Communities and Economy
Annual Performance Report 2016/17

Midlothian

Progress in delivery of strategic outcomes

The core aims and responsibilities for the Communities and Economy Service are as follows:
. Providing for optimal social, economic and physical environments for our communities.
. Growing the Midlothian economy through supporting new and expanding businesses, attracting inward investment, and promoting key employment sectors.
. Acting as a key driver in the development of our most disadvantaged communities.
. Maintaining high standards of public health, consumer confidence and public safety.
Progress in 2016/17 can be summarised under four main areas; overall strategy, servicing communities, economic development, and service development/improvement.

Overall Strategy
. Midlothian Local Development Plan has reached an advanced stage of preparation, and is due for final adoption in Autumn 2017: providing the statutory planning context over a ten year period for driving economic development, meeting housing needs, and promoting environmental sustainability.
. As a member Council of the South East Scotland Strategic Planning Authority, Midlothian has been one of the six constituent Councils which have jointly prepared and published the Edinburgh and South East Scotland Strategic Development Plan No. 2, which sets overall strategic planning policy for the region to 2038.
. Along with the City of Edinburgh, East Lothian, Fife, Scottish Borders and West Lothian Councils, Midlothian has progressed the Edinburgh and South East Scotland City Region bid to the stage where confirmation of the City Deal by the UK and Scottish Government's is expected in Autumn 2017.
. Trading Standards Partnership to deliver that service jointly with East Lothian Council confirmed and operational.

Serving Communities
. Midlothian's Learning and Development in its Communities Service received a 'very good' rating; its best ever following inspection by Education Scotland
. Delivery of a Scottish Government funded Participatory Budgeting project in Mayfield/Easthouses, at which 350 residents decided on the allocation of £30,000 amongst 17 locally based community projects.
. Decision for Councillors' environmental funds to be spent through a transparent participatory budgeting approach.
. Successful application for £360,000 of Scottish Government Regeneration Capital Grant funding to contribute to renovate Newtongrange train station building into a training bistro.
. Joint working and intelligence sharing with the Police to apprehend mobile fish sellers under the Consumer Protection from Unfair Trading Regulations.
. Successful programme of tobacco test purchasing by Trading Standards which resulted in penalty notices being served on 30% of premises inspected for underage sales.
. Successful collaboration of Trading Standards with the Police to stop sales in Midlothian of 'Poppers' (Amyl Nitrite).
. Borders Rail Blueprint funding secured for masterplanning work at Newtongrange Town Centre, and at Stobhill, Newtongrange.
. Management of a second incident of carbon dioxide gas ingress into residential properties in Gorebridge.
. Participation in a pilot project with Food Standards Scotland to review the way in which food businesses are risk rated.
. Major improvements within Gorebridge centre under the Gorebridge Conservation Area Regeneration Scheme, including restoration of the key building at Newbyres Hall.

Economic Development
. New Business Gateway programme commenced in April 2016 to provide direct support to new start up, and growing businesses in Midlothian.
. Substantial funding allocated by the Borders Rail Blueprint Fund to promote and develop the tourism sector along the route of the Borders Rail corridor.
. Establishment of, and approval of first tranche of EU LEADER funded projects to support rural communities in Midlothian and East Lothian.
. Securing stage one funding from the Heritage Lottery Fund and Historic Environment Scotland for a £3.8m programme (2018-2023) for extensive environmental improvements at Penicuik Town Centre.
. Successful operation of the Penicuik Business Improvement District.
. Good progress towards the establishment of an Easter Bush (Midlothian Science Zone) Business Improvement District.

Service Development and Improvement
. Retention by Building Standards in August 2016 of its Customer Service Excellence accreditation.
. Midlothian Council Building Standards service is one of a minority of Scottish Councils which has been awarded by Scottish Government in March 2017 a full six year extension of exclusive verification function in recognition of its strong record of good performance.
. Successful rollout of eBuilding Standards in August 2016.
. During 2016/17 a return to high levels of performance in the speed and efficiency of handling planning applications.
. The number of 'legacy' planning applications reduced by 10% to 28 thereby achieving Scottish Government targets.

Emerging Challenges

16/17 (including emerging new challenges for 2017/18)

Overall Strategy
. Securing genuine engagement across the Community Planning Partnership to achieve tangible outcomes arising from the Single Midlothian Plan.
. Complete statutory stages to adoption of Midlothian Local Development Plan.
. Working with five partner Councils to conclude preparation of Strategic Development Plan (SESplan) No.2.
. Collaboration with five partner Councils to secure a City Deal for the Edinburgh City Region; to include proposals that meet the expectations of Midlothian in the areas of infrastructure, housing, skills and innovation.

Serving Communities
. Building the capacity of Community Councils and third sector groups to engage fully in community planning and neighbourhood planning work to achieve demonstrable outcomes for their communities.
. Mitigate the impact of welfare reform.
. Deliver on health and safety, and food safety responsibilities and tackle underage sales of tobacco.
. Review the climate change and biodiversity agenda for Midlothian.
. Dealing with an increased prevalence of pests of public health significance.
. Managing changes in the enforcement of animal feedstuffs legislation.
. Managing mines gas ingress to residential properties in Gorebridge.
. Managing requirements arising from introduction of new Scottish Landlord Registration system.

Economic Development
. Maximise impact of Business Gateway activity to support new and growing businesses.
. Continue to maximise the medium and long term economic benefits of the Borders Railway.
. Maintain a focus on promoting town centres.
. Continue to support and promote further science based development at Easter Bush; and lead in seeking to address infrastructure (especially transport) constraints.
. Managing the consequences of the BREXIT decision in terms of business confidence, inward investment and EU funding programmes.

Service Development and Improvement
. Implementation of 'Delivering Excellence' by driving further improvements in the development and regulatory services.
. Completion of review of Communities and Economic Development services.
. Meeting the challenges of the outcome of the current Scottish Government's Strategic Review of Trading Standards in Scotland.
. Responding to changes in the Planning System following the Scottish Government Planning Review.
. Accommodating the consequences of the new caravan sites licensing regime.
. Dealing with the increase in out of control dogs, including impact of farms from commercial dog walking services.
. Establishing the Trading Standards Partnership with East Lothian Council on a firm footing most notably through recruitment to vacant posts

Communities and Economy Performance Indicator summary

<table>
<tr><td colspan="13" align="center">Outcomes and Customer Feedback</td></tr>
<tr>
<td rowspan="2">Priority</td>
<td rowspan="2">Indicator</td>
<td>2015/16</td>
<td>Q1 2016/17</td>
<td>Q2 2016/17</td>
<td>Q3 2016/17</td>
<td colspan="3">2016/17</td>
<td rowspan="2">Short Trend</td>
<td rowspan="2">Annual Target 2016/17</td>
<td rowspan="2">Feeder Data</td>
<td rowspan="2">Value</td>
</tr>
<tr>
<td>Value</td>
<td>Value</td>
<td>Value</td>
<td>Value</td>
<td>Value</td>
<td>Status</td>
<td>Note</td>
</tr>
<tr>
<td rowspan="9">01. Provide an efficient complaints service</td>
<td>Number of complaints received (cumulative)</td>
<td>44</td>
<td>26</td>
<td>47</td>
<td>N/A</td>
<td>49</td>
<td>📈</td>
<td>16/17: Data Only</td>
<td>⬆</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td rowspan="2">Average time in working days to respond to complaints at stage 1</td>
<td rowspan="2">9</td>
<td rowspan="2">3.38</td>
<td rowspan="2">2.85</td>
<td rowspan="2">N/A</td>
<td rowspan="2">0.38</td>
<td rowspan="2">✅</td>
<td rowspan="2">16/17: On Target</td>
<td rowspan="2">⬆</td>
<td rowspan="2">5</td>
<td>Number of complaints complete at Stage 1</td>
<td>48</td>
</tr>
<tr>
<td>Number of working days for Stage 1 complaints completed within target of 5 working days</td>
<td>18</td>
</tr>
<tr>
<td rowspan="2">Average time in working days to respond to complaints at stage 2</td>
<td rowspan="2">19</td>
<td rowspan="2">0</td>
<td rowspan="2">0</td>
<td rowspan="2">N/A</td>
<td rowspan="2">2</td>
<td rowspan="2">✅</td>
<td rowspan="2">16/17: On Target</td>
<td rowspan="2">⬆</td>
<td rowspan="2">20</td>
<td>Number of complaints complete at Stage 2</td>
<td>1</td>
</tr>
<tr>
<td>Number of working days for Stage 2 complaints completed within target of 20 working days</td>
<td>2</td>
</tr>
<tr>
<td rowspan="2">Percentage of complaints at stage 1 complete within 5 working days</td>
<td rowspan="2">52.38%</td>
<td rowspan="2">87.5%</td>
<td rowspan="2">88.46%</td>
<td rowspan="2">N/A</td>
<td rowspan="2">79.17%</td>
<td rowspan="2">🛑</td>
<td rowspan="4">16/17: Off Target

A Council wide review to raise awareness and understanding for staff and therefore improve performance is planned for 2017/18</td>
<td rowspan="2">⬆</td>
<td rowspan="2">95%</td>
<td>Number of complaints complete at Stage 1</td>
<td>48</td>
</tr>
<tr>
<td>Number of complaints at stage 1 responded to within 5 working days</td>
<td>38</td>
</tr>
<tr>
<td rowspan="2">Percentage of complaints at stage 2 complete within 20 working days</td>
<td rowspan="2">100%</td>
<td rowspan="2">100%</td>
<td rowspan="2">0%</td>
<td rowspan="2">N/A</td>
<td rowspan="2">100%</td>
<td rowspan="2">✅</td>
<td rowspan="2">▬</td>
<td rowspan="2">95%</td>
<td>Number of complaints complete at Stage 2</td>
<td>1</td>
</tr>
<tr>
<td>Number of complaints at stage 2 responded to within 20 working days</td>
<td>1</td>
</tr>
</table>

Making the Best Use of our Resources

Priority	Indicator	2015/16 Value	Q1 2016/17 Value	Q2 2016/17 Value	Q3 2016/17 Value	2016/17 Value	2016/17 Status	2016/17 Note	2016/17 Short Trend	Annual Target 2016/17	Feeder Data	Value
02. Manage budget effectively	Performance against revenue budget	£4.235m	£4.613m	£4.810m	£4.842m	£4.378m	🛑	**16/17**: Off Target	⬇	£4.301m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	4.12	1.23	2.77	5.50	6.91	🛑	**16/17**: Off Target Long and mid term absence under review.	⬇	4.50	Number of days lost (cumulative)	650.67
											Average number of FTE in service (year to date)	94.16

Corporate Health

Priority	Indicator	2015/16 Value	Q1 2016/17 Value	Q2 2016/17 Value	Q3 2016/17 Value	2016/17 Value	2016/17 Status	2016/17 Note	2016/17 Short Trend	Annual Target 2016/17	Feeder Data	Value
04. Complete all service priorities	% of service priorities on target / completed, of the total number	90.48%	100%	94.29%	94.29%	80%	🛑	**16/17**: Off Target 28 of 35 complete	⬇	90%	Number of service & corporate priority actions	35
											Number of service & corporate priority actions on tgt/completed	28
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	93%	94%	96%	96%	95%	✅	**16/17**: On Target	⬆	92%	Number received (cumulative)	527
											Number paid within 30 days (cumulative)	501
06. Improve PI performance	% of PIs that are on target/ have reached their target.	83.33%	75.68%	68.29%	70.73%	67.5%	🛑	**16/17**: Off Target 27 from 40 complete	⬇	90%	Number on tgt/ tgt achieved	27
											Number of PI's	40
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	100%		100%	100%	✅	**16/17**: On Target There were no risks graded as high	⬆	100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0

Improving for the Future

Priority	Indicator	2015/16 Value	Q1 2016/17 Value	Q2 2016/17 Value	Q3 2016/17 Value	2016/17 Value	2016/17 Status	2016/17 Note	2016/17 Short Trend	Annual Target 2016/17	Feeder Data	Value
08. Implement improvement plans	% of internal/external audit actions progressing on target.	68.75%	16.67%	12.5%	11.11%	0%	🛑	**16/17**: Off Target	⬇	90%	Number of on target actions	0
											Number of outstanding actions	6

Of the six outstanding audit actions, four relate to an audit of the processes and procedures for developer contributions, and two relate to an audit of following the Public Pound. In the case of developer contributions all matters have been addressed such that risks are low, with some actions dependent on other external processes reaching conclusion. In the case of the two actions relating to Following the Public Pound both are 95% complete such than any remaining risks are low.

Communities and Economy Action report

Midlothian

		Service Priority Actions				
Code	**Priority**	**Action**	**Due Date**	**Icon**	**Progress**	**Comment & Planned Improvement Action**
M.SG.CE.01.01	01. Promote and implement support for businesses in Midlothian	Continue to promote and implement the business support provisions highlighted in Ambitious Midlothian (Midlothian Economic Recovery Plan)	31-Mar-2017	✅	100%	**16/17**: Complete Providing Business Gateway Service. Borders Rail projects. Business Loans Scotland ready to start. Broadband project being rolled out.
M.SG.CE.02.01	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Engage with adjacent Local Authorities and other partners e.g. Scottish Enterprise to implement the range of actions contained in the Borders Rail Line Blueprint document	31-Mar-2017	✅	100%	**16/17**: Complete Various tourism, inward investment and infrastructure projects in progress.
M.SG.CE.03.01	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas	Implement the Tyne Esk LEADER Programme 2014 /20 in East Lothian and Midlothian eligible areas	31-Mar-2017	✅	100%	**16/17**: Complete Achieved during Q3
CE.S.04.01	04. Maintain progress on the implementation of the Easter Bush Master Plan	Continue to lobby the Scottish Government for urgent transport infrastructure schemes to serve the planned development of Easter Bush. Provide the programme and secretariat function for the running of the Easter Bush Development Board	31-Mar-2017	✅	100%	**16/17**: Complete Easter Bush Development Board met three times during 2016/17. Key issue is now unlocking development potential by removing strategic road access constraint.
CE.S.05.01	05. Fewer people are victims of crime, abuse or harm	Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2017	❌	80%	**16/17**: Off Target Final intervention exercise is underway but not complete. This will be continued throughout the next year. 2 intervention campaigns have been completed. All high risk inspections, incidents and complaints investigated. Further intervention planning delayed due to PF investigation
CE.S.05.02		Deliver the Council's regulatory functions with respect to food safety and standards regulations	31-Mar-2017	❌	94%	**16/17**: Off Target Broad compliance = 80% Food A = on target - 100% for Q4 and year Food B = 100% for Q4 and year Food C+D = 95% for Q4 (7 low risk premises outstanding) Food Standards inspections 92% complete (10 low risk outstanding) Food sampling all complete.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.05.03		Review the guidance available to organisers produced by Env Health in relation to events safety management	31-Mar-2017	✅	100%	**16/17**: Complete Environmental Health has reviewed its guidance and provided an amended version for inclusion in a corporate document being drawn together by Risk, Safety and Civil Contingencies
CE.S.05.04	05. Fewer people are victims of crime, abuse or harm	Protect and improve public health with regards to liquor and gambling	31-Mar-2017	❌	80%	**16/17**: Off Target Inspection programmes prepared and being implemented. Gambling establishments inspections are complete. Off -sales inspections are 75% complete and will be completed by end of May 2017. Remaining on sales licensed premises will be targeted during 17/18.
CE.S.05.05		Deliver the Council's regulatory functions with respect to water quality regulations	31-Mar-2017	✅	100%	**16/17**: Complete Completed during Q3. Statutory responsibility to sample all Type A supplies. 100% have been sampled.
CE.S.06.01		Protecting public health by improving standards and safety in private rented housing	31-Mar-2017	❌	75%	**16/17**: Off Target Limited progress was made during Q2 + Q3 due to staff involvement in major incident in Gorebridge.
CE.S.06.02		Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2017	✅	100%	**16/17**: Complete Works completed by Coal Authority to remediate priority site in Gorebridge allowing its return to public space. Investigation of second priority site completed with no adverse issues identified by specialist agency.
CE.S.06.03		Introduce an e-building standards framework capable of supporting the roll out of the national e-building standards initiative	31-Mar-2017	✅	100%	**16/17**: Complete Achieved in Q2
CE.S.06.04	06. There is a reduction in inequality in health outcomes	Support and meet the challenge to drive forward sustainable economic development. Set challenging performance targets for building warrant applications which benefit economic development.	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.06.05		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.06.06		Prepare protocol for liaison between Building Standards, Environmental Health and Development Management to achieve benefits in the handling of applications relating to energy performance requirements, environmental reviews and public safety at events.	31-Mar-2017	✅	100%	**16/17**: Complete

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.07.01		As part of the Trading Standards Partnership with East Lothian, look at the possibility of database integration.	31-Mar-2017	❌	25%	**16/17**: Off Target Much of what the two teams do is carried out in a similar, if not identical way, but some other working practices (incl. routine inspections and Licensing issues) do vary in approach and will be reviewed in 2017/18
CE.S.07.02		Development of new performance measures and benchmarking within the Partnership, in conjunction with national Trading Standards' performance measures currently being considered.	31-Mar-2017	✅	100%	**16/17**: Complete Discussions have taken place, with further due early in Q1 17/18 regarding the incorporation of APSE benchmarking measures into both Mid and East's service priorities. Likely that the PIs for 2017/18 in each authority will be a combination of their individual PIs from 16/17 and unified APSE measures
CE.S.07.03		A proportion of East Lothian Trading Standards staff to work part of the week from Fairfield House.	31-Mar-2017	❌	20%	**16/17**: Off Target Due to staffing issues in the East team and annual leave, this has not been maintained, however fortnightly joint operational meetings at FH have been instigated and various 'ad hoc' meetings on specific work areas do take place.
CE.S.07.04	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Work relating to incidences of rogue trading (e.g. complaints about driveways, roofing etc.), intervening, disrupting, investigating and working with the police to combat.	31-Mar-2017	✅	100%	**16/17**: Complete Officers investigated at least 6 more allegations of rogue trading.
CE.S.07.05		Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2017	✅	100%	**16/17**: Complete Excellent levels of intelligence logging continues to take place and the system is well controlled by our team's LILO (Local Intelligence Liaison Officer).
CE.S.07.06		Trading Standards: Routine risk assessed primary inspections to traders.	31-Mar-2017	✅	100%	**16/17**: Complete All relevant inspections completed.
CE.S.07.07		Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.07.08		Trading Standards: resolution of consumer complaints.	31-Mar-2017	✅	100%	**16/17**: Complete 86.6% of complaints were completed within 14 days of the start date.
CE.S.07.09		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2017	✅	100%	**16/17**: Complete Test purchasing completed in Q3. Also, almost 50% of tobacco retailers were inspected to check on compliance with the legislation (the Government's target is 20%).
CE.S.07.10		Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2017	✅	100%	**16/17**: Complete Our in house 'Beat Doorstep Crime' booklets supplied to the Fire Service for their staff to hand in to households in targeted areas of Midlothian, during home safety visits. Covered by the 'Dishonesty Crime' priority of the CS&J Partnership.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.08.01	08. Performance improvement	Drive performance across Council and Community Planning Partnership – self evaluation	31-Mar-2017	❌	95%	**16/17**: Off Target Customer satisfaction survey distributed results to be analysed
CE.S.08.02		Improve use of performance information at all levels	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.09.01	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Convert existing team post into traineeship.	31-Mar-2017	✅	100%	**16/17:** Complete Completed during Q1
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.11.01	11. Citizens are engaged with service development and delivery	Implement Community Development as part of Community Learning and Development action plan	31-Mar-2017	✅	100%	**16/17**: Complete In December 2016 Education Scotland's Inspection concluded that our Learning and Development in Midlothian is "very good". This is the best ever inspection of the community development practice in Midlothian council.
CE.S.11.02		Implement improvements from neighbourhood plan review	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.11.03		Build capacity of Community Councils and third sector groups	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.12.01	12. Midlothian is an attractive place to live, work and invest in	Draft a Local Biodiversity Action Plan which through its implementation seeks to raise the profile of biodiversity issues in Midlothian.	31-Mar-2017	✅	100%	**16/17**: Complete
CE.S.12.02		To determine 80% of planning applications within target (2 months for a local application and 4 months for a major application).	31-Mar-2017	✅	100%	**16/17**: Complete 81% of planning applications have been determined within targe
M.SG.CE.10.01		Submit the Proposed Midlothian Local Development Plan (MLDP) to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination	31-Mar-2017	✅	100%	**16/17**: Complete Completed during Q2 Proposed Midlothian Local Development Plan (MLDP) submitted to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination. Examination scheduled for completion in July 2017.

Communities and Economy Performance Indicator Report

Midlothian

							2016/17				Annual Target 2016/17	Benchmark
Service Priority Performance Indicators												
PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17						
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.01.01b	01. Promote and implement support for businesses in Midlothian	Number of account managed businesses accepted by Scottish Enterprise	New for 16/17	0	0	0	1	🛑	⬆	**16/17**: Off Target 2 businesses referred to Scottish Enterprise. One is still being considered and decision not made.	2	
M.SG.CE.01.01c		Number of business related training workshops held		11	32	50	60	✅	⬆	**16/17**: On Target	30	
M.SG.CE.01.01a		Number of new Business Start Ups assisted (cumulative)	173	8	26	77	168	🛑	⬇	**16/17**: Off Target Midlothian, at 84%, is marginally behind Edinburgh which achieved 85% of their target. Nationally, achievement is anticipated to be approx 80% but data is not yet published.	200	
M.SG.CE.02.01a	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)	New for 16/17	7	19	55	100	📈	⬆	**16/17**: Data Only		
M.SG.CE.02.01b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor		16	23	45	51	📈	⬆	**16/17**: Data Only 6 for Q4		
M.SG.CE.02.01c		Hectareage take up of economic land in Midlothian area of Borders Rail Line corridor		0	0	0	0	📈		**16/17**: Data Only There will be a big take up of economic land next year as current projects complete at Shawfair		

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
M.SG.CE.02.01d	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of inward investment/ indigenous enquiries received for sites/premises in Midlothian area of Borders Rail Line corridor (cumulative)	New for 16/17	14	36	43	49	📊	⬆	**16/17**: Data Only		
M.SG.CE.03.01a		Number of LEADER projects funded		0	0	5	10	📊	⬆	**16/17**: Data Only 10 projects approved. 1 claim paid out.		
M.SG.CE.03.01b	03. Implement the Tyne Esk LEADER Programme 2014 / 20 in East Lothian and Midlothian eligible areas	Number of businesses participating in LEADER application process by submitting an Expression of Interest		0	2	11	13	📊	⬆	**16/17**: Data Only		
M.SG.CE.03.01c		Number of new jobs created through LEADER		0	0	0	1	📊	⬆	**16/17**: Data Only		
M.SG.CE.03.01d		Number of training opportunities created through LEADER		0	0	0	0	📊		**16/17**: Data Only		
CE.S.04.01a	04. Maintain progress on the implementation of the Easter Bush Master Plan	Number of meetings of the Easter Bush Development Board and progress on outcomes.	2	1	1	3	3	✅	⬆	**16/17**: On Target Target exceeded during Q3	2	
CE.S.05.01a	05. Fewer people are victims of crime, abuse or harm	Carry out Health and Safety interventions within the year. Reducing Violence in the workplace, reduce risk of scalding and care and control of risk around warehouses.	New for 16/17	1	1	2	2	🛑	⬆	**16/17**: Off Target Final intervention exercise is underway but not complete. This will be continued throughout the next year	3	

PI Code	Priority	PI	2015/16 Value	Q1 2016/17 Value	Q2 2016/17 Value	Q3 2016/17 Value	2016/17 Value	Status	Short Trend	Note	Annual Target 2016/17	Benchmark
CE.S.05.02a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	81.1%	80%	80%	82%	80%	🛑	⬇	**16/17**: Off Target Broad compliance = 80% Food A= on target - 100% for Q4 and year Food B= 100% for Q4 and year food C+D =95% for Q4 (7 low risk premises outstanding) Food Standards inspections 92% complete(10 low risk outstanding) Food sampling all complete.	84%	
CE.S.05.05a	05. Fewer people are victims of crime, abuse or harm	Percentage of private water supplies sampled in accordance with the Council's sampling programme which are broadly compliant with water quality regulations.	81.1%	100%	80%	56%	81%	📈	⬇	**16/17**: Data Only Q4 figure is 77%, Annual average figure is 81%. Work is ongoing to risk assess supplies and to seek improvement through the provision of grants and enforcement as necessary.		
CE.S.05.03a		Guidance reviewed and made available to event organisers and via the Council website	New for 16/17	75%	75%	100%	100%	✅	⬆	**16/17**: On Target Achieved during Q3	100%	
CE.S.05.04a		Develop targeted inspection programme in relation to licensed premises and gambling establishments		50%	50%	100%	100%	✅	⬆	**16/17**: On Target Targeted inspection programmes achieved during Q3.	100%	
CE.S.05.04b		Conduct inspection programme in relation to licensed premises with emphasis on protecting and improving public health and protecting children from harm		22%	25%	50%	80%	📈	⬆	**16/17**: Data Only Off sales inspections are 80% complete and will be completed by end of May 2017. Remaining on sales licensed premises will be targeted during 17/18.		

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.05.04c	05. Fewer people are victims of crime, abuse or harm	Conduct inspection programme in relation to gambling establishments with emphasis on protecting vulnerable persons		N/A	N/A	50%	100%		⬆	**16/17**: Data Only Inspection of specific gambling establishments complete. Gambling in on sales premises interventions will be covered during 2017 / 2018 inspection programme		
CE.S.06.01a		Review policies re private rented housing inc. interdepartmental and agency working to ensure properties in private residential sector meet statutory requirements are in good repair, safe, landlords are fit and proper persons	New for 16/17	25%	25%	50%	50%	🛑	⬆	**16/17:** Off Target Limited progress was made during Q2 and Q3 due to staff involvement in major incident in Gorebridge.	100%	
CE.S.06.01b	06. There is a reduction in inequality in health outcomes	Develop a procedure to assess housing conditions for people with disabilities to ensure compliance with the Tolerable Standard, particularly in relation to electrical safety, insulation and water quality.		N/A	10%	25%	50%	🛑	⬆	**16/17:** Off Target Limited progress was made during Q2 and Q3 due to staff involvement in major incident in Gorebridge.	100%	
CE.S.06.02a		Review and update contaminated land strategy including re-prioritisation of sites		5%	10%	75%	100%	✅	⬆	**16/17**: On Target Contaminated Land Strategy has been reviewed, currently in draft form.	100%	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.02b		Undertake Site Investigations in accordance with contaminated land strategy	New for 16/17	0	0	1	2	🛑	⬆	**16/17**: Off Target Remediation of one site completed by Coal Authority. Site investigation of further site complete during reporting period. Note the '4' sites specified in the target was the no. of high risk sites identified at beginning of 16/17 reporting period and not the number of sites to be investigated in 16/17.	4	
CE.S.06.03a		Further development of e-building standards (to meet Scottish Government target launch date)	Yes	Yes	Yes	Yes	Yes	✅	▬	**16/17**: On Target Achieved in Q2	Yes	
CE.S.06.04a	06. There is a reduction in inequality in health outcomes	Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days	New for 16/17	100%	90%	95%	95%	✅	⬆	**16/17**: On Target	80%	
CE.S.06.04b		Undertake annual focus group meetings with local architects		50%	50%	75%	100%	✅	⬆	**16/17**: On Target	100%	
CE.S.06.04c		Undertake annual one to one meetings with major developers currently constructing within Midlothian. (100% by April 17)		25%	50%	75%	100%	✅	⬆	**16/17**: On Target	100%	
CE.S.06.05a		Measure satisfaction relating to key areas including those on delivery, timeliness, information, access and the quality of customer service		91.7	91.4	88	90.9	✅	⬆	**16/17**: On Target	85	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.06.06a	06. There is a reduction in inequality in health outcomes	Have in place a performance management system which enables the recording, tracking and analysis of all associated workload allocation against risk and development complexity.	New for 16/17	25%	50%	100%	100%	✅	⬆	**16/17**: On Target Achieved in quarter 3	100%	
CE.S.07.01a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	How do both authorities Trading Standards services working practices differ and how easily can integration take place		10%	15%	20%	25%	🛑	⬆	**16/17**: Off Target Some working practices (incl. routine inspections and Licensing issues) vary in approach across the two teams and will be reviewed in 2017/18	100%	
CE.S.07.02a		Trading Standards Partnership: The evaluation of both authorities' current performance measures and an agreement by both to move to one set of identical indicators		5%	10%	50%	100%	✅	⬆	**16/17**: On Target	100%	
CE.S.07.03a		Trading Standards Partnership: The level of regular working from Fairfield House as base		5%	3%	0%	2%	🛑	⬇	**16/17**: Off Target Regular working from Fairfield House by East Lothian staff is in progress. Joint meetings are now being held at Fairfield.	25%	
CE.S.07.04a		Trading Standards: Number of active interventions. Target is an estimate of the number of investigations likely to be undertaken, based on action in 2015/16		17	51	90	128	✅	⬆	**16/17**: On Target Target achieved during Q2	35	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.07.05a		Trading Standards: Number of Memex logs made. We would expect in excess of 350 for the year, based on current performance.	New for 16/17	115	224	341	477	✅	⬆	**16/17**: On Target	350	
CE.S.07.06a		Trading Standards: Number of primary inspections conducted		38	58	96	189	✅	⬆	**16/17**: On Target	125	
CE.S.07.07a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: Number of criminal investigations instigated		4	9	17	21	✅	⬆	**16/17**: On Target 4 for Q4. Target achieved during Q3	10	
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days		86.3%	90.2%	84.7%	86.6%	✅	⬆	**16/17**: On Target	80%	
CE.S.07.09a		Trading Standards: Percentage of tobacco retailers visited annually.	21%	N/A	6.6%	8.3%	49.59%	✅	⬆	**16/17**: On Target There were 121 registered tobacco retailers in the year and 21+8+10+21 visits per Q, giving a total or 49.59%.	10%	
CE.S.07.10a		Trading Standards: Participation in safety initiatives		0	2	6	9	✅	⬆	**16/17**: On Target	3	
CE.S.08.01a	08. Performance improvement	% of managers who feedback on increased/improved support from performance team	New for 16/17	N/A	94%	N/A	N/A	📊	▬	**16/17**: Data Only Customer satisfaction survey distributed results to be analysed		
CE.S.08.02a		Reduce the number of indicators used at strategic and operational level		N/A	N/A	N/A	N/A	📊	▬	**16/17**: Data Only Analysis still to be finalised		

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PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.08.02b	08. Performance improvement	Number of key indicators relating to improvement actions rather than mainstream business	New for 16/17	9	9	9	9			**16/17**: Data Only This year's data will provide baseline for future performance		
CE.S.08.02c		Increased use of operational indicators in management meetings to track performance		10	10	10	10			**16/17:** Data Only This year's data will provide baseline for future performance.		
CE.S.09.01a	09. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of young people employed on traineeship		1	1	1	1			**16/17**: On Target One traineeship within team	1	
CE.S.10.01a	10. Poverty levels in Midlothian overall are below the Scottish average	Number of Welfare Claim tribunals attended		38	61	105	155			**16/17:** On Target	124	
CE.S.10.01b		Number of Welfare Rights referrals received		180	314	549	1,015			**16/17**: On Target	600	
CE.S.11.01a	11. Citizens are engaged with service development and delivery	Deliver the 20 capacity building actions identified in the Communities Team contribution to the CLD (Community Learning and Development) Regulations		4	7	12	17			**16/17**: Off Target On review three were reviewed as unachievable. However, this didn't adversely impact on the inspection report.	20	
CE.S.11.02a		Complete all 16 Neighbourhood Plans and agree a schedule of review		15	15	15	15			**16/17**: Off Target Moorfoot is the only area where a Neighbourhood Plan is not complete. However, there has been significant progress in developing one.	16	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.11.02b	11. Citizens are engaged with service development and delivery	Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	New for 16/17	11	22	33	44	🛑	⬆	**16/17**: Off Target This is on target for the 15 areas that have a plan (14 plans in total as Bonnyrigg and Lasswade and Poltonhall are combined as one plan) the only outlier is Moorfoot but this is being developed.	45	
CE.S.11.03a		All 16 geographic Community Councils and the Federation of Community Councils to adopt the revised constitutions		3	8	13	16	🛑	⬆	**16/17**: Off Target The only outlier is Dalkeith Community Council who have not progressed the new constitution and participation has decreased. This is being addressed by the Communities' Team and Legal Team.	17	
CE.S.12.01a	12. Midlothian is an attractive place to live, work and invest in	When a Local Biodiversity Action Plan has been drafted and a programme of action has been identified		10%	10%	10%	100%	✅	⬆	**16/17**: On Target	100%	N/A
CE.S.12.02a		The time to determine planning applications over the stated period is the key measure in defining customer service as set by the Scottish Government		80%	80%	81%	81%	✅	⬆	**16/17**: On Target 81% of planning applications have been determined within target	80%	78% of planning applications were determined within target in 2015/16.
M.SG.CE.10.01a		When the MLDP has been submitted to the Scottish Government. The MLDP is the Council's spatial strategy and provides certainty to businesses and residents		No	Yes	Yes	Yes	✅	⬆	**16/17:** On Target Proposed Midlothian Local Development Plan (MLDP) submitted to the Scottish Government's Directorate for Planning and Environmental Appeals for Examination. Examination scheduled for completion in July 2017.	Yes	N/A

Balanced Scorecard Indicators

PI Code	Performance Indicator	2015/16 Value	Q1 2016/17 Value	Q2 2016/17 Value	Q3 2016/17 Value	2016/17 Value	Target	Status	Note
BS.CE.01	Number of neighbourhood plans completed	15	15	15	15	15	16	🛑	**16/17**: On Target 15 of the 16 community areas have a completed neighbourhood plan. Moorfoot is being developed.
BS.CE.02	Number of inward investment/indigenous investment enquiries received for sites/premises in Midlothian	49	N/A	13	20	49	Data only	📈	**16/17**: Data Only
BS.CE.03	Hectare take up of economic land	New for 16/17	0.0 ha	0.0 ha	0.0 ha	0.0 ha	5.0 ha	🛑	**16/17**: Off Target
BS.CE.05	Number of buildings transferred to community groups.	0	0	0	0	0		📈	**16/17**: Data Only
BS.CE.06	Amount of additional direct inward investment		N/A	N/A	£4,000,000	£4,000,000	Data only	📈	**16/17**: Data Only £4m Relates to development of Restoration Yard. Other new inward investments include Next, Arcadia Group, Sofology. Nandos, SCS and Fabb.
BS.CE.07a	Increase in tourist visitors	New for 16/17	N/A	N/A	N/A	1.6%	Data only	📈	**16/17**: Data Only Data available on a 6 monthly basis by calendar year (000) Jan - June 2016 379.62 (000)
BS.CE.08	Number of new jobs directly created		N/A	N/A	N/A	N/A	Data only	N/A	**16/17**: No Data Available Measure is too broad. need to define what criteria is used to collect this from
BS.CE.09	No of participating Midlothian tourism businesses (Target – 15)	5		40	45	45	15	✅	**16/17**: On Target Target achieved during Q1
BS.CE.10	% premises to have access to next generation broadband Target – 98% by Dec 2017	78.5%	N/A	98%	98.1%	98.1%	98%	✅	**16/17**: On Target Target achieved in Q2
BS.MC.SPSO.01	Total number of complaints received (cumulative)	4,756	1,730	3,215	N/A	5,936	N/A	📈	**16/17**: Data Only
BS.MC.SPSO.05.1	Percentage of complaints at stage 1 complete within 5 working days	94.87%	92.56%	91.53%	N/A	97.66%	95%	✅	**16/17**: On Target
BS.MC.SPSO.05.2	Percentage of complaints at stage 2 complete within 20 working days	88.14%	50%	61.54%	N/A	63.95%	95%	🛑	A Council wide review to raise awareness and understanding for staff and therefore improve performance is planned for 2017/18

PI Code	Performance Indicator	2015/16 Value	Q1 2016/17 Value	Q2 2016/17 Value	Q3 2016/17 Value	2016/17 Value	Target	Status	Note
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)	9%	Annual Measures						Local Government Benchmarking Data for 2016/17 will be published in January 2018.
ENV5a	Cost of Trading standards per 1,000 population. (LGBF)	£6,362							
ENV5b	Cost of environmental health per 1,000 population. (LGBF)	£9,715							
M.IOM.CE.01.01a	Midlothian Council Welfare Rights Team (WRT) will generate an additional benefit income maximization of £250k per quarter.	New for 2016/17	£463,808	£619,000	£1,108,852	£2,874,343	£1,000,000		**16/17:** On Target
M.IOM.CE.01.01b	Midlothian Citizen Advice Bureaux (CABs) will generate an additional income maximization of £625k per quarter		Annual Measure			£3,820,265	£2,500,000		**16/17:** Complete
M.SG.CE.01.01a	Number of new Business Start Ups assisted (cumulative)	173	8	26	77	168	200		**16/17**: Off Target Midlothian, at 84%, is marginally behind Edinburgh which achieved 85% of their target. Nationally, achievement is anticipated to be approx 80% but data is not yet published.
M.SG.CE.02.01a	Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)	New for 2016/17	7	19	55	100	Data only		**16/17**: Data Only
M.SG.CE.03.01a	Number of LEADER projects funded		0	0	5	10	Data only		**16/17**: Data Only 10 projects approved. 1 claim paid out.

Published Local Government Benchmarking Framework
Communities and Economy

Midlothian

LGBF Category - Corporate Services

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	External Comparison
CORP5b2	The average time (hours) between time of domestic Noise complaint and attendance on site, for those requiring attendance on site (LGBF)	55.90 hours	22.10 hours	25.23 hours	1.83 hours	0.65 hours	2.72 hours	15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (Top Quartile).

LGBF Category - Economic Development and Planning

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	External Comparison
ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes (LGBF)	New measure for 2012/13		8%	6.83%	12.33%	9%	15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).

LGBF Category - Environmental Services

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	External Comparison
ENV5a	Cost of Trading standards per 1,000 population. (LGBF)	New measures for 2012/13		£4,273.50	£4,368.36	£8,189.31	£6,362.28	15/16 Rank 17 (Third Quartile). 14/15 Rank 27 (Bottom Quartile).
ENV5b	Cost of environmental health per 1,000 population. (LGBF)			£8,855.65	£13,282.17	£9,697.25	£9,715.07	15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).