

Property & Facilities Management

Annual Performance Report 16/17



Progress in delivery of strategic outcomes

Facilities Services

1. Following the strategic aim of the service to maximise meals and other function uptake Catering has continued to perform well above national average for both primary uptake and P1-3 free meal uptake. Function and trolley service have both seen improvements in customer service and Healthy Living Award accreditation for the trolley service.
2. PPP contract have concluded intrusive surveys to demonstrate structural integrity of facilities with regard to Public - Private Partnership (PPP) facilities in response to the Scottish Government enquiry.
3. Targeting a long term move towards updated, re negotiated, fit for today's school needs contract we have achieved improved response and action from PPP1 contractor with regard to change notices and Furniture and Fittings availability requirements.
4. Cross directorate working has begun by working in partnership with Cowan Court, Hawthorn Childrens' Centre & Early Years to look at best practice for their meal provision.
5. Facilities Services have been tasked with receiving extended contracts to improve our financial position and have received a successful start up of new cleaning and caretaking contract with Melville Housing at the Corn Exchange, Dalkeith and cleaning contract with RYZE trampoline park at Mayfield.
6. Facilities Services staff provided support for two elections and the successful planning and stewarding of the royal visit to the Corn Exchange.
7. Bilston and Gore Glen Primary Schools are now open and fully operational including the kitchens.
8. Successful partnership working with Property Maintenance department to ensure the completion of the Christmas holiday planned works programme.

Property Assets

1. Reducing our carbon footprint and the anticipated cost of the carbon levy is an ongoing process. Adoption of the new Central Energy Efficiency Fund and enhancement of the fund through proposals from Salix is now complete, resulting in £180,000 of funds being allocated against identified carbon reduction measures.
2. Resizing of water meters has achieved the strategy of a reduction in water charges on sites with Sustainable Urban Drainage System (SUDS) ponds, and has resulted in a £42,000 annual saving.
3. Successful negotiations for the purchase of 2 key properties with strategic operational significance at Abbey Road and Jarnac Court have now been concluded.
4. Progression with masterplans for new town centre consultations at Newtongrange and Mayfield, following a full tender process to secure the consultants, will lead to consultations in these communities during 2017/18.
5. Remarketing of the Knivensknowe site has resulted in a considerable uplift in sale value at £3 million, supporting our best value approval for disposal of surplus assets.

Sport and Leisure

1. Continuously expanding the programme of events to ensure a wide diversity of participation included a fuller Active School summer programme, the launch of Walking Rugby, Dance showcases, Football challenge festivals, Club Golf sessions, Rugby Rascals, Walk the Line, Special Olympics, Senior Games and swimming galas.
2. The David Dunn fitness trail opened in Bonnyrigg King George V Park in conjunction with Bonnyrigg Community Council, which has demonstrated our aim of partnership working and alternative delivery methods.
3. Kings Park and Strathesk primary schools were recognised with the prestigious SportScotland Gold School Sport Award, which is designed to encourage continuous improvement in physical education and sport, run by the Active School team.
4. To support the Council's budgeting position a new and increased fee scale has been introduced during the year without any significant disruption to the service.
5. Supporting the proposal to make exercise more accessible to all, the introduction of free swimming for school children during holiday periods has been very popular.

Building Services

1. Midlothian Council has now achieved the target of 100% of housing stock meeting the SHQS. This has been achieved through various works programmes with some minor exemptions where we have been refused entry for upgrading works.
2. Property Maintenance has developed a 5 year business programme based on stock condition surveys to maintain the SHQS up to 2020. Securing budget of £60 million up to 2035.
3. £5,635,000 funding has been secured to deliver energy efficiency projects since 2011.
4. £1,157,000 new funding was secured from Scottish Government and Energy Company with an obligation to deliver the external wall insulation scheme throughout Midlothian.
5. Recovery of Scottish Water contributions amounting to £500,000 from projects over 5 years old has been achieved.
6. The successful handover of housing happened as programmed at Edgefield Road and Polton Street plus securing sites and commencing designs/tendering for the next phase of Council housing.
7. The new Newbattle High School construction commenced in January 2016 and continues on programme and on budget for an opening in May 2018.
8. The handover of Gore Glen and Bilston Primary Schools was on programme and budget. Roslin and Paradykes Primary School projects remain on progress and budget to open later this year.

Emerging Challenges

Facilities Services

- a) Work through the practical applications of the Scottish Government Food policy, (reduction of sugar in menus, increase in possible meals for nursery and out of school care, better nutritional accountability) whilst revitalising the High School service to increase numbers, meeting with Supervisors, Managers & Health & well-being lead in education to explore a way forward for High schools.
- b) To continue to fulfil external contracts (Skanska, Melville Housing) without making a loss due to the low pay implementation. This also provides a challenge when tendering for new contracts as our price is now so much higher than our competitors.
- c) Arrange computer access for Facilities Staff to allow the access to the new People Policies and the new system for recording absence.
- d) Addressing vandalism and dangerous behaviour by pupils at Dalkeith Campus which is increasing and has been raised as serious issue by PPP Service Provider

Property Assets

1. Re-rating the Estates to avoid excessive and inflated rates bills is ongoing following the appointment of the valuation surveyor.
2. Concluding the land purchase of the Town Centre site at Shawfair including full site inspection works.

Sport and Leisure

1. Replacing the outdated Leisure Management system with new fit for purpose software which will enhance the customer focus and on-line booking experience whilst addressing participation statistics/data.
2. Concluding the business case for Destination Hillend and evaluating the financial model before reporting to Council.
3. Development and publishing the Sport and Physical Activity Strategy for Midlothian Council involving all participants and external agencies.
4. Securing funding to support the Midlothian Active Choices (MAC) product in collaboration with the NHS.
5. Increasing the role of the Active Schools team in partnership with Education for an extended extra curriculum programme.
6. Review of operating hours/procedures in order to address the budget shortfall with a view to making the service self sufficient.

Building Services

1. Reduction in operating costs whilst maintaining frontline services. Action is to review all operational/procurement procedures with an overview of existing services.
2. Delivery of Major works programmes with small internal team against a rising market of costs and labour shortage. 2x Primary schools, 1 Secondary School, Complex Care Home, Phase 2 and 3 Housing sites, Gorebridge Hub, Pentland and Midfield house refurbishments. Action is to monitor workloads and pressure on staff making sure the correct resources are available to assist in these projects. Management to support staff through this busy period.

Property & Facilities Management Performance Indicator Summary 16/17









Outcomes and Customer Feedback

Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	813	319	550	N/A	982		16/17: Data Only				
	Average time in working days to respond to complaints at stage 1	2.2	1.97	2.5	N/A	0.49		16/17: On Target		5	Number of complaints complete at Stage 1	979
											Number of working days for Stage 1 complaints to be Completed	480
	Average time in working days to respond to complaints at stage 2	6.78	13.67	13.67	N/A	6.67		16/17: On Target		20	Number of complaints complete at Stage 2	3
											Number of working days for Stage 2 complaints to be Completed	20
	Percentage of complaints at stage 1 complete within 5 working days	95.33 %	92.81 %	92.64 %	N/A	93.56 %		16/17: Off Target A Council wide review to raise awareness and understanding for staff and therefore improve performance is planned for 2017/18		95%	Number of complaints complete at Stage 1	979
Number of complaints at stage 1 responded to within 5 working days											916	
Percentage of complaints at stage 2 complete within 20 working days	88.89 %	66.67 %	66.67 %	N/A	33.33 %				95%	Number of complaints complete at Stage 2	3	
										Number of complaints at stage 2 responded to within 20 working days	1	



Making the Best Use of our Resources

Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 13.166 m	£ 13.713 m	£ 13.639 m	£ 14.314 m	£ 14.049 m		16/17: Off Target		£ 14.009 m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	9.58	2.99	4.59	7.48	10.92		16/17: Off Target Work ongoing within service area to address issues of sickness absence		8.50	Number of days lost (cumulative)	6,225.05
											Average number of FTE in service (year to date)	570.12

Corporate Health

Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	100%	100%	100%	96.55 %	93.1 %		16/17: On Target		90%	Number of service & corporate priority actions	29
											Number of service & corporate priority actions on tgt/completed	27
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	83%	80%	85%	81%	79%		16/17: Off Target		85%	Number received (cumulative)	17,781
											Number paid within 30 days (cumulative)	14,033
06. Improve PI performance	% of PIs that are on target/ have reached their target.	87.5 %	83.87 %	81.25 %	77.78 %	78.38 %		16/17: Off Target 29 from 37 PIs meeting target at Q4. Please see attached report for individual improvement actions.		90%	Number on tgt/ tgt achieved	29
											Number of PI's	37
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	100%	100%	100%	100%		16/17: On Target No high risks identified		100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0









Improving for the Future







Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target.	0%	33.33 %	33.33 %	25%	33.33 %		16/17: Off Target 2 actions still outstanding from 2015 audit programme. 1 actions Complete from 2017 programme.		90%	Number of on target actions	1
											Number of outstanding actions	3






Property and Facilities Management action report 16/17










Service Priority Actions						
Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.01.01	01. Children and young people are supported to be healthy, happy and reach their potential	Continue to provide high quality nutritional school meals	31-Mar-2017		100%	16/17: Complete Uptake figures remain high (particularly with P1-3 free meal uptake) and well above national averages for both Primary & High Schools. Meals continue to be provided to high standard despite issues with staffing and equipment.
PFM.S.01.02		Promote and deliver Active Schools programmes to school children	31-Mar-2017		100%	16/17: Complete Ongoing promotion through “Get Going with Active Schools” campaign in partnership with Active Schools Team. Primary and Secondary school age programmes delivered termly Get Going maintenance sessions “Keep Going” delivered weekly. We have in place Get Going initial 1-2-1s Primary age Get Going Programme Counterweight programme Keep Going sessions Easter Programmes and newsletters also completed during quarter 4
PFM.S.01.03		Undertake programme of work to improve/upgrade Primary School Estate - Bilston, Gorebridge, Roslin, Paradykes Primary School	31-Mar-2017		100%	16/17: Complete Bilston Project completed on time and within budget. Phase 1 complete and in year's defects period Year end defects to be organised for July. Phase 2 (Pitch) complete as far as possible. Return Visit for landscaping is being organised at Present. Contractor currently developing programme to completion and intends to circulate in the next two weeks. Gorebridge Project complete on time and within budget. Project now in years defects period. Year end defects to be organised for July. Paradykes Morrison construction is the main contractor for this project. The contractor is currently reporting that they are on programme. We have asked them to provide a programme to encourage transparency. The project remains within budget Roslin McLaughlin and Harvey are the main contractor for this project. The works remain on programme and within budget. The building work is progressing well. The sample rooms has been reviewed by Education and feedback is positive.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						Soft landing programme has been requested from the main contractor to show the activities in the run in to completion.
PFM.S.01.04	01. Children and young people are supported to be healthy, happy and reach their potential	Undertake programme of work to deliver improvement/upgrade High School Estate - Newbattle High School	31-Mar-2017		100%	16/17: Complete Newbattle Works remain on programme Main elevations to the school block are substantially wind and water tight. Partition installation has commenced working from the 2nd floor of the teaching block down. Steel erection to sports block is 100% complete. Link block steel is now installed and the concrete floor to this area has been cast. Completion of the building element scheduled for March 2018.
PFM.S.02.01	02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Maintain the percentage of trainees completing courses through training and employability sources	31-Mar-2017		100%	16/17: Complete 29 trainees completed courses by year end
PFM.S.03.01	03. New jobs and businesses are located in Midlothian	Ensure all contracts include where possible for the engagement of local businesses	31-Mar-2017		100%	16/17: Complete All contracts contain a clause to include local labour
PFM.S.04.01	04. Environmental limits are better respected, especially in relation to waste, transport, climate change and biodiversity	Review and implementation of recommendation from the Carbon Reduction Commitment (CRC) plan	31-Mar-2017		100%	16/17: Complete Carbon Reduction Document return for 2015/16 has been completed and submitted to the Energy Savings Trust during July 2016. Received notification of allowances payment made at end of October 2016.
PFM.S.04.02		Identification and instigation of projects as recommended as part of the Carbon Management Plan	31-Mar-2017		100%	16/17: Complete All previously identified projects have been implemented. Further projects have been identified and programmed for Q1 17/18.
PFM.S.04.03		Energy saving measures for Housing	31-Mar-2017		100%	16/17: Complete Ongoing programme of energy savings initiative being implemented to maximise grant awards.
PFM.S.04.04		Energy saving measures for Operational Buildings	31-Mar-2017		75%	16/17: Off Target A total of £184,000 invested out of available £250,000. Full extent not achieved but projects have been reprogrammed for new financial year.
PFM.S.05.01	05. More social housing has been provided taking account of local demand	Progress Phase 2 of capital plan new build programme	31-Mar-2017		100%	16/17: Complete 159 houses built to date on Phase two sites. A further 72 units currently under construction are: 18 units at Polton Street handed over in February and 37 units at Stobhill Site (51b) at Stobhill Road to be handed over in June 2017. Final sites to complete the phase 2 project agreed with housing. Phase 3 sites also identified.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
PFM.S.05.02	05. More social housing has been provided taking account of local demand	Continue to undertake programme of work to upgrade Council Houses to maintain the Scottish Housing Quality Standard (2015).	31-Mar-2017		100%	16/17: Complete Heating, bathroom, windows and doors surveys and roughcasting contract ongoing. Surveys for reactive repairs questionnaire have been updated. Repairs survey has been progressed through the use of the Councils Customer Satisfaction Measurement tool with reports being prepared and monitored via the Team Plan Reports
PFM.S.05.03		Complete survey and report into EESSH compliance of Midlothian social housing. Strategy to be formulated to meet target by 2020.	31-Mar-2017		100%	16/17: Complete Survey completed and concluded that 94% of Midlothian Council Housing stock currently meets the Energy Efficient Standard for Social Housing (EESSH). Works streams now in place to bring the remaining stock up to standard.
PFM.S.06.01	06. People, including those with disabilities/long term conditions or are frail are able wherever possible, to live independently and in their own homes	Undertake adaptations to houses for those with specific needs	31-Mar-2017		100%	16/17: Complete To the end of March 2017 775 minor adaptations have been completed and 73 Major adaptations of ramps and wet floor bathrooms have been completed.
PFM.S.07.01	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Promote and deliver MAC (Midlothian Active Choices) programmes	31-Mar-2017		100%	16/17: Complete Over 2000 newsletters went out to active MAC clients and also packs of 20 were sent to each of the Medical Practices in Midlothian and others emailed out to all health practitioners. Promotion of MAC through Midlothian Council services including Social Work, Surestart, Criminal Justice Team, Lifelong learning and Development. MAC is also well integrated in the pathway for cancer patients in Midlothian through the Transforming Care after Treatment (TCAT) programme.
PFM.S.07.02		Promote and deliver Ageing Well programmes to 50+ age groups	31-Mar-2017		100%	16/17: Complete This quarter we have promoted Ageing Well at 9 events locally to approx 260 people as well as promoted the project nationally at the Spirit 2012 learning event in Edinburgh and promoted walking football at a Paths For All event in Edinburgh. Also, working with 'Living It Up' promoting walking in Midlothian through a walking challenge administered through their website.
PFM.S.07.03		Promote and maintain uptake and use of leisure facilities	31-Mar-2017		100%	16/17: Complete Extract from Tonezone Marketing Plan that is part of the Sport and Leisure Business Plan 2016/2017 - January / February promotion - Join for £5.00 - joining fee is £5.00 normal monthly fees apply. This has been a successful promotion for the last three years. Convert one month Xmas vouchers. Annual Renewal letter and annual membership offer Refer a friend - new members. MAC (Midlothian Active Choices) - Newsletter distributed to 3,500 approx. clients MAC Awards annual event 100+ attendees.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						<p>Corporate Parenting cards showing a steady increase.</p> <p>Free swimming for all school children during the school holiday period.</p> <p>New Paradykes Project Programme for dry and wet activities work ongoing to relocate back to the centre from alternative accommodation.</p>
PFM.S.07.04	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Delivery of high quality Healthy Living Service	31-Mar-2017		100%	<p>16/17: Complete Update on Memberships as following: 5,317 members, 1,327 Platinum, 669 Gold, 1,935 Silver, 423 Bronze, 639 Active Golden members and 249 Teenzone Members. Tonezone Marketing Plan was launched in April with different campaigns concentrating on retention. We have 25 more members than this time last year. We have 380 more members than last quarter.</p>
PFM.S.08.01	08. People feel safe in their neighbourhoods and homes	Design appropriate future developments in accordance with Secure by Design Principles	31-Mar-2017		100%	<p>16/17: Complete All Housing contract documents contain a clause to demand secure by design certification.</p>
PFM.S.09.01	09. Deliver efficient Services	Delivery of high quality Property Maintenance Services	31-Mar-2017		100%	<p>16/17: Complete Monitored through satisfaction surveys and Feedback forms</p>
PFM.S.09.02		Delivery of high quality Facilities Management Services	31-Mar-2017		100%	<p>16/17: Complete Facilities Service continues to deliver high quality services. The service level agreement was implemented in October 2016. Staff training remains a priority to fulfil all building cleaning and janitorial functions and the training plan was updated in Q4 16/17.</p>
PFM.S.09.03		Implement/set programme of office closures within Council estate	31-Mar-2017		100%	<p>16/17: Complete</p> <p>EWiM Phase 2; Office rationalisation Complete with the relocation of c250 staff – no change</p> <p>EWiM Phase 3; Depot rationalisation Revised target completion December 2019</p> <p>Desk Top Site Investigations complete Intrusive Site Investigations complete Transportation study in progress Acoustic studies in progress Environmental studies in progress Draft designs in progress</p> <p>EWiM 4; Dalkeith Town Centre Regeneration Progressing alternative delivery with implementation options including financial and risk profiling with Finance and Hub East Central Scotland (HUBCO). Alternative business models have been developed by HUBCO options have been provided to Finance</p>

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						Sensitivity analysis on the proposals have been carried out and are currently being validated work in progress Seminar and report to council required in May 2017 work in progress
PFM.S.09.04	09. Deliver efficient Services	Ensure existing facilities in PPP schools are maintained appropriately and the standards of the contracts are delivered	31-Mar-2017		100%	16/17: Complete Deductions are being applied, for any non compliance with the contract.
PFM.S.09.05		Prepare and implement a rolling review of rents of the Council's non-operational land and buildings	31-Mar-2017		100%	16/17: Complete All scheduled reviews have been progressed and agreed . This is an ongoing process.
PFM.S.10.01	10. Inequalities in learning outcomes have reduced	Meet the educational needs of increased numbers of pupils in Midlothian. Complete construction of Gorebridge and Bilston primary schools.	31-Mar-2017		100%	16/17: Complete Both school buildings now fully operational. The play park at Bilston has been completed since last quarter. The remaining item, is the grass football pitch at Bilston, which is on programme.
PFM.S.10.02		Develop proposals to Scottish Futures Trust to enable meeting new 1020hrs target for nursery places	31-Mar-2017		50%	16/17: Off Target Options to meet the increased nursery provision have been submitted to Scottish Futures Trust from which we are awaiting response from the Scottish Government.
PFM.S.11.01	11. Midlothian is an attractive place to live, work and invest in	Management and development of the Council's extensive land interests at Shawfair	31-Mar-2017		100%	16/17: Complete Dialogue with network Rail complete, legal missives been agreed between parties.
PFM.S.11.02		Shawfair Town Centre Amenities - produce report to council, including financial implications, for final approval.	31-Mar-2017		100%	16/17: Complete
PFM.S.11.03		Confirm primary school sites to be safeguarded with education	31-Mar-2017		100%	16/17: Complete Continue to assist Education with options to accommodate increasing pupil rolls. Education identified 6 schools in April 2017, which need additional nursery/ P1 accommodation, these projects have been programmed to be complete in November 2017

Property and Facilities Management Performance Indicator Report 16/17













Service Priority Performance Indicators

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
PFM.S.01.01a	01. Children and young people are supported to be healthy, happy and reach their potential	% uptake of Primary School meals - aim to maintain at 11/12 level (LPI)	81.4%	79.6%	76.1%	78.8%	80.3%			16/17: On Target	70%	57.82% - Average per family group (APSE 14/15)
PFM.S.01.01b		% uptake of High School meals	51.9%	45.1%	41.4%	49.5%	46.9%			16/17: Off Target High School numbers dropped, external competition and the nutritional restrictions we have are not attractive to customers .	50%	43.89% - Average per family group 2014/15(AP SE)
PFM.S.01.02a		Number of distinct activities - Active Schools programmes to school children	50	24	26	32	40			16/17: On Target Activity sessions delivered through Active Schools programmes to P1-S6 pupils through 32 different distinct activities in this quarter. Active Schools and get going delivered 40 distinct activities between them.	38	
PFM.S.01.04a		Amounts raised through capital bids towards refurbishing of non housing estates	New for 16/17	£1,800,000	£1,800,000	£1,800,000	£1,800,000			16/17: On Target	£1,800,000	

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
PFM.S.02.01a	02. Midlothian residents are successful learners and young people go on to positive destinations when they leave learning	Number of trainees within service completing courses	32	15	26	28	28			16/17: On Target	19	
PFM.S.02.01b		Number of trainees within Property Maintenance completing courses	15	7	11	11	11			16/17: On Target Total Number of apprentices 5 moving to year 3. Two team leaders, 1 Painter now attending college to obtain an HNC. 3 Apprentices moving to year Two.	7	
PFM.S.02.01c		Number of trainees within Facilities Services completing courses	7	4	8	6	5			16/17: On Target Two new trainee Cooks appointed, awaiting appropriate SVQ Level 2 course to be available. Two trainees on a year's placement with the Janitorial service. One PAVE student at Dalkeith Campus kitchen. Both Facilities Management and Catering have had school work placement students over this period.	3	
PFM.S.02.01d		Number of trainees within Sport and Leisure completing courses	10	4	7	11	12			16/17: On Target During quarter four one person has been employed on a casual basis as Lifeguard who previously attended their NPLQ training course within (National Pool Lifeguard Qualification) Midlothian Leisure Centres to become a Lifeguard. Total for quarter four is 1 person. Total for year is 12 people with a positive destination.	4	
BS.PFM.S.03.01a	03. New jobs and businesses are located in Midlothian	Percentage of contracts engaging in local businesses	100%	100%	100%	100%	100%			16/17: On Target All Contracts have local business clauses inserted.	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
BS.PFM.S.04.01a	04. Environmental limits are better respected, especially in relation to waste, transport, climate change and biodiversity	Reduction in carbon emissions from Council premises	12,851	12,572	11,102	11,672	47,402			16/17: On Target Annual equivalent saving of 10.27% for the year.	53,744	
PFM.S.05.01a	05. More social housing has been provided taking account of local demand	Number of new build council houses	91	0	22	41	60			16/17: On Target Polton Street handed over in Q4 18 units.	59	
PFM.S.05.02a		The % of the Councils housing stock meeting the 'Free from serious disrepair' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			16/17: On Target 100% of Midlothian Council houses are free from serious disrepair. (15 exemptions which reflect rate of 99.78%).	100%	
PFM.S.05.02b		The % of the Councils housing stock meeting the 'Modern facilities & services' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100%			16/17: On Target 100% of Midlothian Council houses have modern facilities. (479 exemptions which reflect rate of 93.24%)	100%	
PFM.S.05.02c		The % of the Councils housing stock meeting the 'Healthy, safe & secure' Scottish Housing Quality Standard criteria	100%	100%	100%	100%	100.0%			16/17: On Target 100% of Midlothian Council houses are healthy safe and secure. (479 exemptions which reflect rate of 93.24%)	100%	
PFM.S.05.02d		Progress of roughcast programme	0 complete	31 complete	83 complete	114 complete	140 complete			16/17: Off Target Contract late in starting in Q1 impacted years achievement.	220 complete	





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
PFM.S.05.02e	05. More social housing has been provided taking account of local demand	Progress of bathroom replacement programme	377	101	112	80	277			16/17: Data Only 197 Bathrooms completed in Q4 . A concerted effort to encourage the tenants who opted out the initial offer has taken place with positive results resulting in 277 being completed in 2016/17.		
PFM.S.05.02f		Number of upgrades to central heating systems	313	80	127	138	227			16/17: Data Only 89 upgrades completed in Q4 16/17.		n/a internal programme of works - benchmark against target
PFM.S.06.01a	06. People, including those with disabilities/long term conditions or are frail are able wherever possible, to live independently and in their own homes	Proportion of adaptations requested and completed	100%	100%	100%	100%	100%			16/17: On Target As of 31 March 2017 775 minor adaptations have been completed and 73 Major adaptations of ramps and wet floor bathrooms have been completed.	100%	
BS.PFM.S.07.02a	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Number of activities offered by Ageing Well programmes to 50+ age groups	24	24	22	23	23			16/17: On Target 62 classes have been delivered weekly for the quarter 23 different kinds of activities.	16	
BS.PFM.S.07.04a		Tone zone retention rate	56.66%	54%	55%	58%	55.25%			16/17: On Target Retention for quarter four was 49% The cumulative retention for the year end is 55.25%. Loanhead three month closure has had an effect on retention in quarter 4.	55%	No accepted industry standard.

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		
PFM.S.07.01a	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Number of activities offered by MAC (Midlothian Active Choices)	New for 16/17	11	13	13	17			16/17: On Target Number of activities offered by MAC 8 weekly MAC classes attendance for quarter four 971 5 weekly gym groups, covering 4 leisure centres 44 12 weekly reviews 102 Initial 1to 1 consultations 204 1to 1 gym sessions in the quarter 65 supervised group sessions attendance 290 in quarter.	16	
PFM.S.07.01b		Number of attendees during quarter to MAC(Midlothian Active Choices) activities		861	1,370	1,411	1,611			16/17: Data Only 7 MAC + classes with number of attendances 971 102 initial 1 to 1 consultations 44 12 week reviews 2014 1 to 1 Gym sessions 65 supervised group gym sessions attendance 290 Total for quarter 1,611 Total for year 5,253.		
PFM.S.07.03a		Number of attendances per 1,000 population to all pools	2,870	560	1,260	2,000	2,620			16/17: Off Target Total wet side usage figures for Q4 show 62,017. Total for year is 226,066, 21,033 less than last year's annual total. This is because Loanhead Leisure Centre was closed for last quarter showing a decrease in pool usage of 27,218 on previous year.	3,040	
PFM.S.07.03b		Number of attendances per 1,000 population for indoor sports and leisure facilities	7,550	1,890	3,280	5,260	7,230			16/17: Off Target Dry side usage figures for Q4 shows 190,697 that's 28,166 less than last year's Q4 total. Building closure for three month period refurbishment at Loanhead.	8,290	







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
PFM.S.07.04b	07. People are able to look after and improve their own health and wellbeing and live in good health for longer	Performance Indicator scores in (selected) registered Leisure Centres	92.44%	92.22%	91.05%	94.36%	92.59%			16/17: On Target Viewpoint stats show that average for year was that 92.59% were satisfied with leisure facilities.	90%	
PFM.S.08.01a	08. People feel safe in their neighbourhoods and homes	Proportion of developments meeting Secure by Design Certification Standards	100%	100%	100%	100%	100%			16/17: On Target All housing contracts have a 'secure by design' specification.	100%	
PFM.S.09.01a	09. Deliver efficient Services	Average turn-around of properties (inclusive of homeless properties) Target 20 working days	63.46%	N/A	68.57%	74%	72.94%			16/17: Off Target Total number of voids in Q4 was 85. Day to day voids average of 15 days due to a larger number of voids requiring extensive works which has affected the turnover figure badly. Homeless voids have a 13 day turnover average.	83%	
PFM.S.09.02a		Cost per square metre cleaned	£8.90	£8.90	£8.90	£8.90	£8.90			16/17: On Target Our cost per square meter cleaned of £8.90 remains lower than the national average of £12.29 from the information provided by the Association for Public Service Excellence (APSE) in December.	£10.03	£12.29 - Average per family group 2014/15 (APSE)
PFM.S.09.02b		Total square metres cleaned per hour	1.25	1.25	1.25	1.25	1.25			16/17: On Target Our aim is to be higher than the APSE national average of 1.09 sqm cleaned per FTE, our average is currently at 1.25 sqm as published by the Association for Public Service Excellence (APSE) in December 2015.	1.09	1.09 - Average per family group 2014/15 (APSE)

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
PFM.S.09.02c	09. Deliver efficient Services	Monthly number of meals prepared/monthly labour hours across production and dining centres.	10.3	8.9	8.4	10.04	8.9			16/17: Off Target Decrease in productivity is due to lower High School numbers. Primary schools are working at an average of 10.6 meals per hour.	10	8.46- Average per family group 2013/14 (APSE)
PFM.S.09.02d		Achieve greater than the Scottish average in the annual school meals census (Primary Schools)	72.8%	76.1%	76.1%	76.1%	76.1%			16/17: On Target School meal census published June 16 shows Midlothian uptake is 76.1%, an increase of 3.3% on 15/16. National average is now 66%. Census published annually in June.	66%	Scottish Government Annual Survey of School Meals 2015 64.8%
PFM.S.09.02e		Achieve greater than the Scottish average in the annual school meal census (High Schools)	70.1%	59.8%	59.8%	59.8%	59.8%			16/17: On Target School meal census published in June 16 showed Midlothian High school uptake at 59.8%, a drop of 10.4% on 15/16. However it is still above the national average of 53.7% Census published annually in June.	53.7%	Scottish Government Annual Survey of School Meals 2015 44.2%
PFM.S.09.04a		Percentage of PPP maintenance issues that are addressed within timescale (failure results in penalty to PPP contractor)	95%	95%	95%	95%	95%			16/17: On Target Deductions are being applied, for any non compliance with the contract.	90%	
PFM.S.09.05a		Proportion of commercial properties rent reviews complete	New for 16/17	50%	59%	61%	65%			16/17: On Target review process ongoing with majority of tenants agreeing to new lease format.	65%	

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
C&L1b	12. Local Government Benchmarking Framework Corporate Indicators which the service reports performance quarterly	Total Number of attendances at all sport and leisure facilities	898,145	211,418	391,453	596,232	848,940			16/17: Off Target Total number of attendances was 898,840 for the year That's down 49,205 on last year, Loanhead Leisure Centre refurbishment closure accounted for 48,091 non attendances	916,000	
C&L1c		Corporate -Total number of attendance at all pools	247,099	48,617	108,363	164,049	226,060			16/17: Off Target Total wet side usage figures for quarter four shows 62,017. This shows a decrease of 18,560 on last years Q4 wet usage. Total wet side use accumulated for year is 226,060, 21.033 less than last year's annual total. During quarter 4 Loanhead pool was closed for refurbishment which led to 27,218 fewer swimmers than previous year.	257,000	
C&L1d		Corporate - Total number of attendance for other indoor sports and leisure facilities, excluding pools in a combined complex	651,046	162,801	283,090	432,183	622,880			16/17: Off Target Dry usage figures for quarter show 190,697. Dry usage for year show 622,880 The closure of Loanhead Leisure Centre accounted has for 20,873 fewer visits.	659,000	
C&L5d		Corporate - Percentage of adults satisfied with leisure facilities (LGBF)	73.67%	92.22%	91.05%	94.36%	92.73%			16/17: On Target Viewpoint stats show that 92.73% of customers in Q4 were satisfied with leisure Facilities		15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

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		
HSN3	12. Local Government Benchmarking Framework Corporate Indicators which the service reports performance quarterly	Corporate - Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	93.1%	79.5%	100.0%	93.1%	93.1%			16/17: On Target 93.1% of the council's housing stock meets the SHQS criteria. The remaining 6.9% of properties are being targeted by Building Services to actively attempt to obtain access to the remaining properties that remain exemptions. There are no failures in any of the housing stock where access has been gained. 100% of council housing stock meets the SHQS requirements for reporting purposes to the Scottish Government.	100.0%	15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN5		Corporate - Percentage of council houses that are energy efficient (LGBF)	99.8%	100.0%	100.0%	100.0%	100.0%			16/17: On Target 100% of Midlothian Council houses are energy efficient. 36 exemptions	100.0%	15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).

Balanced Scorecard Indicators

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17		Status	Note
		Value	Value	Value	Value	Value	Target		
BS.PFM.S.03.01a	Percentage of contracts engaging in local businesses	100%	100%	100%	100%	100%	100%		16/17: On Target All Contracts have local business clauses inserted.
BS.PFM.S.04.01a	Reduction in carbon emissions from Council premises	12,851	12,572	11,102	11,672	47,402	53,744		16/17: On Target Annual equivalent saving of 10.27% for the year.
BS.PFM.S.07.02a	Number of activities offered by Ageing Well programmes to 50+ age groups	24	24	22	23	23	16		16/17: On Target 62 classes have been delivered weekly for the quarter 23 different kinds of activities.
BS.PFM.S.07.04a	Tone zone retention rate	56.66%	54%	55%	58%	55.25%	55%		16/17: On Target Retention for quarter four was 49% The cumulative retention for the year end is 55.25%. Loanhead three month closure has had an effect on retention in quarter 4.
C&L5d	Percentage of adults satisfied with leisure facilities (LGBF)	73.67%	92.22%	91.05%	94.36%	92.73%			16/17: On Target Viewpoint stats show that 92.73% of customers in Q4 were satisfied with leisure Facilities
HSN3	Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	93.1%	79.5%	100.0%	93.1%	93.1%	93.1%		16/17: On Target 93.1% of the council's housing stock meets the SHQS criteria. The remaining 6.9% of properties are being targeted by Building Services to actively attempt to obtain access to the remaining properties that remain exemptions. There are no failures in any of the housing stock where access has been gained. 100% of council housing stock meets the SHQS requirements for reporting purposes to the Scottish Government.

Published Local Government Benchmarking Framework



Property and Facilities Management

LGBF Category - Corporate Asset

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
C-AST1	Proportion of operational buildings that are suitable for their current use (LGBF)	85.78%	88.2%	88.27%	88.89%	88.69%	81%	15/16 Rank 22 (third Quartile). 14/15 Rank 9 (Second Quartile).
C-AST2	Proportion of internal floor area of operational buildings in satisfactory condition (LGBF)		71.3%	72.1%	81.5%	75.94%	75.9%	15/16 Rank 25 (Bottom Quartile). 14/15 Rank 26 (Bottom Quartile).

LGBF Category - Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
C&L1	NET Cost per attendance at Sports facilities (LGBF)	£3.68	£2.53	£3.36	£2.78	£2.99	£3.37	15/16 Rank 23 (Third Quartile). 14/15 Rank 27 (Bottom Quartile).
C&L5d	Percentage of adults satisfied with leisure facilities (LGBF)	79.7%	84.7%	77%	77%	72%	73.67%	15/16 Rank 25 (Bottom Quartile). 14/15 Rank 21 (Third Quartile).

LGBF Category - Housing Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
HSN3	Percentage of the Councils housing stock meeting the Scottish Housing Quality Standard criteria (LGBF)	62.5%	80.2%	86.4%	94.4%	93.1%	93.1%	15/16 Rank 14 (Second Quartile). 14/15 Rank 10 (Second Quartile).
HSN4b	Average time taken to complete non-emergency repairs (LGBF)	New measure for 2013/14			7	7.37	9.01	15/16 Rank 12 (Second Quartile). 14/15 Rank 7 (TOP Quartile)
HS5	Percentage of council houses that are energy efficient (LGBF)	83.9%	92.2%	93.5%	99.1%	100.0%	99.8%	15/16 Rank 6 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).