

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 2017/18 can be summarised under four main areas; overall strategy servicing communities, economic development and service development/improvement.

Overall Strategy

- In November 2017 the Council adopted the Midlothian Local Development Plan 2017, which provided the Council's up to date ten year partial strategy.
- The Local Development Plan Action Programme completed its required post Plan adoption consultation process, with the outcome to be reported in Q4.
- The community development day on 20/11/17 was well attended by a range of community planning partner organisations, and community representatives; and shaped the selection of priorities for inclusion in community/neighbourhood planning, and in the Single Midlothian Plan.
- City Deal: following the signing of the Deal's heads of terms on 20/07/17, progress in Q3 has focussed on preparing the full details of the Deal, working on compilation of project business cases, and the establishment of the governance arrangements.

Serving Communities

- Strong performance of the welfare rights team in assisting welfare claimants to achieve their entitlements, particularly in the challenging context of the introduction of Universal Credit in Midlothian from 01/04/17: current data shows a benefit of about £21 benefit actioned for every £1 spent on providing the service.
- Ongoing partnership work with Edinburgh University and the Child Poverty Action Group to research areas of activity to reduce child poverty in social including reduction the cost of the school day, and increasing take up of free school meals.
- Establishment of a community management assessment group to consider submitted notes of interest (11 to date) to acquire Council served buildings, under the term of the Community Requirement Act 2015.
- The Incident Management Team report on the carbon dioxide gas ingress to protection at Newbyres Crescent, Gorebridge was published in December 2017.
- A food business in Midlothian was prosecuted and convicted of a breach of food safety legislation, with fines of £4,800.

Economic Development

- Strong performance by the Business Gateway team in supporting start up and growing businesses in Midlothian with demanding year end targets expected to be met.
- Master plans for Stobhill/Lady Victoria, and Newtongrange Town Centre are nearing completion for reporting to Council; funded by Borders Rail 'blue print' budget.
- Major scheme of multi-agency funded improvements at Gorebridge, including public realm work and station building refurbishment due for implementation in 2018: including Borders Rail 'blue print' funding.
- Continued activity to support the rural economy through the EU funded leader programme.
- Newbattle Digital Centre of Excellence awarded consultancy support through the Scottish Towns Partnership 'Digital Towns' project.
- Good progress towards establishment of a Business Improvement District at Dalkeith Town Centre, and an Improvement Partnership for the Midlothian Science Zone at Easter Bush

Service Development and Improvement

- Further consolidation of the trading standards partnership with East Lothian Council. Midlothian Council's Planning Service awarded two national awards at the 'Scottish Awards for Quality in Planning'; for the conservation and restoration work undertaken in Dalkeith Town Centre, and at the Corn Exchange building.

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.
- 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 benefit 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 realm 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-bases 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.

Communities and Economy PI summary 17/18









Outcomes and Customer Feedback

Priority	Indicator	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	49	N/A	8	13	18		Q3 17/18: Data Only				
	Average time in working days to respond to complaints at stage 1	0.38	N/A	2.57	2	1.38		Q3 17/18: On Target		5	Number of complaints complete at Stage 1	16
											Number of working days for Stage 1 complaints to be Completed	22
	Average time in working days to respond to complaints at stage 2	2	N/A	6	6	9		Q3 17/18: On Target		20	Number of complaints complete at Stage 2	2
											Number of working days for Stage 2 complaints to be Completed	18
	Percentage of complaints at stage 1 complete within 5 working days	79.17 %	N/A	85.71 %	66.67 %	62.5 %		Q3 17/18: Off Target As development work of the corporate complaints policy continues, approaches to raise awareness of the pre-determined time limits is underway.		95%	Number of complaints complete at Stage 1	16
											Number of complaints at stage 1 responded to within 5 working days	10
	Percentage of complaints at stage 2 complete within 20 working days	100%	N/A	100%	100%	50%		Q3 17/18: Off Target As development work of the corporate complaints policy continues, approaches to raise awareness of the pre-determined time limits is underway.		95%	Number of complaints complete at Stage 2	2
Number of complaints at stage 2 responded to within 20 working days											1	



Making the Best Use of our Resources

Priority	Indicator	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£4.378m	£4.842m	£4.394m	£4.157m	£3.908m		Q3 17/18: On Target		£3.968m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	6.91	5.50	1.24	3.63	4.75		Q3 17/18: Off Target Long term sickness absence improving.		4.50	Number of days lost (cumulative)	394.46
											Average number of FTE in service (year to date)	83.12

Corporate Health

Priority	Indicator	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18			Annual Target 2017/18	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	80%	94.29%	96.15%	85.71%	87.88%		Q3 17/18: Off Target Action plans in place to meet targets in Q4.		90%	Number of service & corporate priority actions	33
											Number of service & corporate priority actions on tgt/completed	29
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	96%	95%	96%	96%		Q3 17/18: On Target		95%	Number received (cumulative)	409
											Number paid within 30 days (cumulative)	393
06. Improve PI performance	% of PIs that are on target/ have reached their target.	67.5%	70.73%	86.5%	83.33%	78.72%		Q3 17/18: Off Target 37 of 47 PI's on target. Action plans in place to improve service indicators in Q4.		90%	Number on tgt/complete	37
											Total number of PI's	47
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%		Q3 17/18: On Target No High Risks		100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0











Improving for the Future









Priority	Indicator	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18			Annual Target 2017/18	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%	11.11%	0%	0%	50%		Q3 17/18: Off Target Actions in place to complete outstanding actions.		90%	Number of internal/external audit actions on target or complete	2
											Number of internal/external audit actions in progress	4








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Service Priorities						
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		75%	Q3 17/18: On Target Implementation continuing including through Business Gateway, Supplier Development Programme, Regional Selective Assistance, BIDS and tourism initiatives.
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		75%	Q3 17/18: On Target Ongoing projects include tourism destination development, food and drink showcase completed, hotel study completed, website development ongoing. Masterplanning projects at Newtongrange well advanced.
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		75%	Q3 17/18: On Target Two Local Action Group meetings were held during this quarter with two projects being assessed and approved. One was the LAG's first cooperation project that required more development work than standard applications require. One already funded project was also subject to a Scottish Government On The Spot inspection and was found to be a good quality project with robust documentation.
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		75%	Q3 17/18: On Target Now part of the adopted Midlothian Local Development Plan (MLDP), and an integral part of the City Deal innovation workstream.
CE.S.05.01		Deliver the Council's regulatory functions with respect to health and safety priority areas	31-Mar-2018		75%	Q3 17/18: On Target 100% of workplace incidents (requiring intervention) and service requests were attended to within time. Planned inspection work is ongoing.
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		75%	Q3 17/18: On Target Inspections on target (70% Food Hygiene , 60% Food Standards of annual plan) Complaints and service requests attended to within time.









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
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		75%	Q3 17/18: On Target The Scotland Excel Framework continue to be used for securing contaminated land consultancy services. The peer review process for remediation in terms of development is due for procurement and the preparatory work is planned to continue in Q4.
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		75%	Q3 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		75%	Q3 17/18: On Target
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		60%	Q3 17/18: Off Target. No further progress on integration of the two databases. Awaiting discussion with Digital Services on the possibility and timescale for resolution.
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		75%	Q3 17/18: On Target APSE Benchmarking measurements agreed. Local PIs for both authorities to be discussed and agreed for 2018/19 year.
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		75%	Q3 17/18: On Target Trading standards continue to gather intelligence and monitor complaints alongside trader spot-checks.
CE.S.07.05		Trading Standards: intelligence gathering. To maintain a good level of intelligence logging onto the Memex database.	31-Mar-2018		75%	Q3 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		75%	Q3 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		75%	Q3 17/18: On Target Officers have initiated 2 investigation in Q3, 13 in total this year.
CE.S.07.08		Trading Standards: resolution of consumer complaints.	31-Mar-2018		75%	Q3 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 autumn 2017, prior to recruitment of new staff), the















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
						ability to respond to consumer complaints in a timely fashion may be hindered.
CE.S.07.09	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Undertake enhanced levels of enforcement on tobacco test purchasing	31-Mar-2018		60%	Q3 17/18: Off Target Routine visits ought to be on target i.e. 20% of registered tobacco retailers visited by the end of Q4. Also, Midlothian is participating in the '#notafavour' campaign, organised by ASH Scotland, the Scottish Government, NHS Boards and Local Authorities. A campaign to raise awareness of the dangers (and illegality) of proxy sales of tobacco to under 18s – usually where adults supply to or buy cigarettes for under 18s. Posters and cards were and will continue to be distributed to public offices, medical centres etc. However, no test purchasing has been able to be organised, so the 10% annual target is unlikely to be met.
CE.S.07.10		Collaborative work with the Community Safety Partnership, on consumer safety issues.	31-Mar-2018		75%	Q3 17/18: On Target None this quarter, although the call-blockers referred to in Q2 are now with the Council. 50 have been supplied by TSS (Trading Standards Scotland) and are presently held by the Police LALO. In due course it is hoped that the majority of these blockers will be distributed to Midlothian residents considered vulnerable to telephone cold-calling.
CE.S.09.02	09. Delivering excellence	Implement Delivering Excellence across the service	31-Mar-2018		75%	Q3 17/18: On Target Service reviews are on target, resource prioritisation and financial discipline all embedded into Service Manager meeting schedules.
CE.S.09.03		Complete a service review of Economic Development and Communities functions	31-Mar-2018		75%	Q3 17/18: On Target A review of the Communities function is part of the overall business transformation workstream of Services with Communities. A separate review of the Economic development function is in progress and expected to complete in Q1 2018/19.
CE.S.09.04		Develop further customer service accreditation in the regulatory and development services	31-Mar-2018		66%	Q3 17/18: Off Target No progress until Council budget review is completed.
CE.S.09.05		Review the operation of the Business Gateway service	31-Mar-2018		75%	Q3 17/18: On Target As part of review of Economic Development function, although unlikely to be materially affected as it is externally funded.
CE.S.09.06		Work with partner authorities to achieve a City Deal for the Edinburgh and South East Scotland Region	31-Mar-2018		100%	Q3 17/18: Complete City Deal Heads of Terms signed on 20/07/17 by the UK and Scottish Governments, and the six constituent Councils. A further major programme of work on the detail of the Deal is due to complete by 31/03/18.
CE.S.09.07		Implement the outcome of the service review of Business Transformation, Performance and Scrutiny	31-Mar-2018		100%	Q3 17/18: Complete Review complete, new teams in place August 2017.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.10.01	10. Poverty levels in Midlothian overall are below the Scottish average	Mitigate impact of 'Welfare Reform'	31-Mar-2018		75%	Q3 17/18: On Target Midlothian is now a full service Universal Credit area and the transfer of people on Disability Living Allowance to Personal Independence Payment continues putting a noticeable increase on the demands to the Council's Welfare Rights Service.
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		75%	Q3 17/18: On Target The Local Biodiversity Action Plan (LBAP) has been drafted and is subject to consultation with our biodiversity partners. The Council's biodiversity partners have requested an extended period of time to respond to the consultation – agreeing the extension of time request will result in a delay in reporting the LBAP to elected members.
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		75%	Q3 17/18: On Target 89% of planning applications have been determined within target.
CE.S.12.04		Complete preparation of a corporate climate change action plan	31-Mar-2018		40%	Q3 17/18: Off Target The Climate Change Plan has not been drafted because of other work priorities.
CE.S.12.05		Investment and actions in town centre	31-Mar-2018		75%	Q3 17/18: On Target The Gorebridge town centre CARS project is in its final year of implementation with £662,000 of the £755,000 of grant funding being spent on over 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 5 high priority buildings, 14 medium priority buildings and 20 reserve buildings 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		75%	Q3 17/18: On Target Monthly updates continue to be provided to residents and to local members. Melville Housing are working with various agencies to develop a solution for their affected properties.
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%

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CE.S.13.02	13. Identify and develop participatory budget programmes	Develop and implement new participatory budget model for elected members Environmental Grants	31-Mar-2018		75%	Q3 17/18: On Target
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		100%	Q3 17/18: Complete Plan will need to continually evolve, to reflect the statutory reporting guidance of the Child Poverty Act. This guidance has not yet been published. £2, 310000 secured mostly through Pupil Equity Funding and the Community Choices Fund. Unlikely that we will secure the stretch target of £3million by April 2018.





Communities and Economy PI Report 17/18













Service Priorities												
PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Benchmark
			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 (cumulative)	1	0	1	1	2			Q3 17/18: On Target 1 (2 in total for the year)	2	
BS.SG.CE.2.1a	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)	100	55	34	63	80			Q3 17/18: Data only 17 for Q3		
CE.S.02.01a		Number of new businesses locating in Borders Rail Corridor (cumulative)			34	45	62			Q3 17/18: Off Target 17 for Q3. 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.02.01b		Number of tourism businesses assisted in Midlothian area of Borders Rail Line corridor (cumulative)	51	45	6	6	9			Q3 17/18: Data only 3 for Q3		

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	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)	49	43	18	25	28			Q3 17/18: Data only		
BS.SG.CE.3.1a		Number of LEADER projects funded (cumulative)	10	5	6	7	9			Q3 17/18: Data only 2 for Q3		
CE.S.03.01a		Amount of leader funding allocated			£376,848	£1,227,309	£1,330,339			Q3 17/18: On Target	£1,026,967	Total LEADER programme is c. £3.4m over period 2015-2020
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 (cumulative)	13	11	6	10	14			Q3 17/18: Off Target 4 for Q3. Annual report will be produced in Q4.	20	
M.SG.CE.03.01c		Number of new jobs created through LEADER (cumulative)	1	0	2	2	2			Q3 17/18: On Target 0 in Q3	3	
M.SG.CE.03.01d		Number of training opportunities created through LEADER (cumulative)	0	0	0	0	0			Q3 17/18: Data only 0 in Q3		
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 and actions (cumulative)	3	3	1	1	1			Q3 17/18: On Target There were no Easter Bush meetings during this period, although regular contact was maintained via email and through Midlothian Science Zone website and BID. All actions from previous meeting have been progressed.	2	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
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	2	1	1	3			Q3 17/18: On Target The third campaign concerning the safety of activities around warehouses is approximately 50% complete (20 workplaces inspected). A number of businesses have improved their safety practices and physical facilities following our interventions. No formal action has been required against duty holders to date with most premises being found to be generally compliant.	3	
CE.S.05.02a		Percentage of food premises deemed "Broadly Compliant" with the food hygiene legislation	80%	82%	80%	81.2%	81%			Q3 17/18: Off Target Broad compliance = 81% This is significant step towards reaching the challenging set target. This is a "point in time" indicator and the improvement may not be indicative of a longer term trend.	84%	
CE.S.05.06a		Number of professional dog walkers registered under the Commercial Dog Walkers Registration Scheme			25%	50%	75%			Q3 17/18: On Target The proposal for a Commercial dog walkers Registration Scheme is to re-presented to Cabinet in Q4 for consideration. Following approval of the proposed scheme implementation will commence.	100%	
CE.S.05.07a		Percentage of residential sites licensed			100%	100%	100%			Q3 17/18: On Target 100% of sites requiring a licence are currently licensed. Work is ongoing to bring our sites into line with the requirements of the new licensing regime which comes into force in May 2019. All 4 sites have been engaged with and inspections of 2 carried out.	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			80%	80%	80%			Q3 17/18: On Target	100%	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
		review assessment of Environmental Reports - particular emphasis on quality and reporting times										
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	95%	95%	86%	88%	100%			Q3 17/18: On Target	80%	
CE.S.06.04c		Undertake annual one to one meetings with major developers currently constructing within Midlothian	100%	75%	25%	50%	75%			Q3 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	88	93.8	93.8	92.6			Q3 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%	50%	50%			Q3 17/18: Off Target The Midlothian Council Annual Progress report was submitted to, and accepted by Scottish Government. The work to convene the joint working group remains at 50% as no progress was possible in Q3 due to conflicting work demands. It is anticipated that this work will now occur in 18/19 to be included in the 2018 Annual Progress report.	100%	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	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%	20%	50%			Q3 17/18: Off Target 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 Lothian (Partnership Council) 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. The second Enforcement Officer in East Lothian retired in August and their Principal TSO then retired in September, some progress was required in needing to recruit a replacement Principal TSO. An advertisement was prepared and finalised in September, advert was published in December.	100%	
CE.S.07.01c		Level of integrated practices achieved			20%	50%	75%			Q3 17/18: On Target Some cross-boundary work and/or mentoring, has now been carried out, in the areas of Animal Health, Weights and Measures and Fireworks.	100%	





PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.07.02a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	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%	50%	25%	50%	75%			Q3 17/18: On Target	100%	
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	128	90	35	77	111			Q3 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	341	107	184	271			Q3 17/18: Off Target Number of logs has dropped over holiday period but target will be met before year end.	400	
CE.S.07.06a		Trading Standards: Number of primary inspections conducted	189	96	31	56	75			Q3 17/18: Off Target Number of inspections has dropped over holiday period but target on course to be met before year end.	125	
CE.S.07.07a		Trading Standards: Number of criminal investigations instigated	21	17	6	11	12			Q3 17/18: On Target	15	
CE.S.07.08a		Trading Standards: Percentage of consumer complaints completed within 14 days	86.6%	84.7%	91.6%	86.7%	84.7%			Q3 17/18: Off Target Due to the volume of complaints over the festive period completed complaints % has fallen below target. Plans in place to increase for Q4.	85%	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CE.S.07.09a	07. Maintain service delivery to a high standard, focusing on a fair, safe and equitable trading environment for consumers	Trading Standards: Percentage of tobacco retailers visited annually.	49.59%		1.6%	7.9%	7.9%			Q3 17/18: Off Target The number of visits able to be made has been less than in previous years at the Q3 stage, however routine visits will pick up over the next quarter and the target will be met.	20%	
CE.S.07.10a		Trading Standards: Participation in safety initiatives	9	6	0	2	4			Q3 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			1	1	2			Q3 17/18: On Target A review of the Communities function is part of the overall business transformation workstream of Services with Communities. A separate review of the Economic development function is in progress.	3	
CE.S.09.02b		Extent of savings achieved (cumulative)			£270,000.00	£270,000.00	£270,000.00			Q3 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			25%	50%	75%			Q3 17/18: On Target A review of the Communities function is part of the overall business transformation workstream of Services within Communities. A separate review of the Economic Development function is in progress.	100%	
CE.S.09.04a		Consolidation of Building Standards status Application for Customer Excellence in at least one other function			0	0	0			Q3 17/18: On Target Any further progress is dependent on the outcome of the Financial Strategy.	1	
CE.S.09.05a		Completion of review of Business Gateway service			25%	50%	75%			Q3 17/18: On Target Part of review of Economic Development	100%	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CE.S.09.06a	09. Delivering excellence	Achieve City Deal Status			95%	100%	100%			Q3 17/18: Complete	100%	
CE.S.09.06b		Extent of direct City Deal investment in Midlothian			N/A	N/A	N/A			Q3 17/18: No data available Amount of investment unknown until detailed City Deal programme has been approved.		
CE.S.09.06c		Extent of indirect City Deal investment in Midlothian			N/A	N/A	N/A			Q3 17/18: No data available 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			N/A	£18	£21			Q3 17/18: On Target Q3 figures show £2,114,848.04 income added for Midlothian residents against spend of £105,717 = £21.43	£20	
CE.S.10.02a		Implement the actions in the review			25%	50%	75%			Q3 17/18: On Target The internal and external review of Advice Services is to be considered as part of a wider assessment in the context of the Council's financial strategy.	100%	
CE.S.11.04a	11. Citizens are engaged with service development and delivery	Number of Community Councils who adhere to the revised Scheme.			16	16	16			Q3 17/18: Complete All 16 Community Councils have adopted the modernised scheme.	16	
CE.S.11.04b		Number of Community Councils who receive training on the Community Empowerment Act.			0	11	13			Q3 17/18: On Target Further 2 Community Councils trained in Q3.	16	
CE.S.11.05b		Evidence 3 improvements that have resulted in each of the Neighbourhood Planning areas	44	33	17	24	40			Q3 17/18: On Target Cumulative total for the year is 40	42	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18			Annual Target 2017/18	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CE.S.11.06a	11. Citizens are engaged with service development and delivery	Deliver a community action plan in each of the three areas.			0	3	3			Q3 17/18: On Target There are three action plans in each of the areas. The Mayfield & Easthouses plan is the priority for updating and we are using the place standard as a tool for doing this. We still need to ensure the plans reflect the guidance for locality planning. The main challenge here is getting statutory partners to input into the plan, there has been progress with the police and adult health and social care.	3	
CE.S.11.07a		Simplified grants form			25%	100%	100%			Q3 17/18: Complete Completed. Small grants process improved based on feedback, specifically application and monitoring forms have been simplified. Awaiting outcome of budget reviews to amend large grants programme.	100%	
CE.S.11.07b		Streamlined monitoring			25%	100%	100%			Q3 17/18: Complete Small grants process improved based on feedback, specifically application and monitoring forms have been simplified. Awaiting outcome of budget reviews to amend large grants programme.	100%	
CE.S.11.08a		Provide a guide, webpage, leaflet and bespoke local support for asset transfers.			25%	50%	100%			Q3 17/18: Complete Next stage is establishment of Community Management Assessment Group.	100%	
CE.S.11.09a		Provide advice, support opportunities for the Community Planning Partnership Board to engage with local community groups.			0	5	10			Q3 17/18: Complete Completed the Supporting Communities Programme with the Scottish Community Development Centre. Schedule of study visits for Jan – April 18.	10	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
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			Yes	Yes	Yes			Q3 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%	81%	96%	91%	93%			Q3 17/18: On Target Throughout the year 93% of planning applications have been determined.	80%	78% of planning applications were determined within target in 2015/16.
CE.S.12.04a		Climate Change action plan prepared			25%	50%	75%			Q3 17/18: On Target The Climate Change Plan has not been drafted because of other work priorities, work is scheduled to be completed and submitted in Q4.	100%	
CE.S.12.05b		Complete submission of stage 2 Heritage Lottery Fund (HLF) and Historic Environment Scotland (HES) funding at Penicuik			25%	50%	75%			Q3 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 at site in Gorebridge, with any necessary action being taken timeously			Yes	Yes	Yes			Q3 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	Yes	

PI Code	Priority	PI	2016/17	Q3 2016/17	Q1 2017/18	Q2 2017/18	Q3 2017/18				Annual Target 2017/18	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend	Note			
											(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.			3	3	3			<p>Q3 17/18: On Target 48k distributed to 34 community projects in the three targeted areas ranging from £230 to £3000 per project. 10k match funding secured from NHS Lothian. 650 local residents attended community events, with 473 votes cast. Our evaluation with support from the Scottish Community Development Centre demonstrated a very successful process. Evaluation structure in place with NHS Lothian health specialists to evaluate local impact of projects on reducing food related inequalities. Evaluation undertaken in Mayfield, still need to evaluate impact in Gorebridge and Dalkeith/Woodburn.</p>	3		
CE.S.13.01b	13. Identify and develop participatory budget programmes	Distribute 48k to projects that will promote access to affordable, high quality food in the priority areas.			£48,000	£48,000	£48,000			Q3 17/18: Complete	£48,000		

Published Local Government Benchmarking Framework - Communities and Economy



Economic Development and Planning

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	External Comparison
		Value	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%	8.57%	15.47%	16/17 Rank 9 (Second Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 15 (Second Quartile).
ECON2	Cost of Planning per Application	£3,765.74	£3,606.37	£4,145.05	£4,672.05	£4,744.68	£3,879.10	£4,982.63	16/17 Rank 21 (Third Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 19 (Third Quartile).
ECON3	Average time for Commercial planning application (LGBF)			26.3 weeks	54.9 weeks	9.9 weeks	7.9 weeks	8.4 weeks	16/17 Rank 11 (Second Quartile). 15/16 Rank 9 (Second Quartile). 14/15 Rank 16 (Second Quartile).
ECON4	Percentage of procurement spent on local small/medium enterprises (LGBF)	16%	21%	15%	19%	17%	15%	10%	16/17 Rank 30 (Bottom Quartile). 15/16 Rank 27 (Bottom Quartile). 14/15 Rank 23 (Third Quartile).
ECON5	No of business gateway start-ups per 10,000 population (LGBF)				23.14	22.74	19.91	18.62	16/17 Rank 14 (Second Quartile). 15/16 Rank 11 (Second Quartile). 14/15 Rank 8 (Top Quartile)

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	External Comparison
		Value	Value	Value	Value	Value	Value	Value	
ENV5a	Corporate Indicator - Cost of Trading Standards, Money Advice & Citizen Advice per 1000 population (LGBF)			£4,273.50	£4,368.36	£8,189.31	£6,362.28	£5,642.70	16/17 Rank 17 (Third Quartile). 15/16 Rank 17 (Third Quartile). 14/15 Rank 28 (Bottom Quartile).
ENV5b	Corporate Indicator - Cost of environmental health per 1,000 population. (LGBF)			£8,855.65	£13,282.17	£8,606.89	£9,715.07	£10,190.72	16/17 Rank 5 (TOP Quartile). 15/16 Rank 3 (TOP Quartile). 14/15 Rank 3 (TOP Quartile).