

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

- Proposed Midlothian Local Development Plan progressing through its formal examination by Scottish Government appointed Reporters.
- Strategic Development Plan for Edinburgh and South East Scotland (SESplan) formally submitted to Scottish Ministers for approval.

Serving Communities

- Successful participatory budgeting event in which 473 residents allocated funding to 34 community groups in our priority communities to improve access to healthy, affordable food.
- Establishment of a child poverty plan and measurement framework in preparation for the enactment of the Child Poverty Act in 2018.
- Continued vigilance (including reports to the Procurator Fiscal) on unfair trading practice, and co-operation with the Police on tackling rogue traders through 'Operation Monarda'.
- Approval of Borders Rail 'Blueprint' funding and the securing of other external grants for major improvements primarily to the public realm at Gorebridge Town Centre and around the area of the railway station.

Economic Development

- Good progress on allocation of funds to rural areas under the EU funded LEADER programme.
- With the assistance of Business Gateway and Economic Development staff, secured relocation of major food company to Bilston Glen bringing 38 new jobs and anticipated growth.
- Business Gateway targets to assist start up companies and develop growing businesses have been exceeded in Q1.
- Borders Rail 'Blueprint' funding has enabled the instigation of two master planning exercises at Newtongrange Town Centre, and at the Stobhill industrial/commercial area.
- Borders Rail 'Blueprint' funding has also provided for an in-depth study of the hotel market and opportunities along the rail corridor, as well as more widely across Midlothian.
- Another successful Midlothian Food and Drink Awards event, with a 50% increase in the number of votes cast by the public/customers.
- Rebranding for the Edinburgh Science Triangle to now be the Midlothian Science Zone.

Service Development and Improvement

- Midlothian Council Planning Service shortlisted for the Scottish Awards for Quality in Planning.

Emerging Challenges

Overall Strategy

- Implementation of the Council's agenda for 'Delivering Excellence' across all functions of Communities and Economy.
- Addressing the consequential impact of substantial and rapid increases in housing and population, on elements of physical, service and social infrastructure.
- Complete final statutory stages of preparation of the Midlothian Local Development Plan.
- Work with the other five constituent Councils of the Edinburgh and South East Scotland City Deal Region (now confirmed in July 2017) to commence detailed preparation of project business cases.
- Preparation of a corporate Climate Change Action Plan.
- Complete the review of the Midlothian Biodiversity Action Plan.

Serving Communities

- Further action to implement the provisions of the Community Empowerment Act 2015, including the operation of community asset transfer.
- Contribution to community development work in Mayfield and Dalkeith (Woodburn).
- Maintain a focus on the monitoring and the taking of necessary action in relation to the ongoing matter of CO2 gas ingress to certain properties in Gorebridge.
- Managing the consequences of changes in the benefits system consequent upon the introduction of Welfare Reform.
- Retain a focus on the development of town centres, securing Stage 2 Heritage Lottery Fund monies and Historic Environment Scotland funding for Penicuik; as well as support for a Business Improvement District at Dalkeith, implementation of public reform and related works at Gorebridge, and master planning at Newtongrange.
- Building the capacity of local communities and the third sector to engage fully in community planning and neighbourhood planning.
- Deliver on public health and safety, and food safety, as well as tackling underage sales of tobacco.
- Dealing with an increased prevalence of pests of public health significance.
- Deliver effective programme of participatory budgeting.
- Dealing with an increase in 'out of control' dogs.

Economic Development

- Managing the uncertainties of 'Brexit' for the business community in Midlothian in terms of business confidence, inward investment, and EU funding.
- Maximise the impact of Business Gateway activity to support new and growing businesses.
- Maintain a focus on the economic viability and vitality of town centres.
- Continue to support and promote further science-based development at Easter Bush (Midlothian Science Zone), with a focus on addressing existing and potential infrastructure constraints.
- Continue to promote opportunities for economic growth arising from the opening of the Borders Rail line.

Service Development and Improvement

- Complete a review of the Economic Development service (including Business Gateway)
- Complete a review of the Communities service.
- Develop further customer service accreditation in the regulatory and development services.
- Complete the implementation of the East Lothian and Midlothian Trading Standards Partnership, accounting for the potential changes which may arise from the Scottish Government Strategic Review of Trading Standards in Scotland.
- Responding to changes in the Planning System following the Scottish Government Planning Review.

Suggested changes to priorities in Service Plan

CE.S.13.02a Develop and implement a new participatory budget model for 180k Environmental Funds which reflects international best practice. Demonstrate increasing levels of community engagement in each participatory budgeting programme.- **target type changed** - was monetary target now annual Yes/No

Communities and Economy Performance Indicator Summary









Outcomes and Customer Feedback

Priority	Indicator	2016/17	Q1 2016/17	Q1 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints Service	Number of complaints received (cumulative)	49	26	8		Q1 17/18: Data Only				
	Average time in working days to respond to complaints at stage 1	0.38	3.38	2.57		Q1 17/18: On Target		5	Number of complaints complete at Stage 1	7
									Number of working days for Stage 1 complaints to be Completed	18
	Average time in working days to respond to complaints at stage 2	2	0	6		Q1 17/18: On Target		20	Number of complaints complete at Stage 2	1
									Number of working days for Stage 2 complaints to be Completed	6
	Percentage of complaints at stage 1 complete within 5 working days	79.17 %	87.5%	85.71 %		Q1 17/18: Off Target Complexity of complaints		95%	Number of complaints complete at Stage 1	7
Number of complaints at stage 1 responded to within 5 working days									6	
Percentage of complaints at stage 2 complete within 20 working days	100%	100%	100%		Q1 17/18: On Target		95%	Number of complaints complete at Stage 2	1	
								Number of complaints at stage 2 responded to within 20 working days	1	



Making the Best Use of our Resources

Priority	Indicator	2016/17	Q1 2016/17	Q1 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 4.378 m	£ 4.613 m			Q1 17/18: Performance against budget will be reported to the Council in August				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.91	1.23	1.24		Q1 17/18: Off Target Long term sickness absence improving.		4.50	Number of days lost (cumulative)	114.01
									Average number of FTE in service (year to date)	92.18

Corporate Health

Priority	Indicator	2016/17	Q1 2016/17	Q1 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	80%	100%	96.15 %		Q1 17/18: On Target		90%	Number of service & corporate priority actions	26
									Number of service & corporate priority actions on tgt/completed	25
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	94%	95%		Q1 17/18: On Target		95%	Number received (cumulative)	106
									Number paid within 30 days (cumulative)	101
06. Improve PI performance	% of PIs that are on target/ have reached their target.	67.5%	75.68 %	86.5%		Q1 17/18: Off Target 45 from 52		90%	Number on tgt/ tgt achieved	45
									Number of PI's	52
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%		Q1 17/18: 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	2016/17	Q1 2016/17	Q1 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target.	0%	16.67 %	0%		Q1 17/18: Off Target Actions in place to complete outstanding actions.		90%	Number of on target actions	0
									Number of outstanding actions	4








Communities and Economy Action report


















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-2018		25%	Q1 17/18: On Target Implementation continuing through Business Gateway, Supplier Development Programme, Regional Selective Assistance (Stoats), BIDS and tourism initiatives, Food & Drink Awards.
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-2018		25%	Q1 17/18: On Target Ongoing projects include tourism destination development, food and drink showcase completed, hotel study draft completed, website development ongoing. Masterplanning projects procured and work commenced.
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-2018		25%	Q1 17/18: On Target
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-2018		25%	Q1 17/18: On Target Included in the City Deal application awaiting approval
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-2018		25%	Q1 17/18: On Target Planned inspections and campaign work are underway. Accidents are being investigated and service requests responded to within target times. One accident has required a thorough investigation which has diverted inspector time from food hygiene work. The first phase of the warehouse inspection project is now underway with 30% of the identified workplaces inspected. No formal action has been required to date but inspectors have provided appropriate advice and guidance to duty holders.






Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.05.02	05. Fewer people are victims of crime, abuse or harm	Deliver the Council's regulatory functions with respect to food safety and standards regulations	31-Mar-2018		25%	Q1 17/18: On Target All high and medium risk food hygiene inspections have been completed for the first quarter. A small number of low risk food and food standards inspections are outstanding but will be dealt with in Q2. Food sampling work is on target and service requests are being responded to within target times.
CE.S.05.06		Identify mechanisms to further promote good dog control	31-Mar-2018		25%	Q1 17/18: On Target A report was submitted to cabinet in June 2017 outlining a proposed code of conduct for professional dog walkers. This was in response to concerns about the increased number of commercial dog walkers using public parks. A further report will be submitted to Cabinet detailing dog control interventions and measures to further promote responsible ownership. The Green Dog Walkers campaign continues, with over 400 dog walkers signed up to campaign.
CE.S.05.07		Implement the new Residential Caravan Site Licensing Regime due for publication in 17/18	31-Mar-2018		0%	Q1 17/18: On Target The new regime does not come into force until May 2019. A report to Cabinet is being prepared for information and to seek confirmation of licence fees. Existing site owners are being contacted to make them aware of the new licensing requirements.
CE.S.06.02	06. There is a reduction in inequality in health outcomes	Deliver statutory duty to identify and secure remediation of contaminated land	31-Mar-2018		25%	Q1 17/18: On Target Re-instatement of priority site following remediation complete. Work continuing though the planning and building warrant systems to secure remediation of contaminated land.
CE.S.06.04		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-2018		25%	Q1 17/18: On Target
CE.S.06.05		Maintain "Customer Excellence" and "Investors in People" status through further improvements in the Building Standards Service	31-Mar-2018		25%	Q1 17/18: On Target
CE.S.06.07		Protect public health through the development of a mechanism to assist private sector owners to progress common repairs	31-Mar-2018		25%	Q1 17/18: On Target Advisory information has been prepared for the website to give advice to owner occupiers in undertaking common repairs. A missing share procedure is being developed which, if approved, will allow the Council to assist where owner occupiers cannot or will not contribute to common repair work, with a mechanism to secure repayment through a charging order on the defaulting owner's title deeds.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.06.08	06. There is a reduction in inequality in health outcomes	Ensure the LA works towards meeting the Clean Air for Scotland (CAFS) objectives	31-Mar-2018		25%	Q1 17/18: On Target A summary of the main responsibilities for local authorities improving air quality has been provided to relevant sections. The Council's Annual Air Quality report is being finalised for submission to Scottish Government.
CE.S.07.01	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	As part of the Trading Standards Partnership with East Lothian, look at the possibility of database integration.	31-Mar-2018		20%	Q1 17/18: On Target As for Q4 2016/17. No further progress on integration of the two databases. This could be more easily progressed when the two teams are brought together within Fairfield House.
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-2018		25%	Q1 17/18: On Target. It was agreed during 2016/17 that APSE Benchmarking Measures produced in conjunction with SCOTSS (The Society of Chief Trading Standards Officers in Scotland), would be adopted, as a consequence of a pilot study. A set of measures are now to be integrated into both authorities' existing PI's.
CE.S.07.04		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-2018		25%	Q1 17/18: On Target Officers participated in Operation Monarda, the national Police/Trading Standards' campaign to tackle doorstep crime and rogue traders. Two days of joint patrols with the police across Midlothian. A number of traders were advised over the two days. One trader and his associate were spotted about to start roofing work. They were ultimately questioned at length by officers and the work was subsequently prevented from proceeding as the householder 'cancelled' the contract. Discovered to have previous convictions for unfair trading and a history of violence. Originated from Yorkshire. Cautioned. In addition to this specific operation with the police there was further work involving some 14 other traders.
CE.S.07.05		Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2018		25%	Q1 17/18: On Target Intelligence logging remains at a good level and relies on officers assessing whether the information received or discovered is appropriate for the database.
CE.S.07.06		Trading Standards: Routine risk assessed primary inspections to traders.	31-Mar-2018		25%	Q1 17/18: On Target
CE.S.07.07		Pro-active Trading Standards investigations i.e. initiated by officers and not initially resulting from a consumer complaint.	31-Mar-2018		25%	Q1 17/18: On Target Officers have instigated 6 investigations.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.07.08	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: resolution of consumer complaints.	31-Mar-2018		25%	Q1 17/18: On Target Consumer complaints continue to be completed in a timely fashion, dependent on the complexity of the complaint. However, with the likely pending strain within the Partnership (due to a period of critically low staffing during late summer/autumn 2017, prior to recruitment of new staff), the ability to respond to consumer complaints in a timely fashion might be hindered.
CE.S.07.09		Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2018		25%	Q1 17/18: On Target No test purchasing has taken place this quarter, due to other work commitments/staffing. Routine visits to registered tobacco retailers have been slightly lower this quarter, but it is still expected that the target of 20% will be met by the end of Q4. The number of registered tobacco retailers has risen slightly, from 121 to 127 and in due course, inspections will need to include those businesses selling NVP (Nicotine Vapour Products), i.e. e-cigarettes. It is expected therefore that the number of premises selling NVP will increase, possibly significantly and with new legislation in place, Trading Standards are responsible for monitoring registered sellers, inspecting shops and conducting test purchases. It is hoped that Scottish Government funding to LAs (non-ring fenced) for Trading Standards to carry out this enforcement work, can be secured in enough of a proportion to allow a person to be recruited to work throughout Mid and East Lothian within the Trading Standards Partnership.
CE.S.07.10		Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2018		25%	Q1 17/18: On Target There have been no collaborative safety issue partnership initiatives in Q1, but work will continue for 17/18.
CE.S.09.02	09. Delivering excellence	Implement Delivering Excellence across the service	31-Mar-2018		25%	Q1 17/18: On Target
CE.S.09.03		Complete a service review of Economic Development and Communities functions	31-Mar-2018		25%	Q1 17/18: On Target
CE.S.09.04		Develop further customer service accreditation in the regulatory and development services	31-Mar-2018		25%	Q1 17/18: On Target
CE.S.09.05		Review the operation of the Business Gateway service	31-Mar-2018		25%	Q1 17/18: On Target
CE.S.09.06		Work with partner authorities to achieve a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2018		90%	Q1 17/18: On Target









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.09.07	09. Delivering excellence	Implement the outcome of the service review of Business Transformation, Performance and Scrutiny	31-Mar-2018		75%	Q1 17/18: On Target Review completed in June 2017 with intended implementation on 01/08/2017.
CE.S.09.08		Participate in service review that will inform contents of this service plan	31-Mar-2018		25%	Q1 17/18: On Target - Service review yet to commence.
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar-2018		25%	Q1 17/18: On Target Midlothian Welfare rights service hold a bi-monthly Welfare Rights Forum to discuss local issues regarding benefit changes and their impact on Midlothian residents and advice services. We attend MFIN (Midlothian Financial Inclusion Network) meetings, Universal Credit Operational Delivery Group meetings and have recently updated the elected members Welfare Reform Group on Welfare Reform and the impact to the council and it's residents.
CE.S.10.02		Implement the recommendation of the review of welfare rights	31-Mar-2018		25%	Q1 17/18: On Target Work is progressing on implementation of the recommendations of the welfare rights review, detailed analysis of appeals outcomes and overall performance reporting is now available to the service on a fortnightly basis.
CE.S.11.04	11. Citizens are engaged with service development and delivery	Complete modernisation of Community Council scheme with all 16 CC's by continuing to support the improvement of Community Councils and the Federation of Community Councils in line with the new requirements of the Community Empowerment Act	31-Mar-2018		25%	Q1 17/18: On Target All 16 Community Councils have submitted their revised constitution. There is an ongoing need to improve community councils and we are working with the Federation to develop 'virtual' membership. We have also produced equality guidance with Police Scotland to support them to attract a diverse membership. We have arranged the first community council training day on the 8 October 2017, which will include training on the Community Empowerment Act.
CE.S.11.05		Deliver neighbourhood plans in each of the 16 areas. Produce revised approach to community-led neighbourhood planning based on best practice.	31-Mar-2018		25%	Q1 17/18: On Target Neighbourhood plans exist for 15 of the 16 community council areas. Moorfoot's plan is in development. We have agreed a new approach based on best practice, most notably using the East Ayrshire model.
CE.S.11.06		Develop partnership working between strategic / local delivery in priority areas as lead for area targeting	31-Mar-2018		0%	Q1 17/18: On Target Neighbourhood plans are being progressed across the three priority communities. Highlights include the Woodburn Action Plan and the development of the MARC building into a community hub, participatory budgeting across all three areas and the work of the In It Together group to undertake a Masterplan of Mayfield town centre.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.11.07	11. Citizens are engaged with service development and delivery	Agree and implement revised small and large 3-year grants programme 2018-21	31-Mar-2018		25%	Q1 17/18: On Target In June 2017 Council decided to continue with the small grants programme for 2018/19 and extend the current large grants at the same level of year 3 funding for an additional 6-months, until September 2018. A deliberative process involving the third sector, officers and elected members on the future of the grants programme is being planned. Careful consideration needs to be given for the need to sustain the third sector whilst at the same time balancing the significant savings that the council must make.
CE.S.11.08		Develop communication and provide support for Community Asset Transfer requests	31-Mar-2018		25%	Q1 17/18: On Target We have developed all of the supporting documentation and WebPages to facilitate asset transfer in line with the current policy and the regulations of the Community Empowerment Act. However, the Community Management Assessment Group has not been established nor has a searchable asset register been published. Some progress has been made in producing an asset register; however it is not yet ready for publication. This has been flagged up as a risk to the CMT in May 2017 and the full council in June 2017.
CE.S.11.09		Support the improvement of the CPP in community engagement	31-Mar-2018		25%	Q1 17/18: On Target In June 2017 we concluded the Scottish Community Supporting Community Programme to improve the CPP engagement with the community. We are organising a schedule of opportunities for CPP Board members to engage with community groups in receipt of participatory budgeting funding in the three priority communities.
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-2018		25%	Q1 17/18: On Target The Local Biodiversity Action Plan is being drafted in consultation with our biodiversity partners.
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-2018		25%	Q1 17/18: On Target 96% of planning applications have been determined within target.
CE.S.12.03		Complete adoption of Midlothian Local Development Plan (MLDP)	31-Mar-2018		25%	Q1 17/18: On Target The Proposed Midlothian Local Plan (MLDP) is at examination with Scottish Government Reporter. The Council have been advised that the Reporter's findings will be published 10 July 2017. The council will consider the findings and seek to adopt the MLDP within 6 months.
CE.S.12.04		Complete preparation of a corporate climate change action plan	31-Mar-2018		0%	Q1 17/18: Off Target. The Climate Change Plan has not been drafted; plan will be drafted in Q2/3.








Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.12.05	12. Midlothian is an attractive place to live, work and invest in	Investment and actions in town centre	31-Mar-2018		25%	Q1 17/18: On Target The Gorebridge town centre CARS project is in its final year of implementation with £650,000 of the £750,000 budget being spent on 20 project properties, training events and community events. The Penicuik Heritage project is progressing towards a phase 2 bid in Q4 with the engagement work commencing, staff resource being in place and the 41 priority buildings (100 premises) identified. The adoption of the MLDP advances planning policies to protect and enhance Midlothian's town centres.
CE.S.12.06		Manage the CO2 gas ingress to properties in Gorebridge	31-Mar-2018		25%	Q1 17/18: On Target
CE.S.13.01	13. Identify and develop participatory budget programmes	Deliver participatory budget process in target areas 'Food Glorious Food'	31-Mar-2018		100%	Q1 17/18: Complete Successfully delivered. Undertook an internal evaluation where we gathered feedback from the applicants, participants and the Scottish Community Development Centre. Used a variety of methods including surveys, face-to-face interviews and videos. 34 projects received funding, 473 local people voted and also received positive press coverage and endorsement. Further work is planned with NHS Lothian to evaluate the impact of the projects.
CE.S.13.02		Develop and implement new participatory budget model for elected members Environmental Grants	31-Mar-2018		25%	Q1 17/18: On Target Draft proposals developed in partnership with PB Partners UK. Meeting planned in July with senior managers to agree how we approach this with elected members.
CE.S.13.03		Develop child poverty action plan with CPP partners that demonstrates increased investment in reducing child poverty and tackling disadvantage - as a requirement of the Child Poverty Act	31-Mar-2018		25%	Q1 17/18: On Target Child poverty plan produced. The plan is being overseen by the Child Poverty Steering Group and has been considered and discussed by the GIRFEC Board, IOM group, Faith Based Partnership and the Midlothian Financial Inclusion Network.







Communities and Economy Performance Indicator Report

Service Priority Performance Indicators

PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark	
			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	1	0	1			Q1 17/18: On Target	2	
CE.S.02.01a	02. Maximise economic development and business investment from the opening of the Borders Rail Line	Number of new businesses locating in Borders Rail Corridor	New for 17/18		34			Q1 17/18: On Target The Borders Rail Line corridor in Midlothian comprises Gorebridge, Newtongrange, Mayfield, Dalkeith, Cousland, Shawfair, Bonnyrigg, Rosewell and Lasswade. These areas are all within easy reach of a station. All new business starts in these areas have been included. There are no new inward investors but all new business starts are also new businesses locating in the Borders Rail Corridor.	100	
M.SG.CE.02.01a		Number of new business start ups assisted in Midlothian area of Borders Rail Line corridor (cumulative)	100	7	34			Q1 17/18: Data Only 34 for Q1		
M.SG.CE.02.01b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor	51	16	6			Q1 17/18: Data Only 6 for Q1		











PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark
			Value	Value	Value	Status	Short Trend		
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)	49	14	18		↑	Q1 17/18: Data Only 18 for Q1	
CE.S.03.01a	03. Implement the Tyne Esk LEADER Programme 2014/20 in East Lothian and Midlothian eligible areas	Amount of leader funding allocated	New for 17/18		£376,848		▬	Q1 17/18: On Target Total funding allocated is £678,708 for both East Lothian and Midlothian	£1,026,967
M.SG.CE.03.01a		Number of LEADER projects funded	10	0	6		↑	Q1 17/18: On Target 2 projects funded for Midlothian	15
M.SG.CE.03.01b		Number of businesses participating in LEADER application process by submitting an Expression of Interest	13	0	6		↑	Q1 17/18: On Target 4 Expressions of Interest received for Midlothian	20
M.SG.CE.03.01c		Number of new jobs created through LEADER	1	0	2		↑	Q1 17/18: On Target 2 jobs created from East Lothian funded projects	3
M.SG.CE.03.01d		Number of training opportunities created through LEADER	0	0	0		▬	Q1 17/18: On Target Training opportunities scheduled to progress after Q1	10
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 (cumulative)	3	1	1		↓	Q1 17/18: On Target Meeting held 26/05/2017	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.	2	1	1		▬	Q1 17/18: On Target	3
CE.S.05.02a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	80%	80%		▬	Q1 17/18: Off Target Broad compliance = 80%	84%













PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark
			Value	Value	Value	Status	Short Trend		
CE.S.05.06a	05. Fewer people are victims of crime, abuse or harm	Number of professional dog walkers registered under the Commercial Dog Walkers Registration Scheme	New for 17/18		25%		▬	Q1 17/18: Data only	
CE.S.05.07a		Percentage of residential sites licensed	New for 17/18		100%		▬	Q1 17/18: On Target Currently all Midlothian sites are licensed under the existing regime.	100%
CE.S.06.02c	06. There is a reduction in inequality in health outcomes	Review and update contaminated land procurement framework for the provision of peer review assessment of Environmental Reports - particular emphasis on quality and reporting times	New for 17/18		80%		▬	Q1 17/18: On Target Discussions have taken place with Procurement and agreement reached to use Scotland Excel for procuring contaminated land consultancy services. This will allow work to be awarded directly to suppliers appointed on the Framework.	100%
CE.S.06.04a		Local target for building warrant assessment at 10 days rather than nationally adopted target of 20 days	95%	80%	86%		↑	Q1 17/18: On Target	80%
CE.S.06.04c		Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	25%	25%		▬	Q1 17/18: 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	90.9	91.7	93.8		↑	Q1 17/18: On Target	85
CE.S.06.08a		Convene a joint working group with relevant LA services including Development Management, Building Standards, Transportation, Environmental Health			25%		▬	Q1 17/18: On Target	100%









PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Status	Short Trend			Note
CE.S.07.01b	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Focus on recruitment - % of staff appointed			10%			Q1 17/18: Off Target In terms of the partnership, the East Lothian team is in more need of staff being recruited. Recruitment for a new Primary Trading Standards Officer and an Environmental Officer is required as a matter of urgency. The Midlothian team has a long term vacancy for an Enforcement Officer and it has been agreed that this post should be recruited to, but initial focus will be on the East team's vacancies. In addition, the Scot. Govt. has allocated money to all LAs for the recruitment of officers to focus on Tobacco/NVP (e-cigarette) enforcement. The Midlothian Trading Standards team has secured 50% the allocated funding and it is hoped the East Lothian team will be allocated likewise – this would enable the partnership to aim at recruiting one person as an Enforcement Officer, to operate across both authorities.	100%	
CE.S.07.01c		Level of integrated practices achieved			20%			Q1 17/18: Off Target. This is unlikely to occur until the majority of officers are located together in Fairfield House and joint authorisations have been agreed and issued. Given the seriousness of the staffing situation (see above), joint authorisations and warrants are very likely to be considered sooner than the full integration of the teams in one location.	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	100%	5%	25%			Q1 17/18: On Target	100%	

PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark
			Value	Value	Value	Status	Short Trend		
CE.S.07.04a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	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	128	17	35			Q1 17/18: On Target	120
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.	477	115	107			Q1 17/18: On Target	400
CE.S.07.06a		Trading Standards: Number of primary inspections conducted	189	38	31			Q1 17/18: On Target	125
CE.S.07.07a		Trading Standards: Number of criminal investigations instigated	21	4	6			Q1 17/18: On Target	15
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days	86.6%	86.3%	91.6%			Q1 17/18: On Target	85%
CE.S.07.09a		Trading Standards: Percentage of tobacco retailers visited annually.	49.59%		1.6%			Q1 17/18: Off Target The number of visits able to be made has been less than in previous years at the Q1 stage, however routine visits will pick up over the next three quarters and the target will be met.	20%
CE.S.07.10a		Trading Standards: Participation in safety initiatives	9	0	0			Q1 17/18: On Target	6
CE.S.09.02a		09. Delivering excellence	Conducting service reviews, prioritising resources to essential actions and ensuring financial discipline - number of reviews	New for 17/18		1			Q1 17/18: On Target 1, Performance/Business transformation/Quality and Scrutiny complete 2, Economic development/Communities in progress 3, Business gateway in progress

PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CE.S.09.02b	09. Delivering excellence	extent of savings achieved	New for 17/18		£270,000.00			Q1 17/18: Data Only Savings of £270k Performance/Business transformation/Quality and scrutiny		
CE.S.09.03a		Completion of review of Economic Development and Communities functions	New for 17/18		25%			Q1 17/18: On Target Review in progress.	100%	
CE.S.09.04a		Consolidation of Building Standards status Application for Customer Excellence in at least one other function	New for 17/18		0			Q1 17/18: On Target Building standards retains customer excellence status. Application for planning services accreditation on hold pending National review of the planning system.	1	
CE.S.09.05a		Completion of review of Business Gateway service	New for 17/18		25%			Q1 17/18: On Target	100%	
CE.S.09.06a		Achieve City Deal Status	New for 17/18		95%			Q1 17/18: On Target City deal due for completion in Q2.	100%	
CE.S.09.06b		Extent of direct City Deal investment in Midlothian	New for 17/18		N/A			Q1 17/18: On Target Amount of investment unknown until detailed City Deal programme has been approved.		
CE.S.09.06c		Extent of indirect City Deal investment in Midlothian	New for 17/18		N/A			Q1 17/18: On Target Amount of investment unknown until detailed City Deal programme has been approved.		
CE.S.10.01d		10. Poverty levels in Midlothian overall are below the Scottish average	Return on Investment for clients	New for 17/18		N/A			Q1 17-18: On Target There has been £755,090.97 raised for clients by the welfare rights service in the 1st quarter of 17/18. The total cost of Welfare rights service for the year was not available at time of recording to create the £ spent/£ created ratio.	£25
CE.S.10.02a	Implement the actions in the review		New for 17/18		25%			Q1 17/18: On Target Work to embed the recommendations of the service review is ongoing.	100%	

PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Status	Short Trend			Note
CE.S.11.04a	11. Citizens are engaged with service development and delivery	Number of Community Councils who adhere to the revised Scheme.	New for 17/18		16			Q1 17/18: On Target	16	
CE.S.11.04b		Number of Community Councils who receive training on the Community Empowerment Act.	New for 17/18		0			Q1 17/18: Off Target Training events are due to commence October 2017.	16	
CE.S.11.05b		Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	44	11	17			Q1 17/18: On Target Examples include agreeing the design of a new play park in Loanhead, a new green dog walker point in Rosewell, a new youth cafe in Woodburn and £25k for 10 new projects in Newtongrange.	42	
CE.S.11.06a		Deliver a community action plan in each of the three areas.	New for 17/18		0			Q1 17/18: On Target Neighbourhood plans are being progressed across the three priority communities. Highlights include the Woodburn Action Plan and the development of the MARC building into a community hub, and the work of the In It Together group to undertake a Masterplan to improve their town centre.	3	
CE.S.11.07a		Simplified grants form	New for 17/18		25%			Q1 17/18: On Target In June 2017 Council decided to continue with the small grants programme for 2018/19 and extend the current large grants at the same level as year 3 for an additional 6-months, until September 2018. A deliberative process involving the third sector, officers and elected members on the future of the grants programme is being planned.	100%	

PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Status	Short Trend			Note
CE.S.11.07b	11. Citizens are engaged with service development and delivery	Streamlined monitoring	New for 17/18		25%			Q1 17/18: On Target In June 2017 Council decided to continue with the small grants programme for 2018/19 and extend the current large grants at the same level as year 3 for an additional 6-months, until September 2018. A deliberative process involving the third sector, officers and elected members on the future of the grants programme is being planned.	100%	
CE.S.11.08a		Provide a guide, webpage, leaflet and bespoke local support for asset transfers.	New for 17/18		Yes			Q1 17/18: On Target A new Webpage, guide for local groups and offer of support has been launched. Still awaiting the publication of the asset register and the establishment of the Community Management Assessment Group.	Yes	
CE.S.11.09a		Provide advice, support opportunities for the Community Planning Partnership Board to engage with local community groups.	New for 17/18		0			Q1 17/18: Off Target A schedule of opportunities for Community Planning Partnership Board members to engage with community groups in receipt of participatory budgeting funding in the three priority communities has been drawn up.	10	
CE.S.12.01b	12. Midlothian is an attractive place to live, work and invest in	Carry out consultation with stakeholders in relation to biodiversity action plan	New for 17/18		Yes			Q1 17/18: On Target A draft Local Biodiversity Action Plan is being prepared in liaison with the Council's environmental partners.	Yes	
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	81%	80%	96%			Q1 17/18: On Target 96% of planning applications have been determined within target.	80%	78% of planning applications were determined within target in 2015/16.
CE.S.12.04a		Climate Change action plan prepared	New for 17/18		25%			Q1 17/18: On Target. The Climate Change Plan has not been drafted; plan will be drafted in Q2/3.	100%	

PI Code	Priority	PI	2016/17	Q1 2016/17	Q1 2017/18			Annual Target 2017/18	Benchmark
			Value	Value	Value	Status	Short Trend		
CE.S.12.05b	12. Midlothian is an attractive place to live, work and invest in	Complete submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding at Penicuik	New for 17/18		25%			Q1 17/18: On Target The Penicuik Heritage project is progressing towards a phase 2 bid in Q4 with the engagement work commencing, staff resource being in place and the 41 priority buildings (100 premises) identified.	100%
CE.S.12.06a		Full attention at all times to monitoring of gas levels, with any necessary action being taken timeously	New for 17/18		Yes			Q1 17/18: On Target All properties with identified elevated levels of carbon dioxide have been provided with carbon dioxide alarms and a protocol for action and reporting in the event of alarm activation. Environmental Health will respond, on a whom failing basis, to the private sector properties with Melville Housing responding to alarm activations at their properties. Written monthly updates are being provided to the private sector occupiers. The Incident Management team (Chaired by CPHM at NHS Lothian) continues to investigate the matter.	
CE.S.13.01a	13. Identify and develop participatory budget programmes	Deliver and evaluate 3 participatory budget projects as part of the Food Glorious Food programme.	New for 17/18		3			Q1 17/18: On Target Successfully delivered. 34 projects received funding, 473 local people voted.	3
CE.S.13.01b		Distribute 48k to projects that will promote access to affordable, high quality food in the priority areas.	New for 17/18		£48,000			Q1 17/18: Complete Working with NHS Lothian to evaluate the impact of the projects. We are also bringing representatives from the three steering groups together as part of the evaluation.	£48,000

Published Local Government Benchmarking Framework Communities and Economy



Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
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).

Economic Development and Planning

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

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
ENV5a	Corporate Indicator - Cost of Trading standards per 1,000 population. (LGBF)			£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	Corporate Indicator - 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).