In November, 2013 a licensing over provision statement working group was established within Midlothian to produce a statistical profile on the availability of alcohol within Midlothian area, and a consultation exercise was carried out on the localities and the level of harm caused by alcohol in those localities.

The Midlothian Licensing Board formally adopted its Licensing Policy Statement and has since determined that there is over provisioning of licensed premises in Dalkeith area.

4. Housing Allocation Policy outcomes

The revised Housing Allocation Policy was implemented in April, 2013 and an analysis of the lettings outcomes was assessed in Q2. The 2013 policy adopted a group and points model in which three waiting lists were created to reflect applicant circumstances with yearly letting targets set for Homelessness, General Needs and the Choice Lists.

As demand for social housing continues to outstrip supply it is necessary to assess each housing applicant's housing need according to their circumstances and then prioritise them according to the Allocation Policy. It is monitored regularly to ensure that equality requirements are met in terms of access to and allocation of housing. Allocation outcomes have matched the current policy intentions as detailed in the Lettings Analysis report to Cabinet.

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, carbon dioxide (CO2) was migrating into the houses built and completed in 2009. They formed part of Phase 1 of the Council's Social Housing Programme. The CO2 levels are accumulating at levels sufficient to affect human and animal health in some instances, and demolition of the properties is to take place to resolve the public health issues following the Council decision on 17 June.

Action

Out of hours support and assistance is in place to respond to residents and the understandable anxiety the incident has caused. A range of mitigation measures have been reported separately.

Households are being re-housed and include the range of housing options from the Council's own stock, the offers from Housing Associations providing assistance in these exceptional circumstances, and temporary moves into the private rented sector while new build or specific purchases are considered. All households have been given additional points which place them at the top of the waiting lists in Midlothian.

Every resident has different needs and circumstances and actions are taken to minimise disruption and anxiety caused by the need to relocate in support for housing allocations, removals and compensation.

2. 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.

Revenues collections performance has been reviewed as there is an awareness that these results need to improve. Internal Audit have reviewed Council Tax liability and Billing activity reported separately to Audit Committee.

Action

At the end of April 2014, there was a backlog of over 1400 Council tax cases which will have had an impact on the collection performance. This was reduced to 244 cases in July.

Continued efforts by revenues services to engage and assist payers, with recovery action pursued otherwise for liable debt.

Changes are in discussion with DWP (The Department for Work & Pensions) for Direct Deduction to collect water and waste charges on behalf of Scottish Water and these will assist to improve In- Year collection rates.

3. Challenge

Welfare Reform

The Scottish Government confirmed its intention to revise the Discretionary Housing Payment (DHP) cap to allow flexibility for local authorities to support people who need extra help with their housing costs, within the framework set by DWP.

Action

DHP top up has been allocated following the removal of the cap by DWP and full mitigation of the bedroom tax to social rented tenants is being awarded and processed across the affected Council and Housing Association tenants by Housing Officers and Revenues Officers.

4. Challenge

Audit Scotland Risk Assessment Report 2014

A risk assessment was previously carried out on Midlothian Council's benefit service in June 2011 when Audit Scotland identified 21 risks to continuous improvement. A subsequent risk assessment was completed in 2014 as part of Audit Scotland's housing benefit (HB) risk assessment programme. It does not represent a full audit of Midlothian Council's benefit service. Specifically, the risk assessment considers the effectiveness of the benefit service in meeting national and local priorities, business planning and reporting, and delivering outcomes.

It is noted that the benefit service has significantly improved claim processing performance from an average of 38 days for new claims and an average of 18 days for change events at December 2010 to an average of 20 days for new claims and an average of 13 days for change events in 2014/15, at June 2014.

An excellent performance has been delivered in respect of the financial accuracy of claims. The financial accuracy target of 98% has been met or exceeded continuously since 2010/11. In addition, the service has delivered an excellent performance in the recovery of in-year and all debt.

However, as a result of the decision to prioritise Scottish Welfare Fund applications in 2013/14, other areas of the benefit service were adversely affected resulting in the council losing subsidy of £123,599 as a result of breaching the DWP's upper threshold for local authority error and administrative delay overpayments.

Action

Following the audit of Housing Benefits in Midlothian Revenues Services, an Improvement Plan has been developed in response to the Risk Assessment Report published by Audit Scotland in September, 2014. The Plan demonstrates the Council's commitment to address the recommendations contained within the Audit Report. The Plan, seeks to demonstrate how we will direct our efforts in securing measurable improvements in our performance.

Customer and Housing Services PI Summary

01.1 Outcomes and Customer Feedback

Priority	Indicator	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	119	69	45	95		Q2 2014/15: Data Only. Level of feedback complaints increased.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	6.07	5.29	2.84	3.68		Q2 2014/15: On Target. Continued good performance. Monthly Performance monitoring included for managers review.			Number of complaints complete at Stage 1	85
										Number of working days for Stage 1 complaints to be Completed	313
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	19.5	21	5	5		Q2 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 %	74.55 %	78.95 %	77.65 %		Q2 14/15: Off Target. Improvement in complaints handling efficiency sustained.		95%	Number of complaints complete at Stage 1	85
										Number of complaints at stage 1 responded to within 5 working days	66
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	50%	50%	100%	100%		Q2 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	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	N/A	£ 12.885 m	N/A		Q2 14/15: Budget information for Q2 will be reported to Council in Q3.				
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	8.77	3.66	2.35	3.82		Q2 2014/15: On Target.		6.50	Number of days lost (cumulative)	634.48
										Average number of FTE in service (year to date)	166.07

01.3 Corporate Health

Priority	Indicator	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	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	93.33 %	80%	97.62 %	95.12 %		Q2 2014/15: On Target.		90%	Number of service & corporate priority actions	41
										Number of service & corporate priority actions on tgt/completed	39
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	97.09 %	99.31 %	97.88 %	97.42 %		Q2 2014/15: On Target.		90%	Number received (cumulative)	2,172
										Number paid within 30 days (cumulative)	2,116
08. Improve PI performance	% of PIs that are on target/ have reached their target.	57.9%	60%	66.67 %	58.33 %		Q1 2014/15: Off Target. See PI report for detail of off target PIs		100%	Number on tgt/ tgt achieved	21
										Number of PI's	36
09. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%		Q2 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	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	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%	0%	68%	36.36 %		Q2: 2014/15: Off Target. Audit actions detailed in specific performance reports.		90%	Number of on tgt/ completed actions	4
										Number of outstanding actions	11








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		50%	Q2 2014/15: On Target. The Antisocial Behaviour and Violent Offender (ASBVO) group are working to ensure a co-ordinated partnership approach to target prolific house breakers and thieves.
CHS.S.1.2		Raise public awareness through campaigns and crime prevention initiatives	31-Mar-2015		50%	Q2 2014/15: On Target. Crime prevention advice is provided at the programme for Community Safety roadshows held throughout the year. The Community Safety Partnership have funded property marking kits and leaflets providing home security tips
CHS.S.2.3	02. SMP CS - Improvement in Home Safety	Improve partnership working to enhance home safety awareness, including referring residents for home safety checks as required	31-Mar-2015		50%	Q2 2014/15: On Target in enhanced home fire safety visits and a positive reduction in domestic fires resulting in death or injuries.
CHS.S.3.1	03. SMP CS - Reduction in Anti Social behaviour	Effectively operate 3 tiered intervention programme for antisocial behaviour	31-Mar-2015		50%	Q2 2014/15: On Target. An effective partnership structure is in place which combines robust management of complex cases with proactive preventative work.
CHS.S.3.2		Effectively target resources through weekly tactical group interventions and referrals to support services	31-Mar-2015		50%	Q2 2014/15: On Target. Weekly TAC determines partnership resources and interventions to improve outcomes.
CHS.S.3.3		Sustain and develop targeted programmes for young people	31-Mar-2015		50%	Q2 2014/15: On Target The Community Safety Partnership has developed a programme of diversionary activities and continues to work to further develop this.
CHS.S.3.4	03. SMP CS - Reduction in Anti Social behaviour	Co-deliver Midlothian Community Mediation Service	31-Mar-2015		50%	Q2 2014/15: On Target.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		50%	Q2 2014/15: On Target. Construction work has commenced on 3 Sites for Council Housing and due for completion in 2015.
CHS.S.4.2		Increase Housing Options	31-Mar-2015		50%	Q2 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	Coordinate multi agency resources to enhance public confidence and reduce incidence of hate crime	31-Mar-2015		50%	Q2 2014/15: On Target. Work has been undertaken in partnership with East Lothian to raise awareness of hate crime at points of sale. In addition third party reporting training has been provided to Women's Aid and hate crime case conferences are being looked at.
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		98%	Q2 2014/15: Off Target. 1.5 % reduction in number of children who started summer reading challenge. Of those that started this year 46% completed compared to 48% in 2013/14.
CHS.S.9.3		Revise and review Healthy Reading Collections for children, young people and families	31-Mar-2015		50%	Q2 2014/15: On Target. This is an ongoing process and will be completed by March 2015
CHS.S.9.4		Maximise early years resources and coordinate PEEP & Bookbug sessions across the council and voluntary sector within Midlothian	31-Mar-2015		50%	Q2 2014/15: On Target. Increased provision in PEEP And Bookbug sessions across Midlothian and increased attendance. Targeted provision in SIMD areas for new groups. Presently 13 weekly Bookbug sessions (increased by 3 this year) and 24 weekly PEEP sessions.
CHS.S.9.5		Involve children, young people and adults in the production of an online memorial to the people of Midlothian killed in WWI	31-Mar-2015		80%	Q2 2014/15: On Target. The online database will go live at a Local History Fair launch event in November.




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		50%	Q2 2014/15: On Target . Work experience and volunteer placements are being provided in Midlothian libraries
CHS.S.10.3		Further develop summer reading challenge to engage children in reading during school holidays	31-Mar-2015		100%	Q2 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%	Q2 2014/15: On Target Funding obtained from Community Safety Partnership to purchase recovery resources for libraries and from MELDAP to employ a support worker to run recovery conversation cafes and promote the recovery resources
CHS.S.11.2		Explore funding opportunities to provide recovery collections of books and other materials in libraries	31-Mar-2015		100%	Q2 2014/15: Complete Funding obtained from Community Safety Partnership to purchase recovery collections
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%	Q2 2014/15: On Target. Awarded £472,286 to 961 claimants. Additional funding confirmed from Scottish Government to extend DHP to all claimants with under occupancy charge.
CHS.S.12.2		Offer pro-active benefits and arrears advice and guidance particularly to tenants/claimants affected by Welfare Reforms	31-Mar-2015		50%	Q2 2014/15: On Target Additional funding confirmed from Scottish Government to extend DHP to all claimants with under occupancy charge. Single page DHP claim form implemented with no requirement for financial assessment. Scans of claimants not receiving DHP provided to Housing Associations and Midlothian Council Arrears/Homelessness teams for proactive DHP take up action.
CHS.S.12.3		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%	Q2 2014/15 On Target Awarded £145,780 to 30 September 2014, £48,212 crisis grants and £97,568 community care grants. New initiative with Homelessness Section to encourage community care grant claims for furniture for clients moving to permanent accommodation.





Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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%	Q2 2014/15: On Target New claims processed in average of 22 days and changes in circumstances in average of 12 days during period 1.4.14 – 30.9.14, within targets of 24 days and 13 days.
CHS.S.12.5		Provide support and help for those who have limited or no IT skills to complete online forms and applications	31-Mar-2015		50%	Q2 2014/15: On Target Welfare Reform Resilience Fund award obtained and project has started. Service to public will be launched in January 2015.
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		50%	Q2 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 by Q4.
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		50%	Q2 2014/15: On Target. Pilot being set up in Mayfield Library
CHS.S.14.2		Continue to explore the use of libraries to provide enhanced council services	31-Mar-2015		50%	Q2 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 by Q4.
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%	Q2 2014/15: Completed. All private sector housing options are sourced from Registered Landlords only. MC continues to provide a wide-range of temporary accommodation. This is sourced via MC housing stock, RSL's and the private rented sector using Registered Landlords.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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%	Q2 2014/15: Completed. All private sector housing options are sourced from Registered Landlords only. A housing options service now operates within HMP Saughton delivered by Homeless Prevention Officers.
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%	Q2 2014/15: On Target. Activity with new schools and agencies targeted. Actual and planned sessions exceeded target level. Post-Summer 2014 we have returned to deliver to all Midlothian Schools, together with outreach programmes PAVE, TOPS and Employability Fund. All schools with the exception of Beeslack are participating in the education programme. The Prevention Team co-deliver the content with ongoing support from our colleagues in Transitions. Staff within Housing Associations are encouraged to shadow the sessions and become involved. In addition to the ever strengthening education programme we endeavour to provide drop in 'advice shops' in all Midlothian schools, governed by need as identified by both the guidance faculties and the 16+ forums. We aim to pilot this early in the New Year.
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		50%	Q2 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 by Q4.
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		40%	Q2 2014/15: Off Target Initiatives in place to minimise re-let timescales following Service Review recommendations. The requirement to prioritise and re-home Newbyres Ave and Gore Ave, Gorebridge tenants affected by CO2 emissions has adversely impacted on re-let timescales.

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		50%	Q2. 2014/15 On Target Three developments have been completed, 4 further site starts in 2014/15. Other Sites being planned.
CHS.S.20	20. Provision of Housing for Particular needs	Designate housing for particular needs within existing and new build stock	31-Mar-2015		50%	Q2. 2014/15: On Target. Council new build developments in Phase 2 are not due to be completed until year end. Adaptations requirements are being considered as part of these developments. Midlothian Council has agreed to develop 12 units for households with a complex physical and/or learning disability.
CHS.S.21	21. Community Safety	Expand support to groups seeking funding to implement community safety initiatives	31-Mar-2015		50%	Q2 14/15 On Target All 14 organisations who applied for the community safety partnership funding received support in completing funding applications, seeking further external funding, were provided with analytical data where required and were updated on recent CSP priorities, and trends to stream line their work.

Service Priorities relating to the Single Midlothian Plan

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		50%	Q2 14/15: On Target. ASBVO meets monthly to discuss antisocial and violent offenders.
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		50%	Q2 14/15: On Target Domestic Abuse service now co-located within Public Protection Office with MELDAP. MARAC steering group now in place to review and strengthen MARAC process.
SMP.CS.CH.3.2		Increase the % of domestic abuse perpetrators successfully completing the Caledonian programme	31-Mar-2015		50%	Q2 14/15: On Target. The Caledonian programme is 2 years long and there were 3 orders due to complete during Q1 and Q2. Of these 1 client successfully completed, 1 was breached due to non compliance and the third was extended to allow more time to complete the work – this order will now end in Q3

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
SMP.CS.CH.3.3	07. SMP CS - Reduction in Domestic Abuse; Community Safety	Increase awareness of violence against women	31-Mar-2015		50%	Q2 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%	Q2 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; this includes a recent focus on young people leaving school without a positive destination.
SMP.SG.CH.6.3		Deliver 'leaving home' education programme in schools	31-Mar-2015		50%	Q2 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 Post-Summer 2014 we have returned to deliver to all but one of Midlothian Schools, together with outreach programmes PAVE, TOPS and Employability Fund. The Prevention Team co-deliver the content with ongoing support from our colleagues in Transitions. Staff within the Housing are encouraged to shadow the sessions and become involved if they so wish. In addition to the ever strengthening education programme we endeavour to provide drop in 'advice shops' in all Midlothian schools, governed by the need as identified by both the guidance faculties and the 16+ forums. We aim to pilot this early in the New Year.
SMP.SG.CH.6.4		Increase the number of households accessing energy saving or fuel poverty advice and assistance schemes	31-Mar-2015		40%	Q2 2014/15: On Target: A range of services are being provided by Changeworks, including "Canny Families" a three year project to help prevent child poverty and support low income families by tackling energy and food costs. Reduction in government funding has effected contact numbers, UHIS (Universal Home Insulation Scheme) has now ended being replaced by smaller HEEPS:ABS (Home energy efficiency program: Area based scheme) which focuses on small areas.

Customer and Housing Services PI Report



03. Service Priorities

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Bench mark
			Value	Value	Value	Value	Status	Short Trend	Note		
CHS.S. 1.1a	01. SMP CS - Reduction in crimes of dishonesty	Number of crimes of housebreaking	507		N/A	284			Q2 2014/15: Off Target. This figure includes domestic and non domestic housebreaking 186/284 (65%) of the figure reflects break ins to non domestic properties. The Community Safety Delivery Group have been working with Police Scotland on operation RAC (respond and capture) and this has been set as a high priority area for 2015/16. Please note the target is a 3% reduction. At the time of writing the plan this was set using the latest available data from 12/13 which was used as a baseline. However the 13/14 data is now available and is 507 so the adjusted target is 492.	492	
CHS.S. 1.2c		Number of crimes of dishonesty	2,299		N/A	1,203			Q2 2014/15: Off Target. Target is to reduce this based on 12/13 baseline of 2037. This has been affected by the overall increase in housebreaking. The Community Safety partnership is working to reduce this.	1,976	

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CHS.S. 2.1c	02. SMP CS - Improvement in Home Safety	The incidence of fires in the home resulting in death or injuries	35		8			Q2 14/15: On Target. Target is a reduction in comparison to 2013/14 rate. In 2013/14 there were 35 dwelling fires resulting in non-fatal casualties and no dwelling fires resulting in fatalities.	35		
CHS.S. 2.2a		Number of high risk (enhanced) fire home safety visits	17		9			Q2 14/15: On Target	18		
CHS.S. 2.3a		Number of young people involved in connected			8	10			Q2 14/15: On Target. Cumulative figure for Q2 is 18. Target for the year now set at 35.	35	
CHS.S. 3.1a	03. SMP CS - Reduction in Anti Social behaviour	Percentage of ASBOs breached	25%		15.38%			Q2 2014/15 On target, 2 out of 13 ASBO's breached	32%		
CHS.S. 3.1b		Decrease by 5% the number of addresses subject of repeat complaints for ASB noise (under part V of ASB Act)	23.4%		18.9%	6.9%			Q2 14/15: On Target. Repeat complaints for 5 out of 72 addresses. Target set as 18.4% (5% reduction on 13/14 level)	18.4%	
CHS.S. 3.1c		Number of recorded crimes of vandalism			N/A	500			Q2 2014/15: On Target. Half yearly figure reported. 83 fewer crimes than H1 2013/14 (583).	1,012	
CHS.S. 3.1d		Decrease the number of incidents of antisocial behaviour reported	5,026		1,213	2,505			Q2 14/15: On Target. Figure reflects the cumulative total at the end of Q2. Please note that provisional data for 13/14 has been amended from 6135 to 5026. The target of a 2% reduction has been altered to 4925 accordingly. The target for H1 has been set at 2700 to reflect the higher proportion of calls received during the summer months.	4,925	
CHS.S. 3.2a		Reduce the percentage of acceptable behaviour contracts (ABC) breached	13%		11.8%	40%			Q2 14/15: Off Target. 8 people breached their ABC's during Q1. This is out of a total of 20 live ABC's. The Community Safety Team are working with those who breach their ABC's to ensure appropriate action is taken.	18%	
CHS.S. 3.2b		Reduce the percentage of initial warning cases escalated to ABC	2.18%		4.2%	2.95%			Q2 14/15: On Target. 5 New ABC's created in Q2 following on from 169 initial warning cases.	3%	








PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CHS.S. 3.3a	03. SMP CS - Reduction in Anti Social behaviour	Number of young people involved in Cool Down crew	28			0			Q2 14/15: Off Target. SFRS currently reviewing provision of this course. The course will however provide places for 40 students over 5 courses during the year 2014/15. The first course will commence in November with the remainder following prior to April 2015	40	
CHS.S. 3.3b		Number of young people involved in Phoenix programme	15			14			Q2 14/15: On Target. SFRS are currently looking to recruit a new student.	15	
CHS.S. 3.4a		Percentage of Midlothian Community mediation cases with a positive outcome	65%		86%	90%			Q2 14/15: On Target. 18/20 mediation cases closed during Q2 had a positive outcome.	70%	
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%		63%	71%			Q2 2014/15: Off Target. Continuing success of homeless prevention and resulting reduction in homeless presentations has resulted in proportion of those presenting requiring help with temporary accommodation increasing.	70%	
CHS.S. 8a	08. SMP CS - Reduction in Hate Crime	Number of hate crime incidents reported	109		N/A	48			Q2 2014/15: On Target, however there have been 13 fewer hate crimes recorded in comparison with H1 13/14. The target for this PI is a 12% increase on the 5 year average of 68)	76	
CHS.S. 8b		The detection rate for hate crimes in Midlothian	80%		N/A	71%			Q2 2014/15: On Target. 71% hate crimes solved. On Target for achieving 71% for the year however this is lower than the H1 2013/14 figure of 77%.	71%	

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Bench mark
			Value	Value	Value	Value	Status	Short Trend	Note		
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)			-1%	2%			Q2 2014/15: Off Target but marginal improvement year on year.	5%	
CHS.S. 9.3b		Revise and review Healthy Reading Collections for children, young people and families (Number of titles borrowed)			102	91			Q2 2014/15: On Target. Yearly figure set to be met.	270	
CHS.S. 9.4a		Number of PEEP and Bookbug sessions introduced to Mayfield & Easthouses area				0			Q2 2014/15: Off Target. Presently 2 PEEP and 1 Bookbug sessions per week in Mayfield and Easthouses but these were up and running before April	5	
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		10	10			Q2 2014/15: Off Target. At this stage there are no further parents undertaking the PEEP WEA SQA qualification so the number is unlikely to increase beyond 10 before March 2015.	50	
CHS.S. 10.3a		Number of volunteers who provide help and support during the summer reading challenge				11			Q2 2014/15: Off target 11 volunteers helped with the summer reading challenge. This was lower than expected probably due to the good summer weather.	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			Q2 2014/15: Off target. There hasn't been another recovery conversation cafe held in libraries since the last one in Mayfield in May 2013. MELDAP will be asked to organise another cafe in the near future.	60%	
CHS.S. 12.3a	12. SMP IOM - Support financially vulnerable households in the current economic climate including welfare reform	Number of calls received			1,609	1,532			Q2 2014/15: Data Only 1532 Scottish Welfare Fund calls received. 3141 year to date.		
CHS.S. 12.3b		Number of calls leading to application			900	868			Q2 2014/15: Data only.1768 applications received year to date - 1165 awarded, 571 refused, 32 declined.		

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
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%	96.66%			Q2 2014/15: Data Only. 96.66% claims decided within 48 hours - 1709/1768.		
CHS.S. 15.1a	15. Effectively meet the challenge of homeless presentations within resources	% of people presenting and going through a homeless assessment			56%	58%			Q2 2014/15: On Target		This is a Local indicator or with no benchmarking available.
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	0	22	2			Q2 2014/15: On Target. School holiday period in Q2 consistently affects number of awareness sessions in period. Target for year already achieved.	12	
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	47 days	49 days	51 days			Q2 2014/15: Off Target. The affect of holding properties void for relocating Newbyres Cr/Gore Ave residents is having negative impact on performance.	35 days	11/12 Scottish Average 41 days (SHBVN)
CHS.S. 21a	21. Community Safety	Increase the number of agencies /organisations undertaking preventative/early intervention work receiving CSP support	12			14			Q2 14/15: On Target . The Community Safety Partnership has supported 14 projects delivering preventative and early intervention activities during H1 14/15. This is an increase from 12 last year.	12	

Service Priorities relating to the Single Midlothian Plan

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
SMP.CS.CH.2.1a	06. SMP CS - Reduction in Violent crime; Community Safety	Reduction in the number of minor assaults	951		N/A	491			Q2 14/15: On Target. Half yearly figure reported. 491 minor assaults in H1, this is a 4.7% reduction on the H1 13/14 figure of 515. Target for the year is a 2.4% reduction on the 2013/14 figure of 951 (928 is the numerical target for 2014/15)	928	
SMP.CS.CH.3.1a	07. SMP CS - Reduction in Domestic Abuse; Community Safety	The number of detections for bail offences	95.6%		N/A	91.3%			Q2 14/15: Off Target. Lower proportion of detections in comparison to 2013/14. H1 14/15: 42 detections, 46 offences	95.6%	
SMP.CS.CH.3.1b		Detection rates for crimes of domestic abuse	78.4%		N/A	81.3%			Q2 14/15: On Target (81.3%). Please note this is the half yearly figure as data is not available quarterly.	79%	
SMP.CS.CH.3.3a		Number of Violence Against Women training events taking place	8		N/A	5			Q2 14/15: On Target. 5 training events since 1 April in total 136 attendees. Target for the year is an increased number of events in comparison with 2013/14 (8 events).	9	
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		91	83			Q2 2014/15: Off Target. All 16 to 25 year olds presenting are offered specific support by homeless prevention team.	401	
SMP.SG.CH.6.3a		No of 'leaving home' sessions delivered	48		22	2			Q2 2014/15: Off Target. Target for year achieved and programme continuing following school holidays.	12	

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15			Annual Target 2014/15	Benchmark	
			Value	Value	Value	Value	Status	Short Trend			Note
SMP.SG.CH .6.4a	04. SMP SG - Provision of more social housing taking account of local demand; Sustainable Growth	Number of households provided with energy saving or fuel poverty advice	2,435		534	872			<p>Q2 2014/15: On Target. A range of services are being provided by Changeworks, including "Canny Families" a three year project to help prevent child poverty and support low income families by tackling energy and food costs.</p> <p>Reduction in government funding has effected contact numbers, UHIS (Universal Home Insulation Scheme) has now ended being replaced by smaller HEEPS:ABS (Home energy efficiency program: Area based scheme) which focuses in small areas</p>	1,800	
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	100%			<p>Q2 14/15: On Target. H1 small number of exit interviews, due to level of ongoing engagement however in 100% of cases a decrease in risk has been shown and 100% improvement in overall situation and level of fear.</p>	100%	

04. Local Government Benchmarking Framework

PI Code	Priority	PI	2013/14	Q2 2013/14	Q1 2014/15	Q2 2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
CORP04		Cost of collecting council tax per dwelling	£14.09		N/A	N/A			Q2 2014/15: 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%	8.87%	8.43%	8.87%			Q2 2014/15: On Target. Performance mirroring 2013/14 while in continuing challenging environment.	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			Q2 2014/15: Annual Measure, data will be available in Q4	1.4%	2012/13 Rank 16 Second Quartile